**Shared Vision Sacramento**

Needs Assessment Plan

September 2018

United States Department of Justice

Office on Violence Against Women

Grant Program:

Training and Services to End Violence Against Women with Disabilities

Grant Number 2017-FW-AX-K007





# **Table of Contents**

[Introduction](#_Introduction) 3

[Purpose](#_Needs_Assessment_Purpose) 6

[Goals](#_Needs_Assessment_Goals) 6

[Methods and Information Sources](#_Methods_and_Information) 7

 [Existing Data](#existingdata) 7

 [New Data](#_New_Data) 10

 [Methods](#_Methods) 10

 [Audiences](#_Audiences) 11

 [Listening Session/Interview Procedure](#_Listening_Session/Interview_Procedu) 16

[Recruitment Plan](#_Recruitment_Plan) 18

 [Methods](#_Recruitment_Methods) 18

 [Tools](#_Recruitment_Tools) 21

 [Training](#_Recruitment_Training) 22

 [Compensation](#_Compensation) 22

[Consent Process](#_Consent_Process) 23

[Confidentiality](#_Confidentiality) 24

 [Process](#_Process) 24

 [Mandatory Reporting](#_Mandatory_Reporting) 25

[Accessibility Considerations](#_Accessibility_Considerations) 27

[Safety Considerations](#_Safety_Considerations) 28

[Work Plan](#_Work_Plan) 29

[Appendix](#_Appendix) 30

# **Introduction**

*Shared Vision Sacramento* is a formal collaboration between WEAVE and Society for the Blind in the Greater Sacramento Region of California. This collaboration is funded by the Office on Violence Against Women - Training and Services to End Violence Against Women with Disabilities Grant Program.

WEAVE is the primary provider of services to victims of domestic violence and dating violence and the sole rape crisis center in Sacramento County. WEAVE provides 85% of the services to domestic violence victims in the County, and is responsible for providing 24/7 crisis intervention, advocacy, legal and prevention services as they relate to sexual assault. WEAVE serves more than 12,000 victims of domestic violence, dating violence, sexual assault, sex trafficking, and stalking each year through an array of services that includes crisis intervention, legal assistance, a 24/7 Support & Information line, individual and group counseling, 24/7 Sexual Assault Response Team, 24/7 Anti-trafficking Response Team, prevention education, and mobile advocacy programs in area hospitals, law enforcement, and social service agencies. WEAVE operates two confidential domestic violence shelters, six transitional housing units (four cottages and two apartments) with available voluntary services including counseling, case management, legal, charter school and a children’s program. Community members donate and purchase recycled fashion and home goods through WEAVE’s three retail stores, which provide free clothing and merchandise to clients and raise funds for WEAVE’s programs. WEAVE holds the safety of survivors to be paramount in the design and delivery of all programs, and operates from a survivor-centered, trauma-informed perspective.

Society for the Blind is the Greater Sacramento Region’s sole provider of training, assistance, and resources for people who are blind or low vision. The agency’s mission is to empower individuals living with low vision or blindness to discover, develop, and achieve their full potential. Programs and services focus on helping adults, youth, and seniors with low vision and blindness live as independently as possible by supporting them in building independent living skills and employment opportunities. Society for the Blind offers classes in orientation and mobility, independent living, braille literacy, and computers and assistive technology. In these classes, clients learn how to use non-visual and alternative techniques to travel safely and independently, navigate day-to-day tasks, and utilize contemporary computers, assistive devices, and software programs. The agency also offers an onsite low-vision clinic and retail store. While Society for the Blind is headquartered in Sacramento County, the agency serves as the main rehabilitative teaching center for 26 counties in Northern California. Nearly 6,000 individuals participate in programs and services through classes at the teaching center, in-home training sessions, and community workshops.

Our collaborative work will focus on adult (ages 18-64) survivors of interpersonal and sexual violence who are blind or low vision living in the Greater Sacramento Region.

Shared Vision Sacramento’s vision is that people who are blind or low vision, living in the Greater Sacramento Region, who experience interpersonal and sexual violence can identify and access client-centered, educational and therapeutic resources. We strive to create a replicable model of collaborative services and educational tools that will emphasize increased safety and decreased trauma.

Our missionis to transform the member agencies’ capacity to empower survivors of interpersonal and sexual violence who are blind or low vision in the Greater Sacramento Region by

* creating comprehensive policies and procedures,
* equipping staff with client-centered, trauma-informed training,
* fostering an organizational culture of awareness and inclusion,
* creating and utilizing accessible technology,
* and developing resources and educational tools that will be accessible from all points of entry.

The Shared Vision Sacramento team is on track to complete five deliverables as part of the planning and development portion of the Office on Violence Against Women grant process. In early May, we completed our first deliverable – the Collaboration Charter – which outlines our guiding principles, communication strategies, and decision-making protocol. With guidance from our technical assistance providers at the Vera Institute of Justice – Center on Victimization and Safety, we engaged in many dynamic conversations about our personal commitments, the histories of the interpersonal violence and disability rights movements, and our agencies’ core values. It was out of these conversations that our collaboration’s mission and vision were born. In late June, the planning team submitted a Focus Memorandum, identifying our focus population and our capacity for sustainable systems change.

Over the past few months, the Shared Vision Sacramento planning team has developed a Needs Assessment Plan, describing our strategies and methods for collecting data from our clients and agency staff members. Once the Needs Assessment has been implemented, we will utilize the findings to build a strategic plan that generates sustainable improvements to policies and services at WEAVE and Society for the Blind.

# **Needs Assessment Purpose**

The purpose of the Needs Assessment, as described by the Office on Violence Against Women, is to provide practical information on services for survivors who are blind or low vision. The data we collect from our Needs Assessment will be used to determine what activities we undertake during the implementation phase of the grant process. The Needs Assessment process is also an opportunity to increase buy-in and support among clients and staff members for our collaboration’s goals.

Our Needs Assessment Plan will be guided by our five core values: dignity, respect, autonomy, empowerment, and safety. We will use person-first language in all communications. This document is designed and formatted to be read by a screen reader.

# **Needs Assessment Goals**

1. Identify what *structures, barriers* and *gaps* exist in each organization with regard to policies, procedures, and practices that address how to serve survivors who are blind or low vision.
2. Identify what programs and policies *support* each agency’s ability to provide safe, accessible, and responsive services for survivors who are blind or low vision.
3. Identify the *willingness* and *readiness* of staff members to collaborate deeply and demonstrate interest in supporting survivors who are blind or low vision.
4. Identify the *capacity* of staff members (across agency departments) to utilize resources, assess needs, and deliver quality services.
5. Identify and understand the *perspective* of survivors of interpersonal and sexual violence who are blind or low vision.

# **Methods and Information Sources**

## **Existing Data**

In March 2018, WEAVE and Society for the Blind participated in the Vera Institute of Justice Performance Indicator Assessment to evaluate each partner agency’s baseline capacity to serve survivors of interpersonal and sexual violence with disabilities. Though the assessment is designed for organizations serving clients with a wide range of disabilities, we focused our analysis on survivors who are blind or low vision. The Shared Vision Sacramento Program Manager compiled each organization’s written policies and documents, measured aspects of each building’s physical infrastructure, and collected staff interview questions.

Using this data, the assessment system generated percentage scores to represent each agency’s commitment and capacity to serve survivors with disabilities. Commitment is measured by each agency’s responsibility, and the strength of our partnerships and policies. Capacity is measured by each agency’s material, programmatic, and human resources. Below are four tables breaking down our first round of Performance Indicator scores.

Table 1 displays WEAVE’s overall performance indicator scores.

Table 2 displays WEAVE’s scores broken down by theme. Themes 1, 2, and 3 correspond with WEAVE’s Commitment score, and Themes 4, 5, and 6 correspond with WEAVE’s Capacity score.

Table 3 displays Society for the Blind’s overall performance indicator scores.

Table 4 displays Society for the Blind’s scores broken down by theme. Themes 1, 2, and 3 correspond with Society for the Blind’s Commitment score, and Themes 4, 5, and 6 correspond with Society for the Blind’s Capacity score.

### **WEAVE Data Collection Tables:**

#### **Table 1**

|  |  |  |  |
| --- | --- | --- | --- |
| Overall Score: | Commitment | Capacity | Total |
| WEAVE | 26% | 21% | 24% |

#### **Table 2**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Indicator Themes: | Theme 1 | Theme 2 | Theme 3 | Theme 4 | Theme 5 | Theme 6 |
|  | Responsibility | Partnerships | Policies | Material Resources | Human Resources | Programmatic Resources |
| March 18 | 29% | 50% | 11% | 25% | 15% | 23% |

### **Society for the Blind Data Collection Tables:**

#### **Table 3**

|  |  |  |  |
| --- | --- | --- | --- |
| Overall Score: | Commitment | Capacity | Total |
| Society | 43% | 23% | 24% |

#### **Table 4**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Indicators | Theme 1 | Theme 2 | Theme 3 | Theme 4 | Theme 5 | Theme 6 |
|  | Responsibility | Partnerships | Policies | Material Resources | Human Resources | Programmatic Resources |
| March 18 | 30% | 62.5% | 33% | 30% | 50% | 4% |

As anticipated, both WEAVE and Society for the Blind received low-range scores on our first Performance Indicator Assessment. Our scores exposed a need for additional improvements to both agencies’ programs and policies. While WEAVE and Society for the Blind staff members acknowledge that there are processes for supporting survivors who are blind or low vision, many still need to be expanded upon and explicitly documented in agency records.

We will continue to measure our Performance Indicators every six months. Our next assessment will take place in early Fall of 2018. While the assessment has been enlightening in helping us identify our strengths and areas for improvement, we do not expect that our scores will improve drastically until we begin implementing our strategic plan in 2019-2020.

### **Agency Data Source: CalOES: Society for the Blind Focus Groups**

In 2017, WEAVE received short-term funding from the California Office of Emergency Services (CalOES) to hire an Access and Functional Needs Advocate (i.e., separate from OVW Disability Grant Program funding). As part of the CalOES grant program, WEAVE’s Access Advocate held a series of small focus groups with Society for the Blind clients in late 2017. The focus groups centered around the clients’ knowledge and comfort level with the subject of domestic violence and sexual assault. Clients were also asked about their understanding of WEAVE’s services, staff training at Society for the Blind, and the accessibility of WEAVE’s counseling center location. In their responses, clients emphasized the importance of normalizing the experiences of domestic violence and sexual assault survivors who are blind or low vision, and creating an accessible environment that is responsive to the needs of the blind community.

WEAVE’s Access and Functional Needs Advocate also composed and distributed a survey to staff at Society for the Blind to gauge their capacity to handle disclosures of domestic or sexual violence from their students and clients. Society for the Blind employees were asked about their familiarity with WEAVE services, their knowledge about issues related to domestic violence and sexual assault, and their experiences handling disclosures. The survey responses indicated a willingness to address these issues at Society for the Blind, but most staff identified the need for stronger and more culturally-responsive training. The survey results also revealed a need for further evaluation around mandatory reporting requirements.

The feedback we received from both the client focus groups and staff surveys was helpful in determining the direction of the short-term CalOES partnership, and built a foundation on which Shared Vision Sacramentocan strengthen and build a long-lasting collaboration. Both agencies determined, however, that additional data is needed to construct a long-term strategic plan and implement sustainable changes at WEAVE and Society for the Blind. Therefore, we will conduct a thorough Needs Assessment as part of the OVW Disability Grant Program.

## **New Data**

While our performance indicator scores gave us helpful quantitative data to track each agency’s baseline capacity to provide services for survivors who are blind or low vision, Shared Vision Sacramentowill primarily seek qualitative data throughout the Needs Assessment process. We will utilize the following resources and methods to obtain objective information about our services from clients and staff at WEAVE and Society for the Blind.

### **Methods**

#### **Listening Sessions**

Shared Vision Sacramento will hold listening sessions (focus groups) as the principal method for gathering information from clients and program/management staff at both agencies. We believe this is the most efficient and effective way to engage larger groups of individuals in a short period of time. We also believe that a listening session setting is the most accessible data-collection method for engaging individuals who are blind or low vision, and the group setting will help to generate a diverse range of ideas and perspectives.

#### **Individual Interviews**

We will conduct individual interviews to gather information from the CEO of WEAVE and Executive Director of Society for the Blind. We have selected this method for Beth Hassett and Shari Roeseler because they provide an opportunity for the CEO, Executive Director, and staff at both agencies (in separate interviews) to share their views honestly without self-censorship.

#### **Surveys**

Shared Vision Sacramento will send an email survey to current and former Society for the Blind clients who are unable to attend in-person focus groups. This is an accessible method of communication to gather information from individuals who are blind or low vision.

### **Audiences**

To create a powerful, sustainable, and long-lasting collaboration, it is critical that we understand the perspectives of the individuals who will be most impacted by systemic changes in our organizations. Shared Vision Sacramentowill design our strategic plan around the findings of our Needs Assessment, which will ultimately influence how support services are provided at both agencies.

The following list details the specific audiences we will engage in the Needs Assessment process.

#### **WEAVE Residential and Counseling Center Clients – Survivors of Domestic and Sexual Violence**

WEAVE is a dual-serving agency, which means we will seek feedback from both domestic violence and sexual violence survivors receiving services at our residential spaces and counseling center.

We believe survivors of domestic and sexual violence are the experts of their own experiences and hold the power to represent their own needs and expectations. Engaging with domestic violence survivors in our residential spaces will help our collaboration understand how to make our services and housing more welcoming, accessible, safe, and comfortable. Likewise, gathering information from survivors of domestic and sexual violence at our counseling center will help us to craft services that are therapeutic, trauma-informed, and client-centered.

By engaging survivors of domestic and sexual violence, we hope to gain information about the following:

* What makes a service provider approachable, safe, comfortable, and trauma-informed;
* The best methods of outreach to alert survivors about services;
* The importance and value of confidentiality as a safety tool;
* The best practices for serving survivors (including staff behavior, knowledge, and skills); and
* The impact trauma has on an individual’s approach to seeking services.

During the recruitment process, our staff recruiters will invite clients to attend either a domestic violence or sexual violence listening session.

#### **Society for the Blind Clients -- Individuals who are Blind or Low Vision**

Shared Vision Sacramento will also engage individuals who are blind or low vision. We believe that people who are blind or low vision are the experts of their own experiences, and hold the power to represent their own needs and expectations. To build services that are accessible, safe, and comfortable, it is critical that we work directly with people who are blind or low vision to understand their personal experiences when receiving services.

By engaging individuals who are blind or low vision, we hope to gain insight on the following:

* What makes a service provider accessible and comfortable for individuals who are blind or low vision;
* The best methods of outreach to alert people who are blind or low vision about accessible services;
* The best practices and policies for serving individuals who are blind or low vision (including staff behavior, knowledge, and skills); and

#### **Partner Agency Employees**

##### ***Program Staff***

Shared Vision Sacramento will hold separate listening sessions for WEAVE and Society for the Blind program staff. We will engage staff from the various programs at WEAVE: Response, Residential, Legal, Prevention and Outreach, and Human Resource services to hear their experiences serving survivors of interpersonal violence and to gauge their perspectives on WEAVE policies, practices, and procedures. We will also reach out to staff from the Administrative, Core Skills, Senior Impact Project, Low-Vision Clinic, and Resource Development departments at Society for the Blind to learn about their experiences working with clients who are blind or low vision and their perspectives on Society for the Blind policies, practices, and procedures.

##### ***Leadership***

We will hold listening sessions for WEAVE and Society for the Blind Directors and Managers to hear feedback on policies, procedures, and comfort level working with survivors of interpersonal and sexual violence and clients who are blind or low vision, respectively.

##### ***CEO/Executive Director***

We will hold an individual interview to hear the perspective of WEAVE’s Chief Executive Officer and Society for the Blind’s Executive Director on decision making, policies, procedures, and practices at each agency.

Shared Vision Sacramento believes that the perspectives and experiences of both agencies’ employees will help the collaboration build effective, long-lasting services. We also hope to include all levels of staff to encourage buy-in for and participation in the collaboration’s mission and vision.

The Shared Vision Sacramento Planning Team utilized Table 5 (below) to conceptualize our desired outcome for each listening session. The left column of Table 5 breaks down each component of our mission statement [empower survivors who are blind or low vision; create comprehensive policies and procedures; equip staff with client-centered, trauma-informed training; foster organizational awareness and inclusion; and create and utilize accessible technology]. The top row of Table 5 displays the titles of two rows representing our focus group audiences [individuals served; and service providers]. We created our listening session questions by analyzing how each mission component intersects with our target audiences.

#### **Table 5**

|  |  |  |
| --- | --- | --- |
| **Mission Components** | **Individuals Served** (clients who participate or have participated in programs at WEAVE or Society for the Blind)  | **Service Providers** (Program Staff and Leadership at WEAVE and Society for the Blind)  |
| Empower survivors who are blind or low vision  |  |   |
| Create comprehensive policies and procedures |  |  |
| Equip staff with client-centered, trauma-informed training |  |  |
| Foster organizational culture of awareness and inclusion |  |  |
| Create and utilize accessible technology |  |  |
| Develop resources and educational tools that will be accessible at all points of entry  |  |  |

Tables 6 and 7 (below) break down our anticipated audience types, estimate numbers, and data collection methods for each audience.

The left column on Table 6 displays each audience type [WEAVE Counseling Clients; Residential Clients; Program Staff; Management; and CEO]. The middle column displays the anticipated number of participants and focus groups we will hold for each audience type. The right column indicates the data collection method for each audience [listening sessions for all audience types except for the CEO, who will participate in an individual interview].

#### **Table 6 - WEAVE**

|  |  |  |
| --- | --- | --- |
| **Audience Type** | **Approx #** | **Data Collection Method** |
| WEAVE Counseling Clients  | 6-8 (Held 2x) | Listening Sessions |
| WEAVE Residential Clients  | 6-8 (Held 2x) | Listening Sessions |
| Program Staff (SL, Response, Residential, P&E, Legal) | 6-8 (Held 2x) | Listening Sessions |
| Management | 4-5 (Held 2x) | Listening Sessions |
| CEO | 1 | Individual Interview |

The left column on Table 7 displays each audience type [Society for the Blind students, Program Staff, Management, and CEO]. The middle column displays the anticipated number of focus groups we will hold for each audience type. The right column indicates the data collection method for each audience [listening sessions for all audience types except for the Executive Director, who will participate in an individual interview].

#### **Table 7 – Society for the Blind**

|  |  |  |
| --- | --- | --- |
| **Audience Type** | **Approx #** | **Data Collection Method** |
| Society Students (ages 18-64) | 6-8 (Held 4x) | Listening Sessions |
| Program Staff (Admin/Core Skills/SIP/Dvlpmt/Clinic) | 6-8 (Held 2x) | Listening Sessions |
| Management | 6 | Listening Session |
| CEO | 1 | Individual Interview |

### **Listening Session/Interview Procedure**

Listening sessions and interviews will involve a moderated discussion using audience-specific, open-ended questions, based on the goals of each audience type.

In each listening session, we will have a facilitator and a note taker present in the room. Client listening sessions will also have a counselor available for consultation during and immediately after the focus group. All personnel filling these roles will participate in a brief training that includes:

* An overview of the grant and the needs assessment process
* Training on the specific requirements and expectations of the role
* A review of the facilitator script and all focus group materials
* How to manage special circumstances: safety, confidentiality, reporting requirements, and accommodations

#### **Facilitators**

We will ask members of leadership staff from each partner agency to conduct listening sessions with employees. The facilitator for listening sessions with WEAVE program and management staff will be Kathleen Shevlin, a member of the Senior Impact Project program staff at Society for the Blind. The facilitator for listening sessions with Society for the Blind program staff and management will be Jaime Gerigk, the Director of Counseling and Outreach at WEAVE. Both Jaime and Kathleen have experience working with disability services and/or interpersonal and sexual assault services.

For client listening sessions, Shared Vision Sacramento will work with Ellen Schaefer, the Principal Facilitator for Group Works Sacramento. Ellen is a professional focus group facilitator who has experience working with diverse populations, including survivors of domestic and sexual violence and individuals with disabilities.

Facilitators for both staff and client listening sessions will:

* Welcome participants and introduce the note taker who will be present for the entirety of the meeting
* Review general housekeeping details, and address safety, consent, mandatory reporting, and confidentiality using the script created by the Planning Team
* Keep the discussion in line with the questions and will intervene quickly in cases of possible arguments or problematic disclosures
* Keep track of time
* Ensure that people are comfortable and safe

#### **Note Taker**

The Shared Vision Sacramento Program Manager will serve as the note taker for all listening sessions and interviews, unless there is a conflict. The note taker will:

* Objectively take note of the discussion on agency services and client experiences
* Refrain from participation in the discussion and will sit in a part of the room that will be the least distracting for participants
* Document what each person says without paraphrasing and note when emotions such as frustration, anger, and happiness are expressed. The note taker may ask that something said be repeated by raising her hand.
* Not link any written comments to specific participants and will exclude any identifying information other than what organization and type of group the speaker is from
* Be responsible for ensuring that all written information and notes are kept in a safe and confidential place following the listening session
* Debrief with the facilitator to jointly identify themes and significant comments after each session.
* Translate all notes into “note summaries”, which will be provided to collaboration team members

#### **Counselor/Advocate:**

A counselor will be available for all client listening sessions to provide support either during or just after the group session. The counselor will remain in a separate, private, and accessible space during and immediately after the listening session to ensure confidentiality and safety.

# **Recruitment Plan**

## **Recruitment Methods**

To recruit participants from each audience type, we will adhere to the following recruitment process at each agency. Further details can be found in Recruitment Tools and Training, below.

### **WEAVE Clients:**

To recruit clients to participate in listening sessions at WEAVE, the CEO and Shared Vision Sacramento Program Manager will hold a 30-minute training session with the WEAVE Residential and Counseling Departments. Each potential recruiter will be notified of the intended focus population, the maximum size of each focus group, and the time, date, and location of each session. All recruitment materials and compensation options for clients will be reviewed by recruiters prior to beginning recruitment. WEAVE Residential staff will post recruitment flyers at the Safe House, and RSVP forms will be made available to fill out and turn in to the Director of Residential Services or any Safe House Advocate, who will pass along all RSVPs in a sealed envelope to the Shared Vision Sacramento Program Manager within 48 hours of receipt. WEAVE Counseling staff will recruit clients during individual and group counseling sessions at the WEAVE Counseling Center. If a client chooses to participate, the counselor will provide an RSVP form for the client to fill out. Clients can also choose to fill out an RSVP form at the WEAVE Reception area and submit to Monica McDonald. All RSVP forms will be submitted to the Shared Vision Sacramento Program Manager within 48 hours of receipt. Molly will store all RSVP forms in a locked drawer, and will destroy all records within 24 hours after the client listening session has been completed.

### **Society for the Blind Clients:**

To recruit clients to participate in listening sessions at Society for the Blind, the Executive Director and Shared Vision Sacramento Program Manager will hold a 30-minute training session with Society for the Blind Program Directors and Core Skills and Senior IMPACT Project Instructors. Each potential recruiter will be notified on the intended focus population for the listening sessions, the maximum size of each focus group, and the time, date, and location of each session. All recruitment materials and compensation will be reviewed by recruiters prior to beginning recruitment. As email recruitment is the most accessible option for clients who are blind or low vision, an announcement email will be sent out to all current Society for the Blind students, along with a link to the electronic RSVP and Accommodations Request Forms. All emails will be sent individually or hidden-copied, so clients will not see other clients’ email addresses. After each client receives this email, recruiters will provide an explanation to their students on the purpose and date/time of each focus group. Clients will be instructed to reply to the RSVP form in their email if they wish to participate. Each RSVP form will have an option to request specific accommodations for each listening session. All electronic RSVPs will be managed by the Shared Vision Sacramento Program Manager. The RSVP tracking spreadsheet will be stored on a computer in a password-protected account, and will be deleted within 24 hours after the listening session has been completed.

### **WEAVE Employees:**

The CEO and Shared Vision Sacramento Program Manager will serve as the principle recruiters for WEAVE staff listening sessions. WEAVE employees will be updated at an all-staff meeting on the plan, process, and purpose of the Needs Assessment and notified of the time, date, and location of optional WEAVE staff listening sessions. In addition, an electronic announcement will be sent to all relevant staff about the listening sessions via email, with a link to the RSVP and Accommodations Request forms. Individuals will be encouraged to RSVP for a focus group in their staff category, but all invitees will be assured that participation is optional and the decision whether or not to participate will not impact employment in any way. Staff can RSVP directly through the Shared Vision Sacramento Program Manager, or through the electronic RSVP form in their email. Both the CEO and Shared Vision Sacramento Program Manager will be prepared to provide clarity or additional information to anyone who requires it.

### **Society for the Blind Employees:**

The Executive Director and Shared Vision Sacramento Program Manager will serve as the principle recruiters for staff listening sessions at Society for the Blind. During a Society for the Blind all-staff meeting, the Executive Director will update staff on the plan, process, and purpose of the Shared Vision Sacramento Needs Assessment and provide the time, date, and location of optional Society for the Blind staff listening sessions. In addition, an electronic announcement will be sent to all relevant staff about the listening sessions via email, with a link to the RSVP and Accommodations Request forms. Individuals will be encouraged to RSVP for a focus group in their staff category, but all invitees will be assured that participation is optional and the decision whether or not to participate will not impact employment in any way. Staff can RSVP directly through the Shared Vision Sacramento Program Manager, or through the electronic RSVP form. Both the Executive Director and Shared Vision Sacramento Program Manager will be prepared to provide clarity or additional information to anyone who requires it.

All recruiters will monitor the recruitment process carefully, and will make sure that each potential participant is comfortable with what they are agreeing to do. All collaborative partners are mandated reporters under the California Elder Abuse and Civil Protections Act, and this will be clearly communicated to all potential participants during BOTH the recruitment process and the listening sessions themselves. While individuals who are blind or low vision are not considered dependent adults under this statute, recruiters and facilitators will nonetheless present this information to prevent disclosures that may trigger a mandated report. The pre-selected focus group questions are designed to engage clients in conversation around the quality and accessibility of services, *not* on personal experiences with interpersonal or sexual violence.

## **Recruitment Tools**

### **RSVP Form**

All potential participants will receive an RSVP form, either as a hard copy or in electronic format. The RSVP form will either ask for the individual’s first name (at Society for the Blind), or their first and last initials (at WEAVE), and if they want to participate in the Needs Assessment listening sessions. Clients will also be asked if they require any accommodations or if they have any dietary restrictions. First names and Initials collected from the RSVP forms will *only* be utilized to connect participants with their requested accommodations.

The Shared Vision Sacramento Program Manager will be the designated point person for keeping track of all RSVP responses and accommodation requests for all listening sessions and interviews (for both staff and clients). Any hard copies of RSVP forms will be stored in a locked cabinet by the Program Manager. Electronic copies will be stored on a password-protected computer account. All RSVP forms will be destroyed (either shredded or deleted) within 24 hours after the listening session has been completed. Having the initials and first names of participants will *not* trigger any mandatory reporting requirements, as they will only be viewed by the recruiter and Shared Vision Sacramento Program Manager, and will *not* be linked to any information shared by participants during the listening sessions.

### **Meeting Reminders**

We will provide all invitees (both staff and clients) with the option of receiving an email reminder 48 hours before their scheduled listening session. WEAVE residential clients will also have the option to receive a text message, voicemail, or reminder card on their room door at the Safe House. The email, text, and voicemail reminders will only list the Shared Vision Sacramento’s Program Manager’s first name, a contact phone number, and the date/time of the listening session. The reminder will *not* list any information about the collaboration, or any phrases relating to interpersonal and/or sexual violence.

## **Recruitment Training**

All individuals who will act as recruiters for client listening sessions will be required to participate in recruitment training led by the Shared Vision Sacramento Planning Team. The training will run for approximately thirty minutes, and will include the following:

* An overview of the OVW Disability Grant Program and the program, goals, and purpose of Shared Vision Sacramento
* Important considerations around safety, confidentiality, mandated reporting requirements, and accessibility
* Recruitment Tools (RSVP and Accommodation Forms, Meeting Reminder Templates)
* Recruitment Language
* Compensation Options
* Counselor Availability

## **Compensation**

During all listening sessions, Shared Vision Sacramento will provide refreshments. The Shared Vision Sacramento Program Manager will make accommodations for any dietary restrictions and requirements as needed.

Additionally, we will provide survivors and clients with a $25 gift card (for \_\_\_\_\_) to cover their time participating in the focus group. During the check-in process for each client listening session, the facilitator will notify all participants 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 without losing their gift card. If a survivor or client prefers not to take the gift card with them at the end of the session (for safety reasons), the Shared Vision Sacramento Program Manager will keep it for them until they are ready to use it.

The note taker will keep a record of the number of gift cards given out for potential auditing requirements. The facilitator will serve as a witness and sign off that this number is correct after each listening session.

# **Consent Process**

Shared Vision Sacramento will utilize a passive consent process for all listening sessions and interviews because it allows for more confidentiality for all participants, prevents a paper trail, and eliminates time spent on administrative matters during the first portion of the listening session. Passive consent will be clearly outlined in the facilitator’s opening remarks. Participants will be told that they can leave or discontinue their participation at any time. Once the consent script has been read, it will be assumed that all participants who choose to stay will be giving consent for their participation. Participants of listening sessions and interviews are agreeing to:

* Participate in a listening session or interview
* Have their comments anonymously recorded in writing
* Have their comments anonymously used in the Needs Assessment Findings Report
* Have their comments anonymously used for developing the collaboration’s strategic plan and implementation activities

# **Confidentiality**

## **Process**

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

* We will only collect personally identifying information during the RSVP process, when individuals will be asked to provide their first name or initials for the purpose of linking individuals with their accommodations, and contact information to provide electronic meeting reminders.
* The Shared Vision Sacramento Program Manager will keep a list of any individual’s first names or initials who request accommodations. This information will be brought to each listening session/interview as needed, and will be destroyed within 24 hours after the listening session has been completed. All electronic RSVP forms and meeting reminder emails will be deleted within the same time frame.
* The recruiters who receive the RSVP forms will keep them in a sealed envelope until they are passed along to the Shared Vision Sacramento Program Manager.
* The number of participants who attend listening sessions and interviews will be aggregated for the Needs Assessment Findings Report. No other RSVP information will be aggregated or shared. The Findings Report will identify trends, barriers, and strengths linked to what each organization and group stated during the needs assessment process in summary form.
* In listening sessions and interviews, participants will be asked not to provide any identifying information about themselves, specific staff, or program participants. Because we cannot ensure that participants will preserve confidentiality, however, participants will also be encouraged to be mindful of what they share.
* All participants will be notified that there will be *no* adverse ramifications to their eligibility for services or employment based on comments shared in the listening session. Likewise, there will be no consequences if clients choose *not* to participate.
* Any information gathered during the Needs Assessment process will be kept by the Shared Vision Sacramento Program Manager in a locked cabinet and/or on a password-protected computer that only she has access to. 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 WEAVE and Society for the Blind have signed off on it.
* The report will not be shared with anyone outside of the collaboration until it has been reviewed and approved by the collaboration, the Vera Institute of Justice, and the Office on Violence Against Women.

## **Mandatory Reporting**

Under the California Elder Abuse and Dependent Adult Civil Protections Act California law (WC Article 3 15630-15632), any mandated reporter who, in his or her professional capacity, observes or has knowledge of any incident that appears to be physical abuse, abandonment, isolation, financial abuse, or neglect, shall report the known or suspected instance of abuse by telephone or through a confidential internet reporting tool immediately or as soon as practically possible. A “dependent adult” is defined as any person between the ages of 18 and 64 who resides in California and who has physical or mental limitations that restrict his or her ability to carry out normal activities or to protect his or her rights, including, but not limited to, persons who have physical or developmental disabilities, or whose physical or mental abilities have diminished because of age (Article 2, 15610.23). All Shared Vision Sacramento Planning Team members are mandatory reporters under this statute (the WEAVE CEO, Society for the Blind Executive Director, and Shared Vision Sacramento Program Manager).

However, the experience of blindness or low vision does not, in itself, qualify an adult as “dependent” under this law. The intention of the statute is to protect adults who are unable to manage their own care or protect their own rights. The majority of clients at Society for the Blind would therefore not be considered dependent adults under this law, and potential disclosures during the Needs Assessment process would not trigger a mandatory report by Planning Team members.

Nevertheless, all listening session questions will be pre-selected to facilitate conversation around the quality and accessibility of services, and will *not* be designed to provoke disclosures from clients. The Shared Vision Sacramento Program Manager will serve as the note taker for all staff and client listening sessions. As we cannot control for other factors that may come to light while these listening sessions unfold, the recruiters and facilitators will clearly state the relevant mandatory reporting requirements and discourage the audience from disclosing experience with interpersonal and/or sexual violence in the presence of mandatory reporters. A counselor will be available if any individual would like emotional support at any time during this process. If we receive note ahead of time of a client’s participation who may qualify as a dependent adult, the Shared Vision Sacramento Program Manager will remove herself as note-taker so no mandatory report is triggered.

Shared Vision Sacramentoholds survivor autonomy as a guiding principle in our collaboration’s efforts to increase safety and decrease trauma. We will take all precautions to protect survivor autonomy during this process. In the event that a mandatory report is required, however, we will clearly explain what information will be shared, to whom it will be reported, and help the survivor create a safety plan (if he/she/they wishes to do so).

# **Accessibility Considerations**

The collaboration is committed to providing fully accessible listening sessions and interviews for all participants throughout the Needs Assessment process. Accessibility will be ensured through the following measures:

* Accessible space will be used for all listening sessions and interviews. Listening sessions will take place in a space that is commonly used by the participants, so that they are already familiar with the space and have been provided with what is needed for accessibility. If there are any issues, we will ensure that all accessibility concerns have been taken care of.
* Reasonable accommodations will be provided to those participating. The RSVP Form for listening sessions will include a checklist of available accommodations, including food alternatives and dietary restrictions. The Shared Vision Sacramento Program Manager will be responsible for ensuring all accommodation requests are met to the best of the collaboration’s abilities.
* All participants will be asked not to wear perfume or scented lotions.
* 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.

# **Safety Considerations**

Shared Vision Sacramento considers physical and emotional safety to be our highest priority in the Needs Assessment process. We understand that safety is defined differently for each individual. We will make every effort to protect the safety of individuals participating in our listening sessions by addressing access, upholding privacy and confidentiality protocols, and ensuring consent at every entry point. The collaboration will utilize the information gained from this Needs Assessment process to develop tools and processes to maximize the safety of all involved.

* During the recruitment process and at the beginning of each listening session, it will be made clear to participants that ALL questions are intended to elicit information about WEAVE and Society for the Blind and the services they provide. Questions are NOT intended to gather personal experiences related to violence, abuse, or neglect.
* If the discussion of services brings up memories or intense feelings, or if a participant appears likely to disclose, a counselor will be available at each client listening session to provide emotional support during or after the session. The counselor will not be present in the listening session, but will be available in a private, accessible space close to the listening session space. Clients can step out at any time (on their own accord) to meet with the counselor; they do not have to request permission.
* Accessible materials will be made available that list local resources for any individual who requests them.
* It will be made clear to participants at ALL listening sessions that they can discontinue at any point if they are feeling uncomfortable.
* No one is required to attend nor answer any questions that cause discomfort.
* There will be no consequence to employment or services for anyone who chooses to (or chooses not to) participate in staff and client listening sessions.
* No personally identifying information will be linked to those participating in the group, other than to provide them with their requested accommodations.
* Any digital, print materials or signage that is available to clients at Society for the Blind will not list WEAVE’s name or use language regarding the intersection of interpersonal and/or sexual violence and disabilities.
* WEAVE will not recruit anyone who we know to be currently in a potentially vulnerable or dangerous situation. For clients living in the Safe House, we will not knowingly elevate their risk by seeking their commentary.

# **Work Plan**

|  |  |
| --- | --- |
| Activity | Timeframe  |
| Collaboration Building/Charter Development | January – May 2018 |
| Defining our Focus Population | June 2018 |
| Needs Assessment Plan Development | July-September 2018 |
| Conducting Our Needs Assessment | October-November 2018 |
| Finalizing our Needs Assessment Report | November-December 2018 |
| Strategic Plan Development | January-February 2019 |
| Implementation  | February 2019-September 2020  |

# **Appendix**

[Recruitment Training Script for WEAVE Staff](#_Recruitment_Training_Script) 32

[Recruitment Training Script for Society for the Blind Staff](#_Recruitment_Training_Script_1) 34

[Recruitment Script for WEAVE Counseling Center Clients](#_Recruitment_Script_for) 36

[Recruitment Script for Society for the Blind Clients](#_Recruitment_Script_for_1) 38

[Announcement Flyer for WEAVE Safe House](#_Announcement_Flyer_–) 40

[Announcement Flyer for WEAVE Counseling Center](#_Announcement_Flyer_–_1) 41

[Announcement Email to Society for the Blind Clients](#_Announcement_Email_to) 42

[Announcement Email to WEAVE Staff](#_Announcement_Email_to_1) 43

[Announcement Email to Society for the Blind Staff](#_Announcement_Email_to_2) 44

[RSVP Form for WEAVE Residential Clients](#_RSVP_Form_(Hard) 45

[Accommodations Request Form for WEAVE Residential Clients](#_Accommodations_Request_Form) 46

[RSVP Form for WEAVE Counseling Center Clients](#_RSVP_Form_(Hard_1) 47

[Accommodations Request Form for WEAVE Counseling Center Clients](#_Accommodations_Request_Form_1)  48

[Electronic RSVP & Accommodations Form for Society for the Blind Clients](#_Electronic_RSVP_and) 49

[Electronic RSVP Form for WEAVE Staff](#_Electronic_RSVP_Form_1) 50

[Electronic RSVP & Accommodations Form for Society for the Blind Staff](#_Electronic_RSVP_Form) 51

[Reminder Email for WEAVE Clients](#_Reminder_Email_to) 52

[Reminder Text Message for WEAVE Clients](#_Reminder_Text_Message) 52

[Reminder Voicemail Script for WEAVE Clients](#_Reminder_Voicemail_Script) 52

[Reminder Card for WEAVE Residential Clients](#_Reminder_Card_for) 53

[Reminder Email for Society Clients](#_Reminder_Email_to_1) 53

[Passive Consent Statement Script](#_Consent_Statement_Script) 54

[Facilitator Script for Survivors of Domestic Violence (WEAVE)](#_Facilitator_Script_–) 57

[Facilitator Script for Survivors of Sexual Violence (WEAVE)](#_Facilitator_Script_–_1) 60

[Facilitator Script for Clients Who Are Blind or Low Vision (Society for the Blind)](#_Facilitator_Script_–_2) 63

[Electronic Survey for Society for the Blind Clients](#_Electronic_Client_Survey) 66

[Facilitator Script for WEAVE Program Staff](#_Facilitator_Script_for) 68

[Facilitator Script for Society for the Blind Program Staff](#_Facilitator_Script_–_3) 70

[Facilitator Script for WEAVE Leadership](#_Facilitator_Script_for_1) 72

[Facilitator Script for Society Leadership](#_Facilitator_Script_for_2) 74

[Individual Interview Script for WEAVE CEO](#_Facilitator_Script_for_3) 76

[Individual Interview Script for Society for the Blind Executive Director](#_Facilitator_Script_for_4) 77

[Listening Session and Interview Debriefing Template](#_Listening_Session_and) 78

[Checklist for Listening Sessions](#_Checklist_for_Listening) 80

[Gift Card Disbursement Log](#_Gift_Card_Disbursement) 81

[Gift Card Tracker Form](#_Gift_Card_Tracker) 82

## **Recruitment Training Script for WEAVE Staff**

*[This is a 30-Minute Training script that will be performed by Shared Vision Sacramento Staff.]*

As many of you know, WEAVE is participating in an OVW-funded collaboration with Society for the Blind. This three-year multidisciplinary collaboration, called Shared Vision Sacramento, is designed to improve access to services for survivors of interpersonal and sexual violence who are blind or low vision. In the last nine months, the Shared Vision Sacramento Planning Team has developed a Collaboration Charter, outlining our mission, vision, values, and our shared commitments to this partnership. Our next project is to perform a Needs Assessment to identify gaps and barriers experienced by clients at both agencies.

We will be holding four listening sessions with WEAVE clients to gather information about their experiences with our services. Each session will be approximately two hours long. Two of these listening sessions will be held with survivors of domestic violence at the WEAVE Safe House. The other two listening sessions will be held at the WEAVE Counseling Center. At least one of the sessions at the WEAVE Counseling Center will be tailored for survivors who have experienced sexual assault. We are asking each of you to help participate in the recruitment process for these critical listening sessions.

At the **WEAVE Safe House**, we will place flyers [*pass around sample flyers to training participants*] around the Safe House. Clients will be asked to complete an RSVP form [*share sample RSVP form with training participants*] and turn it into a Safe House advocate or manager. Participants can request accommodations on the back-side of the RSVP form. The Shared Vision Sacramento Program Manager’s name, email, and phone number will be available on these flyers if the residents have any questions about this process. If you receive any RSVP forms, please keep them in a sealed envelope and the Shared Vision Sacramento Program Manager will retrieve them within 24 hours of receipt.

At the **WEAVE Counseling Center**, we will ask counselors to recruit clients during individual or group counseling sessions. Ideal participants will be clients who have received at least one ongoing service (in other words, triage clients will not be eligible). We will provide counselors with RSVP forms and flyers advertising the listening sessions to be used as a recruitment tool. Participants can fill out an RSVP form and return to their recruiting counselor, or they can turn their form into Monica McDonald at the reception desk. If you receive any RSVP forms from clients, please keep them in a sealed envelope and turn them into the Shared Vision Sacramento Program Manager within 24 hours of receipt.

When recruiting clients, please be sure to note the following:

* Clients must be between 18-64.
* All information shared in these listening sessions will be confidential.
* Clients should not go home with any materials (flyers, RSVP forms) from the recruitment process.
* There will be *no* adverse ramifications for services due to any information shared in these listening sessions.
* There will be *no* adverse ramifications for services if a client chooses not to participate in these listening sessions.
* Participants will receive a $25 gift card for their participation.
* [Specific Meal] will be provided during the listening session.
* There will be a counselor available in a private, accessible space near listening session room. Participants can step out any time. No one has to ask permission.
* The note taker will not link *any* personally identifying information to comments made during the listening sessions.

We will provide sample language for you to use when you recruit clients [*share sample client recruitment scripts].*

We will now open up the training for questions.

## **Recruitment Training Script for Society for the Blind Staff**

*[This is a 30-Minute Training script that will be performed by Shared Vision Sacramento Staff.]*

As many of you know, Society for the Blind is participating in an OVW-funded collaboration with WEAVE. This three-year multidisciplinary collaboration, called Shared Vision Sacramento, is designed to improve access to services for survivors of interpersonal and sexual violence who are blind or low vision. In the last nine months, the Shared Vision Sacramento Planning Team has developed a Collaboration Charter, outlining our mission, vision, values, and our shared commitments to this partnership. Our next project is to perform a Needs Assessment to identify gaps and barriers experienced by clients at both agencies.

We will be holding four listening sessions at Society for the Blind to gather information about our clients’ experiences with our services. Each session will be approximately two hours long. All eligible clients will be sent an email announcement advertising the listening sessions. Each client will also be sent an RSVP form which will include space for accommodation requests. We are asking each of you to help participate in the recruitment process by announcing the opportunity during your classroom sessions.

When recruiting clients, please be sure to note the following:

* Clients must be between the ages of 18-64.
* Do *not* mention WEAVE or the Shared Vision SacramentoCollaboration when recruiting for these listening sessions.
* Ask clients to register by responding to the email announcement [with specific subject] and RSVP form.
* All information shared in these listening sessions will be confidential.
* [Specific Meal] will be provided during the listening session.
* There will be *no* adverse ramifications for services due to any information shared in these listening sessions.
* There will be *no* adverse ramifications for services if a client chooses not to participate in these listening sessions.
* Participants will receive a $25 gift card for their participation.
* There will be a counselor available outside of the listening session room.
* The note taker will not link *any* personally identifying information to comments made during the listening sessions.

We will provide sample language for you to use when you recruit clients in your classrooms [*share sample client recruitment scripts].*

We will now open up the training for questions.

## **Recruitment Script for WEAVE Clients**

WEAVE is part of a collaboration working to create more accessible, safe, and welcoming services for survivors of interpersonal and sexual violence. To learn how to improve our services, we will be holding listening sessions to learn from the people who use our services. We are asking WEAVE clients to provide feedback on services at WEAVE and in the community.

Would you be interested in hearing more about this opportunity? [*If yes, continue.*]

WEAVE will be holding two focus groups at the WEAVE Counseling Center [*or two at the WEAVE Safe House, depending on audience*]. We would like to invite you to be part of one of these focus groups. There will be 6-7 other people in the group, and we will ask you about your thoughts on our services. We will only ask you to speak about your experience receiving services; we will *not* be asking you to share any specific experiences relating to interpersonal or sexual violence. If you choose to participate, you will receive a $25 gift card to compensate you for your time.

The focus group will last 2 hours, and [specific meal] will be served.

Participation is entirely voluntary. If you choose or do not choose to participate in one of these focus groups, your services will not be affected in any way. You can choose to leave at any time and not complete the focus group.

You do not have to sign anything. If you attend a focus group, we will assume you are choosing freely to participate.

During the focus group, a note taker will record notes on what participants communicate about our services. However, the note taker will *not* link any personally identified information with any information that you share. What that means is that we will never be able to tell who said what once you leave the room. The notes compiled will help inform our services, and any changes we decide to make in the future. Any written materials will only be seen by our collaboration partner agency, an outside provider who assists us in this grant, and our funder.

We will ask that all participants not share anything that was communicated during the listening session, but we cannot guarantee that everyone will keep everything confidential.

Staff at the focus groups may be mandated reporters for child, elder, and dependent adult abuse, which means that they may need to make a report to Adult or Child Protective Services if you disclose that someone under 18 or over 65 is being abused, abandoned, or neglected.

We know that the discussion of domestic and sexual violence services subject may bring up feelings for you. There will be a counselor available during and after the listening session if you would like to speak with someone at any time during this process.

If you are uncomfortable, unsafe, or have any concerns about people who live with you or who come to your home seeing or hearing about this information, we suggest that you review the information with us today instead of taking anything home with you.

Do you have any questions?

If you would like to participate, please fill out this RSVP form. You will only need to provide your initials. If you require accommodations, please fill out the back side of the RSVP form.

If you would like a reminder email, please be sure to provide your email address on the RSVP form.

You can contact Molly Nugent, Shared Vision Sacramento Program Manager, if you would like additional information.

Thank you so much for your interest in participating. Remember, participation is completely optional. You can change your mind at any time. If you do change your mind, please contact Molly to let her know.

## **Recruitment Script for Society for the Blind Clients**

Society for the Blind is part of a collaboration working to create more accessible, safe, and welcoming community services for people who are blind or low vision. To learn how to improve these services, we will be conducting listening sessions to hear from individuals who are blind or low vision. We are asking Society for the Blind clients to provide feedback on these services.

Would you be interested in hearing more about this opportunity? [*If yes, continue.*]

Society for the Blind will be holding four focus groups at the Society for the Blind teaching center. We would like to invite you to be part of one of these focus groups. There will be 6-7 other people in the group, and we will ask you about your thoughts on our services. If you choose to participate, you will receive a $25 gift card to compensate you for your time.

The focus group will last two hours, and [specific meal] will be provided.

Participation is entirely voluntary. If you do choose to participate in one of these focus groups, your services at Society for the Blind will not be affected in any way. You can choose to leave at any time and not complete the interview.

You do not have to sign anything. If you attend a focus group, we will assume you are choosing freely to participate.

During the focus group, a note taker will record notes on what participants communicate about our services. However, the note taker will *not* link any personally identified information with any information that you share. The notes compiled will help inform our services, and any changes we decide to make in the future. Any written materials will only be seen by our collaboration partner agency, an outside provider who assists us in this grant, and our funder.

We will ask that all participants not share anything that was communicated during the listening session, but we cannot guarantee that everyone will keep everything confidential.

Staff at the focus groups may be mandated reporters for child, elder, and dependent adult abuse, which means that they may need to make a report to Adult or Child Protective Services if you disclose that someone under 18 or over 65 is being abused, abandoned, or neglected.

Do you have any questions?

If you would like to participate, please fill out the electronic RSVP form in your email. You will only need to provide your first name. If you require accommodations, please select which accommodations in the RVSP form in your email.

If you would like a reminder email, please be sure to provide your email address on the RSVP form.

You can contact Molly Nugent, Shared Vision Sacramento Program Manager, if you would like additional information.

Thank you so much for your interest in participating. Remember, participation is completely optional. You can change your mind at any time. If you do change your mind, please contact Molly to let her know.

## **Announcement Flyer – WEAVE Safe House**

**Improving Services for**

**Survivors**

**in Sacramento Region**

Focus Group

If you are between 18-64 and you would like to participate in a confidential focus group that will discuss the quality of services used by survivors in

Sacramento County, please fill out an RSVP form and return to a Safe House Advocate, or call:

MOLLY NUGENT

PROGRAM MANAGER

WEAVE

916-319-4920

$25 gift cards will be given to all participants.

Play-care will be available if needed, and food will be served.

Participation is limited to 8 for each group.

## **Announcement Flyer – WEAVE Counseling Center**

**Improving Services for**

**Survivors**

**in Sacramento Region**

Focus Group

If you are between 18-64 and you would like to participate in a confidential focus group that will discuss the quality of services used by survivors in

Sacramento County, please fill out an RSVP form and return to the front desk, or call:

MOLLY NUGENT

PROGRAM MANAGER

WEAVE

916-319-4920

$25 gift cards will be given to all participants.

Play-care will be available if needed, and food will be provided.

Participation is limited to 8 for each group.

## **Announcement Email to Society for the Blind Clients**

**To (BCC):**

Society for the Blind Client

**Subject:**

Focus Group Opportunity - $25 Gift Card Compensation

**Message:**

Dear \_\_\_\_\_\_\_\_\_\_\_\_\_,

As part of a specific grant partnership, we at Society for the Blind are interested in hearing your perspective around specific areas of service delivery for people who are blind or low vision. We will be holding four listening sessions on \_\_\_\_, \_\_\_\_, \_\_\_\_, and \_\_\_\_ for individuals between the ages of 18-64 to discuss the quality of services utilized by individuals who are blind or low vision in the Greater Sacramento Region.

To compensate you for your participation, we will provide you with a $25 gift card to \_\_\_\_\_\_\_\_, and [specific meal] will be served.

To RSVP, please fill out the survey form in the following link. You will only be required to enter your first name, select a focus group date, and request accommodations if necessary. If you have any questions, contact Shari Roeseler at sroeseler@societyfortheblind.org.

<RSVP Form Link>

Thank you!

## **Announcement Email to WEAVE Staff**

**To (BCC):**

WEAVE Staff

**Subject:**

Input Requested! Shared Vision Sacramento Focus Groups

**Message:**

Dear \_\_\_\_\_\_\_\_\_\_,

As you may know, WEAVE is part of Shared Vision Sacramento*,* which is funded by the Office on Violence Against Women, to focus on improving access to services for survivors of interpersonal and sexual violence who are blind or low vision. Our collaboration partner on this grant is Society for the Blind.

We would like to know more about what you think makes an agency effective and responsive for survivors of interpersonal and sexual violence, so we are inviting you to participate in a staff listening session on either \_\_\_\_ or \_\_\_\_ at WEAVE. The focus of this discussion will be on the services you provide – what makes them positive and what can be improved. Your participation will help us develop a plan for improving our response to the needs of survivors of interpersonal and sexual violence who are blind or low vision. [Specific Meal] will be provided.

If you would like and are able to participate, please RSVP at the following link. Your participation will be anonymous, and your employment will not be affected by your attendance and participation or lack thereof.

<RSVP Form Link>

If you have any questions about this listening session, please contact Molly Nugent, the Shared Vision Sacramento Program Manager, at mnugent@weaveinc.org.

Sincerely, Shared Vision Sacramento Collaboration

## **Announcement Email to Society for the Blind Staff**

**To (BCC):**

Society for the Blind Staff

**Subject:**

Input Requested! Shared Vision Sacramento Focus Groups

**Message:**

Dear \_\_\_\_\_\_\_\_\_\_,

As you may know, Society for the Blind is part of Shared Vision Sacramento*,* which is funded by the Office on Violence Against Women, to focus on improving access to services for survivors of interpersonal and sexual violence who are blind or low vision. Our collaboration partner is WEAVE, Inc.

We would like to know more about what you think makes an agency effective and responsive for individuals who are blind or low vision, so we are inviting you to participate in a staff listening session on either \_\_\_\_ or \_\_\_\_ at Society for the Blind. The focus of this discussion will be on the services you provide – what makes them positive and what can be improved. Your participation will help us develop a plan for improving our response to the needs of survivors of interpersonal and sexual violence who are blind or low vision. [Specific Meal] will be provided.

If you would like and are able to participate, please RSVP at the following link. Your participation will be anonymous, and your employment will not be affected in any way by your attendance and participation or lack thereof.

<RSVP Form Link>

If you have any questions about this listening session, please contact Molly Nugent, the Shared Vision Sacramento Program Manager, at mnugent@weaveinc.org.

Sincerely, the Shared Vision Sacramento Collaboration

Shared Vision Sacramento Collaboration

## **RSVP Form (Hard Copy) for WEAVE Residential Clients**

Please complete this form and return it to the person who contacted you, or to any Advocate at the Safe House. All information you provide is confidential. This form will be shredded right after the listening session.

**Initials:** \_\_\_\_\_\_\_\_\_

**If you would like to participate in a listening session at WEAVE, please choose one of the following dates to participate:**

□ Date Option 1

□ Date Option 2

**Meeting reminder options:**

If you would like to be reminded about your listening session, what is the best and safest way to contact you?

□ Text Message – Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_

□ Voicemail – Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

□ Email – Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

□ Reminder card on your room door

**Do you need any accommodations or childcare?**

□ YES

□ NO

\*If yes, please fill out the accommodations request form on the back of this page.

If you need to cancel your registration, that is completely okay. Please contact Molly Nugent at mnugent@weaveinc.org to let her know.

## **Accommodations Request Form for WEAVE Residential Clients**

Please put a check next to any accommodation that you would like during your listening session. If you request one or more accommodations, the collaboration will provide this for you at no charge to the participant.

**Accommodations – Please Check All That Apply:**

□ Pro-Tactile Interpreter

□ Close-Range American Sign Language (ASL) Interpreter

□ Assistive listening device

□ PCA (If you need a Personal Care Attendant in the room during the focus group, the Collaboration will provide you with one at no charge)

□ Other

Please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Do you need play care for children during the listening session?**

□ Yes

□ No

If yes, please indicate how many children: \_\_\_\_\_

**Do you have any dietary considerations?**

□ Yes, please list: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

□ No

## **RSVP Form (Hard Copy) for WEAVE Counseling Center Clients**

Please complete this form and return it to the person who contacted you, or to Monica McDonald at the WEAVE Reception Desk. All information you provide is confidential.

**Initials:** \_\_\_\_\_\_\_\_\_

**If you would like to participate in a listening session at WEAVE, please choose one of the following dates to participate:**

□ Date Option 1

□ Date Option 2

**Meeting reminder options:**

If you would like to be reminded about your listening session, what is the best and safest way to contact you?

□ Text Message – Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_

□ Voicemail – Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

□ Email – Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Do you need any accommodations or childcare?**

□ YES

□ NO

\*If yes, please fill out the accommodations request form on the back of this page.

If you need to cancel your registration, that is completely okay. Please contact Molly Nugent at mnugent@weaveinc.org to let her know.

## **Accommodations Request Form for WEAVE Counseling Center Clients**

Please put a check next to any accommodation that you would like during your listening session. If you request one or more accommodations, the Collaboration will provide this for you at no charge to the participant.

**Accommodations – Please Check All That Apply:**

□ Pro-Tactile Interpreter

□ Close-Range American Sign Language (ASL) Interpreter

□ Assistive listening device

□ PCA (If you need a Personal Care Attendant in the room during the focus group, the Collaboration will provide you with one at no charge)

□ Other

Please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Do you need play care for children during the listening session?**

□ Yes

□ No

If yes, please indicate how many children: \_\_\_\_\_

**Do you have any dietary considerations?**

□ Yes, please list: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

□ No

## **Electronic RSVP and Accommodations Form – Society for the Blind Clients**

If you are interested in participating in a listening session at Society for the Blind, please fill out the following RSVP form. All information is confidential.

1. **Please enter your first name in the text box below:**
2. **If you would like to participate in a listening session at Society for the Blind, please choose one of the following dates to participate:**

 **○** Date Option 1

**○** Date Option 2

**○** Date Option 3

**○** Date Option 4

 **3. If you would like a meeting reminder, please enter your email in the text box below.**

 **4. Do you require any accommodations to participate? Please click “yes” or “no” below.**

**○** Yes

**○** No

 **5. Please check all accommodations that apply:**

□ Pro-Tactile Interpreter

□ Close-Range American Sign Language (ASL) Interpreter

□ Assistive listening device

□ PCA (If you need a Personal Care Attendant in the room during the focus group, the Collaboration will provide you with one at no charge)

□ Other:

1. **Do you have any dietary considerations? Please list them in the text box below:**

## **Electronic RSVP Form – WEAVE Program Staff and Leadership**

If you are interested in participating in a staff listening session at WEAVE, please fill out the following RSVP form. All information is confidential. This form will be deleted once the session has been completed.

1. **Please enter your initials in the text box below:**

2. **If you would like to participate in a staff listening session at WEAVE, please choose one of the following dates to participate:**

 **○** Date Option 1

**○** Date Option 2

4. **If you would like a meeting reminder, please enter your email in the text box below.**

=

5. **Do you require any accommodations to participate? Please click “yes” or “no” below.**

**○** Yes

**○** No

 6. **Please check all accommodations that apply:**

□ Pro-Tactile Interpreter

□ Close-Range American Sign Language (ASL) Interpreter

□ Assistive listening device

□ PCA (If you need a Personal Care Attendant in the room during the focus group, the Collaboration will provide you with one at no charge)

□ Other:

7. **Do you have any dietary considerations? Please list them in the text box below:**

## **Electronic RSVP Form – Society for the Blind Program Staff and Leadership**

If you are interested in participating in a staff listening session at Society for the Blind, please fill out the following RSVP form. All information is confidential. This form will be deleted once session has been completed.

1. **Please enter your first name in the text box below:**

**2.** **If you would like to participate in a staff listening session at WEAVE, please choose one of the following dates to participate:**

 **○** Date Option 1

**○** Date Option 2

**3. If you would like a meeting reminder, please enter your email below.**

**4. Do you require any accommodations to participate?**

**○** Yes

**○** No

 **5.** **Please check all accommodations that apply:**

□ Pro-Tactile Interpreter

□ Close-Range American Sign Language (ASL) Interpreter

□ Assistive listening device

□ PCA (If you need a Personal Care Attendant in the room during the focus group, the Collaboration will provide you with one at no charge)

□ Other:

1. **Do you have any dietary considerations? Please list them below:**

## **Reminder Email to WEAVE Clients**

**To:**

WEAVE Client

**Subject:**

Reminder Email

**Message:**

Hello,

As you requested, this is a reminder that your WEAVE listening session will take place on \_\_\_\_\_, from \_\_\_\_\_ to \_\_\_\_.

If you have questions, please contact Molly at 916-319-4920.

Thank you! We look forward to hearing your perspectives.

## **Reminder Text Message to WEAVE Clients**

Hello! As you requested, this is a reminder that your WEAVE listening session will take place on \_\_\_\_\_, from \_\_\_\_\_ to \_\_\_\_. If you have questions, please contact Molly at 916-319-4920. Thank you! We look forward to hearing your perspectives.

## **Reminder Voicemail Script to WEAVE Clients**

“Hello! As you requested, this is a reminder that your WEAVE listening session will take place on \_\_\_\_\_, from \_\_\_\_\_ to \_\_\_\_. If you have questions, please contact Molly at 916-319-4920. Thank you! We look forward to hearing your perspectives.”

## **Reminder Card for WEAVE Residential Clients**

Listening Session Reminder

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

Time: \_\_\_\_\_\_\_\_

## **Reminder Email to Society for the Blind Clients**

**To:**

Society for the Blind Client

**Subject:**

Reminder Email

**Message:**

Hello,

As you requested, this is a reminder that your Society for the Blind listening session will take place on \_\_\_\_\_, from \_\_\_\_\_ to \_\_\_\_.

If you have questions, please contact Molly at 916-319-4920.

Thank you! We look forward to hearing your perspectives.

## **Consent Statement Script**

Hello! Welcome to \_\_\_\_\_\_\_ listening session. I am \_\_\_\_\_\_\_\_, and I will be facilitating today’s listening session. This is \_\_\_\_\_\_\_, and she will be our observer and note taker today. Before we get started, I want to give you a brief overview on why we are here today.

WEAVE and Society for the Blind are part of a collaboration called Shared Vision Sacramento. This collaboration is funded by the Office on Violence Against Women. We are partnering to strengthen services for survivors of interpersonal and sexual violence who are blind or low vision.

We are meeting with people to learn about the ways service providers are accessible and responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve accessibility and responsiveness where it is needed. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately two hours, in which I will ask you a series of questions and Molly, the Shared Vision Sacramento Program Manager, will document the discussion. By participating in this session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this listening session, which will be used for note-taking purposes, and will be deleted as soon as all notes have been secured. We will not tie your comments to you personally in any way.

[INDIVIDUALS SERVED BY AGENCIES]:

Your participation is completely voluntary. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have NO effect on your eligibility for services or the quality of services you receive. To show our appreciation, you will be compensated with a $25 gift card, which is yours to keep even if you choose not to participate or if you need to leave early.

[WEAVE/SOCIETY FOR THE BLIND PROGRAM STAFF & LEADERSHIP]:

Your participation is completely voluntary. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have no effect on your relationship or standing with the agency in any way.

We ask that each of you respect one another’s privacy. By participating in today’s discussion, you agree to refrain from sharing anyone’s personal information or comments discussed in this group with anyone outside of the group.

Some members of Shared Vision Sacramento are required by law to report suspected abuse of children, elder and dependent adults. If anyone discusses abuse of a child or dependent adult during this session, Molly (the Shared Vision Sacramento Program Manager) will determine, after careful consideration of the safety and autonomy of the individuals involved, whether a mandatory report needs to be filed.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on...

[INDIVIDUALS SERVED BY AGENCIES] how you think we can improve services and how our agencies can best work together. If you feel uncomfortable at any point, a counselor is available to speak with you privately.

[WEAVE/SOCIETY FOR THE BLIND PROGRAM STAFF & LEADERSHIP] your knowledge and perspectives on best practices at your agency, accessibility of services and agency policies and procedures. We will also ask how you think we can improve services and how the partner agencies of Shared Vision Sacramento can best work together.

We value your expertise and invite you to contribute to the Shared Vision Sacramento collaboration. The information gathered during this listening session will help us make sustainable changes within our agencies to provide a safe, accessible and welcoming environment for survivors of interpersonal and sexual violence who are blind or low vision.

Are there any questions?

If you would like a copy of this statement, we can email or print one for you in an accessible format at your convenience. If you have questions in the future, or want to learn about our findings or future activities of Shared Vision Sacramento, you may contact the Program Manager: Molly Nugent, 916-319-4920, mnugent@weaveinc.org

At this time, we assume that all who remain in the room consent to participate. We are about to get started, so if you do not consent you may leave without any consequences.

## **Facilitator Script – Survivors of Domestic Violence (WEAVE)**

[Begin with Consent Script.]

1. PARTICIPANT GUIDELINES
	1. Be candid, difference of opinion is welcome.
	2. If you have a comment, please raise your hand and I will either call your initials on the tent card placed in front of you, or point to you to share your thoughts.
	3. Please feel free to eat during our discussion.
2. SERVICE AWARENESS

To start…

* 1. What services are you familiar with in our area that are available to survivors of domestic violence?
	2. How did you learn about these services?
	3. What are good ways to spread the word about what services are available for survivors of domestic violence? Where did you look for information?
	4. Of all these outreach methods, which do you think is the best way to reach people who are looking for services?
	5. Did you understand the variety of services available to you? Is there anything that service providers could do to make this clearer? Is it ever overwhelming?
1. SERVICE EXPERIENCE

*I’d like you to think about your experiences with agencies or service providers and what worked well and should be continued and what could be improved to help make your experience more positive when accessing services.*

* 1. First, the positive side. If it was a positive experience, what made it that way? What should service providers focus on when supporting survivors of domestic violence? *(Allow all to contribute ideas and if not offered on open-ended basis, probe for ...)*
		1. What about the physical space/location?
		2. What about the staff behavior, their skills, and their knowledge?
		3. How about the overall atmosphere, comfort level, and approachability?
		4. And the materials and resources? (brochures or any info that they give out?)
	2. On the flip side, what has an agency or service provider done that contributed to making any part of your experience less than ideal? What could they improve? *(If not mentioned probe for ...)*
		1. Anything about the physical space/location that negatively impacted your experience?
		2. The staff behavior, competency, and knowledge?
		3. Any privacy concerns not addressed?
		4. Anything about the overall atmosphere, comfort level, and attitude that could be improved?
		5. Any suggestions for better materials and resources? (like any written info or website?)
1. SAFETY
	1. What does safety mean to you?
	2. What have service providers done to help you feel safe?
	3. What have organizations or service providers done that helped you feel comfortable disclosing or talking about your personal experiences?
2. CONFIDENTIALITY
	1. What does confidentiality mean to you?
	2. How important is confidentiality when you’re seeking services?
	3. In what instances, if any, would it be okay to share identifying information and the details of your experience of domestic violence with other organizations?
		1. Are you fine with an organization sharing your information any time?
		2. Or do you prefer to be asked prior to each time your information is going to be released, providing you with a choice as to whom you want the information released to?
3. SUMMARY QUESTIONS
	1. Of all the things we talked about in our group discussion, what service provider improvements do you think are most important for them to make?
	2. What else would you like community service providers (such as doctors, therapists, or community agencies) to know about how to best support survivors of domestic violence?

## **Facilitator Script – Survivors of Sexual Violence (WEAVE)**

[Begin with Consent Script]

1. PARTICIPANT GUIDELINES
	1. Be candid, difference of opinion is welcome.
	2. If you have a comment, please raise your hand and I will either call your initials on the tent card placed in front of you, or point to you to share your thoughts.
	3. Please feel free to eat during our discussion.
2. SERVICE AWARENESS

To start…

* 1. What services are you familiar with that are available to survivors of sexual violence?
	2. How did you learn about these services?
	3. What are good ways to spread the word about what services are available for survivors of sexual violence? Where did you look for information?
	4. Of all these outreach methods, which do you think is the best way to reach people like you?
	5. Did you understand the array of services available to you? Anything service providers could do to make this clearer? Is it ever overwhelming?
1. SERVICE EXPERIENCE

*I’d like you to think about your experiences with agencies or service providers and what worked well and should be continued and what could be improved to help make your experience more positive when accessing services.*

* 1. First, the positive side. If it was a positive experience, what made it that way? What should service providers focus on when supporting survivors of interpersonal or sexual violence? *(Allow all to contribute ideas and if not offered on open-ended basis, probe for ...)*
		1. What about the physical space/location?
		2. What about the staff behavior, competency, and knowledge?
		3. How about the overall atmosphere, comfort level, and approachability?
		4. And the materials and resources?
	2. On the flip side, what has an agency or service provider done that contributed to making any part of your experience less than ideal? What could they improve? *(If not mentioned probe for ...)*
		1. Anything about the physical space/location that negatively impacted your experience?
		2. The staff behavior, competency, and knowledge?
		3. Any privacy concerns not addressed?
		4. Anything about the overall atmosphere, comfort level, and approachability that could be improved?
		5. Any suggestions for better materials and resources?
1. SAFETY
	1. What does safety mean to you?
	2. What have service providers done to help you feel safe?
	3. What have organizations or service providers done that helped you feel comfortable disclosing or talking about your experience of sexual violence?
2. CONFIDENTIALITY
	1. What does confidentiality mean to you?
	2. How important is confidentiality when you’re seeking services?
	3. In what instances, if any, would it be okay to share identifying information and the details of your experience of interpersonal and/or sexual violence with other organizations?
		1. Are you fine with an organization sharing your information any time?
		2. Or do you prefer to be asked prior to each time your information is going to be released, providing you with a choice as to whom you want the information released to?
3. SUMMARY QUESTIONS
	1. Of all the things we talked about in our group discussion, what service provider improvements do you think are most important for them to make?
	2. What else would you like community service providers (such as doctors, therapists, or community agencies) to know about how to best support survivors of interpersonal and sexual violence?

## **Facilitator Script – Clients Who Are Blind or Low Vision (Society for the Blind)**

[Begin with Consent Script]

1. PARTICIPANT GUIDELINES
	1. Be candid, difference of opinion is welcome.
	2. If you have a comment, please raise your hand and I will call you by the name listed on the tent card in front of you.
	3. Please feel free to eat during our discussion.
2. SERVICE AWARENESS

To start…

* 1. What services in the community are you familiar with that are available for people who are blind or low vision?
	2. How did you learn about these services?
	3. Who, if anyone, helps you find information about services in the community? (Probe for family, friend, staff, co-worker, counselor, case manager or someone else)
	4. What are good ways to spread the word about what services are available for people who are blind or low vision?
	5. Of all these outreach methods, which do you think is the best way to reach you?
1. SERVICE EXPERIENCE

*I’d like you to think about your experiences with agencies or service providers and what worked well and should be continued and what could be improved to help make your experience more positive when accessing services.*

* 1. First, the positive side. Think about positive experiences and what made it that way. What kinds of things do service providers do that make you feel comfortable accessing services? *(Allow all to contribute ideas and if not offered on open-ended basis, probe for ...)*
		1. What do they do with the physical space to make it easier for you to get around?
		2. What do they do to make it easier for you to find what you need?
		3. What accommodations are most helpful? Accessibility? Materials and resources in different formats?
		4. What else would help a person who is blind or low vision get the information that they need?
		5. What do staff members do to make you feel comfortable and trust them?
		6. Have you ever gone somewhere for services where you really felt that someone understood you and your blindness or low vision and was especially helpful?
			1. How did that make you feel?
			2. What did the person do that made you feel understood?
			3. Can you think of any other positive staff behavior examples?
	2. On the flip side, what has an agency or service provider done that contributed to making any part of your experience less than ideal? What could they improve? *(If not mentioned probe for ...*
		1. Anything about the physical space/location that negatively impacted your experience? Anything that made it hard for you to get around? Describe.
		2. Anything make it hard for you to find what you were looking for? Describe.
		3. Anything about the overall atmosphere, comfort level, and approachability that could be improved?
		4. Have you ever gone somewhere for services and felt that the people did not understand you and your blindness or low vision?
			1. Describe the situation and how it made you feel. What made you feel misunderstood or uncomfortable?
			2. What could they have done differently?
1. GETTING HELP
	1. How do you feel about asking for help? How easy or difficult is it for you to ask for help?
	2. Anything people can do to make it easier or make you feel more comfortable asking for help?
	3. How do you feel when people ask you if you need help?
	4. Anything people can do to make it easier or make you feel more comfortable accepting help when it’s offered?
2. SUMMARY QUESTIONS
	1. Of all the things we talked about in our group discussion, what are the most important pieces of advice you would give people in the community about how to best support people who are blind or low vision?
	2. Anything else you would you like to tell community service providers about how to make things better for people who are blind or low vision when they go somewhere in the community for services?

## **Electronic Client Survey – Society for the Blind**

As part of a specific grant partnership, we at Society for the Blind are interested in hearing your perspective around specific areas of service delivery for people who are blind or low vision. If you would like to provide feedback, please participate in a brief survey. This is purely voluntary and will be anonymous to us on the receiving end.

1. What services in the community are you familiar with (of any kind) that are available for people who are blind or low vision? Please describe in the text below.
2. How did you learn about these services? Please check all boxes that apply.

□Family □Counselor

□Friend □Case Manager

□Co-Worker □Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What are good ways to spread the word about what services are available for people who are blind or low vision? Please describe in the text box below:
2. Think about a positive experience you’ve had with a service provider of any kind and what made it that way. What kinds of things do service providers do that make you feel comfortable accessing services? Please describe in the text box below:
3. How do you feel about asking for help? Is there anything people can do to make it easier or make you feel more comfortable asking for help? Please describe in the text box below.
4. Think about a negative experience you’ve had with a service provider and what made it that way. Is there anything about the physical space or location or attitude of the staff that negatively impacted your experience? Anything that made it hard for you to get around? Please describe in the text box below:
5. Is there anything about the overall atmosphere, comfort level, and approachability that could be improved? Please describe in the text box below:
6. Is there anything else you would you like to tell community service providers about how to make things better for people who are blind or low vision when they go somewhere in the community for services? Please describe in the text box below:

## **Facilitator Script for WEAVE Program Staff**

[Begin with Consent Script]

1. PARTICIPANT GUIDELINES
	1. Be candid, difference of opinion is welcome.
	2. If you have a comment, please raise your hand and I will either call your initials on the tent card placed in front of you, or point to you to share your thoughts.
	3. Please feel free to eat during our discussion.
2. To start, please tell us about a time when you encountered a survivor who was blind or low vision. What went well? What was challenging? If this has not occurred, think about what you *would* do in that situation.
	1. How did you communicate with one another?
	2. How did you determine the individual’s communication preferences?
	3. Did you seek assistance from other staff or other agencies?
	4. Are there any WEAVE policies or protocols intended to guide staff response to survivors who are blind or low vision seeking services? If so, are they effective?
	5. What policies or protocols would have helped you to respond to survivors who are blind or low vision?
3. How does WEAVE demonstrate it is accessible and welcoming to survivors who are blind or low vision?
	1. How does the physical environment (safe house building, counseling) demonstrate this?
	2. How do printed materials, images, the website, etc., demonstrate this?
	3. How does WEAVE demonstrate that it welcomes requests for reasonable accommodations?
	4. How do you know these factors make WEAVE accessible?
4. What factors might demonstrate that WEAVE is not accessible, welcoming, or able to serve individuals who are blind or low vision? How do you know those factors make WEAVE not accessible?
5. Do you feel you have the capacity (knowledge, skills, resources, comfort, etc.) to work with survivors who are blind or low vision? For examples:
	1. Knowledge about reasonable accommodations (i.e. assistive technologies)
	2. Awareness of cultural considerations unique to survivors who are blind or low vision (i.e. terminology, assistive technology, braille)
	3. Access to training (i.e. on blind culture, communication, unique safety issues)
6. We understand that you may not know this yet, but what do you think the most important changes WEAVE can make in order to increase staff capacity to serve survivors who are blind or low vision?
	1. What resources are needed?
	2. Are there any barriers you anticipate to making those changes?
7. How do you think service providers for people who are blind or low vision can work with WEAVE to address DV/SA in the blind community?
	1. To what extent does this collaboration align with WEAVE’s goals?
	2. What are the potential strengths of this collaboration?
	3. What potential challenges can you anticipate?

## **Facilitator Script – Society for the Blind Program Staff**

[Begin with Consent Script]

1. PARTICIPANT GUIDELINES
	1. Be candid, difference of opinion is welcome.
	2. If you have a comment, please raise your hand and I will call you by the name listed on the tent card in front of you.
	3. Please feel free to eat during our discussion.
2. To start, please tell us about a time when you suspected you might be working with a student or client who was experiencing interpersonal violence or sexual violence. If this has not yet happened, consider what you *would* do.
	1. What made you suspect the individual was experiencing interpersonal or sexual violence?
	2. What steps did you take to respond to this consumer’s needs?
	3. What makes you feel comfortable or uncomfortable addressing the subject with an individual?
	4. Were you able to refer the consumer to another agency for services related to interpersonal or sexual violence?
	5. If the person committing interpersonal or sexual violence was also a consumer at Society for the Blind (or imagine if that had been the case), how does that impact your ability to assist both consumers?
	6. Do you know of any Society for the Blind policies to help guide your responses to consumers who disclose?
	7. Do you think there are policies or procedures that can be strengthened to better respond to consumers who disclose interpersonal or sexual violence?
3. What are some factors at Society for the Blind that might make it feel comfortable and safe for a consumer to disclose their experience of interpersonal or sexual violence to staff?
	1. What might prevent a consumer from feeling comfortable or safe to disclose at Society for the Blind?
	2. What do you think would make consumers feel more comfortable and safe to disclose?
4. Do you feel you have the capacity (knowledge, skills, resources, comfort) to handle a consumer’s disclosure that they have experienced interpersonal or sexual violence? i.e…
	1. Knowledge about the impact of trauma on victims who are blind or low vision
	2. Knowledge of reporting procedures
5. We understand that you may not know this yet, but what do you think are the most important changes Society for the Blind can make to build capacity to sensitively handle disclosures of interpersonal or sexual violence from clients?
	1. What resources are needed?
	2. Are there any barriers you anticipate to making those changes?
6. How do you think WEAVE and Society for the Blind can work together to assist survivors?
	1. What are potential strengths of this collaboration?
	2. What potential challenges do you anticipate?

## **Facilitator Script for WEAVE Leadership Staff**

[Begin with Consent Script]

1. PARTICIPANT GUIDELINES
	1. Be candid, difference of opinion is welcome.
	2. If you have a comment, please raise your hand and I will either call your initials on the tent card placed in front of you, or point to you to share your thoughts.
	3. Please feel free to eat during our discussion.
2. To start, have you ever worked with a client who is blind or low vision? What was that experience like for you as a service provider?
3. What does your organization do to ensure that survivors who are blind or low vision receive welcoming, accessible services?
	1. What training does staff receive, if any?
	2. What do staff members do to ensure survivors who are blind or low vision feel welcome and respected? What can they do better?
	3. Are there any formal policies that address serving clients who are blind or low vision? If none, do you think that would be helpful?
	4. In what ways do staff follow these policies? In what ways do they not follow these policies?
	5. If you answered none or nothing to these questions, what is your general reaction to that?
4. Think about a time when you or your staff were working with a survivor who was blind or low vision. If this has not occurred, think about what you *would* do in that situation.
	1. How did you communicate with one another?
	2. What challenges did you or your staff encounter in providing accommodations for this individual?
	3. In what ways could staff have been better prepared?
5. How do attitudes and beliefs affect your ability to serve survivors who are blind or low vision? In other words, we understand that biases exist. Have any come into play when serving survivors who are blind or low vision?
6. What factors might demonstrate that WEAVE is not accessible, welcoming, or able to serve individuals who are blind or low vision? This can a variety of factors – lack of policies, lack of training, etc.
7. How could WEAVE improve the way it provides services to survivors who are blind or low vision?
	1. What staff knowledge or skills could be improved?
	2. How might you improve outreach to survivors who are blind or low vision?
	3. What policies and practices might be created and implemented?
	4. What resources might be offered?

## **Facilitator Script for Society for the Blind Leadership Staff**

[Begin with Consent Script]

 1. PARTICIPANT GUIDELINES

* 1. Be candid, difference of opinion is welcome.
	2. If you have a comment, please raise your hand and I will call you by the name listed on the tent card in front of you.
	3. Please feel free to eat during our discussion.
1. To start, have you ever worked with a client who disclosed an experience with interpersonal or sexual violence? What was that like for you as a service provider?
2. What does your organization do to assist clients who have experienced interpersonal and sexual violence?
	1. How does your agency screen and identify clients who are survivors of violence, if anything?
	2. What training does staff receive related to interpersonal and sexual violence, if any?
	3. What formal policies specifically address the needs of survivors of interpersonal and sexual violence, if any? If none, do you think that would be helpful?
	4. What measures do staff take to ensure that survivors feel comfortable and safe? Anything they can do better?
	5. If you answered none or nothing to these questions, what is your general reaction to that?
3. Think about a time when you or your staff were working with a client who disclosed that he or she has experienced interpersonal or sexual violence. If this has not occurred, think about what you *would* do in that situation.
	1. What challenges did you or your staff encounter in responding to this disclosure?
	2. In what ways could you or your staff been better prepared?
4. How do attitudes and beliefs affect your ability to serve survivors of interpersonal and sexual violence? In other words, we understand that biases exist. Have any come into play when serving survivors of interpersonal and sexual violence?
5. Are there any factors that might demonstrate that Society for the Blind is not a welcoming, safe place for survivors of interpersonal and sexual violence? This can be a variety of factors, like lack of policies, lack of training, etc.
6. What do you think are the most important changes Society for the Blind can make to build capacity to sensitively handle disclosures from survivors of interpersonal and sexual violence?
	1. What staff knowledge or skills can be improved?
	2. How might the physical layout or location of services provided be improved?
	3. What policies or practices might be created and implemented?
	4. What resources might be offered?
	5. How might you improve outreach to survivors of interpersonal and sexual violence?
7. How do you think service providers for survivors of interpersonal and sexual violence can work with Society for the Blind to address these issues in the blind community?
8. Is there anything else you would like us to know about working with survivors of interpersonal and sexual violence at Society for the Blind?

## **Facilitator Script for Individual Interview with WEAVE CEO**

[Begin with Consent Script]

I will start by asking you a few questions about the challenges WEAVE faces in serving people who are blind or low vision.

1. Are there any policies or procedures that impact WEAVE’s ability to serve people who are blind or low vision? In a positive way? In a negative way?
2. How familiar are you with frontline processes? For example, if someone who is blind or low vision needs an accommodation, how do staff make that happen?
3. Upon reflection, now that we’re in this grant program, is there anything in WEAVE’s culture that creates a barrier for people who are blind or low vision? (I.e. stigma, or assumptions)
4. What are some changes that you think WEAVE could make to address these challenges and give staff more support in providing services for individuals who are blind or low vision?
	1. Funding or other resources?
	2. Policies or procedures?
	3. Organizational structure?
	4. Accommodations?
5. What is the decision making process at WEAVE?
	1. How are policies and procedures created or changed?
	2. How are decisions made regarding hiring personnel?
	3. How are decisions about resource allocations made?
6. To what extent do you believe the Shared Vision Sacramento Collaboration aligns with WEAVE’s vision and strategic goals?
7. Do you have any additional comments or feedback?

## **Facilitator Script for Interview with**

## **Society for the Blind Executive Director**

[Begin with Consent Script]

I will start by asking you a few questions about the challenges Society for the Blind faces in serving survivors of interpersonal and sexual violence.

1. Are there any policies or procedures that impact Society for the Blind’s ability to serve survivors of interpersonal and sexual violence?
2. How familiar are you with frontline processes? For example, if someone discloses interpersonal and/or sexual violence at Society for the Blind, how do staff assist that person?
3. Upon reflection, now that we’re in this grant program, is there anything in Society for the Blind’s culture that creates a barrier for survivors of interpersonal and sexual violence? (I.e. stigma, or assumptions)
4. What are some changes that you think Society for the Blind could make to address these challenges and give staff more support in providing services for survivors of interpersonal and sexual violence?
	1. Changes to the intake process?
	2. Funding or other resources?
	3. Policies or procedures?
	4. Organizational structure?
	5. Accommodations?
5. What is the decision making process at Society for the Blind?
	1. How are policies and procedures created or changed?
	2. How are decisions made regarding hiring personnel?
	3. How are decisions about resource allocations made?
6. To what extent do you believe the Shared Vision Sacramento Collaboration aligns with Society for the Blind’s vision and strategic goals?
7. Do you have any additional comments or feedback?

## **Listening Session and Interview Debriefing Template**

1. Date: \_\_\_\_\_\_\_\_\_\_\_
2. Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Audience:

□ Society for the Blind Clients

□ WEAVE Safe House Clients

□ WEAVE Counseling Center Clients

□ Society for the Blind Program Staff

□ Society for the Blind Management

□ Society for the Blind Executive Director

□ WEAVE Program Staff

□ WEAVE Management

□ WEAVE CEO

1. Facilitator: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Note Taker: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Floater: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Common Themes:
5. Strengths in Services (Safety and Access, Policies and Procedures, Staff Knowledge, Training)
6. Gaps in Services: (Safety and Access, Policies and Procedures, Staff Knowledge, Training)
7. Notable Observations:
8. Standout Quotes:

## **Checklist for Listening Sessions**

□ Passive Consent Statement Script

□ Facilitator Script with Audience-Specific Questions

□ Gift Cards

□ Gift Card Tracker Form

□ Gift Card Disbursement Log

## **Gift Card Disbursement Log**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date Dispersed** | **Card Face Amount** | **Recipient’s Initials** | **Gift Card Cert #** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## **Gift Card Tracker Form**

Date:

Time:

Location:

Facilitator:

|  |  |  |
| --- | --- | --- |
| **Number of Participants** | **Number of Cards to Start** | **Number of Cards at End** |
|  |  |  |