

The logo for Project Shift is displayed on a solid blue rectangular background. The words "PROJECT" and "SHIFT" are written in a bold, white, sans-serif font. "PROJECT" is positioned above "SHIFT", and both words are slanted slightly to the right. The letters are thick and blocky, with a slight shadow effect.

PROJECT SHIFT

Needs Assessment Plan

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Introduction

Project SHIFT is comprised of five partner agencies within the City of Los Angeles, which is focused on creating a sustainable and seamless system of appropriate response and service to survivors of domestic violence or sexual assault who are Deaf/hard of hearing/Deaf-blind or who have disabilities. Each partner can contribute to the enhancement of all our work through their area of expertise and by identifying their strength, area for improvement, and how the agencies work together.

Partner Agencies

The City of Los Angeles Mayor's Office of Public Safety (MOPS) is responsible for securing and administering the City's State and Federal public safety and criminal justice grants. MOPS oversees the funding and management of the City's Domestic Abuse Response Team and Sexual Assault Response Team programs. They are dedicated to establishing and strengthening partnerships with service providers and law enforcement to enhance quality of life for survivors of domestic violence and sexual assault.

The Los Angeles Police Department (LAPD) employs over 10,000 officers to protect and serve the approximately 4 million residents of the City. Police officers work out of 21 divisions around the city, speak over 30 languages, and have access to interpreters 24 hours a day to reach citizens in additional languages. The LAPD has specialized units that respond to and investigate incidents of domestic violence and sexual assault.

The Department on Disability (DOD) leads the City's efforts to ensure that people with disabilities have full access to City programs, activities, services, and facilities as outlined in the Americans with Disabilities Act, and federal/state laws. DOD has three divisions, each providing a unique and necessary set of services that act as a three-hundred and sixty-degree support mechanism to ensure that persons with disabilities can benefit from, and participate in, all City programs, activities, and services.

Peace Over Violence (POV) is a non-profit, feminist, multicultural organization dedicated to building healthy relationships, families, and

communities free from sexual, domestic, and interpersonal violence. POV provides direct services in the areas of emergency, intervention, prevention, education, and advocacy. Since its inception in 1989, POV's Deaf, Disabled & Elder Services Program has provided emergency services, individual and support group counseling, hospital and court accompaniment, legal advocacy, case management, shelter referral/advocacy, and other assistance as needed to survivors of sexual assault, domestic violence, and stalking. They also offer personal security awareness and self-defense training adapted to ability.

The Disability Community Resource Center (DCRC) is community-based, cross-disability, non-profit organization that is designed and operated by people with disabilities. DCRC is dedicated to: connecting people with disabilities to resources, training and advocacy tools; promoting disability pride; and building self-determined lives. DCRC's services include assistive technology services, independent living skills education, peer counseling, employment services, peer to peer counseling, housing services, independent living skills education, employment services, individual advocacy, personal assistance services, information and referral services, and systems change advocacy.

Vision and Mission

Project SHIFT envisions that survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities will receive seamless and culturally competent services in an atmosphere of dignity and respect. Project SHIFT's mission is to create permanent change by shifting perspectives within and among partnering agencies resulting in more accessible, safe, culturally competent, and effective services for survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

Grant Progress

Project SHIFT has completed and submitted the collaboration charter and focus memo, and are now developing this needs assessment plan. The findings of the needs assessment will be used to create a strategic plan to create sustainable change in our partnering agencies to improve services

to survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

Needs Assessment

As we structure and implement this needs assessment, we recognize that MOPS and DOD do not provide direct services. However, they are committed to ensuring that all survivors are treated with sensitivity, respect, and are helped to feel safe. Accordingly, our collaboration has agreed that the participation of MOPS and DOD is critical to our overall analysis and evaluation of the experience of persons who are survivors of interpersonal violence and are Deaf/hard of hearing/Deaf-blind or who have disabilities. We will seek direct feedback from MOPS and DOD employees.

Needs Assessment Purpose

The overarching purpose of the Needs Assessment is to:

1. Determine what changes within our collaboration partners may be necessary to improve services to and interaction with people who are Deaf/hard of hearing/Deaf-blind or who have disabilities and/or survivors of domestic violence/sexual assault.
2. Inform and guide us to our selection of implementation activities.
3. Increase buy-in and support from stakeholders and community for our collaboration's work.

Needs Assessment Goals

Project SHIFT needs assessment goals as applied to organizations who serve people who identify as survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities, are the following:

1. Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

2. Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system to survivors.
3. Identify gaps and strengths in how our member agencies collaborate with each other.
4. Identify the capacity of each agency to deliver services and make changes that are recommended at the end of this process to better serve survivors.

Methods and Information Sources

Existing Data

There is a well-documented risk factor for domestic violence and sexual assault pertaining to people living with a disability. When adjusted for age variation, the rate of violent victimization against people with disabilities was 2.5 times higher than violence against non-disabled people. People with disabilities were victims of serious violent crimes more than three times as often as non-disabled. People with disabilities were 90% more likely to experience abuse on multiple occasions, with 57% of the victims experiencing abuse on more than 20 occasions and 46% of the victims said that it was too frequent to count¹. Women with disabilities are almost three times as likely to be victims of interpersonal violence as men with disabilities and 30% more likely to identify an intimate partner as their abuser. Men with disabilities are 28.1% more likely to identify a family member as the perpetrator of abuse². Disabilities can make a survivor more vulnerable to their abuser, who may limit their independence and their ability to advocate for themselves. If a disabled survivor is a member of an oppressed group (i.e. LGBTQ, immigration status, gender, race, religion intersectionality) the likelihood of interpersonal abuse increase. Due to lack of data, Project SHIFT is unable to identify gaps in services in local area.

¹ Laura Platt et al (2017) "The Role of Gender in Violence Experienced by Adults With intimate Developmental Disabilities"

² Breiding, Matthew j. and Brian S. Armour (2015) "The association between disability and intimate partner violence in the United States"

Project SHIFT has administered the Performance Indicators tools within our community-based organizations, Disability Community Resource Center and Peace Over Violence. The scores of each agency are as follows:

Disability Community Resource Center Indicator Scores at a Glance	
COMPONENT A: COMMITMENT: Agency demonstrates willingness and determination to address domestic and sexual violence within the community it serves.	
THEME 1: Responsibility—Agency recognizes its duty to address domestic and sexual violence in the lives of the people it serves.	
Indicator Name	Percent Achieved
1.1 Recognizes Violence Against People with Disabilities as a Priority	25.00%
1.2 Assesses for Safety and Responsiveness	75.00%
1.3 Raises Funds	100.00%
1.4 Includes in Budget	0.00%
1.5 Collects Data	25.00%
1.6 Uses Data	0.00%
Total Percent Achieved	37.500%
THEME 2: Partnerships—Agency works closely with relevant organizations to enhance its ability to address domestic and sexual violence in the lives of the people it serves.	
Indicator Name	Percent Achieved
2.1 Collaborates with Domestic Violence Agency	0.00%
2.2 Collaborates with Rape Crisis Center	0.00%
2.3 Collaborates with Law Enforcement	0.00%
2.4 Engages Protective Service Agencies	0.00%
2.5 Includes People with Disabilities	75.00%
2.6 Participates in Multi-Disciplinary Collaboration	0.00%
	100.00%
Total Percent Achieved	29.167%

THEME 3: Policies—Agency's written policies establish expectations for how the organization addresses domestic and sexual victimization among the people it serves.	
Indicator Name	Percent Achieved
3.1 Mandatory Reporting	100.00%
3.2 Confidentiality	75.00%
3.3 Abuse by Employees	0.00%
3.4 Service to Victims and Perpetrators	0.00%
3.5 Guardianship	0.00%
Total Percent Achieved	35.000%
COMPONENT B: CAPACITY: Agency has procedures, knowledge, skills, and resources to respond to domestic and sexual violence in the lives of the people it serves.	
THEME 4: Material Resources—Agency's physical infrastructure prioritizes safety and supports service users to disclose domestic and sexual violence.	
Indicator Name	Percent Achieved
4.1 Communicates Safe Space	100.00%
4.2 Appropriate Disclosure Space	100.00%
4.3 Victimization-Oriented Communication Boards	0.00%
4.4 Safe & Flexible Transportation	0.00%
Total Percent Achieved	50.000%
THEME 5: Human Resources—Agency's employment and staff development practices build capacity to address domestic and sexual victimization among the people it serves.	
Indicator Name	Percent Achieved
5.1 Inclusive Hiring Practices	50.00%
5.2 Workplace Domestic Violence and Sexual Harassment Policies	75.00%
5.3 Direct Service Staff Training	100.00%
5.4 Practical Learning Opportunities	0.00%
Total Percent Achieved	56.250%

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

Indicator Name	Percent Achieved
6.1 Mandatory Reporting Procedures	100.00%
6.2 Screening for Domestic and Sexual Violence	0.00%
6.3 Immediate Safety Planning	0.00%
6.4 Informed Referrals	75.00%
6.5 Addressing Abuse by Employees and Volunteers	0.00%
6.6 Serving Victims and Perpetrators	0.00%
Total Percent Achieved	29.167%

THEME 7: Agency Climate—The agency centralizes safety and healing in the lives of the people it serves.

Indicator Name	Percent Achieved
7.1 Engagement of Leadership	75.00%
7.2 Competence of Agency Staff and Volunteers	75.00%
7.3 Collaboration with Victim Services Agencies and Other First Responders	50.00%
7.4 Trust	0.00%
	0.00%
	0.00%
	0.00%
Total Percent Achieved	50.000%

THEME 8: Agency Practices—The agency's services and activities anticipate and respond to the issues and needs related to domestic and sexual violence in the lives of the people it serves.

Indicator Name	Percent Achieved
8.1 Community Outreach and Education	0.00%
	0.00%
	0.00%
	0.00%
8.2 Confidentiality	0.00%
	0.00%
	0.00%

	0.00%
8.3 Encourages Confidential Disclosures	25.00%
8.4 Referrals to Victim Services	0.00%
	0.00%
	0.00%
	0.00%
8.5 Referrals to Victim Services (Change Over Time)	0.00%
	0.00%
8.6 Safety Planning	0.00%
	0.00%
	0.00%
	0.00%
Total Percent Achieved (NON-RESIDENTIAL)	5.000%
THEME 9: Impact on People Served—The agency's services and activities improve awareness of domestic and sexual violence in the lives of the people it serves and promotes healing among people served who are impacted by these crimes.	
Indicator Name	Percent Achieved
9.1 Awareness	0.00%
	0.00%
	0.00%
	0.00%
9.2 Comfort	0.00%
	0.00%
	0.00%
	0.00%
9.3 Resources	0.00%
	0.00%
	0.00%
	0.00%
9.4 Respect	0.00%
	0.00%
	0.00%
	0.00%

9.5 Safety	0.00%	
	0.00%	
	0.00%	
	0.00%	
9.6 Connections	0.00%	
	0.00%	
	0.00%	
	0.00%	
Total Percent Achieved		0.000%
Percentages Achieved for Commitment, Capacity, and Effectiveness		
Component Name	Percent Achieved	
Commitment	33.824%	
Capacity	42.857%	
Effectiveness	12.500%	
Total Percent Achieved		29.727%

Peace Over Violence Agency Indicator Scores at a Glance		
COMPONENT A: COMMITMENT: Agency demonstrates willingness and determination to address domestic and sexual violence of people with disabilities.		
THEME 1: Responsibility—Agency recognizes duty to serve survivors with disabilities.		
Indicator Name	Percent Achieved	
1.1 Recognizes Violence Against People with Disabilities as a Priority	100.00%	
1.2 Promotes Accessibility	50.00%	
1.3 Raises Funds	25.00%	
1.4 Includes in Budget	25.00%	
1.5 Collects Data	25.00%	
1.6 Uses Data	100.00%	
Total Percent Achieved		54.167%

THEME 2: Partnerships—Agency works closely with relevant organizations to enhance its ability to meet the needs of survivors of violence who have disabilities.	
Indicator Name	Percent Achieved
2.1 Collaborates with Disability Organization	100.00%
2.2 Builds Relationships with Deaf Community	50.00%
2.3 Collaborates with Interpreter Agency	0.00%
2.4 Includes People with Disabilities	100.00%
2.5 Participates in Multi-Disciplinary Collaboration	0.00%
	0.00%
	100.00%
	100.00%
Total Percent Achieved	70.000%
THEME 3: Policies—Agency’s written policies ensure accessible and inclusive services are provided to survivors with disabilities through its domestic and sexual violence programs.	
Indicator Name	Percent Achieved
3.1 Eligibility	25.00%
3.2 Accommodations	100.00%
3.3 Full Participation	75.00%
3.4 Service Animals	50.00%
3.5 Guardianship	0.00%
3.6 Resident Handbook (RESIDENTIAL ONLY)	0.00%
3.7 Medication (RESIDENTIAL ONLY)	0.00%
Total Percent Achieved (NON-RESIDENTIAL)	50.000%
Total Percent Achieved (RESIDENTIAL)	35.714%
COMPONENT B: CAPACITY: Agency has knowledge, skills, resources, and programmatic ability necessary to provide domestic violence and rape crisis services to survivors with disabilities.	
THEME 4: Material Resources—Agency's physical infrastructure is accessible to survivors with disabilities.	
Indicator Name	Percent Achieved
4.1 Accessible Modes of Communication	25.00%

4.2 Accessible Location	0.00%
4.3 Alternate Formats	75.00%
4.4 Inclusive Materials	50.00%
4.5 Accessible Transportation	75.00%
Total Percent Achieved	45.000%
THEME 5: Human Resources—Agency’s employment and staff development practices build staff capacity to address violence against people with disabilities.	
Indicator Name	Percent Achieved
5.1 Inclusive Hiring Practices	50.00%
5.2 Domestic Violence Direct Service Staff Training	75.00%
5.3 Rape Crisis Direct Service Staff Training	75.00%
5.4 Practical Learning Opportunities	100.00%
5.5 Volunteer Recruitment & Training	100.00%
Total Percent Achieved	80.000%
THEME 6: Programmatic Resources and Activities (Domestic Violence)—Agency’s domestic violence programmatic resources and activities account for the unique needs of people with disabilities.	
Indicator Name	Percent Achieved
6.1 Community Outreach & Education	100.00%
6.2 Case Management	0.00%
6.3 Legal Advocacy	0.00%
6.4 Skill Building	25.00%
6.5 Crisis Intervention	50.00%
Total Percent Achieved	35.000%
THEME 7: Programmatic Resources and Activities (Sexual Violence)—Agency’s sexual violence programmatic resources and activities account for the unique needs of people with disabilities.	
Indicator Name	Percent Achieved
7.1 Community Outreach & Education	75.00%
7.2 Consent for Services	50.00%
7.3 Counseling/Advocacy Services	75.00%
7.4 Medical Advocacy	0.00%

7.5 Legal Advocacy	75.00%
7.6 Crisis Intervention	50.00%
Total Percent Achieved	54.167%
THEME 8: Culture—Agency is demonstratively inclusive and accepting of domestic and sexual violence survivors with disabilities.	
Indicator Name	Percent Achieved
8.1 Engagement of Leadership	50.00%
8.2 Competence of Agency Staff and Volunteers	0.00%
8.3 Collaboration with Disability Partners	25.00%
8.4 Trust	0.00%
	0.00%
	0.00%
	0.00%
Total Percent Achieved	18.750%
THEME 9: Service Provision—The agency's services, activities, and programs anticipate and successfully meet the needs of domestic and sexual violence survivors with disabilities.	
Indicator Name	Percent Achieved
9.1 Outreach and Education	0.00%
	50.00%
	0.00%
	0.00%
9.2 Serves Survivors with Disabilities	0.00%
	50.00%
	0.00%
	0.00%
9.3 Increasing Engagement of Survivors with Disabilities	0.00%
	100.00%
9.4 Response Time to Requests for Services	0.00%
	0.00%
	0.00%
	0.00%
9.5 Accessible Beds (RESIDENTIAL ONLY)	0.00%

	0.00%
Total Percent Achieved (NON-RESIDENTIAL)	50.000%
Total Percent Achieved (RESIDENTIAL)	40.000%
THEME 10: Survivor Experience—The agency equitably serves all survivors of domestic and sexual violence.	
Indicator Name	Percent Achieved
10.1 Safety	0.00%
	0.00%
	0.00%
	0.00%
10.2 Knowledge	0.00%
	0.00%
	0.00%
	0.00%
10.3 Resources	0.00%
	0.00%
	0.00%
	0.00%
10.4 Connections	0.00%
	0.00%
	0.00%
	0.00%
10.5 Respect	0.00%
	0.00%
	0.00%
	0.00%
10.6 Equity	0.00%
Total Percent Achieved	0.000%
Percentages Achieved for Commitment, Capacity, and Effectiveness	
Component Name	Percent Achieved
Commitment (NON-RESIDENTIAL)	57.813%
Capacity (NON-RESIDENTIAL)	53.571%

Effectiveness (NON-RESIDENTIAL)	19.643%
Total Percent Achieved	43.676%
Commitment (RESIDENTIAL)	51.389%
Capacity (RESIDENTIAL)	53.571%
Effectiveness (RESIDENTIAL)	18.333%
Total Percent Achieved	41.098%

New Data

Listening Sessions

Project SHIFT will primarily use listening sessions for gathering information from survivors of interpersonal violence and people who are Deaf/hard of hearing/ Deaf-blind or who have disabilities. We believe that this is the most efficient way to effectively engage larger groups of individuals in a short period of time. We also believe that a listening session setting will help to generate a diverse range of ideas and perspectives. If we reach saturation, we reserve the right to cancel additional listening sessions.

All participants will be given the option of participating in individual interviews if they prefer and/or request one due to accommodations.

Interviews

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

We also recognize that speaking in a group setting may be uncomfortable for some people. Therefore, Project SHIFT will offer individual interviews to anyone recruited for listening sessions. This will be clearly explained during the recruitment process (Recruitment Scripts: Appendix IV)

Audiences

Interpersonal Violence Survivors

We will be engaging interpersonal violence (domestic violence and/or sexual violence) survivors who are clients of POV.

We believe that interpersonal violence survivors are the experts of their own experience and have the power to represent their own needs and expectations. As a result, it is imperative to ask them directly what their own personal experiences are when receiving services. Because the strategic plan will ultimately influence the way services and supports are provided, it is critical that we ask the individuals who will be most impacted by our systems changes.

By engaging survivors of interpersonal violence, we hope to gain information about the following (for questions, see Appendix VI, page 62):

1. What makes a service providers approachable, safe, and comfortable;
2. Identify any barriers to services from the perspective of the survivor;
3. The best methods of outreach to alert survivors of services;
4. The importance and value of confidentiality as a safety tool;
5. The best practices for serving survivors (including staff behavior, knowledge, and skills); and
6. The impact trauma has on someone's approach to seeking services.

People who are Deaf/hard of hearing/Deaf-blind or who have Disabilities

We will be engaging people who are deaf/hard of hearing/Deaf-blind or who have disabilities who are members of DCRC. People who access DCRC's programs and services are referred to as a member of the Center. DCRC's philosophy is that when a person accesses the Center they not only join the Center but they become a member of the disability rights movement.

People who are Deaf/hard of hearing/Deaf-blind or who have disabilities are vital to the needs assessment process. We believe that people who are

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

By engaging people who are Deaf/hard of hearing/Deaf-blind or who have disabilities, we hope to gain information about the following (for questions, see Appendix VI, page 50):

1. What makes a service provider accessible and comfortable for people who are Deaf/hard of hearing/Deaf-blind or who have disabilities;
2. The best methods of outreach to alert people who are Deaf/hard of hearing/Deaf-blind or who have disabilities about accessible and disability-informed services;
3. The best practices for serving people who are Deaf/hard of hearing/Deaf-blind or who have disabilities (including staff behavior, knowledge, and skills);
4. What service providers need to know about informed consent and what the best practices for obtaining informed consent from people who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

Survivors who are Deaf/hard of hearing/Deaf-blind or who have Disabilities

We will be engaging survivors who are deaf/hard of hearing/Deaf-blind or who have disabilities who are clients of POV.

Survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities are vital to the needs assessment process. We believe that survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities are the experts of their own experience and have the power to represent their own needs and expectations. As a result, it is imperative to ask them directly what their personal experiences are when receiving services so that we may make our organizations more comfortable, accessible, and disability-aware. Because the strategic plan will ultimately influence the way services and

supports are provided, it is imperative that we ask the individuals who will be most impacted by our systems changes.

By engaging survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities, we hope to gain information about the following (for questions, see Appendix VI, page 54):

1. What makes a service provider accessible and comfortable for survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities;
2. The best methods of outreach to alert survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities about accessible and disability-informed services;
3. The best practices for serving survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities (including staff behavior, knowledge, and skills);
4. What service providers need to know about informed consent and what the best practices for obtaining informed consent from survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

Listening Sessions		
Audience Type	Number of Potential Participants	From What Organization
DCRC people with disabilities English	4-8	DCRC
DCRC people with disabilities in a Language other than English	4-8	DCRC
POV survivors who are Deaf/hard of hearing	4-8	POV
POV survivors with disabilities	4-8	POV
POV survivors of interpersonal violence	4-8	POV
POV Board of Directors	4-6	POV
DCRC Executive Board	4-6	DCRC
POV Team Management	4-8	POV
DCRC Management & Administration Team	4-7	DCRC
LAPD (in person or virtual)	10-12	LAPD
DOD Staff	10-12	DOD
Mayor's Staff	4-8	Mayor's Office

Interviews		
Audience Type	Number of Potential Participants	From What Organization
Deaf-blind survivors	2-3	POV
Participants who prefer interview to listening session	As requested	POV, DCRC
Executive Director/ Associate Director	2	POV
Chief Executive Officer	1	DCRC
Director, Police Training and Education	1	LAPD
Executive Director/ Chief of Staff	2	LA DOD
Deputy Mayor/ Executive Officer	2	Mayor's Office

Overview of Structure for Each Method and Key Roles

Listening Session/Interview Procedure

1. Listening sessions and interviews will involve a moderated discussion using open-ended questions, unique for each audience, based on the goals of that particular group (see Appendix VI for all questions).
2. Those conducting listening sessions and interviews will be members of Project SHIFT.
3. Each listening session will have a facilitator, note taker, floater and advocate/counselor if necessary. Each interview will have a facilitator and note taker. (See below for a description of the roles.)
4. Additionally, a list of local community resources will be available at all listening sessions and interviews, should someone need information on where to obtain support.

At the beginning of each listening session and interview, the following will be explained (Appendix VI):

1. Informed consent and voluntary participation.
2. The purpose of the listening session/interview and that they are being called upon as experts to assist us.
3. Confidentiality and exceptions to confidentiality.
4. The opportunity to speak with a counselor on site or receive a list of local community resources in case participants would like emotional support during or just following the listening session/interview session.

Roles of Those Conducting Listening Sessions and Interviews

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

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

Facilitator

The facilitator will be a member of Project SHIFT with experience in interviewing techniques and group facilitation, and will have familiarity with disability services and/or interpersonal violence. The facilitator will:

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

Note Taker

A Project SHIFT member will be the note taker at all listening sessions and interviews. The note taker will:

1. Objectively take notes of the discussion on laptop and/or tablet.
2. Upon participants' written consent, some sessions may be recorded.
3. Not participate in the discussion and will sit in a part of the room that will be the least distracting for participants when possible.
4. Document what each person says without paraphrasing and will document when emotions such as frustration, anger, or happiness are expressed. The note taker may ask that something said be repeated by raising their hand.
5. Not link any information shared to specific participants and will exclude any identifying information other than which organization and type of group they are from.
6. Be responsible for ensuring that all written information and notes are kept in a safe and confidential place. (See Confidentiality Considerations, page 28.)
7. At the end of each listening session/interview, the note taker will facilitate a debriefing session with the team jointly identifying themes, significant comments, and new information related to the goals of the needs assessment.

8. Be responsible for transcribing all notes into “note summaries,” which will be provided to Project SHIFT members. If the session has been recorded, the note taker will use the recordings to fill in and/or clarify statements made during the session.

Floater (For listening sessions only)

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

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

Counselor/Advocate

A counselor will be available from Peace Over Violence at listening sessions, if necessary, to provide emotional support either during or just following the group session. The counselor will:

1. Be in a separate, private, accessible space to ensure confidentiality and safety.
2. Have training in interpersonal violence and disabilities.
3. Will provide a list of local community resources.

Recruitment Methods

Survivors of Interpersonal Violence who are Deaf/hard of hearing/Deaf-blind or who have Disabilities

The following is an explanation for the method for which we will use to recruit each group, as well as who will primarily act as the recruiter for each group. Given the inherent safety risks when recruiting survivors and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities, the preferred method of recruitment for these populations are in-person recruitment.

Participants for all listening sessions and interviews of survivors will be recruited by individual face-to-face conversations by advocates or service providers when possible. The recruitment materials will include an RSVP

form (Appendix I) that will list all accommodation options, and invitees will be instructed to complete the form and give it back to the recruiter directly. All people served will be assured that participation is optional and the decision whether to participate will not impact their service provision in any way.

The following is an explanation for the method for which we will use to recruit each group, as well as who will primarily act as the recruiter for each group. Given the inherent safety risks when recruiting survivors and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities, the preferred method of recruitment for these populations are in-person recruitment.

Staff/Administration & Management Team/Executive Board & Directors

Participants for all listening sessions and interviews of staff will be recruited by individual face-to-face conversations by advocates or service providers when possible. These conversations may also be initiated by an agency email engaging interested participants (See sample email in Appendix IV). Emails of this nature are considered in a typical way of communicating with participants and are only used when that method has been deemed safe. The recruitment materials will include an RSVP form (Appendix I) that will list all accommodation options, and invitees will be instructed to complete the form and give it back to the recruiter directly.

Recruitment Process

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

1. Explain the purpose of the listening session/interview and the overall goal of Project SHIFT.
2. Alert the invitee of any reasons that confidentiality cannot be maintained, such as mandatory reporting.
3. Review the recruitment materials, including the RSVP form and Frequently Asked Questions. (See Appendices I-II.)
4. For all activities with people served: Discuss what compensation they will receive. (See Compensation, page 28.)

5. Review the date, time, and location of the interview or listening session.
6. Review accommodation options. (See RSVP form for a complete list: Appendix I.)
7. Confirm whether the individual is willing to participate.
8. Offer an individual interview for those that do not want to participate in a listening session. If the invitee prefers an individual interview, the recruiter will have a list of pre-selected dates/times and ask that the invitee select the date/time that works best for them. The recruiter will ensure that this date/time is listed on the RSVP form.
9. Answer any additional questions.

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

Recruitment Tools

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

RSVP Form

All invitees will receive an RSVP form (Appendix I). The RSVP form will ask for the invitee's first name, if they want to participate in the needs assessment process, how they would like to participate (listening session/optional interview), and what accommodations they need. Names collected from the RSVP forms will only be utilized to connect participants with their requested accommodations.

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

For those receiving in-person recruitment, the recruiter will provide them with an RSVP form and request that they complete the form while the recruiter is present. The recruiter will go through each section of the RSVP

form, explaining what is needed and ensuring that invitees understand what they are being asked.

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

Frequently Asked Questions Sheet

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

Meeting Reminders

We recognize that participants may want a meeting reminder, we will provide all invitees with the option of a meeting reminder call, email or note (Appendix III). The reminder will only provide the name of the agency contact, a contact phone number, and the date/time of the meeting. The phone number listed will be to a confidential voicemail and not state anything about the project or domestic and/or sexual violence on the voicemail recording.

Recruitment Training

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

Training will include:

1. An overview of the grant and needs assessment process.
2. Important considerations around safety, confidentiality, reporting requirements, accessibility and accommodations.
3. Recruitment tools.
4. How to recruit the minimum/maximum number of participants for listening sessions and keep track of the limited number of each group.

Compensation

We will provide survivors and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities with a \$20 amount gift card as compensation for participation in the interview. Participants will also be required to sign for receipt or decline their gift cards, per City of Los Angeles policy. These signatures will be turned into City procurement within five business days and will not be attached to participant comment nor will trigger a mandatory report.

At the beginning of each listening session/interview with people served, the floater will dispense gift cards. Individuals will be told during recruitment and at the beginning of each listening session/interview that a gift card will be provided to them. Individuals will also be told that they can discontinue their participation at any time during the listening session/interview, without losing their gift card.

Consent Process

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

1. Participate in a listening sessions/interview.
2. Have their comments anonymously recorded audibly and in writing.
3. Have their comments anonymously used in the needs assessment report.
4. Have their comments anonymously used for developing Project SHIFT's strategic plan and implementation activities.

Preserving Confidentiality

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

1. Personal identifying information will only be collected during the RSVP process, when individuals will be asked their first name for the

purpose of linking individuals with their accommodations, and contact information to provide optional meeting reminders. The Project Director will keep a list of any individuals who request accommodations and their first names. This information will be brought to each listening session/interview as needed, and will be destroyed within five business days following the listening session/interview. The Project Director will keep RSVP forms for those who request a meeting reminder only until a reminder is made. Immediately after, the Project Director will destroy the RSVP form, so as not to maintain any identifying information.

2. The number of participants who attend listening sessions and interviews will be aggregated for the needs assessment report. No other RSVP information will be aggregated or shared.
3. Signatures required by City of Los Angeles policy for gift card distribution will be collected by the Project Director and turned into City procurement within five business days. These names will not be connected to participant feedback in any way, nor will they trigger a mandatory report.
4. In listening sessions and interviews, participants will be asked not to provide any identifying information about themselves, specific staff, or program participants.
5. The recruiters who receive the RSVP forms will keep the RSVP forms in a sealed envelope. The recruiter will contact the Project Director after every recruitment session and coordinate RSVP form pickup within five business days of recruiting.
6. All RSVP forms will be destroyed after each listening session/interview.
7. There will be no adverse ramifications for services for to any information shared.
8. Listening session participants will be asked to keep confidential any information discussed or shared during the listening session with anyone who did not participate in their specific listening session. Additionally, participants will be asked to not discuss what is said in the group with other group participants once the group is over. However, because we cannot ensure that participants preserve confidentiality, participants will also be encouraged to be mindful of what they share.
9. The note taker will not link personal identifying information to comments made during any listening sessions or interviews.

10. The final needs assessment report will identify trends, barriers, and strengths linked to what each organization and group as a whole stated during the needs assessment process in summary form. To make systemic changes at collaborative organizations, it is imperative to identify strengths and needs to enrich the development of our strategic plan.
11. Any information gathered through the needs assessment process will be kept by the Project Director in a locked cabinet and/or stored in password-protected computers that only the Project Director has access to.
12. The Project Director will receive all notes from the note taker to create the summary.
13. The note taker will provide Project SHIFT members with summaries of the listening sessions and interviews. The note taker will be identifying themes, patterns, and issues that emerge utilizing the facilitator, floater and/or advocate following each listening session and interview to ensure all information is captured and consistent.
14. Draft copies of the needs assessment report will be kept in a locked cabinet and/or stored in password protected computers that only the Project SHIFT members have access to.
15. The report will not be shared with anyone outside of Project SHIFT until it has been reviewed and approved by Project SHIFT, the Vera Institute of Justice, and the Office on Violence Against Women.
16. All notes, records, and anything else in writing that is related to the needs assessment will be destroyed after the strategic plan has been approved by the Office on Violence Against Women and all collaborative agencies have signed off on it.

Mandatory Reporting

Project SHIFT is designing our questions to people who are Deaf/hard of hearing/Deaf-blind or who have disabilities to limit the possibility of disclosure of violence/abuse. Questions have been designed to focus on service experience, no personal abuse disclosures. Knowing that disclosure is always possible, the collaboration members of Project SHIFT will adhere to the laws mandated under the state of California to report abuse of children, elders and dependent adults.

Mandated reporters listed under California law include persons employed by social, health and law enforcement which encompasses some of the

staff who make up Project SHIFT. This means that all listening sessions with people who are Deaf/hard of hearing/Deaf-blind or who have disabilities will have at least one mandated reporter in the room.

Project SHIFT will follow this protocol related to mandated reporting.

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

Step 2. During a listening session, if a disclosure appears imminent, the participant will be stopped and reminded that a mandated reporter is in the room.

Step 3. If a disclosure occurs during a listening session, and a mandatory report is triggered, the participant will be immediately informed about the need for a mandatory report. After the focus group ends, every effort would be made to make that report with the individual in the room, and depending on their willingness and comfort, with the participant making the report themselves.

Project SHIFT mandatory reporters participating in the Needs Assessment.

1. Ashley Stacy, Trauma Therapist - Peace Over Violence
Peggie Reyna, Project Director - Peace Over Violence
2. Nancy Urquilla, Independent Living Specialist - Disability Community Resource Center
Anastasia Bacigalupo, Executive Director - Disability Community Resource Center
3. Marie Sadanaga, Detective II - Los Angeles Police Department
Yvonne Ortiz, Detective III - Los Angeles Police Department

Access Considerations

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

1. Accessible space will be used for all listening sessions and interviews. Listening sessions and interviews will take place in a space that is commonly used by the participants, so that they are

already familiar with the space and assumedly have been provided with what is needed for accessibility.

2. Reasonable accommodation will be provided to those participating. The RSVP form for listening sessions and interviews will include a prompt for any needed accommodations. The Project Director will be responsible for overseeing requested accommodations.
3. All participants will be asked not to wear perfume or scented lotions.
4. Recruiters and facilitators will be instructed to attend to the particular needs of each audience and speak in a manner that is accessible to all participants.
5. All print materials and needs assessment tools will be available in alternative formats such as plain language, 14pt. font, compatible with screen readers, etc. and Spanish. Print materials, needs assessment tools will be provided in alternate languages upon request with advanced notice.
6. Because participants' own Personal Care Attendants (PCAs) will not be permitted in the room during listening sessions or interviews, if it is determined in advance that a participant will need a PCA, we will accommodate this by providing an alternate PCA.
7. Questions for people who are Deaf/hard of hearing/Deaf-blind or who have disabilities have been written to enhance accessibility for those with cognitive disabilities by using concrete examples and plain language (non-abstract) language.

Safety Considerations

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

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

1. Questions are intended to elicit information about the Mayor's Office, LAPD, DOD, POV and DCRC and the services they provide. Questions are not intended to gather personal experiences related to violence, abuse, or neglect.

2. *For people served:* If the discussion of services or service access brings up memories or intense feelings and/or if a participant appears likely to disclose, a counselor will be available at each listening session for survivors and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities to provide emotional support for anyone needing it either during or just following the session. A private, accessible space will be made available to insure confidentiality and safety. Participants will be told that the counselor is available and where the counselor will be located, or they can request an escort to the counselor.
3. *For people served:* A list of local resources will be made available to anyone requesting one.
4. Anyone can discontinue at any point if they need to.
5. No one has to answer any question that makes them uncomfortable.
6. There will be no consequence to employment/services for anyone who chooses to participate or not participate in the needs assessment process.
7. No personal identifying information will be linked to those participating in the group, other than to provide them with their requested accommodations.
8. We will be offering optional individual interviews to anyone who would prefer to participate outside of a group setting.
9. *For people served:* We will be taking back FAQ forms at the end of the recruitment process if keeping one is not safe or desired.

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

1. The meeting reminder note will not have the location of the meeting or any information linking the meeting to collaborative agencies. The phone number listed on the note is linked to a confidential voicemail.
2. We will be asking for the first name of all participants on the RSVP form for the purpose of connecting individuals with their requested accommodations and will not be linked to any individually identifying information.
3. We will be asking for contact information from those who request a meeting reminder. This information will be destroyed as soon as the reminder is made, prior to the listening session/interview.

4. An individual's own PCA will not be permitted in the room during listening sessions or interviews. However, we will make special accommodations for anyone requiring the assistance of a PCA.
5. An additional staff member from one of the organizations will be on site during all listening sessions and interviews in the event that an emergency occurs and additional support is needed.
6. To the best of our ability, sites selected for listening sessions and interviews will be where people will feel safe. Mostly, sites will be selected based on where participants already have a routine so as not to bring attention to this group.

Work Plan

Activity	Timeframe
Collaboration Building/Charter Development	January 2017 – July 2017
Narrowing the Focus/Defining our Scope	August 2017
Needs Assessment Plan Development	September 2017 – May 2018
Needs Assessment Plan to OVW	June 2018
Conducting our Needs Assessment	September 2018 – October 2018
Create Needs Assessment Report	October 2018 – November 2018
Needs Assessment Report to OVW	November 2018
Strategic Plan Development	January 2019 – February 2019
Strategic Plan to OVW	February 2019
Implementation	April 2019 – September 2019

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Appendix I RSVP Form

RSVP for Listening Sessions Form

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

Name: _____

I wish to participate in a listening session for Project SHIFT

I wish to participate, BUT ONLY in an individual interview

If you want to participate in a listening session, please rate the top three best times:

_____ (Date 1) _____ (Date 2) _____ (Date 3)

Any of these options is fine

None of these options work for me. A better time is: _____

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

1. _____

2. _____

Would you like us to contact you?

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

Yes No (circle one)

How is it safe to contact you? Please check the preferred option(s):

<input type="checkbox"/>	Phone:
<input type="checkbox"/>	Text Message:
<input type="checkbox"/>	Email:

	Other: _____
--	--------------

What is the best time to contact you? _____

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

- ASL Interpreter
- Note taker
- Assistive listening device
- Captioning
- Large print
- Braille
- Audio Cassette
- Disk. List format: _____
- Wheelchair access
- An assistant will be accompanying me Yes No
- Other: _____

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

If you have any questions or concerns, please contact:

Signature: _____

Date: _____

Appendix II Frequently Asked Questions (FAQs)

What is Project SHIFT?

Project SHIFT is a collaborative group comprised of three City of Los Angeles organizations: Mayor's Office of Public Safety (MOPS), Los Angeles Police Department (LAPD), and Los Angeles Department on Disability (DOD), and two community based organizations: Peace Over Violence (POV) and Disability Community Resource Center (DCRC). The collaboration was formed to help each organization learn from one another and to improve each of our services.

Who is part of Project SHIFT?

Project SHIFT's Project Director is Carol S. Perez from MOPS. Each project partner has dedicated representatives who have attended meetings twice a month since January 2017 to plan for this evaluative process. Other agency representatives include:

LAPD:	Yvonne Ortiz - Detective III Marie Sadanaga - Detective II
DOD:	Dahlia Ferlito - MPH Lourdes Sinibaldi - MPA Juliana K. Soto -MA
POV:	Peggie Reyna - Project Director Ashley Stacy - Trauma Therapist
DCRC:	Anastasia Bacigalupo - Executive Director Nancy Urquilla - Independent Living Specialist
MOPS:	Carol Perez - Project Director

What is the purpose of evaluating services?

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

Who is being asked to participate?

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

Why is my feedback important?

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

What are the expectations of my involvement?

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

Are my responses confidential?

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

How will my information be used?

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

What if I lose my incentive/gift card?

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

Appendix III Meeting Reminder Card

<p>Meeting Reminder Card</p> <p>You have an appointment!</p> <p>When:</p> <hr/> <p>Where:</p> <hr/> <p>Questions? Call</p>	<p>Meeting Reminder Card</p> <p>You have an appointment!</p> <p>When:</p> <hr/> <p>Where:</p> <hr/> <p>Questions? Call</p>
<p>Meeting Reminder Card</p> <p>You have an appointment!</p> <p>When:</p> <hr/> <p>Where:</p> <hr/> <p>Questions? Call</p>	<p>Meeting Reminder Card</p> <p>You have an appointment!</p> <p>When:</p> <hr/> <p>Where:</p> <hr/> <p>Questions? Call</p>

Appendix IV Recruitment Script

Sample Instructions for Recruitment Participants

Project SHIFT Team Members: Please invite all direct service staff, advocates, and survivors of interpersonal violence and/or people who are Deaf/hard of hearing/Deaf-blind or who have disabilities to participate in the needs assessment. We would like to capture perspectives of a wide variety of people involved in our organizations.

People we want to invite to focus groups:

1. Individuals over age 18 who are Deaf/hard of hearing/Deaf-blind or who have disabilities.
2. Survivors of interpersonal violence.
3. Survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities.
4. Staff and leadership of any partner organization.
5. Participants may have been affiliated with the organizations they serve for any length of time.

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

You should explain to every potential participant:

1. The reason for the collaboration
2. The purpose of the needs assessment and how the information will be used
3. How they would participate
4. Benefits of participation
5. How we will protect their confidentiality
6. How participation is voluntary and will not affect their employment/relationship with the organization
7. Who they can contact with questions
8. How we will make accommodations so they can participate fully
9. How to RSVP for participation

Steps of extending an invitation

1. Provide potential participants with an invitation, information materials, FAQs, and RSVP form.
2. Explain the grant and Project SHIFT collaboration.
 - a. This is a 3-year grant funded by the United States Department of Justice, Office on Violence Against Women (OVW).
 - b. The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities.
 - c. The five collaboration partners are the City of Los Angeles Mayor's Office of Public Safety, Los Angeles Police Department, Los Angeles Department on Disability, Peace Over Violence, and Disability Community Resource Center.
 - d. The mission of the collaboration is to create permanent change by shifting perspectives within and among partnering agencies resulting in more accessible, safe, culturally competent, and effective services for survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.
3. Explain the needs assessment.

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

In this needs assessment, we are talking to survivors, people who are Deaf/hard of hearing/Deaf-blind or who have disabilities, staff, management and leadership.

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

4. Explain what potential participants are being asked to do.

We would like to ask you about your satisfaction with our services, your work with survivors and/or people who are Deaf/hard of hearing/Deaf-blind or who have disabilities, and ways we can improve and work with others to become more accessible and supportive.

We will interview and ask you questions in a listening session with other volunteer participants. This listening session will last approximately one and a half hours. It will take place at either POV or DCRC. You will be able to select your preferred location when you complete the RSVP form.

The listening session will be facilitated by a Project SHIFT member. A note taker and trained advocate/counselor will also be present.

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

5. Explain the benefits of participation.

Your participation will help us create a more supportive environment for survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities, and help to prepare staff to better serve these clients.

Staff and supervisors will be paid for your time within regular compensation and scheduling parameters. Survivors and/or people who are Deaf/hard of hearing/Deaf-blind or who have disabilities will receive a \$20 gift card.

6. Explain how we will protect confidentiality.

No information about your identity will be disclosed to anyone outside of the needs assessment facilitators. All individual identifying information will be immediately removed by the Project Director.

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

7. Explain how participation is voluntary.

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

8. Explain who to contact with questions or concerns.

The Project SHIFT member or the staff person who invited you.

9. Explain accessibility accommodations.

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

Please do not hesitate to ask for accommodations. You can contact _____ about any requirements you have. Please contact her about this at least two weeks prior to your listening session.

10. Explain how to RSVP.

RSVP forms should be returned to the recruiter.

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

Sample Recruitment Email

Dear (participant),

We are working with a collaboration of agencies to learn more about survivors of interpersonal violence who have disabilities and their experience in seeking services. We will be conducting feedback sessions to hear directly from stakeholders and policy makers and we hope you will consider participating.

If you are interested in learning more about this opportunity, please respond to this email and we will set up a time to get in touch with you and go over additional details. This is a voluntary opportunity and your feedback will be anonymous and confidential.

Services of a qualified interpreter and additional accommodations such as assistive listening devices and/or alternative formats may be provided upon request. Request for accommodations should be made five (5) or more working days, but no later than 72 prior to scheduled appointment.

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

Sincerely,

(Agency)

Appendix V Listening Session Debriefing Form

Group:

Date:

Time:

Location:

Facilitator:

Note Taker:

Counselor:

Number of Participants:

Key Points:

Memorable Statements:

Collaborative Response:

Themes Identified:

Conflict or Tension:

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

Did the collaboration gain any new information from this group?

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

Form Completed by: _____

Appendix VI Listening Session and Interview Scripts

Disability Community Resource Center People who are Deaf/hard of hearing/Deaf-blind or who have Disabilities Listening Session

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

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

To thank you for your participation today, you have been given a \$20 gift card for your time and effort.

I will be asking a variety of questions to guide our discussion. _____ is here to take notes. She will only take notes about the comments that are shared, and will not identify who made the comment.

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

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

1. We will be asking for your ideas and opinions. We are assuming that you are consenting to this listening session because you are freely choosing to volunteer your time and participate today. If you change your mind about participating, you may leave at any time. This listening session will take approximately an hour and a half.
2. I'll be asking a variety of questions. You may choose to answer or not answer any of the questions. We want everyone to be able to participate. Because of our time limit, if we are spending a lot of time on one question, I may have to move us on to the next question so we can get to all of the questions. We ask that you take turns and allow everyone to speak who wants to.
3. The people working on this project will keep the information that is collected confidential. Even if we use something you say, we will not use your name in any written reports, and there will be no consequences for what you say here, either good or bad.
4. You should know there are some legal limits to what can be kept confidential. We will not be asking you to share any information about any forms of violence or abuse that you or someone you know may have personally experienced. Rather, I will be asking you about what works and doesn't work for you when receiving services. If you provide information that identifies previously unreported abuse of a child, elder, or vulnerable adult, we are obligated to report it to authorities.
5. I ask that you respect the privacy of others. Please do not talk about anything that is said in our conversation after you leave today. We want everyone to feel free to share their ideas and comments. We cannot ensure that the people in this group will keep what is said confidential after you leave here. Therefore, we encourage you to be careful of what you choose to share.
6. The information collected from all listening sessions and interviews will be combined, analyzed and put into a final report. This report will go to

our collaboration, the U.S. Office on Violence Against Women, our funding source, and the Vera Institute of Justice, our technical support for the project.

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

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

1. I would like to begin by asking how you find out about services available to you in your community.
 - a. Where are some places that you think it would be good to share information with people who are Deaf/hard of hearing/Deaf-blind or who have disabilities on services that are available to them?
 - b. Who, if anyone, assists you in finding this information?

Sometimes, agencies do things that make it difficult for people who are Deaf/hard of hearing/Deaf-blind or who have disabilities to get the information they need about services that are available to them.

2. What kinds of things do agencies do that make it difficult for you to get information? What would be a better way?
3. What do organizations do to make you feel comfortable?
 - a. Do they know what they are doing?
 - b. Now think about the building. What about the building do you like?

- c. Is it easy to get around? Is it easy to find what you are looking for?
4. Do the people that work there do something to make you feel uncomfortable and that you cannot trust them?
- a. What do they do to make you feel uncomfortable?
 - b. Now think about the building. Is there something about the building you do not like?
 - c. Is it hard to get around? Is it hard to find what you are looking for?

I now would like to ask you some questions about getting assistance. For these series of questions, please think about the last time you needed assistance from someone at our organization. Some examples of things to ask for reasonable accommodations: calling someone, reading papers, or getting somewhere.

5. What made it easy for you to ask for the accommodations you needed?
- a. Did that person ask if you needed accommodations?
 - b. Do you like it when people ask if you need accommodations?
 - c. Is there anything else that staff do that makes it easy to ask for accommodation if you want it?
6. What would you like people in the community to know about how to best support people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
- a. If you requested accommodations, was it provided?
 - b. If not, why not?
7. Do you have any other feedback before we close?

Peace Over Violence

Survivors of Interpersonal Violence who are Deaf/hard of hearing/Deaf-blind or who have Disabilities

Listening Session

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

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

To thank you for your participation today, you have been given a \$20 gift card for your time and effort.

I will be asking a variety of questions to guide our discussion. _____ is here to take notes. She will only take notes about the comments that are shared, and will not identify who made the comment.

We are going to be asking you some questions today, to help gain your insights as survivors of domestic violence. We kindly ask, that when answering these questions, please think about these questions through the lens of being a survivor of domestic violence. We recognize and appreciate that you all have varied and dynamic experiences that shape your unique identities, but as much as possible during our limited time together today, please try and focus on the unique lens of being a survivor of domestic violence only. If a question is asked that makes you feel uncomfortable or upsets you in any way, please bring it to my attention.

(Counselor/advocate) is a trained trauma informed support person who will be able to speak to you privately, should you need it.

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

1. We will be asking for your ideas and opinions. We are assuming that you are consenting to this listening session because you are freely choosing to volunteer your time and participate today. If you change your mind about participating, you may leave at any time. This listening session will take approximately an hour and a half.
2. I'll be asking a variety of questions. You may choose to answer or not answer any of the questions. We want everyone to be able to participate. Because of our time limit, if we are spending a lot of time on one question, I may have to move us on to the next question so we can get to all of the questions. We ask that you take turns and allow everyone to speak who wants to.
3. The people working on this project will keep the information that is collected confidential. Even if we use something you say, we will not use your name in any written reports, and there will be no consequences for what you say here, either good or bad.
4. You should know there are some legal limits to what can be kept confidential. We will not be asking you to share any information about any forms of violence or abuse that you or someone you know may have personally experienced. Rather, I will be asking you about what works and doesn't work for you when receiving services. If you provide information that identifies previously unreported abuse of a child, elder, or vulnerable adult, we are obligated to report it to authorities.
5. I ask that you respect the privacy of others. Please do not talk about anything that is said in our conversation after you leave today. We want everyone to feel free to share their ideas and comments. We cannot ensure that the people in this group will keep what is said confidential after you leave here. Therefore, we encourage you to be careful of what you choose to share.

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

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

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

1. I would like to begin by asking how you find out about services available to you in your community.
 - a. Where are some places that you think it would be good to share information with people who are Deaf/hard of hearing/Deaf-blind or who have disabilities on services that are available to them?
 - b. Who, if anyone, assists you in finding this information?

Sometimes, agencies do things that make it difficult for people who are Deaf/hard of hearing/Deaf-blind or who have disabilities to get the information they need about services that are available to them.

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

- a. Do they know what they are doing?
 - b. Now think about the building. What about the building do you like?
 - c. Is it easy to get around? Is it easy to find what you are looking for?
4. Do the people that work there do something to make you feel uncomfortable and that you cannot trust them?
 - a. What do they do to make you feel uncomfortable?
 - b. Now think about the building. Is there something about the building you do not like?
 - c. Is it hard to get around? Is it hard to find what you are looking for?
5. What does safety mean to you?
 - d. What have service providers done to help you feel safe?
6. What have organizations or service providers done that have helped you to feel comfortable disclosing or sharing about your experience of interpersonal violence?
 - a. What made you feel as if you could trust the organization or service provider enough to disclose?
 - b. What made you feel comfortable in sharing your experience of interpersonal violence within the organization?
7. What have organizations or service providers done that have made you feel unsafe?
 - a. What did they do that prevented you from trusting them or having confidence in them?
 - b. What made you feel as if you could not share your experience of interpersonal violence with the organization?

I now would like to ask you some questions about getting assistance. For these series of questions, please think about the last time you needed assistance from someone at our organization. Some examples of things to ask for reasonable accommodations: calling someone, reading papers, or getting somewhere.

5. What made it easy for you to ask for the accommodations you needed?
 - a. Did that person ask if you needed accommodations?
 - b. Do you like it when people ask if you need accommodations?

- c. Is there anything else that staff do that makes it easy to ask for accommodation if you want it?
-
- 6. What would you like people in the community to know about how to best support people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. If you requested accommodations, was it provided?
 - b. If not, why not?
-
- 7. Do you have any other feedback before we close?

Peace Over Violence
Survivors of Interpersonal Violence who are Deaf/hard
of hearing/Deaf-blind or who have Disabilities
Interview (Optional)

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

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

To thank you for your participation today, you have been given a \$20 gift card for your time and effort.

I will be asking a variety of questions and _____ is here to take notes. She will only take notes about the comments that are shared, and will not identify who made the comment.

We are going to be asking you some questions today, to help gain your insights as survivors of domestic violence. We kindly ask, that when answering these questions, please think about these questions through the lens of being a survivor of domestic violence. We recognize and appreciate that you all have varied and dynamic experiences that shape your unique identities, but as much as possible during our limited time together today, please try and focus on the unique lens of being a survivor of domestic violence only. If a question is asked that makes you feel uncomfortable or upsets you in any way, please bring it to my attention.

(Counselor/advocate) is a trained trauma informed support person who will be able to speak to you privately, should you need it.

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

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

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

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

1. I would like to begin by asking how you find out about services available to you in your community.
 - a. Where are some places that you think it would be good to share information with people who are Deaf/hard of hearing/Deaf-blind or who have disabilities on services that are available to them?
 - b. Who, if anyone, assists you in finding this information?

Sometimes, agencies do things that make it difficult for people who are Deaf/hard of hearing/Deaf-blind or who have disabilities to get the information they need about services that are available to them.

2. What kinds of things do agencies do that make it difficult for you to get information? What would be a better way?
3. What do organizations do to make you feel comfortable?
 - a. Do they know what they are doing?
 - b. Now think about the building. What about the building do you like?
 - c. Is it easy to get around? Is it easy to find what you are looking for?
4. Do the people that work there do something to make you feel uncomfortable and that you cannot trust them?
 - a. What do they do to make you feel uncomfortable?
 - b. Now think about the building. Is there something about the building you do not like?
 - c. Is it hard to get around? Is it hard to find what you are looking for?

I now would like to ask you some questions about getting assistance. For these series of questions, please think about the last time you needed assistance from someone at our organization. Some examples of things to ask for reasonable accommodations: calling someone, reading papers, or getting somewhere.

5. What made it easy for you to ask for the accommodations you needed?
 - a. Did that person ask if you needed accommodations?
 - b. Do you like it when people ask if you need accommodations?
 - c. Is there anything else that staff do that makes it easy to ask for accommodation if you want it?

6. What would you like people in the community to know about how to best support people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. If you requested accommodations, was it provided?
 - b. If not, why not?

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

Peace Over Violence

Survivors of Interpersonal Violence Listening Session

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

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

To thank you for your participation today, you have been given a \$20 gift card for your time and effort.

I will be asking a variety of questions to guide our discussion. _____ is here to take notes. She will only take notes about the comments that are shared, and will not identify who made the comment.

We are going to be asking you some questions today, to help gain your insights as survivors of domestic violence. We kindly ask, that when answering these questions, please think about these questions through the lens of being a survivor of domestic violence. We recognize and appreciate that you all have varied and dynamic experiences that shape your unique identities, but as much as possible during our limited time together today, please try and focus on the unique lens of being a survivor of domestic violence only. If a question is asked that makes you feel uncomfortable or upsets you in any way, please bring it to my attention. (Counselor/advocate) is a trained trauma informed support person who will be able to speak to you privately, should you need it.

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

1. We will be asking for your ideas and opinions. We are assuming that you are consenting to this listening session because you are freely choosing to volunteer your time and participate today. If you change your mind about participating, you may leave at any time. This listening session will take approximately an hour and a half.
2. I'll be asking a variety of questions. You may choose to answer or not answer any of the questions. We want everyone to be able to participate. Because of our time limit, if we are spending a lot of time on one question, I may have to move us on to the next question so we can get to all of the questions. We ask that you take turns and allow everyone to speak who wants to.
3. The people working on this project will keep the information that is collected confidential. Even if we use something you say, we will not use your name in any written reports, and there will be no consequences for what you say.
4. You should know there are some legal limits to what can be kept confidential. We will not be asking you to share any information about any forms of violence or abuse that you or someone you know may have personally experienced. Rather, I will be asking you about what works and doesn't work for you when receiving services. If you provide information that identifies previously unreported abuse of a child, elder, or vulnerable adult, we are obligated to report it to authorities.
5. I ask that you respect the privacy and opinion of others. Please do not talk about anything that is said in our conversation after you leave today. We want everyone to feel free to share their ideas and comments. We cannot ensure that the people in this group will keep what is said confidential after you leave here. Therefore, we encourage you to be careful of what you choose to share.

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

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

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

1. I would like to begin by asking you about how you learned about services available to survivors of interpersonal violence?
 - a. Where are good places to distribute or provide information about the services available? (e.g. internet, social media, laundromat, library etc.)
 - b. In your opinion, which of these ways would be the best choice when reaching out to survivors of interpersonal violence to let them know of services available to them?
2. Now, I would like to ask you to think about what agencies or service providers do to help make your experience positive when accessing services?
 - a. physical space/location
 - b. staff behavior, competency, and knowledge
 - c. safety, confidentiality, privacy

- d. overall atmosphere, comfort level, and approachability
- e. materials/resources

3. On the other hand, what has an agency or service provider done that contributed to making any part of your experience with them a negative one?
 - a. physical space/location
 - b. staff behavior, competency, and knowledge
 - c. safety, confidentiality, privacy
 - d. overall atmosphere, comfort level, and approachability
 - e. materials/resources

We would now like to spend some time gathering your insights regarding your safety, confidentiality, and comfort when accessing services. We want to explore with you what organizations and service providers do, or don't do, to help you feel safe and comfortable disclosing your experiences of interpersonal violence.

8. What does safety mean to you?
 - a. What have service providers done to help you feel safe?
9. What have organizations or service providers done that have helped you to feel comfortable disclosing or sharing about your experience of interpersonal violence?
 - a. What made you feel as if you could trust the organization or service provider enough to disclose?
 - b. What made you feel comfortable in sharing your experience of interpersonal violence within the organization?
10. What have organizations or service providers done that have made you feel unsafe?
 - a. What did they do that prevented you from trusting them or having confidence in them?
 - b. What made you feel as if you could not share your experience of interpersonal violence with the organization?
11. What does confidentiality mean to you? How important is confidentiality when you're seeking or receiving services?

- a. When would it be okay to share identifying information of your experience of interpersonal violence with other organizations?

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

9. What obstacles, if any, have you experienced in accessing the following:
 - a. Hours of operation?
 - b. Transportation needs?
 - c. Location of services?
 - d. Type of service provider?
 - e. Skills of service provider?

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

Peace Over Violence Survivors of Interpersonal Violence Interview (Optional)

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

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

To thank you for your participation today, you have been given a \$20 gift card for your time and effort.

I will be asking a variety of questions and _____ is here to take notes. She will only take notes about the comments that are shared, and will not identify who made the comment.

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

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

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

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

1. I would like to begin by asking you about how you learned about services available to survivors of interpersonal violence?
 - a. Where are good places to distribute or provide information about the services available? (e.g. internet, social media, laundromat, library etc.)
 - b. In your opinion, which of these ways would be the best choice when reaching out to survivors of interpersonal violence to let them know of services available to them?

2. Now, I would like to ask you to think about what agencies or service providers do to help make your experience positive when accessing services?
 - a. physical space/location
 - b. staff behavior, competency, and knowledge
 - c. safety, confidentiality, privacy
 - d. overall atmosphere, comfort level, and approachability
 - e. materials/resources

3. On the other hand, what has an agency or service provider done that contributed to making any part of your experience with them a negative one?
 - a. physical space/location
 - b. staff behavior, competency, and knowledge
 - c. safety, confidentiality, privacy
 - d. overall atmosphere, comfort level, and approachability
 - e. materials/resources

We would now like to spend some time gathering your insights regarding your safety, confidentiality, and comfort when accessing services. We want to explore with you what organizations and service providers do, or don't

do, to help you feel safe and comfortable disclosing your experiences of interpersonal violence.

4. What does safety mean to you?
 - a. What have service providers done to help you feel safe?
5. What have organizations or service providers done that have helped you to feel comfortable disclosing or sharing about your experience of interpersonal violence?
 - a. What made you feel as if you could trust the organization or service provider enough to disclose?
 - b. What made you feel comfortable in sharing your experience of interpersonal violence within the organization?
6. What have organizations or service providers done that have made you feel unsafe?
 - a. What did they do that prevented you from trusting them or having confidence in them?
 - b. What made you feel as if you could not share your experience of interpersonal violence with the organization?
7. What does confidentiality mean to you? How important is confidentiality when you're seeking or receiving services?
 - a. When would it be okay to share identifying information of your experience of interpersonal violence with other organizations?
- 8.
8. What would you like community service providers (such as doctors, therapists, or community agencies) to know about how to best support survivors of interpersonal violence?
9. What obstacles, if any, have you experienced in accessing the following:
 - a. Hours of operation?
 - b. Transportation needs?
 - c. Location of services?
 - d. Type of service provider?
 - e. Skills of service provider?
10. Do you have any other feedback before we close?

Peace Over Violence Board of Directors Listening Session

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

I'm _____ and I'm here with Project SHIFT to facilitate our interview today. I'd like to give you a brief overview of Project SHIFT and put this interview into context.

Project SHIFT is a collaborative group comprised of three City of Los Angeles organizations: Mayor's Office of Public Safety (MOPS), Los Angeles Police Department (LAPD), and Los Angeles Department on Disability (DOD), and two community based organizations: Peace Over Violence (POV) and Disability Community Resource Center (DCRC). The collaboration was formed to help each organization learn from one another and to improve each of our services that are being offered to women with disabilities who are survivors of interpersonal violence in the City of Los Angeles.

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

The focus of the project is to identify and create a sustainable and seamless system of appropriate response and service within our organizations to survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

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one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

1. Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.
2. Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system to survivors.
3. Identify gaps and strengths in how our member agencies collaborate with each other.
4. Identify the capacity of each agency to deliver services and make changes that are recommended at the end of this process to better serve survivors.

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

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

Are there any questions you might have?

Let's start with our questions and discussion. When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with

someone who is Deaf/hard of hearing/Deaf-blind or who has a disability. Think about any hypothetical situation where you, your programs or staff may work with an individual who is Deaf/hard of hearing/Deaf-blind or who has a disability.

I have some questions for you about your organization and the services you provide, as they relate to serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

I would like to start by asking you to think about your organization's structure and/or culture. We want to explore what exists to guide you or your staff in identifying when you or they may be working with someone who is Deaf/hard of hearing/Deaf-blind or who has a disability, and how to best respond to and meet their individual needs. Some examples include: policies and procedures, intake, case review, training, resources, attitudes and stigma.

1. What currently exists?
 - a. What policies and procedures are in place?
 - b. What about your intake process?
 - c. What about a process for clients to request accommodations?
 - d. What about staff training?

The next set of questions is about how a person who is Deaf/hard of hearing/Deaf-blind or who has a disability can access services for your organization. By access, we mean: services that meet each individual's physical, emotional, cognitive, financial, and cultural needs to acquire appropriate resources, advocacy, and safety.

2. What does your organization currently do that ensures services are accessible to people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What processes does your organization have that creates an opportunity for a person who is Deaf/hard of hearing/Deaf-blind or who has a disability to request an accommodation?
 - b. What do you think your organization could do to improve its accessibility to better serve people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?

- c. Do you feel staff have what they need to meet accommodation requests?

For the next set of questions, I'd like to ask you about any challenges your organization faces in serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities. Some examples are: staffing, budget and financial resources, policies and procedures, other resources, and training.

- 3. Are there any challenges within the culture of your organization that impacts serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. Does guardianship challenge your ability to serve this population? If so, how?
 - b. Does the type of disability impact your ability to provide services? If so, how?
 - c. Does the relationship to the perpetrator impact your ability to provide services? If so, how?
 - d. What about organizational culture or atmosphere? For example, are there any stigma or assumptions about people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who tell you that they've experienced interpersonal violence?
 - e. Is there anything you wish your organization had to better support survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities? Some examples might be: training, resources, or community relationships.
 - i. Is this an area you feel your organization should further invest in?

I'd now like to ask you to think specifically about the policies and procedures of your organization, as they relate to serving survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities. These may be formal or informal policies and procedures that you are aware of. Please think of both when responding to these questions and specify accordingly.

- 4. Are there any policies and procedures available at your organization that guides you and your staff in responding to a survivor of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What are the strengths of those policies and procedures?

- b. What are some limitations?
 - c. Is training on these policies and procedures required for management or supervisors?
 - d. How are policies and procedures created or changed?
 - e. How are new or existing policies and procedures implemented?
 - i. What kind of training do staff receive to implement these policies and procedures?
 - ii. How do you and/or other supervisors ensure quality assurance of your staff in implementing these policies and procedures?
5. What are some changes that you think should be made to any of the challenges you've listed so far to give your organization more support in responding and providing services to survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
- a. What barriers do you foresee to making those changes?
6. What does your organization do well in responding to and meeting the needs of survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
7. What local or statewide partnerships does your organization currently hold that might be helpful to our goal of better serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities? Think about both formal (like case review teams) and informal (like calling a community expert and asking a question).
- a. Have you ever partnered with MOPS, LAPD, DOD, POV or DCRC in the past to support a survivor with a disability?
 - i. If so, how did it go?
 - ii. What were the strengths of this partnership?
 - iii. What could be improved?
8. To what degree do you think the collaboration between MOPS, LAPD, DOD, POV and DCRC aligns with your organizations: mission or vision? Strategic goals?
9. In a time of limited resources, in what ways do you think your organization is able to support systems change to better serve survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?

- a. Funding or other resources?
- b. Policies and procedures?
- c. Organizational structure?
- d. Accommodations?

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

Disability Community Resource Center Executive Board Listening Session

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

I'm _____ and I'm here with Project SHIFT to facilitate our interview today. I'd like to give you a brief overview of Project SHIFT and put this interview into context.

Project SHIFT is a collaborative group comprised of three City of Los Angeles organizations: Mayor's Office of Public Safety (MOPS), Los Angeles Police Department (LAPD), and Los Angeles Department on Disability (DOD), and two community based organizations: Peace Over Violence (POV) and Disability Community Resource Center (DCRC). The collaboration was formed to help each organization learn from one another and to improve each of our services that are being offered to women with disabilities who are survivors of interpersonal violence in the City of Los Angeles.

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

The focus of the project is to identify and create a sustainable and seamless system of appropriate response and service within our organizations to survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

We are currently in the planning and development stage of the project and are working on the Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities, supervisors and direct services staff through conducting interviews and listening sessions like this

one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

1. Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.
2. Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system to survivors.
3. Identify gaps and strengths in how our member agencies collaborate with each other.
4. Identify the capacity of each agency to deliver services and make changes that are recommended at the end of this process to better serve survivors.

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

Before we get started, we have a few important points to make about confidentiality. Although we will not use your individual name in our Needs Assessment Report because of your unique position and perspectives, your comments as [title] may be identifiable and reviewed by others in Project SHIFT's organizations.

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

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

Are there any questions you might have?

Let's start with our questions and discussion. When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with

someone who has identified as a survivor of interpersonal violence. Think about any hypothetical situation where you, your programs or staff may work with a survivor of interpersonal violence.

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

I'd like to start by asking you to think about your organization's structure and/or culture. We want to explore what exists to guide you or your staff in identifying when you or they may be working with someone who is Deaf/hard of hearing/Deaf-blind or who has a disability, and how to best respond to and meet their individual needs. Some examples include: policies and procedures, intake, case review, training, resources, attitudes and stigma.

1. What currently exists?
 - a. What policies and procedures are in place?
 - b. What about your intake process?
 - c. What about a process for clients to request accommodations?
 - d. What about staff training?

For the next set of questions, we'd like to understand what exists within your organization to create a space that is comfortable and safe for a person who is Deaf/hard of hearing/Deaf-blind or who has a disability to disclose their experience of interpersonal violence to your organization's staff.

2. What are some factors that make it comfortable and safe for a client to freely disclose their experience of interpersonal violence?
 - a. Anything regarding the organizational culture or atmosphere?
 - b. How about staff skills?
 - c. What does your organization do to support you and your team in responding to and handling disclosures of interpersonal violence?

As a follow-up, we would also like to understand, what if anything, exists within your organization to inhibit staff from encouraging and responding to disclosures and/or to creating a safe and comfortable space for clients to do so?

Any policies and procedures?

What about the organizational culture or atmosphere?

What about staff skills, knowledge, training?

For the next set of questions, I'd like to ask you about any challenges your organization faces in serving people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who have experienced interpersonal violence. Some examples are: staffing, budget and financial resources, policies and procedures, other resources, and training.

3. Are there any challenges within the culture of your organization that impacts serving people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who have experienced interpersonal violence?
 - a. Does guardianship challenge your ability to serve this population? If so, how?
 - b. Does the relationship to the perpetrator impact your ability to provide services? If so, how?
 - c. Is there anything you wish your organization had to better support people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who have experienced interpersonal violence? Some examples might be: training, resources, or community relationships.
 - i. Is this an area you feel your organization should further invest in?

I'd now like to ask you to think specifically about the policies and procedures of your organization, as they relate to serving people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who have experienced interpersonal violence. These may be formal or informal policies and procedures that you are aware of. Please think of both when responding to these questions and specify accordingly.

4. Are there any policies and procedures available at your organization that guides you and your staff in responding to a person who is Deaf/hard of hearing/Deaf-blind or who has a disability who has experienced interpersonal violence?
 - a. What are the strengths of those policies and procedures?
 - b. What are some limitations?
 - c. Is training on these policies and procedures required for management or supervisors?

- d. How are policies and procedures created or changed?
 - e. How are new or existing policies and procedures implemented?
 - i. What kind of training do staff receive to implement these policies and procedures?
 - ii. How do you and/or other supervisors ensure quality assurance of your staff in implementing these policies and procedures?
5. What are some changes that you think should be made to any of the challenges you've listed so far to give your organization more support in responding and providing services to people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who have experienced interpersonal violence?
- a. What barriers do you foresee to making those changes?
6. What does your organization do well in responding to and meeting the needs of people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who have experienced interpersonal violence?
7. What local or statewide partnerships does your organization currently hold that might be helpful to our goal of better serving people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who have experienced interpersonal violence? Think about both formal (like case review teams) and informal (like calling a community expert and asking a question).
- a. Have you ever partnered with MOPS, LAPD, DOD, POV or DCRC in the past to support a survivor who was Deaf/hard of hearing/Deaf-blind or who had a disability?
 - i. If so, how did it go?
 - ii. What were the strengths of this partnership?
 - iii. What could be improved?
8. To what degree do you think the collaboration between MOPS, LAPD, DOD, POV and DCRC aligns with your organizations: mission or vision? Strategic goals?
9. In a time of limited resources, in what ways do you think your organization is able to support systems change to better serve survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?

- a. Funding or other resources?
- b. Policies and procedures?
- c. Organizational structure?
- d. Accommodations?

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

Peace Over Violence Team Management Listening Session

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

I'm _____ and I'm here with Project SHIFT to facilitate our interview today. I'd like to give you a brief overview of Project SHIFT and put this interview into context.

Project SHIFT is a collaborative group comprised of three City of Los Angeles organizations: Mayor's Office of Public Safety (MOPS), Los Angeles Police Department (LAPD), and Los Angeles Department on Disability (DOD), and two community based organizations: Peace Over Violence (POV) and Disability Community Resource Center (DCRC). The collaboration was formed to help each organization learn from one another and to improve each of our services that are being offered to women who are Deaf/hard of hearing/Deaf-blind or who have disabilities who are survivors of interpersonal violence in the City of Los Angeles.

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

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one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

1. Identify policies/procedures/practices of each member agency.
2. Identify barriers, from survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities perspective, what works well and what contributes to them feeling safe and welcome.
3. Identify gaps and strengths in how our member agencies collaborate with each other.
4. Identify the capacity of each agency to deliver services and make changes that are recommended at the end of this process to better serve survivors.

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

Before we get started, we have a few important points to make about confidentiality. Although we will not use your individual name in our Needs Assessment Report because of your unique position and perspectives, your comments as [title] may be identifiable and reviewed by others in Project SHIFT's organizations.

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

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

Are there any questions you might have?

Let's start with our questions and discussion. When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone who may have been Deaf/hard of hearing/Deaf-blind or who had a disability. Think about any hypothetical situation where you, your programs or staff may work with a survivor who is Deaf/hard of

hearing/Deaf-blind or who has a disability or may be the first point of contact for that person at your organization.

I have some questions for you about your organization and the services you provide, as they relate to serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

I'd like to start by asking you a series of questions. For these questions, we need you to think about any actual experience you have had within this organization when you responded to, or served an individual who was Deaf/hard of hearing/Deaf-blind or who had a disability and things went well. We will not be asking you to share the details of the case itself, but rather to think about it in relation to what exists within your organization's structure and/or culture to help guide you in responding to, and meeting their individual needs. Some examples are: policies and procedures, intake, case review, training, resources, attitudes and stigma.

1. What exists within your organization, to help you to identify that you are working with a person who is Deaf/hard of hearing/Deaf-blind or who has a disability who has experienced interpersonal violence?
 - a. What about policies and procedures?
 - b. What about the intake process?
 - c. What about any case review process?
 - d. What about the process for clients to request accommodations?
 - e. What process exists for clients to disclose history of abuse?
 - f. What about staff training?

2. Once it has been identified, what exists within your organization to help you in responding to and meeting the needs of survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What about staff training?
 - b. What resources are available at your organization?
 - c. What about your supervisor support?
 - d. What about other community relationships?
 - e. What about accessibility of services your organization provides?
 - f. What about the ability to meet the client's accommodation requests?
 - g. What about policies and procedures?
 - h. What about follow-up provided to the client?

- i. What safety planning is in place?

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

3. What types of things within your organization, impacted your ability to best respond to and meet the needs of a survivor who was Deaf/hard of hearing/Deaf-blind or who had a disability?
 - a. Lack of or inadequate training?
 - b. Lack of knowledge of resources?
 - c. Lack of accessibility of services?
 - d. Lack of knowledge of community partnerships?
 - e. Lack of policies and procedures?
 - f. Lack of the ability to meet the client's accommodation requests?
 - g. Lack of follow-up support for the client?
 - h. Concerns about confidentiality or safety?
 - i. Did the type of disability impact your ability to deliver services? If so, how?
 - j. Was there a dynamic of also working with a guardian in that situation? If so, what were those dynamics like and how did they create barriers to serving the survivor?
 - k. Did the relationship between the survivor and the perpetrator impact your service delivery? If so, how?
 - l. Anything else?

I'd now like to ask you to think specifically about the policies and procedures of your organization, as they relate to serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities. These may be formal or informal policies and procedures that you are aware of. Please think of both when responding to these questions and specify accordingly.

4. What policies and procedures do you have available at your organization to guide you in responding to a survivor of interpersonal violence who is Deaf/hard of hearing/Deaf-blind or who has a disability?
 - a. What are the strengths of your policies and procedures?
 - b. What are some weaknesses?
 - c. Do you receive training in following these policies and procedures?
 - d. How does your agency provide support to you in following these policies and procedures?
 - e. What are some changes that you think could be made to give you more guidance in providing services to survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?

I'd now like to ask you a series of question, to help us understand what exists within your organization to either support a client in feeling comfortable and safe to disclose their experience of interpersonal violence, or inhibit or prevent a client from feeling safe and comfortable to disclose interpersonal violence.

5. First, what are some factors that exist within your organization that make it comfortable and safe for a client to freely disclose their experience of interpersonal violence?
 - a. What exists at the agency to support you in eliciting disclosures?
 - b. What about the intake or service delivery process creates opportunity for a client to disclose experiences of violence and abuse?
 - c. What does your organization do to support you and your team in responding to and handling disclosures of interpersonal violence?
6. Second, what are some factors that exist within your organization that might inhibit or prevent a client from feeling comfortable or safe to disclose interpersonal violence?
 - a. Is there anything regarding the organizational culture or atmosphere? For example, are there any stigmas or assumptions about people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who tell you that they've experience interpersonal violence?
 - b. Do you think there are any safety concerns your clients are dealing with?
 - c. Do you thing confidentiality is a concern for clients when choosing to disclose or not?

- d. What are some ideas you have about how your intake or service delivery process can change to create an opportunity for a client to disclose experiences of violence and abuse?

For the next set of questions, we want to try and understand what you see as your organization's biggest barriers to providing services for survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities, and what you think may help to eliminate these barriers and help you to better serve survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

7. What do you see as your organization's biggest barriers to providing services to survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. How about the training or knowledge?
 - b. Is there anything regarding organizational culture?
 - c. Is there reporting requirements that challenge your ability to serve clients who have experienced interpersonal violence? If so, how?
 - d. Anything else? Other resource needs?
8. What do you wish you had in place at your organization to assist you in serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. A system to understand someone's disability/accommodation needs?
 - b. What about training?
 - c. What resources do you wish you had?
 - d. What about community partnerships?
 - e. What specific policies and procedures do you wish you had?

The next set of questions is about how a person who is Deaf/hard of hearing/Deaf-blind or who has a disability can access services from your organization. By access, we mean services that meet each individual's physical, emotional, cognitive, financial, and cultural needs to acquire appropriate resources, advocacy, and safety.

9. What does your organization currently do that ensures services are accessible to people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?

- a. What processes does your organization have that creates an opportunity for a person who is Deaf/hard of hearing/Deaf-blind or who has a disability to request an accommodation?
 - b. What are some ideas about how your intake and service delivery process can create an opportunity for a client to request an accommodation?
 - c. What do you think your organization could do to improve its accessibility to better serve people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - d. Do you feel staff have what they need to meet accommodation requests?
10. Have you ever worked with MOPS, LAPD, DOD, or DCRC in the past to support a survivor of interpersonal violence who was Deaf/hard of hearing/Deaf-blind or who had a disability?
- a. If so, how did it go?
 - b. What were the strengths of this relationship?
 - c. What could be improved?
11. What do you want independent living centers to know about how to best serve survivors of interpersonal violence?
- a. What do they need to know about the impact trauma has on survivors?
Prompts: Timeline for when survivors choose to disclose, impact trauma has on behavior/personal relationships, other “typical” experiences, such as flashbacks, nightmares, triggers.
 - b. If you were going to train their staff, what would you put in the training curriculum to ensure they had the basics for responding to and serving interpersonal survivors?
12. Do you have any other feedback for us?

Disability Community Resource Center Management & Administration Team Listening Session

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

I'm _____ and I'm here with Project SHIFT to facilitate our interview today. I'd like to give you a brief overview of Project SHIFT and put this interview into context.

Project SHIFT is a collaborative group comprised of three City of Los Angeles organizations: Mayor's Office of Public Safety (MOPS), Los Angeles Police Department (LAPD), and Los Angeles Department on Disability (DOD), and two community based organizations: Peace Over Violence (POV) and Disability Community Resource Center (DCRC). The collaboration was formed to help each organization learn from one another and to improve each of our services that are being offered to women who are Deaf/hard of hearing/Deaf-blind or who have disabilities who are survivors of interpersonal violence in the City of Los Angeles.

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1. Identify policies/procedures/practices of each member agency.
2. Identify barriers, from survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities perspective, what works well and what contributes to them feeling safe and welcome.
3. Identify gaps and strengths in how our member agencies collaborate with each other.
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Do you have any questions about Project SHIFT and our purpose here today?

Before we get started, we have a few important points to make about confidentiality. Although we will not use your individual name in our Needs Assessment Report because of your unique position and perspectives, your comments as [title] may be identifiable and reviewed by others in Project SHIFT's organizations.

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

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

Are there any questions you might have?

Let's start with our questions and discussion. When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situation where you, your programs or staff may work with a survivor who is Deaf/hard of hearing/Deaf-blind or who has a

disability or may be the first point of contact for that person at your organization.

I have some questions for you about your organization and the services you provide, as they relate to serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

I'd like to start by asking you a series of questions. For these questions, we need you to think about any actual experience you have had within this organization when you responded to, or served an individual who may have experienced interpersonal violence and things went well. We will not be asking you to share the details of the case itself, but rather to think about it in relation to what exists within your organization's structure and/or culture to help guide you in responding to, and meeting their individual needs. Some examples are: policies and procedures, intake, case review, training, resources, attitudes and stigma.

1. What exists within your organization, to help you to identify that you are working with a person who is Deaf/hard of hearing/Deaf-blind or who has a disability who has experienced interpersonal violence?
 - a. What about policies and procedures?
 - b. What about the intake process?
 - c. What about any case review process?
 - d. What about the process for clients to request accommodations?
 - e. What process exists for clients to disclose history of abuse?
 - f. What about staff training?

2. Once it has been identified, what exists within your organization to help you in responding to and meeting the needs of people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who have experienced interpersonal violence?
 - a. What about staff training?
 - b. What resources are available at your organization?
 - c. What about your supervisor support?
 - d. What about other community relationships?
 - e. What about accessibility of services your organization provides?
 - f. What about the ability to meet the client's accommodation requests?
 - g. What about policies and procedures?
 - h. Anything regarding reporting requirements?

- i. What about follow-up provided to the client?
- j. What safety planning is in place?

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

- 3. What types of things within your organization, impacted your ability to best respond to and meet the needs of an individual who is Deaf/hard of hearing/Deaf-blind or who has a disability who has experienced interpersonal violence?
 - a. Lack of or inadequate training?
 - b. Lack of knowledge of resources?
 - c. Lack of accessibility of services?
 - d. Lack of knowledge of community partnerships?
 - e. Lack of policies and procedures?
 - f. Lack of the ability to meet the client's accommodation requests?
 - g. Lack of follow-up support for the client?
 - h. Concerns about confidentiality or safety?
 - i. Did the type of disability impact your ability to deliver services? If so, how?
 - j. Was there a dynamic of also working with a guardian in that situation? If so, what were those dynamics like and how did they create barriers to serving the survivor?
 - k. Did the relationship between the survivor and the perpetrator impact your service delivery? If so, how?
 - l. Anything else?

I'd now like to ask you to think specifically about the policies and procedures of your organization, as they relate to serving individuals who are Deaf/hard of hearing/Deaf-blind or who have disabilities who have experienced interpersonal violence. These may be formal or informal policies and procedures that you are aware of. Please think of both when responding to these questions and specify accordingly.

4. What policies and procedures do you have available at your organization to guide you in responding to a person who is Deaf/hard of hearing/Deaf-blind or who has a disability who has experienced interpersonal violence?
 - a. What are the strengths of your policies and procedures?
 - b. What are some weaknesses?
 - c. Do you receive training in following these policies and procedures?
 - d. How does your agency provide support to you in following these policies and procedures?
 - e. What are some changes that you think could be made to give you more guidance in providing services to people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who experience interpersonal violence?

I'd now like to ask you a series of question, to help us understand what exists within your organization to either support a client in feeling comfortable and safe to disclose their experience of interpersonal violence, or inhibit or prevent a client from feeling safe and comfortable to disclose interpersonal violence.

5. First, what are some factors that exist within your organization that make it comfortable and safe for a client to freely disclose their experience of interpersonal violence?
 - a. What exists at the agency to support you in eliciting disclosures?
 - b. What about the intake or service delivery process creates opportunity for a client to disclose experiences of violence and abuse?
 - c. What does your organization do to support you and your team in responding to and handling disclosures of interpersonal violence?
6. Second, what are some factors that exist within your organization that might inhibit or prevent a client from feeling comfortable or safe to disclose interpersonal violence?
 - a. Is there anything regarding the organizational culture or atmosphere? For example, are there any stigmas or assumptions about people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who tell you that they've experience interpersonal violence?
 - b. Are there any safety concerns your clients are dealing with?

- c. Do you think confidentiality is a concern for clients when choosing to disclose or not?
- d. What are some ideas you have about how your intake or service delivery process can change to create an opportunity for a client to disclose experiences of violence and abuse?

For the next set of questions, we want to try and understand what you see as your organization's biggest barriers to providing services for people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who have experienced interpersonal violence, and what you think may help to eliminate these barriers and help you to better serve survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

- 7. What do you see as your organization's biggest barriers to providing services to individuals who are Deaf/hard of hearing/Deaf-blind or who have disabilities who have experienced interpersonal violence?
 - a. How about the training or knowledge?
 - b. Is there anything regarding organizational culture?
 - c. Is there reporting requirements that challenge your ability to serve clients who have experienced interpersonal violence? If so, how?
 - d. Anything else? Other resource needs?
- 8. What do you wish you had in place at your organization to assist you in serving individuals who are Deaf/hard of hearing/Deaf-blind or who have disabilities who have experienced interpersonal violence?
 - a. A system to understand someone's disability/accommodation needs?
 - b. What about training?
 - c. What resources do you wish you had?
 - d. What about community partnerships?
 - e. What specific policies and procedures do you wish you had?

The next set of questions is about how a person who is Deaf/hard of hearing/Deaf-blind or who has a disability can access services from your organization. By access, we mean services that meet each individual's physical, emotional, cognitive, financial, and cultural needs to acquire appropriate resources, advocacy, and safety.

9. What does your organization currently do that ensures services are accessible to people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What processes does your organization have that creates an opportunity for a person who is Deaf/hard of hearing/Deaf-blind or who has a disability to request an accommodation?
 - b. What are some ideas about how your intake and service delivery process can create an opportunity for a client to request an accommodation?
 - c. What do you think your organization could do to improve its accessibility to better serve people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - d. Do you feel staff have what they need to meet accommodation requests?

10. Have you ever worked with MOPS, LAPD, DOD, or POV in the past to support an individual who was Deaf/hard of hearing/Deaf-blind or who had a disability who had experienced interpersonal violence?
 - a. If so, how did it go?
 - b. What were the strengths of this relationship?
 - c. What could be improved?

11. What do you want crisis intervention agencies to know about how to best serve people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What do they need to know about how to accommodate the needs of people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
Prompts: communication/behavior considerations, how you work with someone who is Deaf/hard of hearing/Deaf-blind or who has a disability.
 - b. If you were going to train their staff, what would you include to ensure they had the basics for responding to and serving people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?

12. Do you have any other feedback for us?

Los Angeles Police Department Officer Listening Session

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

I'm _____ and I'm here with Project SHIFT to facilitate our interview today. I would like to give you a brief overview of Project SHIFT and put this interview into context.

Project SHIFT is a collaborative group comprised of three City of Los Angeles organizations: Mayor's Office of Public Safety (MOPS), Los Angeles Police Department (LAPD), and Los Angeles Department on Disability (DOD), and two community based organizations: Peace Over Violence (POV) and Disability Community Resource Center (DCRC). The collaboration was formed to help each organization learn from one another and to improve each of our services that are being offered to women who are Deaf/hard of hearing/Deaf-blind or who have disabilities who are survivors of interpersonal violence in the City of Los Angeles.

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

The focus of the project is to identify and create a sustainable and seamless system of appropriate response and service within our organizations to survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

We are currently in the planning and development stage of the project and are working on the Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities, supervisors and direct services staff through conducting interviews and listening sessions like this

one so we can better understand our organizations and improve service delivery.

Our goals for this Needs Assessment are:

1. Identify policies/procedures/practices of each member agency.
2. Identify barriers, from survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities perspective, what works well and what contributes to them feeling safe and welcome.
3. Identify gaps and strengths in how our member agencies collaborate with each other.
4. Identify the capacity of each agency to deliver services and make changes that are recommended at the end of this process to better serve survivors.

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

Before we get started, we have a few important points to make about confidentiality. Although we will not use your individual name in the Needs Assessment Report because of your unique position and perspectives, your comments as officers may be identifiable and reviewed by others in Project SHIFT's organizations.

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

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

Are there any questions you might have?

Let's start with our questions and discussion.

1. What are the concerns that victims have said or that you think victims might have about reporting interpersonal violence to police?

- a. What are some personal concerns victims might have?
 - b. What concerns might victims have around being involved in the criminal justice system?
 - c. What concerns might victims have around interactions with officers?
 - d. What do you think would be different/specific concerns, if any, for victims of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
2. In your role, how have you found out whether a victim is Deaf/hard of hearing/Deaf-blind or has a disability and/or needs an accommodation?
 - a. In your experience, have you informed victims that they can request accommodations? Have you informed victims that they can disclose a disability? How? When?
 - b. In your experience, have you asked victims directly if they need an accommodation? Have you asked victims directly if they have a disability? How? When?
 - c. Have you asked everyone or only under certain circumstances? What circumstances?
 - d. In your experience, have you waited until the victim discloses the need for an accommodation to you? Have you waited until the victim discloses a disability?
3. What, if anything, at LAPD assists you in finding out whether a victim has a disability or needs an accommodation?
 - a. What policies and procedures at LAPD assist you? If so, what are they?
 - b. What training have you received about this?
 - c. In what ways does your supervisor assist you?
 - d. What, if anything else, assists you?
4. What resources from LAPD would you need to be able to effectively respond to a victim of interpersonal violence who is Deaf/hard of hearing/Deaf-blind or who has a disability?
 - a. In what ways are your services accessible?
 - i. What resources or equipment does LAPD have to take calls from victims who are Deaf/hard of hearing/Deaf-blind?
 - ii. If you needed to transport a victim, for example to the department or their home, how would you provide accessible transportation to a victim with a physical disability?

- iii. What resources at LAPD would assist you with communicating to a victim who is deaf? Have you ever been able to access interpreters, such as ASL interpreters, when needed?
 - iv. What resources at LAPD would assist you with communicating to a victim who has a disability that impacts speech? (e.g. trainings on topic, communication boards, etc.)
 - v. What resources at LAPD would assist you with communicating to a victim who has a disability that impacts cognition? (e.g. trainings on topic, materials with pictures, etc.)
 - vi. What resources at LAPD would assist you with communicating to a victim who has a mental health disability?
 - vii. If you have been asked by a victim for an accommodation, how was LAPD able to provide the accommodation?
- b. What policies and/or procedures at LAPD would help you in responding to a victim who is Deaf/hard of hearing/Deaf-blind or who has a disability?
- i. What policies and procedures regarding responding to victims with interpersonal violence (regardless of whether they have a disability) need to be clarified?
 - ii. What policies and procedures regarding responding to victims with interpersonal violence are missing?
 - iii. What policies and procedures regarding responding to victims with disabilities (of any crime) need to be clarified?
 - iv. What policies and procedures regarding responding to victims with disabilities are missing?
- c. How could additional supervisor and/or organizational support help you in responding to a victim who is Deaf/hard of hearing/Deaf-blind or who has a disability?
5. What community resources are you currently aware of that would be helpful to you when responding to a victim of interpersonal violence who is Deaf/hard of hearing/Deaf-blind or who has a disability? What additional community resources would you need?
6. In cases when you've had to interact with employees from POV or DCRC, how was the interaction?
- a. What went well with the interaction?
 - b. What did not go well?

- c. What would you want employees from these agencies need to know in order to benefit your response and investigation?
-
- 7. How knowledgeable and equipped are you to work with victims of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. How does the type of disability impact your ability to provide services?
 - b. What would increase your knowledge and skills to work with victims of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - i. What trainings would help?
-
- 8. What are effective ways for you to learn about changes to policies and procedures at LAPD?

City of Los Angeles Department on Disability Staff Listening Session

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

I'm _____ and I'm here with Project SHIFT to facilitate our interview today. I would like to give you a brief overview of Project SHIFT and put this interview into context.

Project SHIFT is a collaborative group comprised of three City of Los Angeles organizations: Mayor's Office of Public Safety (MOPS), Los Angeles Police Department (LAPD), and Los Angeles Department on Disability (DOD), and two community based organizations: Peace Over Violence (POV) and Disability Community Resource Center (DCRC). The collaboration was formed to help each organization learn from one another and to improve each of our services that are being offered to women who are Deaf/hard of hearing/Deaf-blind or who have disabilities who are survivors of interpersonal violence in the City of Los Angeles.

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

The focus of the project is to identify and create a sustainable and seamless system of appropriate response and service within our organizations to survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

We are currently in the planning and development stage of the project and are working on the Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities, supervisors and direct services staff through conducting interviews and listening sessions like this

one so we can better understand our organizations and improve service delivery.

Our goals for this Needs Assessment are:

1. Identify policies/procedures/practices of each member agency.
2. Identify barriers, from survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities perspective, what works well and what contributes to them feeling safe and welcome.
3. Identify gaps and strengths in how our member agencies collaborate with each other.
4. Identify the capacity of each agency to deliver services and make changes that are recommended at the end of this process to better serve survivors.

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

Before we get started, we have a few important points to make about confidentiality. Although we will not use your individual name in the Needs Assessment Report because of your unique position and perspectives, your comments as [Title] may be identifiable and reviewed by others in Project SHIFT's organizations.

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

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

Are there any questions you might have?

Let's start with our questions and discussion. When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think

about any hypothetical situation where you, your programs or staff may work with a survivor who is Deaf/hard of hearing/Deaf-blind or who has a disability or may be the first point of contact for that person at your organization.

I have some questions for you about your organization and the services you provide, as they relate to serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

I'd like to start by asking you a series of questions. For these questions, we need you to think about any actual experience you have had within this organization when you responded to, or served an individual who may have experienced interpersonal violence and things went well. We will not be asking you to share the details of the case itself, but rather to think about it in relation to what exists within your organization's structure and/or culture to help guide you in responding to, and meeting their individual needs. Some examples are: policies and procedures, intake, case review, training, resources, attitudes and stigma.

1. What exists within your organization to help you identify when you are working with survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What policies and procedures are in place?
 - b. What about the intake process?
 - c. What about any case review process?
 - d. What process exists for clients to disclose history of abuse?
 - e. What staff training is in place?

2. Once it has been identified, what exists within your organization to help you in responding to, and meeting the needs of survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What staff training is in place?
 - b. What about supervisor support?
 - c. What resources are in place?
 - d. What about other community relationships?
 - e. What policies and procedures are in place?

- f. Anything regarding (disability agency specific) reporting requirements?
- g. What about follow-up provided to the client?
- h. What safety planning is in place?

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

- 3. What types of things within your organization had an impact on your ability to best respond to, and meet the needs of survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. Inadequate or a lack of training?
 - b. Lack of resources?
 - c. Lack of knowing of Community partnerships?
 - d. Lack of policies and procedures?
 - e. Concerns about confidentiality or safety?
 - f. Lack of follow-up support for the client?
 - g. Did the relationship between the survivor and the perpetrator impact your service delivery? If so, how?
 - h. Did having/not having a guardian impact your ability to serve the client?

I'd now like to ask you a series of questions, to help us understand what exists within your organization to either: support a client in feeling comfortable and safe to disclose their experience of intimate partner violence, or that may inhibit or prevent a client from feeling safe and comfortable to disclose intimate partner violence.

4. First, what are some factors that exist within your organization that make it comfortable and safe for a client to freely disclose their experience of intimate partner violence?

- a. What exists at the agency to support you in eliciting disclosures?
- b. What about the intake or service delivery process creates an opportunity for a client to disclose experiences of violence and abuse?
- c. What does your organization do to support you and your team in responding to and handling disclosures of sexual assault?

5. Second, what are some factors that exist within your organization that might inhibit or prevent a client from feeling comfortable or safe to disclose intimate partner violence?

- a. Is there anything regarding the organizational culture or atmosphere? For example, are there any stigmas or assumptions about people with disabilities who tell you that they've experienced (domestic and/or sexual violence)?
- b. Do you think there are any safety concerns your clients are dealing with?
- c. Do you think confidentiality is a concern for clients when choosing to disclose or not?
- d. What are some ideas you have about how your intake or service delivery process can change to create an opportunity for a client to disclose experiences of violence and abuse?

I'd now like to ask you to think specifically about the policies and procedures of your organization, as they relate to serving survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities. These may be formal or informal policies and procedures that you are aware of; please think of both when responding to these questions and specify accordingly.

6. What policies and procedures do you have available at your organization that guide you in responding to survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What are the strengths of your policies and procedures?
 - b. What are some weaknesses?
 - c. Do you receive training in following these policies and procedures?
 - d. How does your organization provide support to you in following these policies and procedures?
 - e. What are some changes that you think could be made to give you more guidance in providing services to survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?

For the next set of questions, we want to try and understand what you see as your organization's biggest barriers to providing services for survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

7. What do you see as your organization's biggest barriers to providing services to survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. How about the training or knowledge?
 - b. Is there anything regarding organizational culture?
 - c. Does (disability agency specific) reporting requirements challenge your ability to serve clients who have experienced (domestic and/or sexual violence)? If so, how?
 - d. Other resource needs?

8. As a final question, we'd like to hear from you about what you wish was in place at your organization to improve your ability to serve survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What training do you wish you had in place?

- b. What resources do you wish you had access to?
- c. What community partnerships do you wish you had?
- d. What policies and procedures do you wish were in place?

Optional Questions:

- 9. Have you ever worked with [collaborative agencies] in the past to support an individual with a (specific focus) disability who has experienced (domestic and/or sexual violence)?
 - a. If so, how did it go?
 - b. What were the strengths of this relationship?
 - c. What could be improved?

- 10. What do you want (domestic and/or sexual violence) service providers to know about how to best serve people with (specific focus) disabilities?
 - a. What does (VAW collaborative organizations) need to know about how to accommodate the needs of people with disabilities? Some examples could be:
 - i. Communication/behavior considerations
 - ii. Way you work with someone with a disability

- 11. If you were going to train (VAW organization) staff, what would you put in the training curriculum to ensure they had the basics for serving people with disabilities?

- 12. Do you have any other feedback for us?

City of Los Angeles Mayor's Office Staff Listening Session

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

I'm _____ and I'm here with Project SHIFT to facilitate our interview today. I would like to give you a brief overview of Project SHIFT and put this interview into context.

Project SHIFT is a collaborative group comprised of three City of Los Angeles organizations: Mayor's Office of Public Safety (MOPS), Los Angeles Police Department (LAPD), and Los Angeles Department on Disability (DOD), and two community based organizations: Peace Over Violence (POV) and Disability Community Resource Center (DCRC). The collaboration was formed to help each organization learn from one another and to improve each of our services that are being offered to women who are Deaf/hard of hearing/Deaf-blind or who have disabilities who are survivors of interpersonal violence in the City of Los Angeles.

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

The focus of the project is to identify and create a sustainable and seamless system of appropriate response and service within our organizations to survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

We are currently in the planning and development stage of the project and are working on the Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities, supervisors and direct services staff through conducting interviews and listening sessions like this

one so we can better understand our organizations and improve service delivery.

Our goals for this Needs Assessment are:

1. Identify policies/procedures/practices of each member agency.
2. Identify barriers, from survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities perspective, what works well and what contributes to them feeling safe and welcome.
3. Identify gaps and strengths in how our member agencies collaborate with each other.
4. Identify the capacity of each agency to deliver services and make changes that are recommended at the end of this process to better serve survivors.

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

Before we get started, we have a few important points to make about confidentiality. Although we will not use your individual name in the Needs Assessment Report because of your unique position and perspectives, your comments as [Title] may be identifiable and reviewed by others in Project SHIFT's organizations.

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

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

Are there any questions you might have?

Let's start with our questions and discussion. When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think

about any hypothetical situation where you, your programs or staff may work with a survivor who is Deaf/hard of hearing/Deaf-blind or who has a disability or may be the first point of contact for that person at your organization.

I have some questions for you about your organization and the services you provide, as they relate to serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

I'd like to start by asking you a series of questions. For these questions, we need you to think about any actual experience you have had within this organization when you responded to, or served an individual who may have experienced interpersonal violence and things went well. We will not be asking you to share the details of the case itself, but rather to think about it in relation to what exists within your organization's structure and/or culture to help guide you in responding to, and meeting their individual needs. Some examples are: policies and procedures, training, resources, attitudes and stigma.

1. What exists within your organization, to help you to identify that you are working with people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What about policies and procedures?
 - b. What about the intake process?
 - c. What about the process for clients to request accommodations?
 - d. What about staff training?

2. Once it has been identified, what exists within your organization to help you in responding to and meeting the needs of survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What about staff training?
 - b. What resources were available at your organization?
 - c. What about your supervisor support?
 - d. What about other community relationships?
 - e. What about accessibility of services your organization provides?
 - f. What about the ability to meet the client's accommodation requests?
 - g. What about policies and procedures?

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

3. What types of things within your organization, impacted your ability to best respond to and meet the needs of survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?

- a. Lack of or inadequate training?
- b. Lack of knowledge of resources?
- c. Lack of accessibility of services?
- d. Lack of knowledge of community partnerships?
- e. Lack of the ability to meet the client's accommodation requests?
- f. Did the type of disability impact your ability to deliver services? If so, how?
- g. (If relevant) Was there a dynamic of also working with a guardian in that situation? If so, what were those dynamics like and how did they create barriers to serving the survivor?
- h. Did the relationship between the survivor and the perpetrator impact your service delivery? If so, how?
- i. Anything else?

I'd now like to ask you to think specifically about the policies and procedures of your organization, as they relate to serving survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities. These may be formal or informal policies and procedures that you are aware of; please think of both when responding to these questions and specify accordingly.

4. What policies and procedures do you have available at your organization to guide you in responding to survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?

- a. What are the strengths of your policies and procedures?
- b. What are some weaknesses?
- c. Do you receive training in following these policies and procedures?
- d. How does your agency provide support to you in following these policies and procedures?
- e. What are some changes that you think could be made to give you more guidance in providing services to survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?

For the next set of questions, we want to try and understand what you see as your organization's biggest barriers to providing services for survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities, and what you think may help to eliminate these barriers and help you to better serve survivors with disabilities.

5. Is there anything about the organizational culture or atmosphere that you see as a barrier? For example, are there any stigmas or assumptions about survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. How about the training your team received?
 - b. Anything else?
6. What do you wish you had in place at your organization to assist you in serving survivors of (domestic and/or sexual violence) with (specific focus) disabilities?
 - a. A system to understand someone's disability/accommodation needs?
 - b. What about training?
 - c. What resources do you wish you had?
 - d. What about community partnerships?
 - e. What specific policies and procedures do you wish you had?

Optional Questions:

The next set of questions is about how a person with a disability can access services from your organization. By access, we mean: services that meet each individual's physical, emotional, cognitive, financial, and cultural needs to acquire appropriate resources, advocacy, and safety.

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

- a. What processes does your organization have that creates an opportunity for a person with a disability to request an accommodation?
- b. What are some ideas about how your intake and service delivery process can create an opportunity for a client to request an accommodation?
- c. What do you think your organization could do to improve its accessibility to better serve people with disabilities?
- d. Do you feel staff have what they need to meet accommodation requests?

8. Have you ever worked with [other collaborative agencies] in the past to support a survivor of (domestic and/or sexual violence) with a (specific focus) disability?

- a. If so, how did it go?
- b. What were the strengths of this relationship?
- c. What could be improved?

9. Do you have any other feedback for us?

Peace Over Violence Survivors of Interpersonal Violence who are Deaf- blind Interview

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

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

To thank you for your participation today, you have been given a \$20 gift card for your time and effort.

I will be asking a variety of questions and ____ is here to take notes. She will only take notes about the comments that are shared, and will not identify who made the comment.

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

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

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

By remaining in the room, you are agreeing to participate in the listening session and to those guidelines. Your participation in the interview is completely voluntary and you may choose to answer all, some, or none of the questions. You may leave at any time and for any reason. Whether or not you participate will not affect any services you are receiving or may receive from any partner agency.

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

completely honest in your responses. There are no right or wrong answers. Are there any questions before we begin our discussion?

1. I would like to begin by asking you about how you learned about services available to survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. Where are good places to distribute or provide information about the services available?
 - b. In your opinion, which of these ways would be the best choice when reaching out to survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities to let them know of services available to them?

2. What do agencies or service providers do to help make your experience positive when accessing services?
 - a. physical space/location
 - b. staff behavior, competency, and knowledge
 - c. safety, confidentiality, privacy
 - d. overall atmosphere, comfort level, and approachability
 - e. materials/resources
 - f. accommodations
 - g. accessibility

3. What do agencies or service providers do that made your experience negative?
 - a. physical space/location
 - b. staff behavior, competency, and knowledge
 - c. safety, confidentiality, privacy
 - d. overall atmosphere, comfort level, and approachability
 - e. materials/resources
 - f. accommodations
 - g. accessibility

We would now like to spend some time gathering your insights regarding your safety, confidentiality, and comfort when accessing services. We want to explore with you what organizations and service providers do, or don't do, to help you feel safe and comfortable disclosing your experiences of interpersonal violence and your needs as an individual who is Deaf/hard of hearing/Deaf-blind or has a disability.

4. What does safety mean to you?
 - a. What have service providers done to help you feel safe?
5. What have organizations or service providers done that have helped you to feel comfortable disclosing or talking about your experiences of interpersonal violence and needs as an individual who is Deaf/hard of hearing/Deaf-blind or has a disability?
 - a. trust
 - b. as a person who is Deaf/hard of hearing/Deaf-blind or who has a disability
6. What have organizations or service providers done that have made you feel unsafe?
 - a. lack of trust
 - b. as a person who is Deaf/hard of hearing/Deaf-blind or who has a disability

For the next set of questions, I would like to know what you would tell agencies that serve survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

7. What are some ways that a crisis intervention agency could improve services for people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. accommodations
 - b. understanding of disabilities
 - c. treatment of people who are Deaf/hard of hearing/Deaf-blind or who have disabilities
 - d. referrals
 - e. accessibility
8. What are some ways that independent living centers could improve services for survivors of interpersonal violence?
 - a. inquire
 - b. confidentiality
 - c. responding to disclosures
 - d. mandatory reporting
 - e. trust
 - f. referrals

9. What would you like community service providers (such as doctors, therapists, or community agencies) to know about how to best support people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
10. Do you have any other feedback before we close?

Disability Community Resource Center People who are Deaf/hard of hearing/Deaf-blind or who have Disabilities Interview (Optional)

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

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

To thank you for your participation today, you have been given a \$20 gift card for your time and effort.

I will be asking a variety of questions and _____ is here to take notes. She will only take notes about the comments that are shared, and will not identify who made the comment.

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

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

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

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

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

completely honest in your responses. There are no right or wrong answers. Are there any questions before we begin our discussion?

1. I would like to begin by asking how you find out about services available to you in your community.
 - a. Where are some places that you think it would be good to share information with people who are Deaf/hard of hearing/Deaf-blind or who have disabilities on services that are available to them?
 - b. Who, if anyone, assists you in finding this information?

Sometimes, agencies do things that make it difficult for people who are Deaf/hard of hearing/Deaf-blind or who have disabilities to get the information they need about services that are available to them.

2. What kinds of things do agencies do that make it difficult for you to get information? What would be a better way?
3. What do organizations do to make you feel comfortable?
 - a. Do they know what they are doing?
 - b. Now think about the building. What about the building do you like?
 - c. Is it easy to get around? Is it easy to find what you are looking for?
4. Do the people that work there do something to make you feel uncomfortable and that you cannot trust them?
 - a. What do they do to make you feel uncomfortable?
 - b. Now think about the building. Is there something about the building you do not like?
 - c. Is it hard to get around? Is it hard to find what you are looking for?

I now would like to ask you some questions about getting assistance. For these series of questions, please think about the last time you needed assistance from someone at our organization. Some examples of things to ask for reasonable accommodations: calling someone, reading papers, or getting somewhere.

5. What made it easy for you to ask for the accommodations you needed?
 - a. Did that person ask if you needed accommodations?
 - b. Do you like it when people ask if you need accommodations?

- c. Is there anything else that staff do that makes it easy to ask for accommodation if you want it?
-
- 6. What would you like people in the community to know about how to best support people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. If you requested accommodations, was it provided?
 - b. If not, why not?
-
- 7. Do you have any other feedback before we close?

Peace Over Violence Executive Director/Associate Director Interview

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

I'm _____ and I'm here with Project SHIFT to facilitate our interview today. I'd like to give you a brief overview of Project SHIFT and put this interview into context.

Project SHIFT is a collaborative group comprised of three City of Los Angeles organizations: Mayor's Office of Public Safety (MOPS), Los Angeles Police Department (LAPD), and Los Angeles Department on Disability (DOD), and two community based organizations: Peace Over Violence (POV) and Disability Community Resource Center (DCRC). The collaboration was formed to help each organization learn from one another and to improve each of our services that are being offered to women with disabilities who are survivors of interpersonal violence in the City of Los Angeles.

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

The focus of the project is to identify and create a sustainable and seamless system of appropriate response and service within our organizations to survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

We are currently in the planning and development stage of the project and are working on the Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities, supervisors and direct services staff through conducting interviews and listening sessions like this

one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

1. Identify policies/procedures/practices of each member agency.
2. Identify barriers, from survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities perspective, what works well and what contributes to them feeling safe and welcome.
3. Identify gaps and strengths in how our member agencies collaborate with each other.
4. Identify the capacity of each agency to deliver services and make changes that are recommended at the end of this process to better serve survivors.

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

Before we get started, we have a few important points to make about confidentiality. Although we will not use your individual name in our Needs Assessment Report because of your unique position and perspectives, your comments as [title] may be identifiable and reviewed by others in Project SHIFT's organizations.

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

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

Are there any questions you might have?

Let's start with our questions and discussion. When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone who is Deaf/hard of hearing/Deaf-blind or who has a disability. Think about any hypothetical situation where you, your programs or staff

may work with an individual who is Deaf/hard of hearing/Deaf-blind or who has a disability.

I have some questions for you about your organization and the services you provide, as they relate to serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

I would like to start by asking you to think about your organization's structure and/or culture. We want to explore what exists to guide you or your staff in identifying when you or they may be working with someone who is Deaf/hard of hearing/Deaf-blind or who has a disability, and how to best respond to and meet their individual needs. Some examples include: policies and procedures, intake, case review, training, resources, attitudes and stigma.

1. What currently exists?
 - a. What policies and procedures are in place?
 - b. What about your intake process?
 - c. What about a process for clients to request accommodations?
 - d. What about staff training?

The next set of questions is about how a person who is Deaf/hard of hearing/Deaf-blind or who has a disability can access services for your organization. By access, we mean: services that meet each individual's physical, emotional, cognitive, financial, and cultural needs to acquire appropriate resources, advocacy, and safety.

2. What does your organization currently do that ensures services are accessible to people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What processes does your organization have that creates an opportunity for a person who is Deaf/hard of hearing/Deaf-blind or who has a disability to request an accommodation?
 - b. What do you think your organization could do to improve its accessibility to better serve people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - c. Do you feel staff have what they need to meet accommodation requests?

For the next set of questions, I'd like to ask you about any challenges your organization faces in serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities. Some examples are: staffing, budget and financial resources, policies and procedures, other resources, and training.

3. Are there any challenges within the culture of your organization that impacts serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. Does guardianship challenge your ability to serve this population? If so, how?
 - b. Does the type of disability impact your ability to provide services? If so, how?
 - c. Does the relationship to the perpetrator impact your ability to provide services? If so, how?
 - d. What about organizational culture or atmosphere? For example, are there any stigma or assumptions about people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who tell you that they've experienced interpersonal violence?
 - e. Is there anything you wish your organization had to better support survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities? Some examples might be: training, resources, or community relationships.
 - i. Is this an area you feel your organization should further invest in?

I'd now like to ask you to think specifically about the policies and procedures of your organization, as they relate to serving survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities. These may be formal or informal policies and procedures that you are aware of. Please think of both when responding to these questions and specify accordingly.

4. Are there any policies and procedures available at your organization that guides you and your staff in responding to a survivor of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What are the strengths of those policies and procedures?
 - b. What are some limitations?
 - c. Is training on these policies and procedures required for management or supervisors?

- d. How are policies and procedures created or changed?
 - e. How are new or existing policies and procedures implemented?
 - i. What kind of training do staff receive to implement these policies and procedures?
 - ii. How do you and/or other supervisors ensure quality assurance of your staff in implementing these policies and procedures?
5. What are some changes that you think should be made to any of the challenges you've listed so far to give your organization more support in responding and providing services to survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What barriers do you foresee to making those changes?
 6. What does your organization do well in responding to and meeting the needs of survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 7. What local or statewide partnerships does your organization currently hold that might be helpful to our goal of better serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities? Think about both formal (like case review teams) and informal (like calling a community expert and asking a question).
 - a. Have you ever partnered with MOPS, LAPD, DOD, POV or DCRC in the past to support a survivor with a disability?
 - i. If so, how did it go?
 - ii. What were the strengths of this partnership?
 - iii. What could be improved?
 8. To what degree do you think the collaboration between MOPS, LAPD, DOD, POV and DCRC aligns with your organizations: mission or vision? Strategic goals?
 9. In a time of limited resources, in what ways do you think your organization is able to support systems change to better serve survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. Funding or other resources?
 - b. Policies and procedures?
 - c. Organizational structure?

d. Accommodations?

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

Disability Community Resource Center Chief Executive Officer Interview

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

I'm _____ and I'm here with Project SHIFT to facilitate our interview today. I'd like to give you a brief overview of Project SHIFT and put this interview into context.

Project SHIFT is a collaborative group comprised of three City of Los Angeles organizations: Mayor's Office of Public Safety (MOPS), Los Angeles Police Department (LAPD), and Los Angeles Department on Disability (DOD), and two community based organizations: Peace Over Violence (POV) and Disability Community Resource Center (DCRC). The collaboration was formed to help each organization learn from one another and to improve each of our services that are being offered to women with disabilities who are survivors of interpersonal violence in the City of Los Angeles.

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

The focus of the project is to identify and create a sustainable and seamless system of appropriate response and service within our organizations to survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

We are currently in the planning and development stage of the project and are working on the Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities, supervisors and direct services staff through conducting interviews and listening sessions like this

one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

1. Identify policies/procedures/practices of each member agency.
2. Identify barriers, from survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities perspective, what works well and what contributes to them feeling safe and welcome.
3. Identify gaps and strengths in how our member agencies collaborate with each other.
4. Identify the capacity of each agency to deliver services and make changes that are recommended at the end of this process to better serve survivors.

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

Before we get started, we have a few important points to make about confidentiality. Although we will not use your individual name in the Needs Assessment Report because of your unique position and perspectives, your comments as [title] may be identifiable and reviewed by others in Project SHIFT's organizations.

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

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

Are there any questions you might have?

Let's start with our questions and discussion. When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situation where you, your programs or staff may work with an individual who has experienced interpersonal violence.

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

1. Are there any policies and procedures that impact your organization's ability to serve this population?
 - a. Do your organization's reporting requirements challenge your ability to serve this population? If so, how?
 - b. Does guardianship challenge your ability to serve this population? If so how?
 - c. Does the type of disability impact your ability to provide services? If so, how?
 - d. Is there anything you or your staff had to better support people with disabilities who have experienced interpersonal violence? Training? Resources? Community relationships?
 1. Is this an area you feel your organization should further invest in?
2. What are some changes that you think should be made to any of the challenges you've listed so far to give your organization more support in responding and providing services to people with disabilities who have experienced interpersonal violence?
 - a. What barriers do you foresee to making those changes?
3. How does change happen at your organization?
 - a. What is the decision making process?
 - b. How are policies and procedures created or changed?
 - c. How are decisions made regarding hiring personnel?
 - d. How are decisions about resource allocations made?
4. In a time of limited resources, in what ways do you think your organization is able to support systems change to better serve survivors of interpersonal violence with disabilities?
 - a. Funding or other resources?
 - b. Policies and procedures?
 - c. Organizational structure?
 - d. Accommodations?

5. What local or statewide partnerships does your organization currently hold that might be helpful to our goal of better serving people with disabilities who have experience interpersonal violence?
6. How does your organization recruit, hire and evaluate staff, board and volunteers in terms of their ability to effectively serve people with disabilities who have experienced interpersonal violence?
7. To what degree do you think the collaboration between MOPS, LAPD, DOD, POV and DCRC aligns with your organizations: mission or vision? Strategic goals?
8. Do you have any additional comments and/or feedback?

Los Angeles Police Department Police Training and Education Director Interview

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

I'm _____ and I'm here with Project SHIFT to facilitate our interview today. I would like to give you a brief overview of Project SHIFT and put this interview into context.

Project SHIFT is a collaborative group comprised of three City of Los Angeles organizations: Mayor's Office of Public Safety (MOPS), Los Angeles Police Department (LAPD), and Los Angeles Department on Disability (DOD), and two community based organizations: Peace Over Violence (POV) and Disability Community Resource Center (DCRC). The collaboration was formed to help each organization learn from one another and to improve each of our services that are being offered to women who are Deaf/hard of hearing/Deaf-blind or who have disabilities who are survivors of interpersonal violence in the City of Los Angeles.

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

The focus of the project is to identify and create a sustainable and seamless system of appropriate response and service within our organizations to survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

We are currently in the planning and development stage of the project and are working on the Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities, supervisors and direct services staff through conducting interviews and listening sessions like this

one so we can better understand our organizations and improve service delivery.

Our goals for this Needs Assessment are:

1. Identify policies/procedures/practices of each member agency.
2. Identify barriers, from survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities perspective, what works well and what contributes to them feeling safe and welcome.
3. Identify gaps and strengths in how our member agencies collaborate with each other.
4. Identify the capacity of each agency to deliver services and make changes that are recommended at the end of this process to better serve survivors.

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

Before we get started, we have a few important points to make about confidentiality. Although we will not use your individual name in the Needs Assessment Report because of your unique position and perspectives, your comments as [Title] may be identifiable and reviewed by others in Project SHIFT's organizations.

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

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

Are there any questions you might have?

Let's start with our questions and discussion.

1. How does the LAPD environment and communication, such as signage, website and materials, communicate that LAPD is welcoming to reports from victims of interpersonal violence?
2. How does the LAPD environment and communications, such as signage, website and materials, communicate to people who are Deaf/hard of hearing/Deaf-blind or who have disabilities that LAPD is welcoming to victims who are Deaf/hard of hearing/Deaf-blind or who have disabilities and that victims can request accommodations?
3. How do you as a leader hear about the needs of victims of interpersonal violence in the communities to which you provide services? What about victims who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What about victims of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
4. How are issues of interpersonal violence, including the impact of trauma on victims, integrated into training of police officers?
 - a. How are disability issues integrated into training of police officers?
5. What are the strengths and challenges of LAPD's structure for communication between leadership and officers?
 - a. How would you find out about challenges/barriers that officers experience when responding to victims of interpersonal violence and/or victims who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - b. How do new policies and procedures get disseminated to officers?
6. If LAPD has the following policies and procedures, what do you see as the strengths and gaps to them in regards to being able to provide an accessible response to victims who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. Policies regarding obtaining accommodations
 - b. Policies regarding communications with victims
 - c. Mandated reporting of adults with disabilities
 - d. Situations when there are questions of competency/ability to consent to services
 - e. Situations when a victim has a legal guardian

- f. What are your ideas for resolving barriers in your policies?
7. What is LAPD's policy for handling complaints from victims regarding discrimination or bias from officers?
 8. What is LAPD's capacity for increasing response to victims of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What resources or challenges does LAPD currently have?
 - i. Budget including line item for accommodations
 - ii. Human resources
 - iii. Physical facility
 - b. What are your ideas for increasing capacity to serve victims who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 9. Think about a time when there was a change or shift at LAPD (e.g. new concept, program, policy)
 - a. What and/or who initiated the change or shift?
 - b. Who else was involved in the process?
 - c. How did you get buy-in from the rest of the organization?
 - d. What were the challenges to making the change?
 - e. What made the change sustainable?
 10. What is LAPD's experience with community partnerships?
 - a. In addition to this collaboration, what partnerships does LAPD have with organizations that work with victims of interpersonal violence?
 - b. In addition to this collaboration, what partnerships does LAPD have with organizations that work with people with disabilities?
 - c. Think about past partnerships that LAPD has had with other organizations (does not have to be a crisis intervention agency or independent living center). What were the things that made the partnerships work well? That made them challenging?
 11. Is there anything else you would like to add?

City of Los Angeles Department on Disability Executive Director/Chief of Staff Interview

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

I'm _____ and I'm here with Project SHIFT to facilitate our interview today. I would like to give you a brief overview of Project SHIFT and put this interview into context.

Project SHIFT is a collaborative group comprised of three City of Los Angeles organizations: Mayor's Office of Public Safety (MOPS), Los Angeles Police Department (LAPD), and Los Angeles Department on Disability (DOD), and two community based organizations: Peace Over Violence (POV) and Disability Community Resource Center (DCRC). The collaboration was formed to help each organization learn from one another and to improve each of our services that are being offered to women who are Deaf/hard of hearing/Deaf-blind or who have disabilities who are survivors of interpersonal violence in the City of Los Angeles.

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

The focus of the project is to identify and create a sustainable and seamless system of appropriate response and service within our organizations to survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

We are currently in the planning and development stage of the project and are working on the Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities, supervisors and direct services staff through conducting interviews and listening sessions like this

one so we can better understand our organizations and improve service delivery.

Our goals for this Needs Assessment are:

1. Identify policies/procedures/practices of each member agency.
2. Identify barriers, from survivors who are Deaf/hard of hearing/Deaf-blind or who have disabilities perspective, what works well and what contributes to them feeling safe and welcome.
3. Identify gaps and strengths in how our member agencies collaborate with each other.
4. Identify the capacity of each agency to deliver services and make changes that are recommended at the end of this process to better serve survivors.

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

Before we get started, we have a few important points to make about confidentiality. Although we will not use your individual name in the Needs Assessment Report because of your unique position and perspectives, your comments as [Title] may be identifiable and reviewed by others in Project SHIFT's organizations.

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

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

Are there any questions you might have?

Let's start with our questions and discussion. When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think

about any hypothetical situation where you, your programs or staff may work with a survivor who is Deaf/hard of hearing/Deaf-blind or who has a disability or may be the first point of contact for that person at your organization.

I have some questions for you about your organization and the services you provide, as they relate to serving survivors of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities.

I'd like to start by asking you a series of questions. For these questions, we need you to think about any actual experience you have had within this organization when you responded to, or served an individual who may have experienced interpersonal violence and things went well. We will not be asking you to share the details of the case itself, but rather to think about it in relation to what exists within your organization's structure and/or culture to help guide you in responding to, and meeting their individual needs. Some examples are: policies and procedures, intake, case review, training, resources, attitudes and stigma.

1. Are there any policies and procedures that impact your ability to serve this population?
 - a. Does (disability agency specific) reporting requirements challenge your ability to serve this population? If so, how?
 - b. Does guardianship challenge your ability to serve this population? If so, how?
 - c. Does the type of disability impact your ability to provide services? If so, how?
 - d. Is there anything you wish you or your staff had to better support survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities who have experienced (domestic and/or sexual violence)? Training? Resources? Community relationships?
 - e. Is this an area you feel your organization should further invest in?
2. What are some changes that you think should be made to any of the challenges you've listed so far to give your organization more support in responding and providing services to survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?

- a. What barriers do you foresee to making those changes?
-
- 3. How does change happen at your organization?
 - a. What is the decision-making process?
 - b. How are policies and procedures created or changed?
 - c. How are decisions made regarding hiring personnel?
 - d. How are decisions about resource allocations made?
-
- 4. In a time of limited resources, in what ways do you think your organization is able to support systems change to better serve survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. Funding or other resources?
 - b. Policies and procedures?
 - c. Organizational structure?
 - d. Accommodations?

Optional Questions:

- 5. What local or statewide partnerships does your organization currently hold that might be helpful to our goal of better serving survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. How does your organization recruit, hire and evaluate staff, board and volunteers in terms of their ability to effectively serve survivors of interpersonal violence and people who are Deaf/hard of hearing/Deaf-blind or who have disabilities?

- 6. To what degree do you think the collaboration between (collaborative agencies) aligns with your organizations?
 - a. Mission or vision?
 - b. Strategic goals?

- 7. What additional comments or feedback do you have for our collaboration?

City of Los Angeles, Mayor's Office Deputy Mayor/Executive Officer Interview

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3. Identify gaps and strengths in how our member agencies collaborate with each other.
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1. Are there any policies and procedures that impact your organization's ability to serve this population?
 - a. Are there any challenges to meeting constituents' accommodation requests?
 - b. Is there anything regarding your organization's culture that creates challenges to serving people at the intersection, such as stigma or assumptions?
2. What are some changes that you think should be made to any of the challenges you've listed so far to give your organization more support in responding and providing services to victims of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. What barriers do you foresee to making those changes?
3. How does change happen at your organization?
 - a. What is the decision-making process?
 - b. How are policies and procedures created or changed?
 - c. How are decisions made regarding hiring personnel?
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4. In a time of limited resources, in what ways do you think your organization is able to support systems change to better serve victims of interpersonal violence who are Deaf/hard of hearing/Deaf-blind or who have disabilities?
 - a. Funding or other resources?
 - b. Policies and procedures?
 - c. Organizational structure?
 - d. Accommodations?

5. Do you have any additional comments and/or feedback for us?