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Peace of Mind FL

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Needs Assessment Plan

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A Collaboration between the  
Florida Coalition Against  
Domestic Violence and the Brain  
Injury Association of Florida

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## **COLLABORATIVE MEMBERS**

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Peace of Mind FL is a collaboration between the Florida Coalition Against Domestic Violence and the Brain Injury Association of Florida. Each organization recognizes the need for internal and external capacity building to address the needs of survivors of domestic violence who may have a disability as a result of a traumatic brain injury. The scope of this project is to address how each organization may best address internal capacity to provide technical assistance and training to its membership and/or employees.

### **Brain Injury Association of Florida**

The Brain Injury Association of Florida (BIAF) assists individuals with brain injuries, their families and allied professionals throughout Florida. BIAF is a non-profit organization, founded in 1985 by the mother of a young man who sustained a traumatic brain injury from an automobile crash. BIAF's mission is to improve the quality of life for persons with brain injury and their families by creating a better future through brain injury awareness, prevention, research, education, support services, and advocacy through a resource facilitation model. BIAF Resource Facilitators are available through a free, statewide phone service to provide confidential support following a brain injury.

BIAF served 4,187 individuals in fiscal year 2011-2012, through the Resource Facilitation model.

### **Florida Coalition Against Domestic Violence**

The Florida Coalition Against Domestic Violence (FCADV) serves as the statewide membership body for Florida's forty-two (42) certified domestic violence centers. In 2004, the Governor and Florida Legislature designated FCADV in statute as the organization responsible for administering state and federal funding earmarked for domestic violence core services. FCADV monitors, through the Quality Assurance Department, the centers for programmatic and fiscal areas outlined in Programmatic and Administrative Standards.

FCADV serves as the entity responsible for quality of services and ensures centers offer voluntary, empowerment-based services for survivors and their children. FCADV is the training and technical assistance provider for the 42 centers and allied partners.

In fiscal year 2011-2012 FCADV provided 10,921 units of electronic technical assistance and 177 onsite technical assistance visits to membership and allied organizations. FCADV provided 88 onsite trainings to certified domestic violence centers and allied organizations.

Core Services for certified domestic violence centers include:

- **Information and Referral:** Education and recommendations on services to those persons seeking assistance.
- **Counseling:** Supportive advocacy services such as crisis intervention, safety planning, assessment of risk, and intervening with the various social and legal agencies on behalf of the center participant, including legal advocacy, medical advocacy, housing advocacy, interpretation services, and additional services as needed.
- **Case Management:** A collaborative process of assessment, planning, facilitation, and advocacy for options and services to meet a center participant's needs.
- **Emergency Shelter:** Safe housing provided for adult victims of domestic violence and their dependents.
- **Hotline Services:** A telephone and TDD Line operated 24 hours a day, seven days a week to provide crisis intervention, safety planning, information, and referral to victims of domestic violence or on behalf of a survivor.
- **Child Assessment:** An evaluation of the basic needs of children served by the center and the referral of children to services if needed.
- **Professional Trainings:** Education on the dynamics of domestic violence provided to law enforcement personnel, other professionals, and paraprofessionals who have contact, as part of their work, with victims of domestic violence.
- **Community Education:** Are efforts, activities, and presentations performed to increase public awareness about domestic violence and the availability of services for victims of domestic violence.

## INTRODUCTION

The collaboration between BIAF and FCADV was formed with the intention to support resource facilitation offices' and certified domestic violence centers' capacity to provide tailored services to survivors of domestic violence who are living with a disability as a result of a traumatic brain injury.

According to researchers Kathleen Monahan and Dan O'Leary, *"Women who enter domestic violence shelters frequently report that they have received numerous blows to the head, have been unconscious for unknown periods of time, and have been in comas as a result of head trauma."* While advocates are trained to provide a myriad of resources and referrals to survivors, advocates are not equipped to recognize symptoms of a traumatic brain injury. This creates a missed opportunity to provide adequate support and appropriate referrals.

It is the intention of the project, particularly in the needs assessment phase, to identify gaps and better understand how FCADV and BIAF can provide training and technical assistance to support advocates and resource facilitators to address the needs of survivors of domestic violence living with a disability as a result of their traumatic brain injury.

### Traumatic Brain Injury

Peace of Mind FL defines traumatic brain injury as:

*A specific type of damage to the brain that results when the head: hits a stationary object, is hit, is penetrated, and is violently shaken by external force, concussion blast injury. The severity of a traumatic brain injury (TBI) may range from "mild," i.e., a brief change in mental status or consciousness to "severe," i.e., an extended period of unconsciousness or amnesia after the injury. Florida Statute 381.745 (2)(b) defines Traumatic Brain Injury as : An insult to the skull, brain, or its covering, resulting from external trauma that produces an altered state of consciousness or anatomic motor, sensory, cognitive, or behavioral deficits.*

In the state of Florida about 210,000 people are living with TBI-related injuries; by 2020 the number is expected to reach 260,000. The causes reported for TBI range from falls (42%), other causes (27%), motor vehicle accidents (21%), and assaults (10%).

Statistics illustrate that men are more likely to be impacted by TBI than women. The two most prevalent age groups affected by TBI are ages 25-44 and age 65 and up.<sup>1</sup>

TBI is known as the “silent epidemic” and it is likely that the reported statistics do not truly illustrate the number of Floridians that are impacted by traumatic brain injury. Similarly, domestic violence is vastly under reported and the numbers of assaults that result in a traumatic brain injury are most likely higher than 10%.

## **Domestic Violence (DV)**

Peace of Mind FL defines domestic violence as:

*Abusive behavior (i.e.: emotional, psychological, physical, or sexual) that one person in an intimate relationship uses in order to control the other. Forms of domestic violence (DV) can be, but not limited to:*

- *Economic Abuse*
- *Emotional Abuse*
- *Psychological Abuse*
- *Physical Abuse*
- *Sexual Abuse: Forcing sexual intercourse or contact; forcing partner to view pornography, withholding sex.*
- *Stalking*
- *Exploitations*
- *Threats of violence*

*Partners may be married or not married; heterosexual, gay, or lesbian; living together, separated, dating and in some cases a personal care attendant.*

In 2010 the Center for Disease Control and Prevention’s National Intimate Partner and Sexual Violence Survey (NISVS) found that, one in four women have been the victim of severe physical violence by an intimate partner. Moreover, over a lifetime and one year estimates for sexual violence, stalking and intimate partner violence were alarmingly high for adult Americans; with IPV alone affecting more than 12 million people each year. Women are disproportionately impacted. They experienced high rates of severe intimate partner violence, rape and stalking, and long-term chronic disease and other health impacts.

In the state of Florida in 2010, 113,378 crimes of domestic violence were reported to Florida law enforcement agencies resulting in 67,810 arrests.

During fiscal year 2010-2011, Florida's certified domestic violence centers provided 477,489 nights of emergency shelter to 15,789 survivors of domestic violence and their children. Advocates created 87,474 tailored safety plans, provided a total of 484,950

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<sup>1</sup> Source: State of Florida, Department of Health, Office of Vital Statistics, Public Health Statistics, 2005-2007; State of Florida, AHCA, Detailed Discharged Data, 2005-2007; State of Florida, AHCA, Emergency Department Data, 2005-2007; State of Florida, Department of Health, CHARTS, assessed June 2009.

hours of outreach and counseling services, and answered 130,393 domestic violence hotline calls from individual seeking emergency services, information, and safety planning assistance.

Like TBI, DV is underreported. Survivors often fear for their safety, therefore they may not choose to reach out for assistance. Moreover, the types of violence that are captured in crime statistics only reflect the cases where arrests have occurred, which excludes emotional and verbal violence.

### **Data of the cross section of DV and TBI**

According to *Crimes Against People with Disabilities, 2008*, released by *The Department of Justice* about 37% of the violent crimes against persons with disabilities in 2008 were serious violent crimes: rape or sexual assault (40,000), robbery (116,000), or aggravated assault (115,000). Persons with disabilities also were victims of about 459,000 simple assaults.

Moreover, studies estimate that between 70% and 85% of cases of abuse against disabled adults go unreported.<sup>2</sup> As a result of being a marginalized population, there is a need to provide culturally appropriate services for survivors who may have a disability as a result of a traumatic brain injury.

Currently, FCADV and BIAF are not providing adequate support to their staff or membership on how to best identify, assess for accommodation needs and then effectively serve domestic violence survivors living with a traumatic brain injury.

FCADV has developed and actively provides their membership and allied organizations with training, technical assistance (TA), model policies and procedures that address providing services for survivors living with a disability.

BIAF currently provides professional development and training to their direct services staff, but there are evident gaps in addressing the safety needs of domestic violence survivors.

Peace of Mind FL, specifically with the results of the needs assessment, will give both organizations a better understanding of how to best enhance internal and external capacity to effectively provide training and technical assistance. Results will also contribute to the improvement of policies and practices to better serve survivors living with a disability as a result of a traumatic brain injury.

The collaborative members strongly feel the voices of survivors should inform all aspects of service and training. This project will offer survivors several opportunities to

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<sup>2</sup> Public Policy Office of the National Coalition against Domestic Violence (NCADV)



inform the collaboration's work. Leadership and all levels of staff, from FCADV and BIAF, will also inform the process.

Information will be gathered using various methods including; individual interviews, focus groups and electronic surveys. Results will inform a strategic plan which will address gaps in the areas of training, technical assistance, policies and procedures, to better serve survivors living with a disability as a result to a traumatic brain injury.

## **VISION STATEMENT**

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All Floridians who are survivors of domestic violence (DV) and traumatic brain injury (TBI) have accessible, responsive, comprehensive, multicultural, and sustainable services that foster empowerment-based advocacy and promote community integration and participation. Survivors have options that offer an autonomous life free of violence.

## **MISSION STATEMENT**

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This collaborative is committed to creating sustainable change for survivors of domestic violence living with a traumatic brain injury and their support systems through:

1. The development of policies, practices, and procedures that are responsive to and provide accessible services in a seamless and timely manner;
2. The creation of mechanisms to work collectively and share knowledge in an ethical manner;
3. The cultivation of a network of communication among collaboration members and member organizations that allows for more effective advocacy and access to appropriate services; and,
4. The promotion of linguistic and culturally specific services for survivors.

This transformative response will exemplify choice, safety, dignity and justice to empower survivors, with a focus on their ongoing and ever-changing needs.

## GOALS

1. Identify the strengths and gaps in the provision of **technical assistance and training** related to traumatic brain injury and domestic violence.
2. Determine the resources required for Peace of Mind FL to affect **enhanced service delivery** statewide for people with disabilities as a result of a traumatic brain injury who are/have experienced domestic violence.
3. Identify the strengths and gaps in FCADV and BIAF **policies and procedures** related to traumatic brain injury and domestic violence.
4. Assess **readiness** of FCADV, BIAF, resource facilitation programs and certified domestic violence centers to address the intersection of domestic violence and traumatic brain injury.

## INFORMATION SOURCES

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### Existing Information

According to a recent study, 37% of the violent crimes against persons with disabilities in 2008 were serious violent crimes such as aggravated assault and rape or sexual assault. Persons with disabilities also were victims of simple assaults at an alarming rate.

Moreover, studies estimate that between 70% and 85% of cases of abuse against disabled adults go unreported.<sup>3</sup> As a result of being a marginalized population, there is a need to provide culturally appropriate<sup>4</sup> services for survivors who may have a disability as a result of a traumatic brain injury as they are marginalized.

FCADV currently offers on-site trainings and technical assistance on best practices for working with survivors living with a disability. Trainings offered to certified domestic violence centers and allied partners currently include:

- *Understanding Cognitive Disabilities*
- *Understanding Trauma Informed Care*
- *Effective Communication with People Who are Deaf and Hard of Hearing*
- *Accessibility for People Living with a Disability*
- *Providing Accommodations Around Service Animals*
- *Understanding the American with Disabilities Act*

Additionally, FCADV Programmatic Standards includes specific language which addresses service provision for individuals with a disability, including specific information and language regarding accommodations. Standards are membership driven and were created to provide guidance on how to best serve survivors through consistent empowerment based services. Standards are also in place to reiterate the requirements of the Americans with Disabilities Act.

Evaluation strategies currently being used will allow Peace of Mind FL the opportunity to identify gaps in the areas of training and technical assistance when working with survivors of domestic violence living with a disability as a result of a traumatic brain injury.

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<sup>3</sup> Public Policy Office of the National Coalition against Domestic Violence (NCADV)

<sup>4</sup> Services for survivors that is accessible and reflective of diverse cultures within the disability population.

BIAF currently does not have policies and procedures that address the safety needs of survivors of domestic violence who are living with a disability as a result of a traumatic brain injury.

Currently, FCADV and BIAF are not providing support to their staff or membership on how to best identify and then serve survivors of domestic violence living with a disability as the result of a traumatic brain injury. Additionally, there are no organizations gathering statewide data that represents the experiences of domestic violence survivors who are living with a disability as a result of a traumatic brain injury.

Peace of Mind FL, will allow FCADV and BIAF the opportunity to gather relevant information to address identified gaps in the areas of training, technical assistance, policies and procedures. The project will also allow both organizations the opportunity to gain a better understanding of the stigmas associated with both domestic violence and traumatic brain injury.

### **New Information**

Even though there is substantial data to support the cross-section of domestic violence and traumatic brain injury, there still remains a gap in knowledge and understanding of the stigma in the field attached to domestic violence survivors living with a disability as a result of a traumatic brain injury.

In order to enhance FCADV capacity to provide training and TA for membership, the collaborative members will speak with leadership and direct service staff to determine the best vehicles to build their capacity to provide better services to survivors living with a traumatic brain injury. Survivors will provide critical information about the stigmas associated with domestic violence, and how they navigate the systems to access welcoming services

Likewise, in order for BIAF to address gaps in the area of assessing the safety needs of survivors living with a disability as the result of a traumatic brain injury, information will be gathered from their leadership and Resource Facilitators about the best way to incorporate this training in their current policies and procedures. Information will also be gathered from TBI survivors about stigmas associated with living with a disability and the best way to provide them with welcoming services.

Through thoughtful consideration and conversation, the collaboration has determined that the best vehicles to gather information are: conducting individual interviews with experts in the fields of domestic violence and traumatic brain injury and conducting focus groups with all levels of staff at both organizations. Focus groups will also be conducted with BIAF volunteers who facilitate TBI survivor groups and work directly with individuals living with a disability as a result of a traumatic brain injury.

<b>Method</b>	<b>Audience</b>	<b>Purpose</b>
Six Interviews	Leadership of FCADV and Leadership of BIAF	Interviews conducted with the leadership of both organizations will determine how Peace of Mind FL can: <ul style="list-style-type: none"> <li>• Identify strengths and gaps in the provision of technical assistance and training</li> <li>• Identify strengths and gaps in FCADV and BIAF policies and procedures related to traumatic brain injury and domestic violence</li> <li>• Address statewide and organizational readiness to address the intersection of domestic violence and traumatic brain injury</li> </ul>
Five-six Interviews	Leadership of Local Domestic Violence Programs and Leadership of BIAF Resource Facilitation Program	Interviews conducted with the leadership of the two domestic violence programs and leadership of BIAF resource facilitation program will provide information about: <ul style="list-style-type: none"> <li>• Gaps and strengths in the areas of technical assistance and training</li> <li>• The best vehicle to build their capacity to support advocates and resource facilitators to address the needs of domestic violence survivors living with a disability as a result of a traumatic brain injury</li> <li>• Stigmas associated with domestic violence and traumatic brain injury</li> <li>• Strengths and gaps in program policies and procedures related to traumatic brain injury and domestic violence.</li> </ul>
Two-three Focus Groups with Eight-ten participants in each group  (16-30 participants)	FCADV Hotline, Quality Assurance and Program Staff	Focus groups conducted with FCADV hotline, program and quality assurance will provide information about: <ul style="list-style-type: none"> <li>• Gaps and strengths in the provision of technical assistance and training</li> <li>• The best vehicle to support advocates to address the needs of domestic violence survivors living with a disability as a result of a traumatic brain injury</li> <li>• Stigmas associated with domestic violence</li> </ul>
Four-Six Focus Groups with Eight-ten participants in	Staff from two local domestic violence centers and Staff from local	Focus groups conducted with staff from the two local domestic violence centers and BIAF resource facilitation centers will provide information about: <ul style="list-style-type: none"> <li>• Gaps and strengths in the areas of technical</li> </ul>

<p>each group (32-60 participants)</p>	<p>BIAF resource facilitation centers</p>	<p>assistance and training</p> <ul style="list-style-type: none"> <li>• The best vehicle to increase their capacity to meet the needs of domestic violence survivors living with a disability as a result of a traumatic brain injury</li> <li>• Stigmas associated with domestic violence and traumatic brain injury</li> <li>• Strengths and gaps in program policies and procedures related to traumatic brain injury and domestic violence</li> </ul>
<p>Four-five Focus Groups with Eight-ten participants in each group (32-50 participants)</p>	<p>Survivors of domestic violence and Individuals living with a disability as a result of a traumatic brain injury</p>	<p>Focus groups conducted with survivors of domestic violence and individuals living with a disability as a result of a traumatic brain injury will provide information about:</p> <ul style="list-style-type: none"> <li>• Personal experience with accessing services that are safe and welcoming</li> <li>• Challenges to accessing safe, welcoming and accessible services</li> <li>• Stigmas associated with domestic violence and living with a disability</li> </ul>
<p>One focus group with four to five participants</p>	<p>TBI Support Group Leaders (also TBI Survivors)</p>	<p>Focus groups conducted with support group leaders living with a disability as a result of a traumatic brain injury will provide information about:</p> <ul style="list-style-type: none"> <li>• Personal experience with accessing services that are safe and welcoming</li> <li>• Challenges to accessing safe , welcoming and accessible services</li> <li>• What service providers should know about developing trust and working with survivors of traumatic brain injury</li> </ul>

## **RECRUITMENT STRATEGY AND TRAINING PLAN**

A Recruitment Package will be distributed via email, mail, and will be available online for collaborative partners, leadership of FCADV, leadership of BIAF, the Executive Directors of the certified domestic violence centers and BIAF Support Group Leaders. The Executive Directors of the two certified domestic violence centers, or their designee, and the BIAF's Outreach and Resource Coordinator will serve as the point of contact (PoC) responsible for working with the Project Coordinator to schedule and host staff focus groups. Additional PoC's will be identified, by leadership, and trained to work with the Project Coordinator to host the domestic violence and traumatic brain injury survivor focus groups. All individuals that will serve as a PoC and/or support staff for interviews and/or focus groups will be required to complete Peace of Mind FL PoC 90 minute training. (*See Appendix B*)

The Recruitment Package includes: (*See Appendix A*)

- The Peace of Mind FL Information Sheet
- The Peace of Mind FL Project Purpose
- The Participant Information Form that will address: procedures, confidentiality, benefits, voluntary participation and incentives
- Instructions about disclosures
- Safety and Access
- Request for Accommodation
- RSVP Form
- Resources

### **Interviews with Leadership of FCADV, BIAF and two certified domestic violence centers**

1. The Project Coordinator will make initial contact with individuals identified by the collaborative partners to be interviewed by phone and/or email.
2. The Project Coordinator will send an official invitation to potential interviewee via email and/or mail. (*See Appendix D, E & F*)
3. The Project Coordinator will follow-up the official invitation by sending a recruitment package to potential interviewee via email/and or phone.
4. The Project Coordinator will make follow-up phone calls with potential interviewee, within a week of sending the invitation and the recruitment package, to provide additional information, as needed for the potential interviewee to make a sound decision about participating.
5. The Project Coordinator will continue to provide information to the potential interviewee, as needed, until the potential interviewee confirms their participation.



6. Following their confirmation the Project Coordinator will work with the collaborative team to schedule and conduct the interview.
7. Prior to conducting all interviews the Project Coordinator will confirm that all accommodations needs have been fulfilled.
8. The Project Coordinator will keep documentation of all communications made with potential interviewees until the interview is conducted.

#### Focus Groups with staff at the two local domestic violence centers

1. The Project Coordinator will make initial contact with the Leadership at the two certified domestic violence centers to confirm the PoC for the project.
2. The Project Coordinator will schedule a day and time with the PoC to conduct the required 90-minute PoC training.
3. Following the PoC training, the PoC will distribute the staff invitation to participate letter to potential focus group participants. (See *Appendix F* )
4. The PoC will appropriately respond to staff inquiries and requests to participate.
5. The Project Coordinator will follow-up with the PoC within a week after the training, to start brainstorming days/times to host the focus groups.
6. The Project Coordinator will provide support, as needed, to the PoC during the recruitment process.
7. While the PoC is conducting recruitment the Project Coordinator will work with them to finalize dates, times and location for the focus groups.
8. The PoC will provide potential focus group participants with all the information they need to make a sound decision about their participation.
9. The Project Coordinator will continuously provide the PoC with all necessary information needed for potential focus group participants.
10. The Project Coordinator will schedule additional PoC trainings, as needed, for the host site and potential support staff.
11. Prior to conducting all focus groups the Project Coordinator will confirm that all accommodation requests have been fulfilled.
12. Potential focus group participants will be given the option to participate in an interview, if preferred.

#### Focus Groups with staff at FCADV

1. The Project Coordinator will attend weekly all staff meetings to distribute an invitation to participate and the Peace of Mind FL information sheet. (See *Appendices C & D* )
2. Focus Groups will be scheduled immediately following two weekly program staff meetings.

3. Staff members will be asked to confirm their interest in participating with the Project Coordinator (who is also a staff member at the FCADV).
4. Project Coordinator will complete all necessary forms with interested staff members.
5. Staff members will be given the option to participate in an interview, if preferred.
6. The Project Coordinator will keep documentation of all communications made with staff members until the focus groups are conducted.
7. Prior to conducting all focus groups the Project Coordinator will confirm that all accommodation requests have been fulfilled.

#### Focus Groups with BIAF Resource Facilitators (RF)

1. BIAF's Outreach and Resource Coordinator will be the PoC to work with the Project Coordinator to organize and schedule the RF's focus group.
2. The Outreach and Resource Coordinator is also a member of the collaborative team.
3. The Outreach and Resource Coordinator will send an invitation to participate letter to RF's via email or mail and appropriately respond to their inquiries and requests to participate. *(See Appendix E )*
4. The Project Coordinator and the Outreach and Resource Coordinator will work with the collaborative team to determine the best day and time to host the focus group.
5. The Outreach and Resource Coordinator will provide potential focus group participants with all the information they need to make a sound decision about their participation.
6. Resource Facilitators will be given the opportunity to participate in an interview, if preferred.
7. The Project Coordinator will keep documentation of all communications made with the Outreach and Resource Coordinator until the focus groups are conducted.
8. Prior to conducting all focus groups the Project Coordinator will confirm that all accommodation requests have been fulfilled.

#### Focus Groups with DV Survivors

1. The Project Coordinator will make initial contact with the Leadership at the two certified domestic centers to confirm the PoC for the project.
2. The Project Coordinator will schedule a training day and time with the PoC (s) to conduct the required 90-minute PoC training.

3. The Project Coordinator will follow-up with the PoC within a week after the training to, to start brainstorming days/times to host the focus groups.
4. The Project Coordinator will provide support, as needed, while the PoC recruits focus group participants.
5. While the PoC is conducting recruitment they will also work with the Project Coordinator to finalize dates, and times for the focus groups.
6. The PoC will provide potential focus group participants with all the information they need to make a sound decision about their participation.
7. The Project Coordinator will schedule additional PoC trainings, as needed for the host site and potential support staff.
8. Prior to conducting all focus groups the Project Coordinator will confirm that all accommodation requests have been fulfilled.
9. Survivors will be offered the option to participate in an interview, if preferred.

#### Focus Groups with TBI Survivors

1. BIAF's Outreach and Resource Coordinator will make initial contact with the leadership of the TBI support groups to confirm the PoC for the project.
2. BIAF's Outreach and Resource Coordinator will transmit all PoC information to the Project Coordinator.
3. The Project Coordinator will schedule a training day and time with the PoC (s) to conduct the required 90-minute PoC training.
4. The Project Coordinator will provide support, as needed, while the PoC recruits focus group participants.
5. While the PoC is conducting recruitment they will also work with the Project Coordinator to finalize dates, and times for the focus groups.
6. The PoC will provide potential focus group participants with all the information they need to make a sound decision about their participation.
7. The Project Coordinator will schedule additional PoC trainings for the host site and potential support staff, as needed.
8. Prior to conducting all focus groups the Project Coordinator will confirm that all accommodation requests have been fulfilled.
9. Survivors will be offered the option to participate in an interview, if preferred.

#### Focus Groups with TBI Survivor Group Facilitators

1. BIAF's Outreach and Resource Coordinator will make initial contact with the leadership of the TBI support groups.

2. The Outreach and Resource Coordinator will send an invitation to participate letter to Group Facilitators via email or mail and appropriately respond to their inquiries and requests to participate. *(See Appendix H)*
3. BIAF's Outreach and Resource Coordinator will transmit all focus group information to the Project Coordinator.
4. The Project Coordinator will work with the PoC to schedule a day and time with the support group leaders to conduct the support group leader focus group.
5. The Outreach and Resource Coordinator will provide potential focus group participants with all the information they need to make a sound decision about their participation.
6. The Project Coordinator will schedule additional PoC trainings for the host site and potential support staff, as needed.
7. Prior to conducting all focus groups the Project Coordinator will confirm that all accommodation requests have been fulfilled.
8. Support group leaders will be offered the option to participate in an interview, if preferred.

PEACE OF MIND FL  
RECRUITMENT TRAINING

*(See Appendix B)*

All Point of Contact (PoC) and all staff who will participate as support during the focus groups will be required to attend a 1.5 hour training to review the recruitment package and the recruitment process. All materials and forms will be reviewed and provided at time of training. The training will be conducted in person or via webinars.

- WELCOME.....5 Minutes
- INTRODUCTIONS (Ice-breaker).....10 Minutes
- PEACE OF MIND FL .....15 Minutes
  - 1. Information Sheet
  - 2. Project Purpose
  - 3. Collaborative Partners
  - 4. Project Coordinator
- RECRUITMENT PACKAGE AND FORMS.....30 Minutes
  - 1. Participant Information for DV and TBI Survivors
  - 2. Request for Accommodations Form
  - 3. RSVP Form
  - 4. Support Resources
  - 5. Debriefing Process/Form
- SOLICITING PARTICIPANTS.....15 Minutes
  - 1. Letter of Invitation (FOR STAFF AND SURVIVOR GROUPS)
  - 2. Safety and Access Concerns
  - 3. Group management
    - i. TBI Survivor Groups
    - ii. DV Survivor Groups
  - 4. Interview Options
- Q & A.....15 Minutes

**= 90 MINUTES**

**TRAINER: ALSO GIVE THE PARTICIPANTS A COPY OF THE GLOSSARY FROM THE PEACE OF MIND FL CHARTER**

## **OVERVIEW OF METHODS**

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Methods: Interviews and Focus Groups.

### **Interviews**

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Interviews will be conducted with Leadership of FCADV, BIAF, and two certified domestic violence centers. Interviews will be conducted by a member of the collaborative team who does not work for the same organization as the person being interviewed, in addition to the Project Coordinator who is employed by the FCADV, and will serve as the facilitator for all interviews. The second collaborative team member will serve as the note-taker. (See roles below)

The interviews will last up to an hour and a half, and will be recorded with the permission of the interviewee.

Leadership has an integral role in policy changes, is very knowledgeable about the culture of their organization and would be familiar with the fiscal impact of policy changes, therefore, Interviews conducted with the leadership with focus on these areas.

Interviews conducted with Leadership of FCADV and BIAF will help to determine how Peace of Mind FL can build internal and external capacity to address stigmas surrounding domestic violence and traumatic brain injury, identify strengths and gaps in organizational policies and procedures related to domestic violence and traumatic brain injury, and determine organizational readiness to provide technical assistance and trainings on the intersection of domestic violence and traumatic brain injury.

Interviews conducted with leadership from the certified domestic violence centers and BIAF resource facilitation program will provide information on gaps and strengths in the areas of technical assistance and training needed to provide effective services to survivors of domestic violence and traumatic brain injury. Leadership can provide information about the best vehicles to enhance the capacity of advocates and resource facilitators to better serve survivors who are living with a disability as a result of a traumatic brain injury. This group will also give us information about the strengths and gaps in their program policies and procedures related to traumatic brain injury and domestic violence.

The collaborative prioritized the following individuals for interviews to meet the needs assessment goals:

- Tiffany Carr, or designee, ED FCADV
- Valerie Breen, CEO BIAF
- Vice President and Leadership at FCADV
  - COO , Sandy Barnett

- Director of Special Projects, Brandy Carlson
- Director of Quality Assurance, Marcy Valenzula
- Statewide Hotline Manager, Jodi Russell
- Melody Keeth, ED of Serene Harbor, DV Center serving Brevard County
- Michelle Sprezel, ED of Shelter House, DV Center serving Okaloosa and Walton Counties
- BIAF Senior Staff & Resource Facilitators
  - Family Services Manager, Dale Santella
  - Resource Facilitation Coordinator, Wendy Waldman, Broward
- Optional interviews offered to any focus group participant or survivors who request to be interviewed

### **Facilitation: Roles of the collaborative members**

The facilitator will be responsible for:

- obtaining passive consent using the facilitator’s script (*See Appendix L*);
- confirming that all accommodation needs have been fulfilled;
- asking questions designed for the particular audience;
- providing prompts as necessary;
- keeping the interview on the topic; and,
- facilitating the debriefing meeting immediately following each interview with the note taker.

The note-taker will be responsible for:

- writing down all responses;
- recording the interview, with permission;
- asking for clarification immediately if a response is not understood for recording purposes;
- delivering the recording and written notes to the facilitator immediately following the interview.

### **Focus Groups**

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The collaborative has categorized two different kinds of focus groups, internal and external.

Information gathered from the internal focus groups will help identify gaps and strengths in the provision of technical assistance and trainings in the field related to traumatic brain injury and domestic violence. Information will be gathered about the ways to best enhance the capacity of advocates and resource facilitators to better serve people living

with a disability as a result of a traumatic brain injury and stigmas surrounding domestic violence and traumatic brain injury.

Information gathered from the external focus groups, conducted with direct services staff, will provide information to identify gaps and strengths in the areas of technical assistance and training needed to provide effective services to domestic violence survivors living with a disability as a result of a traumatic brain injury. Information will be gathered about stigma surrounding domestic violence and traumatic brain injury and the best ways to serve people living with a disability as a result of a traumatic brain injury.

Information gathered from the focus groups conducted with survivors of domestic violence and traumatic brain injury will help to identify challenges to accessing services, and help us to define welcoming, empowering and culturally-sensitive services.

- The internal groups will be composed of FCADV and BIAF staff.
- The external focus groups include several components.
  1. Staff at two local domestic violence centers
  2. Domestic violence survivor group
  3. TBI survivor group
  4. TBI Support group leaders (Also TBI Survivors)

### **Internal Focus Groups**

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Each internal focus group will be facilitated by collaborative team members. It is preferred that at the FCADV internal focus group that managerial staff not be present (Director of Training and TA & VP of Programs and Planning). Similarly for the BIAF staff focus groups that BIAF leadership not be the primary facilitator (Senior Vice President of Operations). The Project Coordinator will serve as the facilitator of the focus groups and other collaborative members will serve as note-taker and floater. (See roles below)

The focus groups will last up to an hour and a half and will be recorded with the permission of the participants and participation will serve as passive consent. Participation in the focus group will be voluntary. Leadership of FCADV and BIAF will identify staff to participate in the focus groups.

Once potential focus group participants have been identified by leadership, they will each receive a recruitment package to review before deciding to participate.

All staff will be offered the opportunity to contact the Project Coordinator directly with any questions or concerns.

The collaboration has selected the following groups for the internal focus groups:



- Staff at FCADV—2-3 groups:
  - Program Staff focus group
  - Contracts and quality assurance focus group.
  - Hotline staff
- Staff at BIAF—1-2 groups
  - Resource Facilitators

Groups will not exceed 10 participants.

### **Facilitation: Roles of the collaborative members**

The facilitator will be responsible for:

- obtaining passive consent by using the facilitators script (*See Appendix P & Q*);
- confirming that all accommodation needs have been fulfilled;
- asking questions designed for the particular audience;
- providing prompts as necessary;
- group management;
- keeping the focus group on topic, redirecting as necessary; and,
- facilitating the debriefing meeting immediately following the focus group with the note-taker. (*See Appendix DD* )

The note-taker will be responsible for:

- writing down all responses;
- recording the focus group, with permission from participants;
- asking for clarification immediately if a response is not understood for recording purposes; and,
- delivering the recording and written notes to the facilitator immediately following the focus group.

The floater will be responsible for:

- paying attention to the comfort level of focus group participants;
- noting body cues, memorable quotes, critical information that is not captured by the questions;
- providing support or assistance to participants, as needed; and,
- group management.

### **External Focus Groups: Certified Domestic Violence Centers**

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The external focus groups will be comprised of direct services staff from two certified domestic violence centers.

Each group will be facilitated by members of the collaborative team. It will be explicitly articulated that if there is a FCADV staff person facilitating and/or co-facilitating the membership focus groups that their participation or what they share will not impact their funding or monitoring. The Project Coordinator will serve as the primary facilitator of the focus groups. Other collaborative team member will serve as the note-taker and floater. (See roles below)

Participation in the focus group will be voluntary. Once potential focus group participants have been identified, they will each receive a recruitment package to review before deciding to participate. The focus groups will last up to an hour and a half and will be recorded with the permission of the participants and participation will serve as passive consent.

Leadership will also need to assign a point of contact for the Peace of Mind FL project. The PoC will be responsible for working with the Project Coordinator to coordinate the focus groups. Two focus groups will be offered, at each center, to assure all staff members have equal opportunity to participate.

All staff will be offered the opportunity to contact the Project Coordinator directly with any questions or concerns.

The collaboration has agreed on the following certified domestic violence centers:

- Serene Harbor, serving Brevard County
- Shelter House, serving Okaloosa and Walton Counties

These domestic violence centers were selected by the collaborative because of the location variety. Shelter House is a rural center in the Florida Panhandle and Serene Harbor is a suburban center on the east coast of Florida. Both centers have medium sized shelters allowing for manageable recruitment for the focus groups as well as for staff focus groups.

### **Facilitation: Roles of the collaborative members**

The facilitator will be responsible for:

- obtaining passive consent by using the facilitators script (*See Appendix R*);
- confirming that all accommodation needs have been fulfilled;
- asking questions designed for the particular audience;
- providing prompts as necessary;
- group management;
- keeping the focus group on topic, redirecting as necessary; and,
- facilitating the debriefing meeting immediately following the focus group with the note-taker and floater. (*See Appendix DD*)

The note-taker will be responsible for:

- writing down all responses;
- recording the focus group, with permission;
- asking for clarification immediately if a response is not understood for recording purposes; and,
- delivering the recording and written notes to the facilitator immediately following the interview.

The floater will be responsible for:

- paying attention to the comfort level of focus group participants;
- noting body cues, memorable quotes, critical information that captured by the questions;
- providing support or assistance to participants, as needed; and,
- group management.

### **External Focus Groups: Survivor Groups**

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The voices of survivor are vital to this project. Their experiences and information will help the collaboration understand what adjustments can be made to better provide training and technical assistance. Survivors can also provide us with information regarding welcoming, empowerment-based and culturally appropriate services. They can also provide context to support policy changes to best provide environments that not only ensure safety, but are also accessible.

Each focus group will be facilitated by members of the collaborative team. It will be explicitly articulated that if there is a FCADV staff person facilitating and/or co-facilitating the membership focus groups that their participation or what they share will not impact their access to services nor will the information be shared with the center staff. The Project Coordinator will serve as the facilitator and other collaborative team members will serve as note-taker and floater. (See roles below)

It is important to the collaborative that there is a “safe person” present for these focus groups. The Project Coordinator will work with the PoC at centers to ensure that a staff person with victim/advocate privilege be present and available, on-site, during the focus groups, but not in the room.

At least two focus groups will be hosted at the domestic violence centers. One in shelter, likely in the evening and one during the day at the outreach/ and/or administration offices. This will provide an opportunity for participants to attend if they are working or if they have appointments during the day.

The TBI participant group will be scheduled during one of the regular support group meeting times, to offer continuity and eliminate disruption of their regular schedules. In advance the group leaders will notify the group about the dates and purpose of the focus group.

For the TBI participant groups the collaborative decided that the regular group leader who works with the group participants regularly will serve as a “safe person” in the room to again offer continuity and assist with group management.

The TBI support group leaders who are also TBI survivors will serve as the PoC to coordinate the TBI survivor groups and they will also be offered the opportunity to participate in a focus group-for group leaders- prior to the TBI survivor groups.

The focus group participants will receive a \$20.00 Publix gift card for their participation.

The facilitator will read the Participant Information Form out loud to the group and allow for processing and questions. *(See Appendix I)* The focus groups will last up to an hour and a half and will be recorded with the permission of the participants and participation will serve as passive consent.

The collaborative has agreed on the following external focus groups:

- DV Survivor groups from Serene Harbor, Brevard County
- DV Survivor groups from Shelter House ,Okaloosa and Walton Counties
- BIAF Survivor groups throughout the state; maximum of four
- TBI Survivor group leaders

These domestic violence centers were selected by the collaborative because of the location variety. Shelter House is a rural center in the Florida Panhandle and Serene Harbor is a suburban center on the east coast of Florida. Both centers have medium sized shelters allowing for manageable recruitment for the focus groups as well as for staff focus groups.

The hope for the BIAF survivor groups is to host four groups representing various regions and size statewide, and a group with TBI support group leaders who are also TBI survivors.

### **Facilitation: Roles of the collaborative members**

The facilitator will be responsible for:

- obtaining passive consent by using the facilitators script *(See Appendix M, N or O)*;

- confirming that all accommodation requests have been fulfilled;
- asking questions designed for the particular audience;
- providing prompts as necessary;
- group management;
- keeping the focus group on topic, redirecting as necessary; and,
- facilitating the debriefing meeting immediately following the focus group with the note-taker, floater and support person. (See *Appendix DD*)

The note-taker will be responsible for:

- writing down all responses;
- recording the focus group, with permission from participants;
- asking for clarification immediately if a response is not understood for recording purposes; and,
- delivering the recording and written notes to the facilitator immediately following the focus group

The floater will be responsible for:

- paying attention to the comfort level of focus group participants;
- noting body cues, memorable quotes, critical information that captured by the questions;
- providing support or assistance to participants, as needed; and,
- group management.

The support person will be available in a separate room outside of the focus group and will be responsible for:

- contributing to the provision of a safe and comfortable environment;
- providing emotional support to focus group participants who might find the nature of the discussion upsetting, and;
- providing additional support and referrals, as necessary

TBI Survivor Groups ONLY:

An additional support person-who is the regular support group leader- will be present in the room with the focus group participants and will only be responsible for:

- contributing to the provision of a safe and comfortable environment; and,
- group management

**WORK PLAN-revised 02/2013**

<b>ACTIVITY</b>	<b>10/ 12</b>	<b>11/ 12</b>	<b>12/ 12</b>	<b>01/ 13</b>	<b>02/ 13</b>	<b>03/ 13</b>	<b>04/ 14</b>	<b>05/ 13</b>	<b>06/ 13</b>	<b>07/ 13</b>	<b>08/ 13</b>	<b>09/ 13</b>	<b>Target Completion Date</b>
Work Group Meeting	X	X	X	X	X	X	X	X	X	X	X	X	Ongoing
Charter													COMPLETED
Complete and submit a revised work plan to OVW for approval		X											November 5 <sup>th</sup> 2012
Submit the revised NAP to Vera for review and feedback					X								February 2013
Complete the needs assessment plan and send to OVW for approval						X							March 15 <sup>th</sup> 2013
Conduct needs assessment							X	X					April 15 <sup>th</sup> –May 31 <sup>st</sup> 2013
Compile findings and analyze themes									X				June 1 <sup>st</sup> –June 30 <sup>th</sup> 2013
Prepare key findings report										X			July 1 <sup>st</sup> -22 <sup>nd</sup> 2013
Submit key findings report to OVW for approval													July 22 <sup>nd</sup> 2013
Vera Site Visit with a focus on strategic planning													August 26 <sup>th</sup> – September 13 <sup>th</sup> 2013
Create strategic plan and submit for approval												X	September 16 <sup>th</sup> 2013
Submit a no cost extension via GAN for approval												X	September 16 <sup>th</sup> 2013

**APPENDIX A: RECRUITMENT PACKAGE**

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**\*DO NOT DISTRIBUTE THIS HANDOUT TO SURVIVORS\***

## Peace of Mind Florida

### Who we are

Collaboration between Brain Injury Association of Florida (BIAF) and Florida Coalition Against Domestic Violence (FCADV)

*“Domestic violence affects one in three women”*

### What we believe

All Floridians who are survivors of domestic violence (DV) and traumatic brain injury (TBI) should have access to safe, welcoming, non-judgmental, supportive and empowering services that offer an autonomous life free of violence.

*“There are approximately 210,000 people living with TBI in the state of Florida”*

### Our purpose

It is the intention of this project to better understand how FCADV and BIAF can collaboratively create sustainable system changes and provide training and technical assistance to support advocates and resource facilitators to address the unique needs of survivors of domestic violence living with a disability as a result of a traumatic brain injury.

*“A disability as a result of TBI puts a woman at higher risk of experiencing violence in a relationship”*



## **How will it get done?**

By conducting a ***needs assessment***, and using results from the needs assessment to compose a ***key findings report***. The report will be used to develop a ***strategic plan*** that will serve as a blue print to address gaps identified in the areas of training, technical assistance, policies and procedures to better serve survivors living with a disability as a result of a traumatic brain injury.

## **Needs Assessment**

Information will be gathered using various methods, including individual interviews and focus groups. Information will be gathered from leadership and middle management and all levels of staff at FCADV, BIAF, Shelter House and Serene Harbor. Most importantly, DV and TBI survivors will be given an opportunity to inform the project through focus groups or individual interviews.

## **Can you participate?**

If you identify with one of the target groups listed above, you will be asked to participate in a focus group or an interview. Please confirm your participation with the, Peace of Mind FL project, point of contact at your organization.

And, if you identify with one of the target groups listed above and you have not yet been asked to participate, or if you need additional information, please contact the Peace of Mind FL Project Coordinator Arlene Vassell at [vassell\\_arlene@fcadv.org](mailto:vassell_arlene@fcadv.org) or 850-425-2749.

***“A woman living with a disability is 85% more likely to be a victim of domestic violence or sexual assault than a woman without a disability”***

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## ***PEACE OF MIND FL: RECRUITMENT PACKAGE***

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The recruitment package will be used for two distinct purposes:

1. A training tool to provide host sites and PoC with all the information they need about Peace of Mind FL, so they can provide support and accurate information to potential focus group participants and,
2. A training tool for potential interviewees so that they too can be well informed about the project in order to make a decision about participation.

The recruitment package will be used as a training tool for Florida Coalition Against Domestic Violence Staff, Brain Injury Association of Florida Staff, the two certified domestic violence centers that will be hosting survivor focus groups, and Brain Injury Association's volunteer support group leaders who will coordinate TBI survivor groups.

The 90 minute training will be conducted in person or via webinars, preferably in person.

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### **PROJECT PURPOSE**

**The Project Purpose provides individuals with a summary of Peace of Mind FL, relevant information about the collaborative partners and the project goals.**

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Survivors<sup>5</sup> of domestic violence (DV) and traumatic brain injury (TBI) have several parallels. Survivors of both often feel "silenced." Survivors of DV are often silenced by batterers through isolation and other tactics intended to separate them from their support systems. Traumatic brain injury is known as the "silent epidemic" because an injury to the brain is frequently unseen.

#### **The Problem**

Domestic violence affects one in three women. A woman living with a disability is 85% more likely to be a victim of DV or sexual assault than a woman without a disability.<sup>6</sup> A disability as a result of a TBI puts a woman at higher risk of experiencing violence in a relationship. There are 210,000 people living with a TBI in the state of Florida.<sup>7</sup>

Survivors of both DV and TBI are marginalized in society, and when seeking safety they may face challenges such as lack of transportation, legal help, and access to medical services. The Florida Coalition Against Domestic Violence (FCADV) and the Brain Injury

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<sup>5</sup> Survivors will be used in this document instead of victim, for further information refer to Glossary of Key Terms

<sup>6</sup> Domestic Violence Initiative

<sup>7</sup> BIAF, 2011.

Association of Florida (BIAF) joined together to form Peace of Mind FL to learn how these challenges can be addressed. The partnership will also seek to build the organizational capacity of each respective organization on the barriers and gaps in service faced by survivors of domestic violence living with brain injury or end with face.

*Peace of Mind FL* will have many unique areas to address due to the diversity of the state of Florida. Florida is the fourth largest state in the country, with a racially and ethnically diverse population of just over 18 million residents.<sup>8</sup> According to the 2011 US Census, 79%% of the residents of Florida identify themselves as White, 17% are Black, 23% person of Hispanic or Latino Origin, and 3% another race. Florida has a higher percentage of residents who report a Hispanic or Latino background, speak a language other than English at home, and those who are foreign-born, when compared with national averages.<sup>9</sup> Approximately 51% of the population is female.<sup>10</sup>

FCADV and BIAF are committed to a full examination of internal policies and procedures and how they relate to DV survivors living with a TBI. By the end of the project, one of our hopes is to develop trainings for staff about how to effectively work with survivors living with a TBI.

During the past several years, the impact of TBI has surfaced as an imperative issue for FCADV and its member programs. The member programs of FCADV provide empowerment-based, woman centered, voluntary services including:

- Information and Referrals
- Counseling
- Case Management
- Emergency Shelter
- Hotline Services
- Child Advocacy/Assessment
- Professional Training
- Community Education

FCADV has increased efforts to provide training and technical assistance to member programs regarding complexities faced by all survivors living with a disability. Through these efforts is became apparent that both DV and TBI service provides lacked the capacity to provide appropriate and effective service provision to survivors of DV living with a disability as the result of a TBI. Both organizations possess the resources to create a systemic and deliberate approach to address this gap statewide through a funding opportunity from the Office of Violence Against Women's Education, Training,

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<sup>8</sup> Office of Economic and Demographic Research, 2007a

<sup>9</sup> Florida International University 2007

<sup>10</sup> Office of Economic and Demographic Research, 2007a

and Enhanced Services to End Violence Against and Abuse of Women with Disabilities Grant.

### **Parallel Philosophies and Differing Approaches**

It was apparent after only a brief period of collaboration that both BIAF and FCADV have similar philosophical approaches to working with survivors. BIAF utilizes the resource facilitation model, which complements the empowerment-based advocacy provided by local DV providers. BIAF Resource Facilitators are available through a free, statewide phone service to provide confidential support following a brain injury. Persons with brain injury, members of their support system, and professionals can use this service to answer questions, resolve issues, find brain injury support resources, navigate complicated systems, and receive information about living with a brain injury. Each Resource Facilitator is uniquely familiar with the resources and supports available within their geographic region.

While both models use information and referrals for their respective populations, further discussions revealed there are some intrinsic differences. These differences include: conflicting philosophies, perceptions, and practices which guide each organization in developing and providing services for survivors. A crucial example is that the safety of the survivor is rarely presented as a need when BIAF is contacted, whereas safety of the survivor is the primary concern for DV providers.

While there are intersections of the populations served by FCADV and BIAF, there are also differences. Ninety-eight percent of those seeking services from DV centers are women, while the majority of those affected by TBI are men. The ways in which services are provided also differ. DV providers help survivors create self-directed safety plans, because the highest priority is safety. Resource facilitators may or may not include safety in their service provision in addition to other needs like accessing benefits. Through this multi-year project, the collaborative will examine the lack of education among service providers regarding DV and TBI. We hope to address why survivors have a reluctance to seek services. This reluctance could be a result of pervasive cultural stigmas, and the fear of institutional care that women who are living with a disability may have.

The collaboration will conduct a comprehensive needs assessment that will be inclusive of a wide variety of participants in various settings to identify needs and differences in service provision. Based on the information gathered in the needs assessment, the partners will develop and implement a strategic plan that will lead to organizational policy changes and more effective service provision. The goal is to increase direct service and organizational capacity among statewide partners and local programs.

The result of this project will be increased access to effective services for Floridians who are survivors of DV living with a disability resulting from a TBI.

## **PARTICIPANT INFORMATION**

### **For Domestic Violence Survivor Group**

**(FACILITATOR: PLEASE READ THIS ALOUD, DISPLAY ON THE SCREEN WITH A PROJECTOR)**

### **INTRODUCTION**

This conversation may contain words that you do not understand. Please ask the focus group leaders to explain words or information that you do not understand.

### **PURPOSE**

You have been invited to participate in a focus group to provide the Florida Coalition Against Domestic Violence (FCADV) and the Brain Injury Association of Florida (BIAF) with information to improve services to survivors of domestic violence. The name of the project is Peace of Mind FL. We would like to interview you because you are a survivor of domestic violence.

A focus group is a group of individuals who are asked about their perception, opinion, attitudes and beliefs about a particular topic or subject. Focus group participants are brought together to engage in a guided discussion to talk with other group members about the particular subject or topic.

### **PROCEDURES**

Your presence in the room will indicate that you are freely consenting to participate in the focus group. We will then ask you some questions about services and how improvements can be made. Your answers may be recorded on flip charts and in notes, and with your permission we will also record our conversation. The entire group has to give us permission to record your voices. Information obtained will be summarized in a report format for FCADV and BIAF, Peace of Mind FL. We will use this information to make decisions about what additional services and resources are needed for survivors of domestic violence. We will not disclose your name or any other way to identify you on the recording or in any notes or report.

Three individuals with the Peace of Mind FL project will be conducting the focus group, one person will ask questions and one person will be taking notes. The third person will be providing support to everyone in the room.

There will also be a person outside of the room that is available for you to talk with about your feelings.

## **BENEFITS**

The benefit of your participation in this focus group is to share your experiences and needs so that FCADV and BIAF staff can learn how to improve services to and better meet the needs of future survivors. Your voice is critical for this project.

## **INCENTIVES FOR PARTICIPATION**

You will receive a \$ 20.00 Publix gift card for your participation, whether you answer all the questions or not.

## **SOURCE OF FUNDING**

Funding for conducting the focus group will be provided by the Florida Coalition Against Domestic Violence.

## **VOLUNTARY PARTICIPATION/WITHDRAWAL**

Your participation in this focus group is voluntary. You may decide not to participate or you may leave the group at any time.

Your participation in the focus group may be stopped at any time by the group leaders without your consent.

## **WHAT WE MAY HAVE TO SHARE AND CONFIDENTIALITY**

All information for this project will be kept confidential in accordance with the Violence Against Women Act and other applicable federal and Florida laws, and cannot be shared without your written consent unless mandated by law, including the mandatory reporting of abuse of children and vulnerable adults. You have no obligation whatsoever to disclose any information from your records. However, if you share your information with other people outside the focus group the confidentiality of your information cannot be guaranteed.

Information from the group will be given to the FCADV and BIAF. Results from the group will be shared at meetings and/or in reports. We will not disclose your name or any other way to identify you in any meetings or reports.

All written or recorded information gathered in your focus group, including this consent form, will be kept in a secured manner and destroyed one year after the project is completed.

## **QUESTIONS?**

If you have any additional questions about Peace of Mind FL, and/or this focus group, please contact the project coordinator via email, phone and/or mail at:

Arlene Vassell  
FCADV  
425 Office Plaza Drive  
Tallahassee, Florida 32301  
850-425-2749  
TTY: 800-621-4202  
[Vassell\\_arlene@fcadv.org](mailto:Vassell_arlene@fcadv.org)



## **PARTICIPANT INFORMATION**

### **For Traumatic Brain Injury Survivor Group**

**(FACILITATOR: PLEASE READ THIS ALOUD, DISPLAY ON THE SCREEN WITH A PROJECTOR)**

#### **INTRODUCTION**

This conversation may contain words that you do not understand. Please ask the focus group leaders to explain words or information that you do not understand

#### **PURPOSE**

You have been invited to participate in a focus group to provide the Florida Coalition Against Domestic Violence (FCADV) and the Brain Injury Association of Florida (BIAF) with information to improve services to survivors of traumatic brain injury. The name of the project is Peace of Mind FL. We would like to interview you because you are a survivor of traumatic brain injury.

A focus group is a group of individuals who are asked about their perception, opinion, attitudes and beliefs about a particular topic or subject. Focus group participants are brought together to engage in a guided discussion to talk with other group members about the particular subject or topic.

#### **PROCEDURES**

Your presence in the room will indicate that you are freely consenting to participate in the focus group. We will then ask you some questions about services and how improvements can be made. Your answers may be recorded on flip charts and in notes, and with your permission we will also record our conversation. The entire group has to give us permission to record your voices. Information obtained will be summarized in a report format for FCADV and BIAF, Peace of Mind FL. We will use this information to make decisions about what additional services and resources are needed for survivors of traumatic brain injury. We will not disclose your name or any other way to identify you on the recording or in any notes or report.

Three individuals with the Peace of Mind FL project will be conducting the focus group, one person will ask questions and one person will be taking notes. The third person in the room will be there to provide support for everyone in the room. Additionally, someone who you know and work with on a regular basis will also be in the room for your support.

There will also be a person outside of the room that is available for you to talk with about your feelings.

## **BENEFITS**

The benefit of your participation in this focus group is to share your experiences and needs so that FCADV and BIAF staff can learn how to improve services to and better meet the needs of future survivors. Your voice is critical for this project.

## **INCENTIVES FOR PARTICIPATION**

You will receive a \$ 20.00 Publix gift card for your participation, whether you answer all the questions or not.

## **SOURCE OF FUNDING**

Funding for conducting the focus group will be provided by the Florida Coalition Against Domestic Violence.

## **VOLUNTARY PARTICIPATION/WITHDRAWAL**

Your participation in this focus group is voluntary. You may decide not to participate or you may leave the group at any time.

Your participation in the focus group may be stopped at any time by the group leaders without your consent.

## **WHAT WE MAY HAVE TO SHARE AND CONFIDENTIALITY**

All information for this project will be kept confidential in accordance with the Violence Against Women Act and other applicable federal and Florida laws, and cannot be shared without your written consent unless mandated by law, including the mandatory reporting of abuse of children and vulnerable adults.

Information from the group will be given to the FCADV and BIAF. Results from the group will be shared at meetings and/or in reports. We will not disclose your name or any other way to identify you in any meetings or reports.

All written or recorded information gathered in your focus group, including this consent form, will be kept in a secured manner and destroyed one year after the project is completed.

## **QUESTIONS?**

If you have any additional questions about Peace of Mind FL, and/or this focus group, please contact the project coordinator via email, phone and/or mail at:

Arlene Vassell  
FCADV  
425 Office Plaza Drive  
Tallahassee, Florida 32301  
850-425-2749  
TTY: 800-621-4202  
[Vassell\\_arlene@fcadv.org](mailto:Vassell_arlene@fcadv.org)

## **SAFETY AND ACCESS CONCERNS**

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### **CONFIDENTIALITY**

Information obtained during the focus group will be kept confidential. Information obtained from the focus group will be given to Florida Coalition Against Domestic Violence and Brain Injury Association of Florida for the sole purpose of accomplishing the vision and goals of the Peace of Mind FL.

All information obtained in the focus groups will be kept confidential, by the collaborative partners, however if a participant shares their personal information with other participants, the confidentiality of their personal information cannot be guaranteed.

No names or potentially identifying information, such as address, full name, social security number, etc., will recorded on the project materials and/or focus group notes. Initials will occasionally be used for recruitment purposes only.

Focus groups will be closed groups, conducted in a confidential location. There will not be any public advertisements of the focus groups.

All written or recorded information gathered in the focus groups will be kept in a secured manner at the offices of the Florida Coalition Against Domestic Violence and will be destroyed one year after the focus group has been conducted.

### **MANDATORY REPORTING**

Before giving consent to participate in the focus group, all potential focus group participants will be aware that the group facilitators are mandated reporters. They will be told that the group leaders are required by law to report instances when someone is being hurt or may hurt themselves or someone else.

That may include:

- Emotional abuse
- Neglect
- Physical Violence
- Sexual Abuse
- Financial Abuse

If it is necessary to make a report, the collaborative partners have agreed to work from an empowerment-based model, meaning we will support the individual in developing confidence in their own capacity to make the best decision based on their individual strengths and situation.

Additionally, if necessary, we will assess the assistive needs of the person who is being hurt.

## **PERSONAL SAFETY**

Protecting the safety of everyone participating in the needs assessment process is a priority for all the collaborative partners. Through thoughtful consideration and conversation, the collaboration has determined that: 1) all survivor focus groups will be hosted at sites familiar to the participant, typically the regular support group meeting sites, 2) recruitment will be conducted by staff at these sites versus a public advertisement; and, 3) Peace of Mind FL materials will not be sent home with potential focus group participants.

Additionally, participants will be invited to participate in an interview if they do not feel comfortable participating in a focus group.

The support staff participating in the focus group will include staff trained to provide supportive counseling and crisis intervention, as needed.

Resources will be available for any participant that makes a request.

## **ACCESS**

All potential participants will work with advocates to complete a RSVP and an accommodation request form. RSVP form and Accommodation Request Forms will be due to the Project Coordinator at least two weeks prior to the scheduled focus group. *(See Appendix J & K)*

The collaborative partners and the host sites will work together to meet the participants' accommodation need request.

## **REQUEST FOR ACCOMMODATIONS FORM**

This form is to be completed by the assigned point of contact responsible for recruiting focus group participants—ALSO COMPLETE AND ATTACH THE RSVP FORM. **(Both forms are due to Project Coordinator two weeks prior to the scheduled focus group)**

PLEASE LIST THE INITIALS OF THE PERSON REQUESTING ACCOMMODATIONS: \_\_\_\_\_

Advocate for person requesting accommodations (Name and best contact number):

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- No accommodations needed
- Requires interpreter:
  - American Sign Language (ASL)
  - Signed Exact English (SEE)
  - Oral Interpreters
  - Foreign Language Translator
  - Tactile Interpreters (Deaf Blind)
  - Other \_\_\_\_\_
- Requires a Personal Care Attendant\*
- Requires Assistive Listening Device
- Requires Visual Aids
- Requires \_\_\_\_\_ to communicate
  - Available on site
  - Brought by service user
  - Needs to be obtained from outside source
- Needs information in Braille
- Needs information in Large Print
- Needs information explained, read to them

( ) Other: \_\_\_\_\_

Dietary concerns/food allergies (FOR FOCUS GROUP PARTICIPANTS ONLY) please be specific:

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Other considerations:

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\*If participant requires a Personal Care Attendant to be present they have the option of participating in a one-on-one interview instead of a focus group-to protect the confidentiality of other focus group participants

**RSVP FORM (TO BE COMPLETED BY POINT OF CONTACT)**

**THIS FORM AND THE ACCOMODATION REQUEST FORM ARE DUE TO THE PROJECT COORDINATOR-TWO WEEKS PRIOR TO THE SCHEDULED FOCUS GROUP.**

DATE: \_\_\_\_\_

INITIALS OF PARTICIPANT: \_\_\_\_\_

PLEASE PROVIDE ANY ACCOMMODATION REQUESTS  
REQUIRED TO PARTICIPATE IN THE FOCUS  
GROUP/INTERVIEW.

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IS YOUR ACCOMMODATION REQUEST ATTACHED?

( ) YES ( ) NO\* IF NO, PLEASE COMPLETE AND  
ATTACH

**POINT OF CONTACT PERSON COMPLETING THIS FORM:**

---

**TELEPHONE NUMBER:**

---

**ORGANIZATION:**

---

**THE DATE THE FORM IS SUBMITTED TO THE PROJECT  
COORDINATOR: \_\_\_\_\_**



-----  
**THIS PERSON IS SCHEDULED TO ATTEND THE FOLLOWING  
FOCUS GROUP:**

**DATE:** \_\_\_\_\_ **TIME:** \_\_\_\_\_

**LOCATION:**

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**NOTE TO FACILITATOR:**

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## **SUPPORT RESOURCES**

- FLORIDA COALITION AGAINST DOMESTIC VIOLENCE HOTLINE:  
1-800-500-1119  
TTY: 800-621-4202

[www.fcadv.org](http://www.fcadv.org)

- BRAIN INJURY ASSOCIATION OF FLORIDA HELPLINE:  
1-800-992-3442

[www.biaf.org](http://www.biaf.org)

## APPENDIX B

### PEACE OF MIND FL RECRUITMENT TRAINING

All Point of Contact (PoC) and all staff who will participate as support during the focus groups will be required to attend a 1.5 hour training to review the recruitment package and the recruitment process. All materials and forms will be reviewed and provided at time of training. The training will be conducted in person or via webinars.

- WELCOME.....5 Minutes
- INTRODUCTIONS (Ice-breaker).....10 Minutes
- PEACE OF MIND FL .....15 Minutes
  - 1. Information Sheet
  - 2. Project Purpose
  - 3. Collaborative Partners
  - 4. Project Coordinator
- RECRUITMENT PACKAGE AND FORMS.....30 Minutes
  - 1. Participant Information for DV and TBI Survivors
  - 2. Request for Accommodations Form
  - 3. RSVP Form
  - 4. Support Resources
  - 5. Debriefing Process/Form
- SOLICITING PARTICIPANTS.....15 Minutes
  - 1. Letter of Invitation (FOR STAFF AND SURVIVOR GROUPS)
  - 2. Safety and Access Concerns
  - 3. Group management
    - iii. TBI Survivor Groups
    - iv. DV Survivor Groups
  - 4. Interview Options
- Q & A.....15 Minutes

**= 90 MINUTES**

**TRAINER: ALSO GIVE THE PARTICIPANTS A COPY OF THE GLOSSARY FROM THE PEACE OF MIND FL CHARTER**

Slide 1

**PEACE OF MIND FL**

**A Collaboration Between the**  
**Florida Coalition Against Domestic Violence**  
**and**  
**Brain Injury Association of Florida**



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Slide 2

**Introductions**

- This is a 90 minute training and self-care is important!
- Use the index card in front of you to write down your questions as we go through the training and you will have several opportunities to ask them
- Trainer's Introduction and Ice Breaker activity

2

Slide 3

**Training Goals**

- Increase participants knowledge about Peace of Mind FL and the project partners
- Enhance participants ability to safely recruit focus group participants

3

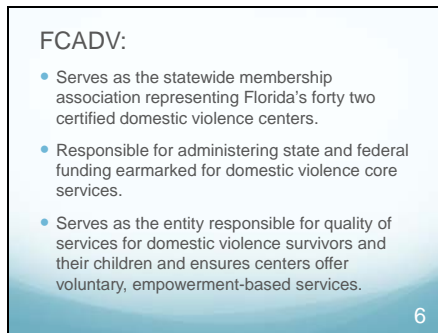
Slide 4



Slide 5



Slide 6



Slide 7

- Training and technical assistance provider for the 42 centers and allied partners.
- Serves as the primary representative of survivors of domestic violence and their children in the public arena.

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Slide 8

**BIAF**

- Assists individuals with brain injuries, their families and allied professionals throughout the state of Florida.
- It is an organization of individuals with brain injuries, their families and professionals working to help people cope with the long term effects of brain injury.
- Provides its primary services through **The Traumatic Brain Injury Resource and Support Center (TBIRSC)** which operates the following:

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Slide 9

**Website:** TBIRSC website is and functions as a one-stop resource for individuals who are able to access information online. The website offers an extensive library of materials for download and viewing.

**Toll-Free Helpline:** Calls are answered within 24 hours and Spanish speaking operators are available

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Slide 10

- **Resource Facilitation:**  
BIAF operates five regional offices in Florida. Resource Facilitators are available to provide confidential support following a brain injury. Persons with brain injury, their family or friends, and professionals can use this free statewide telephone service to answer questions, problem solve issues, find brain injury support resources, navigate complicated systems and assist with educating family, employers and professionals about living with a brain injury.

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Slide 11

**Our Vision**

**All Floridians who are survivors of domestic violence (DV) and traumatic brain injury (TBI) have accessible, responsive, comprehensive, multicultural, and sustainable services that foster empowerment-based advocacy and promote community integration and participation. Survivors have options that offer an autonomous life free of violence.**

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Slide 12

Domestic Violence (DV) affects one in three women. A woman living with a disability is 85% more likely to be a victim of DV or sexual assault than a woman without a disability. A disability as a result of a Traumatic Brain Injury (TBI) puts a woman at higher risk of experiencing violence in a relationship. There are currently 210,000 people living with a TBI in the state of Florida.

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Slide 13

**Domestic Violence**

*Is an abusive behavior (i.e. emotional, psychological, physical or sexual) that one person in an intimate relationship uses to in order to control the other .*

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Slide 14

**Traumatic Brain Injury**

*A specific type of damage to the brain that results when the head: hits a stationary object, is hit, is penetrated, and is violently shaken by external force, concussion blast injury. The severity of a traumatic brain injury (TBI) may range from "mild", i.e. a brief change in mental status or consciousness to "severe", i.e. an extended period of unconsciousness or amnesia after the injury. Florida Statute 381.745 (2) (b) defines Traumatic Brain Injury as : An insult to the skull, brain or its covering, resulting from external trauma that produces an altered state of consciousness or anatomic motor, sensory, cognitive or behavioral deficits.*

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Slide 15

Survivors of both DV and TBI are marginalized in society, and when seeking safety they may face barriers such as lack of transportation, legal help, access to medical services and stigmas associated with their experience.

To address these barriers, FCADV and BIAF joined together to form **Peace of Mind FL** to learn how these challenges can be addressed.

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Slide 16

### HOW

The collaboration will conduct a **comprehensive needs assessment** that will be inclusive of a wide variety of participants in various settings to identify needs and differences in service provision. Based on the information gathered in the needs assessment, the partners will **develop and implement a strategic plan** that will lead to organizational policy changes and more effective service provision.

The project goal is to **increase direct service and organizational capacity** among statewide partners and local programs

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Slide 17

### Project Coordinator and Point of Contact

**Project Coordinator (PC):** The PC is the staff member at the FCADV responsible for coordinating and managing all aspects of the Peace of Mind FL project. This included coordinating and co-facilitating the focus groups.

**Point of Contact (PoC):** The PoC is the individual who has been selected by an organization/agency to work with the PC to coordinate and host focus groups on site.

The PoC will also be the "safe person" who is available in a "safe place" for focus group members who would like to talk about their feelings before, during and/or after participating in the focus group.

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Slide 18

### Definitions

#### Key Terms

**Collaboration:** *According to the Fieldstone Alliance, collaboration is "a mutually beneficial and well-defined relationship entered into by two or more organizations to achieve results they are more likely to achieve together than alone."*

**Accessible:** *Easy to approach, enter, operate, participate in, and/or use safely and with dignity by a person with a disability.*

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Slide 19

**Responsive:** *Responding and reacting promptly, positively, appropriately, and enthusiastically.*

**Comprehensive:** *A system that is survivor-driven and includes all the elements necessary to offer a complete range of services to meet the individual's unique needs.*

**Multicultural:** *An inclusive environment that reflects and adapts to various cultures and promotes equal respect to each culture.*

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Slide 20

**Sustainable:** *The measure of a program's characteristics which can remain in existence for as long as necessary and appropriate.*

**Empowerment-based Advocacy:** *The frame work for domestic violence advocates where the survivors direct service provision including prioritization of issues and methods in which they are delivered.*

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Slide 21

**Community Integration:** *Providing survivors the opportunity to live and function, violence-free and with dignity, in a community that makes available a continuum of services that support relationships with others and activities that promote independence, productivity and leisure.*

**Autonomous decisions:** *A decision that does not affect the whole group, but only the decision maker, and can be made by that sole party.*

**Handout: Glossary of Terms from the Charter**

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Slide 22



Slide 23

Why does it MATTER?

One Answer: Hidden Injuries

Faces of Brain Injury:

<http://www.byyourside.org/educate/professionals/biaf-courses/face-of-brain-injury.html>

Jerry's Story

You can't see it but it affects everything Jerry does

<http://www.besmartbewell.com/tbi/jerry.htm>

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RECRUITMENT

A red key graphic on a light blue background. The key is stylized and appears to be made of a thick, slightly blurred line. The number 24 is in the bottom right corner.

PACKAGE

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Slide 25

**Recruitment Package and Forms**

- Peace of Mind Project Information Fact Sheet & Project Purpose
- Participant Information for DV Survivor Group
- Participant Information for TBI Survivor Group

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Slide 26

- Request for Accommodations Form
- RSVP Form
- Safety and Access Concerns

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Slide 27

- Group Management
  - \*TBI survivor groups-regular support group leader also a "safe person" in the room
- Support Resources
- Debriefing Process (for group facilitators ONLY)

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Slide 28

SOLICITING

DO SAY.....

DON'T SAY.....

PARTICIPANTS

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Slide 29

SOLICITATION PROCESS

- Letter of Invitation
- Safety and Access Concerns
- Group Management: TBI survivors are told that their regular group leader will be in the room
- Accommodation Request Forms to be completed and submitted to PC two weeks prior to scheduled focus group

**Always offer an interview option!**

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Slide 30

Interview and Focus Group Goals

- To collect critical information from program participants about their experience
- To gain feedback about what works and what could work better from agencies that they have accessed services from
- To gain information that will be used to strengthen relationships between collaborative partners

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Slide 31



Slide 32



Slide 33

Peace of Mind FL, Project Coordinator  
Arlene Vassell  
[Vassell\\_arlene@fcadv.org](mailto:Vassell_arlene@fcadv.org)  
Telephone: 850-425-2749  
TTY: 1-800-621-4202

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**\*DO NOT DISTRIBUTE THIS HANDOUT TO SURVIVORS \***

## Peace of Mind Florida

### Who we are

Collaboration between Brain Injury Association of Florida (BIAF) and Florida Coalition Against Domestic Violence (FCADV)

*“Domestic violence affects one in three women”*

### What we believe

All Floridians who are survivors of domestic violence (DV) and traumatic brain injury (TBI) should have access to safe, welcoming, non-judgmental, supportive and empowering services that offer an autonomous life free of violence.

*“There are approximately 210,000 people living with TBI in the state of Florida”*

### Our purpose

It is the intention of this project to better understand how FCADV and BIAF can collaboratively create sustainable system changes and provide training and technical assistance to support advocates and resource facilitators to address the unique needs of survivors of domestic violence living with a disability as a result of a traumatic brain injury.

*“A disability as a result of TBI puts a woman at higher risk of experiencing violence in a relationship”*

## **How will it get done?**

By conducting a ***needs assessment***, and using results from the needs assessment to compose a ***key findings report***. The report will be used to develop a ***strategic plan*** that will serve as a blue print to address gaps identified in the areas of training, technical assistance, policies and procedures to better serve survivors living with a disability as a result of a traumatic brain injury.

## **Needs Assessment**

Information will be gathered using various methods, including individual interviews and focus groups. Information will be gathered from leadership and middle management and all levels of staff at FCADV, BIAF, Shelter House and Serene Harbor. Most importantly, DV and TBI survivors will be given an opportunity to inform the project through focus groups or individual interviews.

## **Can you participate?**

If you identify with one of the target groups listed above, you will be asked to participate in a focus group or an interview. Please confirm your participation with the, Peace of Mind FL project, point of contact at your organization.

And, if you identify with one of the target groups listed above and you have not yet been asked to participate, or if you need additional information, please contact the Peace of Mind FL Project Coordinator Arlene Vassell at [vassell\\_arlene@fcadv.org](mailto:vassell_arlene@fcadv.org) or 850-425-2749.

***“A woman living with a disability is 85% more likely to be a victim of domestic violence or sexual assault than a woman without a disability”***



## **Appendix D**

### **Letter of Invitation for Florida Coalition Against Domestic Violence Staff Members**

Dear Staff:

Florida Coalition Against Domestic Violence and Brain Injury Association of Florida are collaborating on the project called, Peace of Mind FL. The purpose of the collaboration is to understand how to best meet the needs of domestic violence survivors living with a disability as a result of a traumatic brain injury.

You have been identified as an individual who is critical to the success of the project. Your voice is needed to inform the project of how best to serve this population through technical assistance, training, policies and procedures.

The specific goals of the project are:

- To identify the strengths and gaps in the provision of technical assistance related to traumatic brain injury and domestic violence.
- To determine the best vehicles to build internal and external capacity to better serve people with disabilities as a result of a traumatic brain injury who are/have experienced domestic violence.
- To determine how Peace of Mind FL can build internal and external capacity to address the stigmas surrounding domestic violence and traumatic brain injury.
- To identify the strengths and gaps in FCADV and BIAF policies and procedures related to traumatic brain injury and domestic violence.

Your experience working at the coalition will be used to develop systematic changes in how we work with survivors who are living with a disability as a result of a traumatic brain injury.

We truly appreciate your commitment to your work, and again your voice is needed for the success of this project.

If you are interested in participating in the focus group (or an interview), and/or need additional information about the project, please speak with your immediate supervisor who will then refer you to contact the Peace of Mind FL Project Coordinator.

Thank you in advance for your participation.

Sincerely,

Arlene Vassell, Peace of Mind FL Project Coordinator

## **Appendix E**

### **Letter of Invitation for the Brain Injury Association of Florida Staff Members**

Dear Staff:

Florida Coalition Against Domestic Violence and Brain Injury Association of Florida are collaborating on the project called, Peace of Mind FL. The purpose of the collaboration is to understand how to best meet the needs of domestic violence survivors living with a disability as a result of a traumatic brain injury.

You have been identified as an individual who is critical to the success of the project. Your voice is needed to inform the project of how best to serve this population through technical assistance, training, policies and procedures.

The specific goals of the project are:

- To identify the strengths and gaps in the provision of technical assistance related to traumatic brain injury and domestic violence.
- To determine the best vehicles to build internal and external capacity to better serve people with disabilities as a result of a traumatic brain injury who are/have experienced domestic violence.
- To determine how Peace of Mind FL can build internal and external capacity to address the stigmas surrounding domestic violence and traumatic brain injury.
- To identify the strengths and gaps in FCADV and BIAF policies and procedures related to traumatic brain injury and domestic violence.

Your experience working for the Brain Injury Association of Florida will be used to develop systematic changes in how we work with survivors who are living with a disability as a result of a traumatic brain injury.

We truly appreciate your commitment to your work, and again your voice is needed for the success of this project.

If you are interested in participating in the focus group (or an interview) and/ or need additional information about the project, including accommodation request, please speak with your immediate supervisor who will then refer you to contact the Peace of Mind FL Project Point of Contact (PoC Name) or Project Coordinator.

Thank you in advance for your participation.

Sincerely,

Arlene Vassell, Peace of Mind FL, Project Coordinator

## **Appendix F**

### **Letter of Invitation for Certified Domestic Violence Center Staff Members**

Dear Staff:

Florida Coalition Against Domestic Violence and Brain Injury Association of Florida are collaborating on the project called, Peace of Mind FL. The purpose of the collaboration is to understand how to best meet the needs of domestic violence survivors living with a disability as a result of a traumatic brain injury.

You have been identified as an individual who is critical to the success of the project. Your voice is needed to inform the project of how best to serve this population through technical assistance, training, policies and procedures.

The specific goals of the project are:

- To identify the strengths and gaps in the provision of technical assistance related to traumatic brain injury and domestic violence.
- To determine the best vehicles to build internal and external capacity to better serve people with disabilities as a result of a traumatic brain injury who are/have experienced domestic violence.
- To determine how Peace of Mind FL can build internal and external capacity to address the stigmas surrounding domestic violence and traumatic brain injury.
- To identify the strengths and gaps in FCADV and BIAF policies and procedures related to traumatic brain injury and domestic violence.

Your experience working at (Serene Harbor or Shelter House) will be used to develop systematic changes in how we work with domestic violence survivors who are living with a disability as a result of a traumatic brain injury.

We truly appreciate your commitment to your work, and again your voice is needed for the success of this project.

If you are interested in participating in the focus group (or an interview) and/or need additional information about the project or an accommodation request, please speak with your immediate supervisor who will then refer you to contact the Peace of Mind FL Point of Contact. (Name of POC).

Thank you in advance for your participation.

Sincerely,

Arlene Vassell, Peace of Mind FL, Project Coordinator

## Appendix G

### Participant Letter of Intent

**Point of Contact:** Please also **read** the participant letter of intent to potential focus group participant

Dear Participant:

You are invited by the Florida Coalition Against Domestic Violence and Brain Injury Association of Florida to participate in a focus group or an interview to help us to collect information to provide better services. The name of the project that is collecting this information is Peace of Mind FL.

You will be asked questions that will give us information to help us improve our services. Your experiences obtaining services are very important to us and your voice is the most important part of this project.

We will not share your personal information with anyone outside of the Peace of Mind FL project partners. And we will not record any identifying information, such as your name, address, date of birth, etc. on any focus group notes. In order for us to figure out where we need to make changes we will ask you questions about how you accessed services, how you were treated by organizations where you get services and how services can be improved.

You can change your mind at any point and decide not to participate. As a participant you will receive a \$20.00 Publix Gift Card as a token of our appreciation, and you will still receive the gift card if at any time you decide to no longer participate.

If you are interested in participating, please let us know and we will give you more information about the project.

Your voice and willingness to participate is greatly appreciated. Thank you!

Sincerely,

Arlene Vassell, Project Coordinator  
FCADV, Peace of Mind FL

## **Appendix H**

### **TBI Survivor Group Facilitator Letter of Intent**

Dear Participant:

You are invited by the Florida Coalition Against Domestic Violence and Brain Injury Association of Florida to participate in a focus group or an interview to help us to collect information to provide better services. The name of the project that is collecting this information is Peace of Mind FL.

You will be asked questions that will give us information to help us improve our services. Your experiences accessing services and facilitating survivor groups are very important to us and your voice is the most important part of this project.

We will not share your personal information with anyone outside of the Peace of Mind FL project partners. And we will not record any identifying information, such as your name, address, date of birth, etc. on any focus group notes. In order for us to figure out where we need to make changes we will ask you questions about how you accessed services, how you were treated by organizations where you get services and how services can be improved.

You can change your mind at any point and decide not to participate. As a participant you will receive a \$20.00 Publix Gift Card as a token of our appreciation, and you will still receive the gift card if at any time you decide to no longer participate.

Your voice and willingness to participate is greatly appreciated.

If you are interested in participating and/or need additional information about the project or an accommodation request, please speak to BIAF's Point of Contact for the project (Name of PoC) who will then refer you to contact the Peace of Mind FL Project Coordinator.

Thank you!

Sincerely,

Arlene Vassell, Project Coordinator  
FCADV, Peace of Mind FL

## **Appendix I**

### **PARTICIPANT INFORMATION**

#### **For Domestic Violence Survivor**

**(FACILITATOR: PLEASE READ THIS ALOUD, DISPLAY ON THE SCREEN WITH A PROJECTOR)**

#### **INTRODUCTION**

This conversation may contain words that you do not understand. Please ask the focus group leaders to explain words or information that you do not understand.

#### **PURPOSE**

You have been invited to participate in a focus group to provide the Florida Coalition Against Domestic Violence (FCADV) and the Brain Injury Association of Florida (BIAF) with information to improve services to survivors of domestic violence. The name of the project is Peace of Mind FL. We would like to interview you because you are a survivor of domestic violence.

A focus group is a group of individuals who are asked about their perception, opinion, attitudes and beliefs about a particular topic or subject. Focus group participants are brought together to engage in a guided discussion to talk with other group members about the particular subject or topic.

#### **PROCEDURES**

Your presence in the room will indicate that you are freely consenting to participate in the focus group. We will then ask you some questions about services and how improvements can be made. Your answers may be recorded on flip charts and in notes, and with your permission we will also record our conversation. The entire group has to give us permission to record your voices. Information obtained will be summarized in a report format for FCADV and BIAF, Peace of Mind FL. We will use this information to make decisions about what additional services and resources are needed for survivors of domestic violence. We will not disclose your name or any other way to identify you on the recording or in any notes or report.

Three individuals with the Peace of Mind FL project will be conducting the focus group, one person will ask questions and one person will be taking notes. The third person will be there to provide to support to everyone in the room.

There will also be a person outside of the room that is available for you to talk with about your feelings.

## **BENEFITS**

The benefit of your participation in this focus group is to share your experiences and needs so that FCADV and BIAF staff can learn how to improve services to and better meet the needs of future survivors. Your voice is critical for this project.

## **INCENTIVES FOR PARTICIPATION**

You will receive a \$ 20.00 Publix gift card for your participation, whether you answer all the questions or not.

## **SOURCE OF FUNDING**

Funding for conducting the focus group will be provided by the Florida Coalition Against Domestic Violence.

## **VOLUNTARY PARTICIPATION/WITHDRAWAL**

Your participation in this focus group is voluntary. You may decide not to participate or you may leave the group at any time.

Your participation in the focus group may be stopped at any time by the group leaders without your consent.

## **WHAT WE MAY HAVE TO SHARE AND CONFIDENTIALITY**

All information for this project will be kept confidential in accordance with the Violence Against Women Act and other applicable federal and Florida laws, and cannot be shared without your written consent unless mandated by law, including the mandatory reporting of abuse of children and vulnerable adults. You have no obligation whatsoever to disclose any information from your records. However, if you share your information with other people outside the focus group the confidentiality of your information cannot be guaranteed.

Information from the group will be given to the FCADV and BIAF. Results from the group will be shared at meetings and/or in reports. We will not disclose your name or any other way to identify you in any meetings or reports.

All written or recorded information gathered in your focus group, including this consent form, will be kept in a secured manner and destroyed one year after the project is completed.

## **QUESTIONS?**

If you have any additional questions about Peace of Mind FL, and/or this focus group, please contact the project coordinator via email, phone and/or mail at:

Arlene Vassell  
FCADV  
425 Office Plaza Drive  
Tallahassee, Florida 32301  
850-425-2749  
TTY: 800-621-4202  
[Vassell\\_arlene@fcadv.org](mailto:Vassell_arlene@fcadv.org)



## **PARTICIPANT INFORMATION**

### **For Traumatic Brain Injury Survivor Group**

**(FACILITATOR: PLEASE READ THIS ALOUD, DISPLAY ON THE SCREEN WITH A PROJECTOR)**

#### **INTRODUCTION**

This conversation may contain words that you do not understand. Please ask the focus group leaders to explain words or information that you do not understand.

#### **PURPOSE**

You have been invited to participate in a focus group to provide the Florida Coalition Against Domestic Violence (FCADV) and the Brain Injury Association of Florida (BIAF) with information to improve services to survivors of traumatic brain injury. The name of the project is Peace of Mind FL. We would like to interview you because you are a survivor of traumatic brain injury.

A focus group is a group of individuals who are asked about their perception, opinion, attitudes and beliefs about a particular topic or subject. Focus group participants are brought together to engage in a guided discussion to talk with other group members about the particular subject or topic.

#### **PROCEDURES**

Your presence in the room will indicate that you are freely consenting to participate in the focus group. We will then ask you some questions about services and how improvements can be made. Your answers may be recorded on flip charts and in notes, and with your permission we will also record our conversation. The entire group has to give us permission to record your voices. Information obtained will be summarized in a report format for FCADV and BIAF, Peace of Mind FL. We will use this information to make decisions about what additional services and resources are needed for survivors of traumatic brain injury. We will not disclose your name or any other way to identify you on the recording or in any notes or report.

Three individuals with the Peace of Mind FL project will be conducting the focus group, one person will ask questions and one person will be taking notes. The third person in the room will be there to provide support for everyone in the room. Additionally, someone who you know and work with on a regular basis will also be in the room for your support.

There will also be a person outside of the room that is available for you to talk with about your feelings.

## **BENEFITS**

The benefit of your participation in this focus group is to share your experiences and needs so that FCADV and BIAF staff can learn how to improve services to and better meet the needs of future survivors. Your voice is critical for this project.

## **INCENTIVES FOR PARTICIPATION**

You will receive a \$ 20.00 Publix gift card for your participation, whether you answer all the questions or not.

## **SOURCE OF FUNDING**

Funding for conducting the focus group will be provided by the Florida Coalition Against Domestic Violence.

## **VOLUNTARY PARTICIPATION/WITHDRAWAL**

Your participation in this focus group is voluntary. You may decide not to participate or you may leave the group at any time.

Your participation in the focus group may be stopped at any time by the group leaders without your consent.

## **WHAT WE MAY HAVE TO SHARE AND CONFIDENTIALITY**

All information for this project will be kept confidential in accordance with the Violence Against Women Act and other applicable federal and Florida laws, and cannot be shared without your written consent unless mandated by law, including the mandatory reporting of abuse of children and vulnerable adults.

Information from the group will be given to the FCADV and BIAF. Results from the group will be shared at meetings and/or in reports. We will not disclose your name or any other way to identify you in any meetings or reports.

All written or recorded information gathered in your focus group, including this consent form, will be kept in a secured manner and destroyed one year after the project is completed.

## **QUESTIONS?**

If you have any additional questions about Peace of Mind FL, and/or this focus group, please contact the project coordinator via email, phone and/or mail at:

Arlene Vassell  
FCADV  
425 Office Plaza Drive  
Tallahassee, Florida 32301  
850-425-2749  
TTY: 800-621-4202  
[Vassell\\_arlene@fcadv.org](mailto:Vassell_arlene@fcadv.org)

**Appendix J**

**REQUEST FOR ACCOMMODATIONS**

This form is to be completed by the assigned point of contact responsible for recruiting focus group participants-ALSO PLEASE COMPLETE AND ATTACH THE RSVP FORM. **(Both forms are due to Project Coordinator two weeks prior to the scheduled focus group)**

PLEASE LIST THE INITIALS OF THE PERSON REQUESTING ACCOMMODATIONS:

\_\_\_\_\_

Advocate for person requesting accommodations (Name and best contact number #):

\_\_\_\_\_  
\_\_\_\_\_

- No accommodations needed
- Requires interpreter:
  - American Sign Language (ASL)
  - Signed Exact English (SEE)
  - Oral Interpreters
  - Foreign Language Translator \_\_\_\_\_
  - Tactile Interpreters (Deaf Blind)
  - Other \_\_\_\_\_
- Requires a Personal Care Attendant\*
- Requires Assistive Listening Device
- Requires Visual Aids
- Requires \_\_\_\_\_ to communicate
  - Available on site
  - Brought by service user
  - Needs to be obtained from outside source
- Needs information in Braille
- Needs information in Large Print
- Needs information explained, read to them
- Other: \_\_\_\_\_

Dietary concerns/food allergies (FOR FOCUS GROUP PARTICIPANTS ONLY) please be specific:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Other considerations:

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\*If participant requires a Personal Care Attendant to be present they have the option of participating in a one-on-one interview instead of a focus group-to protect the confidentiality of other focus group participants.

APPENDIX K

**RSVP FORM (TO BE COMPLETED BY POINT OF CONTACT)**

**THIS FORM AND THE ACCOMODATION REQUEST FORM ARE DUE TO THE PROJECT COORDINATOR-TWO WEEKS PRIOR TO THE SCHEDULED FOCUS GROUP.**

DATE: \_\_\_\_\_

INITIALS OF PARTICIPANT: \_\_\_\_\_

PLEASE PROVIDE ANY ACCOMMODATION REQUESTS  
REQUIRED TO PARTICIPATE IN THE FOCUS  
GROUP/INTERVIEW.

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IS YOUR ACCOMMODATION REQUEST ATTACHED?

( ) YES ( ) NO\* IF NO, PLEASE COMPLETE AND  
ATTACH

**POINT OF CONTACT PERSON COMPLETING THIS FORM:**

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**TELEPHONE NUMBER:**

---

**ORGANIZATION:**

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**THE DATE THE FORM IS SUBMITTED TO THE PROJECT  
COORDINATOR: \_\_\_\_\_**

---

**THIS PERSON IS SCHEDULED TO ATTEND THE FOLLOWING  
FOCUS GROUP:**

**DATE: \_\_\_\_\_ TIME: \_\_\_\_\_**

**LOCATION:**

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**NOTE TO FACILITATOR:**

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## APPENDIX L

### FACILITATORS SCRIPT for INTERVIEWS

My name is \_\_\_\_\_, and I work for Florida Coalition Against Domestic Violence or Brain Injury Association of Florida. Thank you for volunteering your time to participate in this interview today. Your expertise on the subject area is very important for the success of this project.

As you already know, the name of the project is Peace of Mind FL and it is collaboration between Florida Coalition Against Domestic Violence and Brain Injury Association of Florida, to improve services.

Your participation in this interview is voluntary and you can end your participation at any point. You can also choose not to answer a question that is asked. The notes we take will not have any identifying information such as your name or position. The notes from the interview will be summarized in a report. All information gathered from this interview will solely be used for the purpose of the project, Peace of Mind FL, and for no other purpose.

There is no right or wrong answers to the questions. Our questions are design to gather information to better serve individuals who seek services from both organizations. There is one other individual that will be helping me with the interview today as a note-taker, and her name is \_\_\_\_\_. (Note-taker states name and again thank the person for participating).

The interview will last approximately one-two hours. Feel free to take your restroom breaks and grab a snack as needed.

We thank you very much for volunteering your time to participate in this interview. Your contribution is invaluable to us.

Do we have your permission to record the interview?

Do you have any questions?

**SURVIVORS ONLY!** You will receive a \$20.00 Publix Gift Card for volunteering your time today regardless if you answer all the questions or not.

Let's begin!!

### **FACILITATORS SCRIPT FOR THE CONCLUSION OF THE INTERVIEWS:**

Thank you for your participation. Please let us know if you required an accommodation for this interview and if the request was met within a reasonable time and were you satisfied with the accommodation?



## APPENDIX M

### Domestic Violence Survivor Focus Group FACILITATOR'S SCRIPT

My name is \_\_\_\_\_, and I work for Florida Coalition Against Domestic Violence or Brain Injury Association of Florida. Thank you for volunteering your time to participate in this group today. Your experiences are a very important part of the success of this project. As you already know, the name of the project is Peace of Mind FL and it is collaboration between Florida Coalition Against Domestic Violence and Brain Injury Association of Florida, to improve services.

Your participation in this focus group is voluntary and you can end your participation at any point during the session. You can also choose not to answer a question that is asked. The notes we take will not have any identifying information, such as your name, date of birth, address, or social security number. The notes from the focus group will be summarized in a report. All information gathered from this focus group will solely be used for the purpose of the project, Peace of Mind FL, and for no other purpose. Do we have everyone's permission to record the session?

All information obtained in the focus groups will be kept confidential, by the collaborative partners, however if a participant shares their personal information with other participants, the confidentiality of their personal information cannot be guaranteed. We ask that all participants respect the privacy of everyone here today by not discussing what was talked about and who participated. We would like everyone to be able to freely share their thoughts, ideas and comments. There is no right or wrong answers to the questions. Our questions are design to gather information to better serve individuals who seek services from both organizations.

There are two other individuals that will be helping with the focus group today—CO-FACILITATOR/NOTE-TAKER AND SUPPORT PERSON INTRODUCE THEMSELVES!!

\_\_\_\_\_ IS HERE TO PROVIDE YOU WITH ANY SUPPORT THAT YOU MIGHT NEED DURING THE SESSION. At any point, if you need assistance please let them know.

The focus group will be between one and two hours. The rest rooms are located\_\_\_\_\_. Feel free to take your restroom breaks and grab a snack as needed.

As a reminder, you will all receive a \$20.00 Publix gift card for your participation. And again, we thank you very much for volunteering your time to participate in the focus group.

Are there any questions? Let's Begin!!

**FACILITATORS SCRIPT FOR THE CONCLUSION OF THE FOCUS GROUP:**

Thank you for your participation. Please notify ( name of support person-support person raise their hand) if you required an accommodation for this focus group and if the request was met within a reasonable time and were you satisfied with the accommodation?

## APPENDIX N

### Traumatic Brain Injury Survivor Focus Group FACILITATOR'S SCRIPT

My name is \_\_\_\_\_, and I work for Florida Coalition Against Domestic Violence or Brain Injury Association of Florida. Thank you for volunteering your time to participate in this focus group today. Your experiences are a very important part of the success of this project. As you already know, the name of the project is Peace of Mind FL and it is collaboration between Florida Coalition Against Domestic Violence and Brain Injury Association of Florida, to improve services.

Your participation in this focus group is voluntary and you can end your participation at any point during the session. You can also choose not to answer a question that is asked. The notes we take will not have any identifying information, such as your name, date of birth, address, or social security number. The notes from the focus group will be summarized in a report. All information gathered from this focus group will solely be used for the purpose of the project, Peace of Mind FL, and for no other purpose. Do we have everyone's permission to record the session?

All information obtained in the focus groups will be kept confidential, by the collaborative partners, however if a participant shares their personal information with other participants, the confidentiality of their personal information cannot be guaranteed. We ask that all participants respect the privacy of everyone here today by not discussing what was talked about and who participated. We would like everyone to be able to freely share their thoughts, ideas and comments.

There is no right or wrong answers to the questions. Our questions are design to gather information to better serve individuals who seek services from both organizations.

There are two other individuals that will be helping with the focus group today—CO-FACILITATOR/NOTE-TAKER AND SUPPORT PERSON INTRODUCE THEMSELVES!!

\_\_\_\_\_ IS HERE TO PROVIDE YOU WITH ANY SUPPORT THAT YOU MIGHT NEED DURING THE SESSION. At any point, if you need assistance please let them know.

The focus group will last approximately one-two hours. The rest rooms are located\_\_\_\_\_. Feel free to take your restroom breaks and grab a snack as needed.

As a reminder, you will all receive a \$ 20.00 Publix gift card for your participation. And again, we thank you very much for volunteering your time to participate in the focus group.

Are there any questions?

Let's begin!!

**FACILITATORS SCRIPT FOR THE CONCLUSION OF THE FOCUS GROUP:**

Thank you for your participation. Please notify ( name of support person-support person raise their hand) if you required an accommodation for this focus group and if the request was met within a reasonable time and were you satisfied with the accommodation?

## Appendix O

### Traumatic Brain Injury-Support Group Leader Group FACILITATOR'S SCRIPT

My name is \_\_\_\_\_, and I work for Florida Coalition Against Domestic Violence or Brain Injury Association of Florida. Thank you for volunteering your time to participate in this focus group today. Your experiences are a very important part of the success of this project. As you already know, the name of the project is Peace of Mind FL and it is collaboration between Florida Coalition Against Domestic Violence and Brain Injury Association of Florida, to improve services.

Your participation in this focus group is voluntary and you can end your participation at any point during the session. You can also choose not to answer a question that is asked. The notes we take will not have any identifying information, such as your name, date of birth, address, or social security number. The notes from the focus group will be summarized in a report. All information gathered from this focus group will solely be used for the purpose of the project, Peace of Mind FL, and for no other purpose. Do we have everyone's permission to record the session?

All information obtained in the focus groups will be kept confidential, by the collaborative partners, however if a participant shares their personal information with other participants, the confidentiality of their personal information cannot be guaranteed. We ask that all participants respect the privacy of everyone here today by not discussing what was talked about and who participated. We would like everyone to be able to freely share their thoughts, ideas and comments.

There is no right or wrong answers to the questions. Our questions are design to gather information to better serve individuals who seek services from both organizations.

There are two other individuals that will be helping with the focus group today—CO-FACILITATOR/NOTE-TAKER AND SUPPORT PERSON INTRODUCE THEMSELVES!!

\_\_\_\_\_ IS HERE TO PROVIDE YOU WITH ANY SUPPORT THAT YOU MIGHT NEED DURING THE SESSION. At any point, if you need assistance please let them know.

The focus group will last approximately one-two hours. Feel free to take your restroom breaks and grab a snack as needed.

As a reminder, you will all receive a \$ 20.00 Publix gift card for your participation. And again, we thank you very much for volunteering your time to participate in the focus group.

Are there any questions? Let's Begin!!

**FACILITATORS SCRIPT FOR THE CONCLUSION OF THE FOCUS GROUP:**

Thank you for your participation. Please notify ( name of support person-support person raise their hand) if you required an accommodation for this focus group and if the request was met within a reasonable time and were you satisfied with the accommodation?

## APPENDIX P

### Florida Coalition Against Domestic Violence Staff Focus Group FACILITATOR'S SCRIPT

My name is \_\_\_\_\_, and I work for Florida Coalition Against Domestic Violence or Brain Injury Association of Florida. Thank you for volunteering your time to participate in this focus group today. Your experiences are a very important part of the success of this project. As you already know, the name of the project is Peace of Mind FL and it is collaboration between Florida Coalition Against Domestic Violence and Brain Injury Association of Florida, to improve services.

Your participation in this focus group is voluntary and you can end your participation at any point during the session. You can also choose not to answer a question that is asked. The notes we take will not have any identifying information such as your name or position. The notes from the focus group will be summarized in a report. All information gathered from this focus group will solely be used for the purpose of the project, Peace of Mind FL, and for no other purpose. Do we have everyone's permission to record the session?

All information obtained in the focus groups will be kept confidential, by the collaborative partners, however if a participant shares their personal information with other participants, the confidentiality of their personal information cannot be guaranteed. We ask that all participants respect the privacy of everyone here today by not discussing what was talked about and who participated. We would like everyone to be able to freely share their thoughts, ideas and comments.

There is no right or wrong answers to the questions. Our questions are design to gather information to better serve individuals who seek services from both organizations.

There is one other individual that will be helping with the focus group today as a note-taker and her name is \_\_\_\_\_. (Note-taker states name and again thank the group for their participation)

The focus group will last approximately one-two hours. The rest rooms are located\_\_\_\_\_. Feel free to take your restroom breaks and grab a snack as needed.

We thank you very much for volunteering your time to participate in the focus group. Your contribution is invaluable to us.

Are there any questions?

Let's begin!!

**FACILITATORS SCRIPT FOR THE CONCLUSION OF THE FOCUS GROUP:**

Thank you for your participation. Please notify (name of the person) if you required an accommodation for this focus group and if the request was met within a reasonable time and were you satisfied with the accommodation?



## APPENDIX Q

### Brain Injury Association of Florida Resource Facilitators Focus Group FACILITATOR'S SCRIPT

My name is \_\_\_\_\_, and I work for Florida Coalition Against Domestic Violence or Brain Injury Association of Florida. Thank you for volunteering your time to participate in this focus group today. Your experiences are a very important part of the success of this project. As you already know, the name of the project is Peace of Mind FL and it is collaboration between Florida Coalition Against Domestic Violence and Brain Injury Association of Florida, to improve services.

Your participation in this focus group is voluntary and you can end your participation at any point during the session. You can also choose not to answer a question that is asked. The notes we take will not have any identifying information such as your name or position. The notes from the focus group will be summarized in a report. All information gathered from this focus group will solely be used for the purpose of the project, Peace of Mind FL, and for no other purpose. Do we have everyone's permission to record the session?

All information obtained in the focus groups will be kept confidential, by the collaborative partners, however if a participant shares their personal information with other participants, the confidentiality of their personal information cannot be guaranteed. We ask that all participants respect the privacy of everyone here today by not discussing what was talked about and who participated. We would like everyone to be able to freely share their thoughts, ideas and comments.

There is no right or wrong answers to the questions. Our questions are design to gather information to better serve individuals who seek services from your organizations.

There is one other individual that will be helping with the focus group today and her name is \_\_\_\_\_. (Note-taker states name and again thank the participants for participating)

The focus group will last approximately one-two hours. The rest rooms are located\_\_\_\_\_. Feel free to take your restroom breaks and grab a snack as needed.

We thank you very much for volunteering your time to participate in the focus group. Your contribution is invaluable to us.

Are there any questions?

Let's begin!!

**FACILITATORS SCRIPT FOR THE CONCLUSION OF THE FOCUS GROUP:**

Thank you for your participation. Please notify (name of person) if you required an accommodation for this focus group and if the request was met within a reasonable time and were you satisfied with the accommodation?

## APPENDIX R

### Certified Domestic Violence Center Staff Focus Group FACILITATOR'S SCRIPT

My name is \_\_\_\_\_, and I work for Florida Coalition Against Domestic Violence or Brain Injury Association of Florida. Thank you for volunteering your time to participate in this focus group today. Your experiences are a very important part of the success of this project. As you already know, the name of the project is Peace of Mind FL and it is collaboration between Florida Coalition Against Domestic Violence and Brain Injury Association of Florida, to improve services.

Your participation in this focus group is voluntary and you can end your participation at any point during the session. You can also choose not to answer a question that is asked. The notes we take will not have any identifying information such as your name or position. The notes from the focus group will be summarized in a report. All information gathered from this focus group will solely be used for the purpose of the project, Peace of Mind FL, and for no other purpose. Do we have everyone's permission to record the session?

All information obtained in the focus groups will be kept confidential, by the collaborative partners, however if a participant shares their personal information with other participants, the confidentiality of their personal information cannot be guaranteed. We ask that all participants respect the privacy of everyone here today by not discussing what was talked about and who participated. We would like everyone to be able to freely share their thoughts, ideas and comments.

There is no right or wrong answers to the questions. Our questions are design to gather information to better serve individuals who seek services from your organization.

There is one other individual that will be helping with the focus group today as a note-taker, and her name is \_\_\_\_\_. (Note-taker states name and again thank the group for participating)

The focus group will last approximately one-two hours located. Feel free to take your restroom breaks and grab a snack as needed.

We thank you very much for volunteering your time to participate in the focus group.

Your contribution is invaluable to us.

Are there any questions?

Let's begin!!

**FACILITATORS SCRIPT FOR THE CONCLUSION OF THE FOCUS GROUP:**

Thank you for your participation. Please notify (name of support person) if you required an accommodation for this focus group and if the request was met within a reasonable time and were you satisfied with the accommodation?

## APPENDIX S

### Leadership of FCADV

#### Interview Questions

- 1. In your work across the state, how would you describe the willingness of domestic violence centers to address the intersection of disability and domestic violence? Tell us about your experience?**
  - a. Tell us about your commitment to infuse disability awareness into the culture of the coalition? Statewide?
  - b. How are you communicating your commitment to your board? Your membership?
  - c. How is your commitment supported by the Board? The coalition budget?
  - d. How are funding priorities determined?
  - e. How are new funding priorities determined? Who participates in that process?
  
- 2. How do you envision the coalition providing technical assistance and training to certified domestic violence centers and allied professionals on the topic of survivors of domestic violence living with disabilities as a result of a traumatic brain injury?**
  - a. How does providing technical assistance and training related to this issue align with the philosophy, vision and mission of the coalition?
  - b. If it is not aligned with the philosophy of the organization, what critical steps would need to be taken for that paradigm shift?
  - c. How are new priority areas integrated into the culture of the organization?
  - d. What additional resources would staff need to be successful in providing training and technical assistance on this topic?
  
- 3. In the coalition budget, are there line items to support accommodations for people with disabilities? Staff with disabilities? Tell us about those funding sources?**
  - a. How does the budget support the accommodation needs of people with disabilities who participate in training and technical assistance engagements?
  - b. Do you have a budget item for various accommodations? (For example: interpreters, CPrint, CART, PCA's, etc.)
  - c. Is there a clear policy/procedure/template that is used for registration? Is that working well? How can the process be improved?
  - d. What policies and procedures are in place for ensuring that accommodation needs are met? What is working well? What can be improved?

- 4. How does the coalition support staff that has accommodation needs?**
  - a. How is staff made aware that they can safely request accommodation needs?
  - b. Tell us about the policies and procedures to handle staff accommodation request? Who handles these requests?
  - c. What is working well? What can be improved?
  
- 5. How are the coalition's technical assistance and training efforts evaluated?**
  - a. What is working well with this process (es)? In what ways can this process (es) be improved?
  - b. How does the coalition know they are meeting the needs of the certified domestic violence centers?
  
- 6. How does the coalition actively recruit people with disability or disability expertise?**
  - a. How are potential applicant made to feel welcome to apply?
  - b. What has worked well about your recruitment strategy?
  - c. What are areas for improvement?
  
- 7. What is the process for making policy changes within the organization?  
How are new policies institutionalized within the organization?**
  - a. Who initiates the process?
  - b. Who is involved in the process?
  - c. What works well with this process?
  - d. How can the process be improved?
  - e. How are coalition staff notified and trained on new policies?

## APPENDIX T

### Leadership of BIAF

#### Interview Questions

- 1. In your work across the state, how would you describe the willingness of your organization and membership to address the intersection of disability and domestic violence? Tell us about your experience?**
  - a. Tell us about your commitment to infuse domestic violence awareness into the culture of your organization? Statewide?
  - b. How are you communicating your commitment to your board? Your membership?
  - c. How is your commitment supported by the Board? And your budget?
  - d. How are funding priorities determined?
  - e. How are new funding priorities determined? Who participates in that process?
  
- 2. How do you envision the organization providing technical assistance and trainings on the topic of the interconnection of traumatic brain injury and domestic violence?**
  - a. Who are your technical assistance and training audiences?
  - b. How do you currently provide training and technical assistance to these audiences?
  - c. What methods do you use? What has been the most effective method?
  - d. What resources would you need to effectively provide training and technical assistance on this topic to your intended audiences?
  - e. How do you evaluate your technical assistance and training engagements?
  
- 3. Tell us about your policies or procedures that guide how BIAF staff handles disclosures of domestic violence? From staff? From program participants?**
  - a. How are disclosures from staff handled? Who is responsible for handling these disclosures?
  - b. How does staff handle disclosures from a program participant be handled?
  - c. What are challenges with addressing DV? What are challenges within the structure of the organization?
  - d. What trainings would be beneficial for staff to be better equipped to safely handle disclosures?

- 4. How does BIAF actively recruit people with domestic violence expertise?**
  - a. What has worked well about your recruitment strategy?
  - b. What are areas for improvement?
  
- 5. What is the process for making policy changes within the organization?**
  - a. Who initiates the process?
  - b. Who is involved in the process?
  - c. What works well with this process?
  - d. How can the process be improved?
  - e. How are staff informed and trained on new policies?
  
- 6. Are there certain areas of the state that you feel are especially ready to address safety for program participants?**
  - a. Why?



## Appendix U

### **Middle Management @ FCADV (Hotline Manager, Program and Quality Assurance Directors)**

#### Interview Questions

**1. How does FCADV provide technical assistance to certified domestic violence centers and allied professionals?**

- a. What are the preferred methods of providing technical assistance to the certified centers? How is the preferred method determined to meet the unique needs of the center?
- b. How is technical assistance initiated?
- c. How is specialized technical assistance provided to certified domestic violence centers? For example: Support with product development, face-to-face consultation, phone consultation, etc...? How are the centers engaged in this process? How do the centers request specialized technical assistance?

**2. How does your organization ensure that you are meeting the technical assistance needs of the certified domestic violence centers?**

- a. What are strengths and gaps with the process for certified domestic violence centers to access technical assistance from the coalition?
- b. How can the process be improved?
- c. How do you evaluate the effectiveness of your technical assistance engagements?

**3. In your work at the coalition, how frequently do you receive technical assistance request around the topic of working with survivors living with a disability? Survivors living with a disability as a result of a traumatic brain injury?**

- a. How are these request handled?
- b. How prepared is staff to provide specialized technical assistance on this topic? What are the most effective technical assistance methods used to address these topics?
- c. How do determine if you are meeting the need of the intended audience?
- d.
- e. What additional training and resources would you –and staff-need to enhance your capacity to provide technical assistance on this topic?
- f. What additional support would you-or staff-need to provide extensive, specialized technical assistance on this topic?

- 4. How does FCADV provide trainings to the certified domestic violence centers and allied professionals?**
  - a. What training methods are used?
  - b. How are your training methods determined? How is your centers actively engaged in this process?
  - c. How you do evaluate the effectiveness of your training engagements?
  
- 5. How does your organization ensure that your trainings and technical assistance engagements are safe, accessible and welcoming?**
  - a. How do you know if someone has an accommodation need? Do you ask? If yes, when do you ask?
  - b. Does your organization have policies and procedures that guide staff's response to accommodation request? How are accommodation request handled? Who is responsible for handling these requests?
  - c. How do you ensure that the environment is safe for participants?
  
- 6. How does your organization address the accommodation request from staff members?**
  - a. How is the process articulated to new staff?
  - b. How is the process designed to welcome disclosures?
  - c. Who handles these requests?
  - d. How are these requests documented and stored to protect the confidentiality of the person making the request?
  - e. Are these policies and procedures reviewed regularly? Tell us about the review process?
  
- 7. How does the coalition actively recruit people with disability or disability expertise?**
  - a. How are potential applicant made to feel welcome to apply?
  - b. What has worked well about your recruitment strategy?
  - c. What are areas for improvement?
  
- 8. How does your organization actively recruit individuals who are qualified and prepared to provide technical assistance and training?**
  - a. In specific expertise areas?
  - b. In a culturally sensitive manner?
  - c. What has worked well about your recruitment strategy?
  - d. What are areas for improvement?
  - e. Tell us about additional training and resources that are provided to staff to make them successful?
  - f. How is staff performance evaluated?

## APPENDIX V

### Leadership of Local Certified Domestic Violence Centers

#### Interview Questions

1. **What does your (Serene Harbor/Shelter House) do well in responding to and meeting the needs of people with disabilities as a result of a traumatic brain injury who have experience domestic violence?** Some examples are: trainings, accommodations, policies and procedures, staffing, budgets, outreach, etc.
2. **What challenges does (Serene Harbor/Shelter House) face in serving people with disabilities as a result of a traumatic brain injury who have experienced domestic violence?**
  - a. Are there challenges within the culture of your organization that impact servicing people with disabilities, as a result of a traumatic brain injury, who have experienced domestic violence, such as stigmas, attitudes, assumptions regarding people with disabilities?
  - b. Does the type of disability impact your ability to provide services? Is so, how?
3. **Tell us about your policy and procedures to respond to the accommodation needs of survivors with a disability? Accommodation needs for staff?**
  - a. How are they made aware that it is a safe to request accommodations?
  - b. How are accommodation request from staff being handled? From survivors?
  - c. How are their request documented and stored to maintain their confidentiality?
  - d. What are some challenges that you face when responding to accommodation request from staff? Survivors? Organization challenges?
  - e. How were these challenges handled?
  - f. How do you evaluate if you are meeting the accommodation needs of staff? Survivors?
  - g. What additional technical assistance and training would you need to create adequate policy and procedures to address the accommodation needs of staff? And program participants?
  - h. How can the coalition support increasing your organizational capacity to adequately respond to the accommodation need of staff and survivors?
4. **How do you determine your staff's training needs?**
  - a. How does staff communicate their training needs to their supervisor?

- b. How is staff informed of resources that are available to them to be successful?
- c. How are relevant training topics determined?
- d. What kind technical assistance, resources and support would you need from the coalition to prepare your staff to address the intersection of domestic violence and traumatic brain injury? What would be the best delivery method?
- e. How do you assess if your staff training needs are being met?
- f. What are some day-to-day challenges that you experience while balancing the high demand of intervention services while meeting the training needs of your staff? How can the Florida coalition support you?

**5. How does your center access technical assistance and training from the coalition?**

- a. How does the coalition keep you informed of upcoming trainings, best practices and trends in the field?
- b. Does that/those process (es) work well?
- c. What are strengths and gaps with that process?
- d. How can those processes be improved?
- e. What is the best vehicle to provide your center staff with new information, best practices?
- f. What is the most effective technical assistance method that the coalition offers?

**6. Tell us about training that your staff receives from your allied professionals?**

- a. How frequently does your program participate in cross-training opportunities with allied professionals?
- b. How are these training opportunities typically initiated?
- c. In your experience, tell us about the benefits and challenges of these training engagements?

**7. Does your center have a relationship with the local organization that provides services to people with disabilities as a result of a traumatic brain injury? Tell us about that relationship?**

- a. Tell us about cross-training efforts? Successful or not?
- b. Is the relationship formal or informal?
- c. Is it working well?
- d. What challenges have you experienced?
- e. How can it be improved?

- f. If no, what support would you need to initiate and maintain that relationship?

## APPENDIX W

### Leadership of BIAF Resource Facilitation Program

#### Interview Questions

1. **What does BIAF do well in responding to and meeting the needs of people living with a disability as a result of a traumatic brain injury who have experience domestic violence?** Some examples: staffing, policies and procedures, training, budget, and other resources.
2. **What challenges does BIAF face in serving people with people living with a disability as a result of a traumatic brain injury who have experienced domestic violence?**
  - a. Are there challenges within the culture of the organization that impact serving individuals living with a disability as a result of a traumatic brain injury who have experienced domestic violence, such as stigmas, attitudes, assumptions regarding survivors of domestic violence?
  - b. Does guardianship challenge your ability to serve this population? If so, how?
  - c. Is there anything you wish BIAF had to better support people living with a disability as a result of a traumatic brain injury who have experienced domestic violence?
3. **How does your organization address the safety concerns of staff members? Are there policies and procedures that guide the response to the safety needs of staff members?**
  - a. How is the process designed to allow staff to feel safe expressing their safety needs?
  - b. How new staff is made aware of these policies and procedures?
  - c. Who handles these requests?
  - d. How would their request be documented and stored to maintain their confidentiality?
  - e. What are challenges that you have experienced when responding to the safety concerns or staff? Organizational challenges?
  - f. How were these challenges handled?
  - g. Are your policies and procedures reviewed regularly? Tell us about the review process? What is working well about the review process? What can be improved?
4. **How would RF's know if someone they are working with has a safety need due to domestic violence? Does your organization have policies and procedures that guide their respond if someone has a personal safety concern due to domestic violence?**

- a. How would staff respond to that request/ personal safety need?
- b. How would they know if the person needed a safety plan?
- c. How would they ensure that services are safe and non-victim blaming?
- d. How would their confidentiality be maintained?
- e. What resources would they need to assess someone's personal safety need?
- f. What are challenges that RF's face when responding to the safety concerns of a program participants?
- g. How are these challenges handled?
- h. How would a program participants safety concerns be documented and stored, to maintain their confidentiality?

**5. What training and support is provided to Resource Facilitators to handle disclosures of domestic violence?**

- a. How does RF's communicate their training needs to their supervisor?
- b. How are they made aware of the resources that are available to them to support their work?
- c. What policies and procedures are in place to determine how RF's document their work?

**6. Does the RF's have a relationship with their local certified domestic violence centers? If yes, tell us about that relationship?**

- a. Tell us about your cross training efforts? Successful or not?
- b. Is your relationship formal? Informal?
- c. What has worked well?
- d. What has been challenging?
- e. How can the relationship be improved?
- f. If no, what resources and support would they need to initiate and maintain those relationships?

**7. What organizational policy changes would be necessary to effectively address the needs of DV survivors living with a brain injury?**

- a. Is there a willingness within the organization to make the necessary changes?
- b. How are changes in policies and procedures introduced? By who? What is the process?
- c. How is staff informed of policy changes? Do they have a role in policy changes?
- d. How does staff receive training on new policies?

- 9. How does BIAF actively recruit people with domestic violence expertise?**
- a. What has worked well about your recruitment strategy?
  - b. What are areas for improvement?



## APPENDIX X

### Staff at FCADV

#### Focus Group Questions

- 1. How do you provide technical assistance to certified domestic violence centers?**
  - a. How are technical assistance topics determined? How is the appropriate technical assistance method determined? How is the centers engaged in this process?
  - b. How is technical assistance designed to meet the unique needs of the certified domestic violence centers? How do the centers participate in this process?
  - c. Tell us about specialized technical assistance that is provided to certified domestic violence centers? For example: Face-to-face consulting, support with product development, etc...?
  - d. How do you evaluate the effectiveness of your technical assistance engagements?
  - e. What are the most effective technical assistance strategies that are offered by the coalition? What makes them the most effective strategies?
  - f. What are suggested areas for improvement with the technical assistance strategies that are currently being used?
  
- 2. How do you provide training to certified domestic violence centers?**
  - a. How are training topics determined?
  - b. How do the centers participate in this process?
  - c. How do you evaluate the effectiveness of your training engagements? How do you know that you are meeting the needs of your audience?
  
- 3. What kind of training and technical assistance requests are you receiving related the topic of the intersection of domestic violence and disability?**
  - a. How are you receiving these requests?
  - b. How do you handle these requests?
  - c. How do you respond to training and technical assistance request on the topic of domestic violence and traumatic brain injury?
  - d. Are you prepared to provide specialized training and technical assistance in this topic area? For example: policy and procedure development, curriculum development, etc...
  - e. What additional training and resources would you need to increase your capacity to provide training and technical assistance on this topic?

4. **How does the coalition prepare you to provide safe, accessible and welcoming technical assistance and training?**
  - a. How is this expectation communicated to new staff?
  - b. How do you ensure that your training and technical assistance engagements are safe, welcoming and accessible?
  - c. Does staff receive regular trainings to enhance their capacity to assess someone's accommodation needs? Safety needs? Tell us about those trainings?
  - d. How do you know if someone has an accommodation need? Do you ask? If so, when?
  - e. Does your organization have policies and procedures that guide staff to respond when someone needs an accommodation? What happens when someone request an accommodation? How is it handled?
  - f. How do you ensure that an environment is safe for participants?
  
5. **Tell us about training that your staff receives from allied professionals?**
  - a. How frequently do you participate in cross-training opportunities with allied professionals?
  - b. How are these training opportunities typically initiated?
  - c. In your experience, tell us about the benefits and challenges of these training engagements?

## APPENDIX Y

### Staff at Certified Domestic Violence Centers

#### Focus Group Questions

- 1. Tell us about a time when things went well when you were working with someone who had a disability?**
  - a. How did you know the person had a disability? Did you ask? When did you ask? Did the person tell you?
  - b. What things are in place at your organization that made that individual feel welcomed to disclose their disability to you?
  - c. What made you feel comfortable and competent in working with this person?
  - d. What questions did you ask to learn more about the disability?
  - e. How comfortable were you asking about accommodation needs?
  - f. What made you determine that the individual had an accommodation need?
  
- 2. Tell us about a time when things did not go well for you when providing services to someone that you feel may have had a disability?**
  - a. What impacted the experience? Ex: Lack of adequate training, Lack of resources, Lack of accessibility, etc...
  - b. At the time did you feel like you had the necessary training and tools to respond to the needs of this individual? Please explain?
  
- 3. Are there policies and procedures in place to guide your response to a survivor who is living with a disability? As a result of a traumatic brain injury?**
  - a. How are these policies and procedures communicated to staff?
  - b. How is the survivors needs documented?
  - c. What has been the most effective way that staff has handled the accommodation needs of a survivor with a disability? Traumatic brain injury?
  - d. What are challenges with working with a survivor with a disability? Traumatic brain injury?
  - e. What are organizational challenges?
  - f. How are these challenges handled?
  
- 4. Describe how your organization supports your success in your position?**
  - a. What training and professional development have you received to make you successful?

- b. Describe prior trainings that you have received that gave you the knowledge, skills and confidence you need to meet the accommodation needs of a survivor of domestic violence?
  - c. How are you supported by your supervisor? The coalition?
- 5. Does your organization have a relationship with the organization in your community that serves people with disabilities as a result of a traumatic brain injury?**
- a. Tell us about your cross training efforts? Successful or not?
  - b. Is it informal or formal?
  - c. What is working well?
  - d. What challenges have you experienced?
  - e. How could the relationship be improved?
  - f. If no, what resources and support would you need to initiate and maintain a relationship with the organization?
- 6. What do you want disability service providers to know about providing services to individuals who have experienced domestic violence?**
- a. What are stigmas associated with people who have experienced domestic violence?

## APPENDIX Z

### **BIAF Resource Facilitators**

#### Focus Group Questions

- 1. Tell us about a time when things went well when you were working with someone who disclosed they are experiencing or has experienced domestic violence?**
  - a. What prepared you to respond to this disclosure?
  - b. What made the person feeling comfortable disclosing to you?
  - c. What prior trainings did you receive that prepared you to work effectively with someone who discloses exposure to domestic violence?
  - d. How did you determine if they had immediate safety concerns?
  - e. What questions did you ask to determine their safety concerns?
  - f. What made you feel comfortable and competent in working with this person?
  - g. How comfortable were you asking about their safety needs?
  
- 2. Tell us about a time when things did not go well for you when providing services to someone that you feel may have been exposed to domestic violence?**
  - a. What impacted this experience? Ex: Lack of adequate training, lack of resources, lack of accessibility, policies and procedures, etc...
  - b. At the time did you feel like you had the necessary training and tools to respond to the needs of this individual? Please explain?
  
- 3. Are there policies and procedures in place to guide RF's response to a survivor of domestic violence who is living with a disability?**
  - a. How are these policies and procedures communicated to RF's?
  - b. How are the survivors needs/request documented?
  - c. What has been the most effective way that an RF has handled the safety needs of a survivor of domestic violence living with a disability?
  - d. What are challenges with working with a program participants who have experience (or is experiencing) domestic violence?
  - e. What are organizational challenges?
  - f. How are these challenges handled?
  
- 4. Describe how your organization supports your success in your position?**
  - a. What training and professional development have you received to make you successful?

- b. Describe prior trainings that you have received that gave you the knowledge, skills and confidence you need to address the safety concerns of a program participant living who have experienced (or is experiencing) domestic violence?
  - c. How are you supported by your supervisor? Your organization?
- 5. Does your organization have a relationship with the organization in your community that serves survivors of domestic violence? If so, tell us about that relationship.**
- a. Tell us about your cross training efforts? Successful or not?
  - b. Is your relationship informal or formal?
  - c. What is working well?
  - d. What challenges have you experienced?
  - e. How could the relationship be improved?
  - f. If no, what resources and support would you need to initiate and maintain a relationship with the organization?
- 6. What do you want domestic violence service providers to know about providing services to individuals living with a disability?**
- a. What are stigmas associated with people living with a disability? People living with a disability as a result of a traumatic brain injury?

## APPENDIX AA

### DV Survivors

#### Focus Group Questions:

- 1. If you contact an agency for services, how would you know if the services they offer would meet your safety needs?**
  - a. What would staff say to you to communicate that they can provide safe services? Or not?
  - b. How do you find out about helpful resources in your community? Referrals of family and friends? Website?
  - c. What can staff say or do to make you feel like it's Ok to disclose your experience with domestic violence?
  - d. What has been the most helpful resource (resources) for you?
  
- 2. If you are receiving services from an organization, what makes services feel safe and comfortable? Or unsafe and uncomfortable?**
  - a. What about the location of an agency makes you feel safe? The building? The offices?
  - b. How can staff make the environment welcoming and comfortable?
  - c. What can staff say to make you feel comfortable and safe? Or not?
  - d. How do you communicate to staff that the organization has met your service delivery expectations? Or not?
  
- 3. What can staff at an organization do or say to make you feel empowered? What would make you not feel empowered?**
  - a. What could staff say or do to make you feel confident about your decisions? Or not?
  - b. What could staff say or do to make you feel like they are hearing and responding to your safety needs? Or not?
  - c. What can staff say or do to help you create a personalized safety plan?
  
- 4. What challenges have you experienced when seeking safe and welcoming services in your community?**
  - a. Tell us about challenges you experienced because of the stigmas associated with people experiencing (or who have experience) domestic violence?
  - b. How did you overcome those challenges?

**5. What else would you like us to communicate to agencies and organizations providing services for survivors of domestic violence?**



## APPENDIX BB

### TBI Survivors

#### Focus Group Questions

- 1. If you contact an agency for services, how would you know if the services would meet your needs? What would they do or not do?**
  - a. How do you find out about resources in your community? Referrals of family and friends? Website?
  - b. Where do you access helpful services? From what agencies?
  - c. What has been the most helpful resource?
  
- 2. What makes services feel welcoming and accessible?**
  - a. What can staff do to make you know that you can request accommodations?
  - b. What can staff do to make you feel welcomed? Or not welcomed?
  - c. How do you communicate to staff that they are meeting your expectations? Or not?
  - d. What would be the most ideal (safest) way to communicate to staff that the services you are receiving is exactly what you expected? Or not?
  
- 3. If you are receiving services from an organization, what could staff do to make you feel that they were really hearing and responding to your needs?**
  - a. What can staff do or say to make you feel like it's Ok to ask for whatever you need to fully participate in the program?
  - b. What can staff do or say to make you feel uncomfortable expressing your needs?
  
- 4. If you are receiving services from an organization, what could staff do to make you feel supported? What would make you feel not supported?**
  - a. What could staff do or say to make you feel like you have confidence in your own abilities?
  
- 5. What are challenges that you have faced trying to access services in your community?**
  - a. What challenges have you experienced with having your accommodation needs met?
  - b. Tell us about challenges you have experienced because of stigmas associated with people living with a disability?
  - c. How did you overcome those challenges?

**6. What else would you like us to tell agencies and organizations that are providing services to people living with a disability?**

## APPENDIX CC

### TBI Support Group Leaders

#### Focus Group Questions

- 1. Tell us about a time when things went well when someone disclosed in a meeting that they are experiencing or have experienced domestic violence?**
  - a. What prepared you to respond to this disclosure?
  - b. What made the person feeling comfortable disclosing to you?
  - c. What prior trainings did you receive that prepared you to work effectively with someone who discloses exposure to domestic violence?
  - d. How did you determine if they had immediate safety concerns?
  - e. What questions did you ask to determine their safety concerns?
  - f. What made you feel comfortable and competent in working with this person?
  - g. How comfortable were you asking about their safety needs?
  
- 2. Tell us about a time when things did not go well for you when someone disclosed in a meeting that they have been exposed to domestic violence?**
  - a. What impacted this experience? Ex: Lack of adequate training, lack of resources, lack of accessibility, policies and procedures, etc...
  - b. At the time did you feel like you had the necessary training and tools to respond to the needs of this individual? Please explain?
  
- 3. What are some characteristics of individuals and organizations that provide services for people with disabilities that would lead you to refer/recommend their organization to your support group members?**
  - a. How to you find out about helpful resources in your community?
  - b. How do you know if that resource would meet your needs?
  
- 4. What do you know to be challenging when accessing services in your community?**
  - a. What would work to overcome those challenges?
  
- 5. What else would you like us to tell agencies and organizations that are providing services to people living with a disability?**

## APPENDIX DD

### Focus Group Debriefing Form

FOCUS GROUP FACILITATORS: Following each focus group, please allow time to participate in a debriefing session to discuss the group dynamics and your experience facilitating the focus group. Make brief notes and key points. Do not include participant's names or identifying information. This form can be completed individually and then discussed as a group, or you the form can be completed as a group.

Location:

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Date:

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Start Time: \_\_\_\_\_ End Time: \_\_\_\_\_

Number of Group Members: \_\_\_\_\_

Facilitator/Co-facilitator: \_\_\_\_\_

Note Taker: \_\_\_\_\_

Support Person: \_\_\_\_\_

Any visible conflicts/tensions? \_\_\_\_\_

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Any surprises? \_\_\_\_\_

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Themes in this session? \_\_\_\_\_

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What went well? \_\_\_\_\_

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Suggested changes for future focus groups? \_\_\_\_\_

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Overall impression of the session? \_\_\_\_\_

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Any memorable quotes? \_\_\_\_\_

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Other comments: \_\_\_\_\_

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Initials of facilitators/note taker/support staff:

## APPENDIX EE

### RESOURCES

- **FLORIDA COALITION AGAINST DOMESTIC VIOLENCE HOTLINE:**  
1-800-500-1119  
TTY: 800-621-4202

[www.fcadv.org](http://www.fcadv.org)

- **BRAIN INJURY ASSOCIATION OF FLORIDA HELPLINE:**  
1-800-992-3442

[www.biaf.org](http://www.biaf.org)