

# **The Right Response Collaborative**

## **Needs Assessment**

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### **Right Response Collaboration Working Group**

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A Collaboration Project

## **Section 1 - INTRODUCTION**

Living with a disability is a risk factor for domestic violence and sexual assault. Those who provide services to deaf/hard of hearing/deaf-blind people and people with disabilities relate that many clients report abuse. However, those who provide services to victims/survivors report fewer numbers of applicants for services than might be expected from these groups. This means that there are likely to be barriers to accessing services for these communities of victims.

The Right Response Collaborative is a group of five organizations within the City of Los Angeles that have come together to create a sustainable and seamless system of appropriate response and service to victims/survivors of domestic or sexual violence or abuse who are deaf/hard of hearing/deaf-blind or who have a physical disability (hereinafter collectively referred to as “Consumers” unless they need to be referred to specifically).<sup>1</sup> We commit to treating all victims/survivors with sensitivity and respect regardless of gender, ability, disability, ethnicity, race, religion, sexual orientation, and age.

The members are the Greater Los Angeles Agency on Deafness, the Los Angeles City Attorney’s Office, Peace Over Violence, Rainbow Services, Ltd., and the Westside Independent Living Center. Each member organization has significant experience in working with Consumers within their respective area of expertise. We believe that by identifying where each member is strong, what might need improvement, and how we work together, each member agency can contribute to the enhancement of all our work with Consumers.

The seeds of this collaborative began in 2002 with a partnership between the Los Angeles Commission on Assaults Against Women (now Peace Over Violence) and the City of Los Angeles’ Department on Disability. These agencies shared a common desire to advocate for the unique and often overlooked needs of Consumers. The collaborative conducted trainings and held a conference entitled “The Right Response,” targeting law enforcement, prosecutors and courts as part of a grant from the U.S. Department of Justice’s Office on Violence Against Women (“OVW”).

A second OVW training grant enabled the collaborative to grow to include the Westside Center on Independent Living and two domestic violence shelter programs. Cross training was provided between disability service providers, rape crisis centers and domestic violence shelters. In addition, an ADA physical and programmatic assessment of shelters was performed to ensure that Consumers had viable options and resources available to them. An evaluation of the collaborative work on behalf of Consumers cases demonstrated a need to build

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<sup>1</sup> The term “Consumers” will be used to refer to the population of individuals who constitute the focus of this needs assessment - “victims/survivors of domestic violence or sexual violence or abuse who are deaf/hard of hearing/deaf-blind or who have a physical disability” unless any cohort must be referred to individually.

capacity among a range of public and private agencies to more effectively serve individuals who are victims of relationship violence.

The work performed by the collaborative under its current OVW grant serves to determine the specific needs of Consumers when they must access community resources and services for domestic violence and sexual assault. There is very little literature that examines the needs of this group of victims/survivors and the responses of the organizations that provide services to them.

Consumers interact with and seek services from our member agencies. However, we do not know if we are effectively meeting the needs of these Consumers. We want to ensure that we are asking the right questions and that our agencies are as accessible as possible, both physically and attitudinally (i.e., being welcoming, responsive, and safe). It may be that we each have strengths or barriers to service delivery of which we are unaware.

As we structure and implement this needs assessment, we recognize that the role of the Los Angeles City Attorney's Office differs from that of the other members of our collaboration. Although the City Attorney's Office does not "serve clients" or "provide services" in the same manner as other collaboration members, the interaction of Consumers with the City Attorney's Office impacts those persons in significant ways. The City Attorney's Office is committed to ensuring that all victim/survivors of crimes prosecuted by the Office are treated with sensitivity and respect and are helped to feel safe. Accordingly, our collaboration agrees that the participation of the City Attorney's Office is critical to our overall analysis and evaluation of the experience of Consumers.

In order to enhance our work, and ultimately to improve the delivery of services to Consumers, we undertake this needs assessment to identify our strengths, identify barriers and make system changes to benefit all clients.

## **Section 2 – THE NEEDS ASSESSMENT**

This document sets forth the goals of the needs assessment, relevant existing data, new data we will collect, how the new data will be collected, and how we hope to use the new data to further our goals. We provide an overview of the methods we have chosen for gathering information through our needs assessment, detailing the target populations, the methods and strategies that will be used for each population, and why these methods and strategies are chosen.

During the needs assessment process, we will hold focus groups and interviews with representatives of our collaborative agencies, including Board members, management, and staff, and also with those Consumers who interact with our agencies. We detail how each participant group will be selected and describe the recruitment process of each participant group in detail.

Safety and confidentiality issues and methods of protecting participant information and identities are discussed in detail, along with how these issues will be presented to focus group participants and individual interviewees, both at the time of recruitment and at the time of each focus group or interview. We explain the limitations of confidentiality in an open setting. We describe how we chose the sites for meetings with clients and detail the accessibility of each meeting place.

This document includes the tools we will be using throughout the needs assessment, including the written information to be given to each potential participant in a focus group or individual interview, the RSVP form that includes questions about need for accommodation, and scripts to be used by the facilitators/interviewers which include the questions to be asked of each participant, as well as explanations and cautions about confidentiality and resources.

When the needs assessment is complete, we will review our findings to determine how they compare to existing data and what new information we have gleaned. We will use this information to generate a report that will guide us in determining whether changes within our collaboration organizations are necessary to improve service to, and interaction with, Consumers. We will also generate an implementation plan for establishing these changes wherever feasible.

## **2 A Goals of Needs Assessment**

1. Identify policies/procedures/ practices of each member organization that deal with Consumers, and identify barriers and gaps that prevent the seamless delivery of physically and attitudinally accessible services and what works well and contributes to a Consumer's sense of feeling welcomed and safe.
2. Identify, from the perspective of Consumers, the gaps and barriers, and what works well and what contributes to them feeling safe and welcome when interacting with a wide variety of agencies and organizations.
3. Identify gaps and strengths in how our member agencies collaborate with each other, taking into account the inherent legal and/or institutional responsibilities of each agency, including sharing resources, knowledge and responsibility for the provision of services to better meet the needs of Consumers.
4. Identify the level of technology and interpreting resources agencies currently offer and/or new technology needed to benefit and improve

communication and physical access for Consumers.

5. Identify the capacity of each agency or organization to deliver services and make changes that are recommended at the end of this process to better serve Consumers.

## **Section 3- DATA**

### **Section 3 A Existing Data**

Living with a disability is a well-documented risk factor for domestic violence and sexual assault (Sobsey, D. 1994; Rand, M and Harrell, E. 2009). Research consistently shows that women with disabilities, regardless of age, race, ethnicity, sexual orientation, or class, are assaulted, raped and abused at a rate two times greater than non-disabled women (Rand, M and Harrell, E 2009).

A study of 588 battered women's programs by the Baylor College of Medicine's Center for Research on Women with Disabilities has shown that these programs were least likely to serve women with visual or hearing impairments. In nearly half the programs, less than 1% of the women served had physical disabilities (Nosek, 2002).

Agencies serving sexual assault victims report few deaf clients, while professionals working with deaf people report that many have survived sexual abuse/assault. (Obinna, J et al 2005).

#### **In summary:**

This information demonstrates that women who have physical disabilities or who are deaf/hard of hearing/deaf-blind are at high risk for abuse. It further demonstrates that these women may not be adequately served by domestic violence and sexual assault agencies despite the fact that they clearly are experiencing abuse. These studies strongly support the importance of this needs assessment to identify issues within our own collaboration agencies.

### **Section 3 B New Data**

During the information gathering process of the needs assessment, we will examine the issues that impact the ability of Consumers to receive appropriate, welcoming and accessible services and support from the agencies that interact with them. We will ascertain what works and does not work in these agencies and begin to draw a picture of what constitutes excellence in service delivery.

## **Section 4 – TARGET POPULATIONS**

### **Section 4 A Clients/Consumers**

We will meet with Consumers served by our agencies. Although the City Attorney's Office cannot identify former crime victims to participate in the needs assessment, the City Attorney performs a vital function for our Consumers. Therefore, we will meet with management and attorneys to learn what is done to help Consumers access the legal system and feel welcomed when they do.

#### **Those recruited will be from the following groups:**

1. People who are deaf/hard of hearing/deaf-blind. This group will give us their unique perspective about what works and doesn't work in agencies from which they sought or received services.
2. People who have physical disabilities. This group will give us their unique perspective about what works and doesn't work in agencies from which they sought or received services.
3. People who are victims/survivors of sexual assault/domestic violence and are deaf/hard of hearing/deaf-blind/deaf-blind. This group will give us their unique perspective on their experiences as survivors who are also deaf/hard of hearing/deaf-blind including information about strengths and weaknesses and what worked and didn't work when they sought or received services from community agencies.
4. People who are victims/ survivors of sexual assault/ domestic violence and have physical disabilities. This group will give us their unique perspective on their experiences as survivors who also have a physical disability, including information about strengths and weaknesses and what worked and didn't work when they sought or received services from community agencies.
5. People who are victims/survivors of sexual assault/domestic violence who are hearing and able-bodied. This group of people will give us a unique perspective on strengths and weaknesses of services for survivors. The information they provide will enable us to gauge how services may differ for victims who have no disability and those who do have a physical disability or who are deaf/hard of hearing/deaf-blind.

## **Section 4 B Agency/Organization Personnel**

We will be meeting with all levels of management and staff in our collaboration agencies to inquire about policies, procedures, and attitudes and welcoming environments related to Consumers to ascertain what strengths there are in terms of service and support delivery and what the gaps and barriers are. We will also explore the capacity that each agency has to make changes that improve support and service to Consumers.

We will explore member agencies' relationships with each other and how they interact, including examining what works well, and how each organization might help the others by sharing expertise and resources. We will also explore legal and other institutional limitations of our organizations' relationships.

We will explore issues of accessibility and technology availability that exists within each agency and what changes might be needed to assure Consumer access. We will examine to what extent services and supports are attitudinally, physically, and communicatively welcoming and accessible, and what attributes of an agency contribute to Consumers feeling safe.

### **To this end we will meet with:**

1. Board members, CEOs and upper-level management because they determine policy, procedure, and protocol and are responsible for the mission and direction of the agency. It is important to learn their perspective on where services to Consumers fit into the services offered by agencies.
2. Supervisory staff because they are responsible for assuring that the policies, procedures, and protocols are translated into practice. They will inform us about how staff are trained and educated about accessibility and welcoming services to Consumers.
3. Front line staff and volunteers (except at the City Attorney's Office where we will meet with trial attorneys) because they are the direct line to clients, the point of first and ongoing contact, and they know what is happening when Consumers attempt to secure services and support. They know the strengths and pitfalls of service and support delivery and contribute to our knowledge of what changes and supports might be necessary.

From this needs assessment will come a wealth of information about issues, barriers, gaps in services, and what is working well and is valued by clients. We will use this information to develop a plan for implementing changes, if necessary, within our agencies that will address the issues raised by our participants within the capacity of organizations to make such changes.

## **Section 5 – OVERVIEW OF METHODOLOGY**

During the needs assessment we will use two methods: individual interviews and focus groups.

### **Section 5 A General Information about Individual Interviews:**

There are some advantages to using individual interviews. Interviews can be individualized and more free ranging than focus groups, allow for more time for expression of thoughts and ideas by the interviewee than that same person might have in a focus group, and allow the interviewee to share thoughts and ideas that he or she may not feel comfortable expressing in a focus group.

Interviews will be conducted by a facilitator trained by the collaboration representatives and will use a script written by the collaboration members. In addition to the interviewer, a note taker will be present during the interview taking notes by hand or on a computer. Interviews will last for 45 minutes, after which there will be some refreshment.

The interviewer will guide the conversation with the interviewee, ensuring that all questions are addressed and steering the conversation away from any personal disclosures that must be reported to state agencies (see Section 7). Interview questions will be open-ended to allow and encourage the interviewee to discuss thoughts in a more expanded way than requiring a “yes” or “no” answer or choosing from a list of possible responses.

Recruitment for each interview will be handled in accordance with Section 10. Accommodations, safety and consent for each interview will be addressed in accordance with Sections 6, 7, and 9, respectively. The confidentiality of participant information will be addressed in accordance with Section 8.



### **Individual interviews will be used for several categories of participants:**

1. Individual interviews will be offered to Executive Directors, Assistant or Deputy Directors, and Division Directors within our collaboration member agencies. The reason for individual interviews of this group is that we respect their roles within their organizations and their desire to not discuss issues with directors of other agencies or with those over whom they have supervisory status. They also determine policy and agency/organization direction, and can provide us with a more detailed explanation of these topics through an individual interview.
2. Individual interviews will be used for deaf-blind people who communicate in tactile sign language or who use close visual communication so that the interviews can be done directly without the use of an interpreter.
3. Individual interviews will be offered to individuals who are interested in participating, but who feel they cannot be involved in a focus group. However, we will strongly encourage focus group attendance rather than interviews, reiterating that no personal information will be collected during groups and that the subject of the group discussion is accessibility and welcoming services.
4. Individual interviews will be offered to those who do not use English, Spanish or American Sign Language as a primary language. These people will be offered an individual interview with an appropriate spoken language interpreter because having two people speaking different languages simultaneously will be distracting and prolong a focus group.

### **Section 5 B General Information about Focus Groups**

Focus groups are a method of garnering qualitative data, opinions and thoughts from a group of people at the same time about particular issues. Focus groups encourage discussion and allow participants to build on each other's comments. They stimulate discussion, sharing, and thought, although they allow less time than an interview for each individual to comment and participate. Therefore, the comments of any one person may have less detail and depth than they would in an individual interview.

Focus groups will be conducted by a facilitator who will be trained by collaboration representatives and who will work from a script written by these representatives. In addition to the facilitator, a note taker will be present during the focus group taking notes by hand or on a computer. Focus groups will last 1.5 hours, after which there will be some refreshment.

The facilitator will ask questions, propose topics, call upon people to answer them, and guide the discussion. If any one member starts to dominate the group, the facilitator can guide the discussion so that others have an opportunity to contribute. The facilitator will also guide participants away from any discussion of personal experiences to avoid disclosure of issues that must be reported to state agencies (see Section 8). Focus groups questions will be open-ended to encourage participants to discuss their thoughts in a more expanded way and allow the facilitator to ask further questions if needed.

Focus groups will have between 4 and 8 members to assure that everyone has an opportunity to participate. Recruitment for each focus group will be handled in accordance with Section 10. Accommodations, safety and consent for each focus group will be addressed in accordance with Sections 6, 7, and 9, respectively. The confidentiality of participant information will be addressed in accordance with Section 8.

If fewer than 4 people show up for a focus group, then individual interviews or a group interview will be held. A “group interview” is similar to a focus group in that there are several participants in the room, but they will each answer the questions as if they are in an interview without the interaction of a focus group.

Focus groups will be used to gather information from several groups.

**Focus groups with Consumers:**

1. Consumers who are deaf/hard of hearing/deaf-blind.
2. Consumers who have physical disabilities.
3. Consumers who are deaf/hard of hearing/deaf-blind and are victims/survivors of sexual assault/domestic violence.
4. Consumers who have physical disabilities and are victims/ survivors of sexual assault/ domestic violence.
5. Consumers who are hearing and able-bodied who are victims/survivors of sexual assault/domestic violence.

Each of these groups has a unique experience to share about applying for and receiving services, not only at our collaboration member agencies, but at all the services with which they interact in their lives. They can each give us their unique perspective and opinion about what works well and what doesn't work, what helps them to feel safe and welcomed, and what makes them feel excluded. This information will inform the decisions we consider as we move along in the process.

**Focus groups with collaborative members:**

We will also be using focus groups for the following groups of staff and management at our collaborative member agencies:

1. Boards
2. Supervisory staff
3. Front line staff
4. Volunteers
5. Trial attorneys of the LA City Attorney’s Office

We will be meeting with line staff, volunteers, supervisors and Board members from each of collaboration agency to determine the level of knowledge about policies, procedures and practices related to Consumers, the strengths and barriers within each system that might be adapted or changed, and fiscal constraints that might be addressed to better meet the needs of Consumers.

**Section 5 C Charts**

**The charts below depict the number of people we hope to have participating in focus groups and interviews, broken down first by method, and then by audience.**

**Section 5 C.1 Focus Groups**

<b>Audience -</b>	<b>Boards</b>	<b># participants</b>
GLAD Board of Directors	1 focus group	4-8 people
POV Board of Directors	1 focus group	4-8 people
Rainbow Board	1 focus group	4-8 people
WCIL Board	1 focus group	4-8 people
<b>totals</b>	<b>4 board focus groups</b>	<b>16- 32 people</b>

<b>Audience-</b>	<b>Management</b>	<b># participants</b>
GLAD supervisors or program managers	1 focus group	4-8 people
POV supervisors or program managers	1 focus group	4-8 people
Rainbow supervisors or program managers	1 focus group	4-8 people
WCIL supervisors or program managers	1 focus group	4-8 people
<b>totals</b>	<b>4 focus groups</b>	<b>16-32 people</b>

<b>Audience</b>	<b>Staff/volunteers **</b>	<b># participants</b>
Glad Staff	1 focus group	4-8 people
POV Staff/	1 focus group	4-8 people
POV Volunteers	1 focus group	4-8 people
Rainbow case managers	1 focus group	4-8 people
	1 focus group residential staff	4-8 people
WCIL Staff	1 focus group	4-8 people
City Attorney's office trial attorneys	1 focus group	4-8 people
<b>Totals</b>	<b>7 focus groups</b>	<b>28-56 people</b>

<b>Audience</b>	<b>Consumers</b>	<b># participants</b>
GLAD, Deaf people	1 focus group	<b>4-8 people</b>
GLAD, hard of hearing people	1 focus group	<b>4-8 people</b>
WCIL, people with physical disabilities- Eng	1 focus group	<b>4-8 people</b>
WCIL, people with physical disabilities- Sp.	1 focus group	<b>4-8 people</b>
<b>Totals</b>	<b>4 focus groups</b>	<b>16-32</b>

<b>Audience</b>	<b>Survivors (former clients)*</b>	<b># participants</b>
POV –survivors who are deaf	1 focus group	4-8 people
POV survivors with physical disabilities	1 focus group	4-8 people
Rainbow survivors- no known disability	1 focus group of client advisory board if possible	4-8 people
POV survivors- no known disability	1 focus group if possible	4-8 people
<b>totals</b>	<b>4 focus groups</b>	<b>16-32 people</b>

<b>Audience</b>	<b>Trial attorneys</b>	<b># of people</b>
City Attorney's office Trial attorneys	1 focus group	4-8

**Focus group total 23 focus groups 92 – 180 people of whom 32-64 are consumers**

**Section 5 C.2 Individual Interviews**

<b>Audience</b>	<b>Upper Level Management</b>	<b># interviews</b>
GLAD	1 ED 1 Associate Director	2
POV	1 ED 1 Associate Director	2
WCIL	1 ED	1
Rainbow Services Ltd	1 ED 1 program director	2
LA City Attorney's Office	Senior Assistant in charge of Branch Operations  Supervisor, Family Violence Operations  Senior trial deputy for domestic violence policy  Chief, Criminal Branch	4
<b>totals</b>		<b>10 interviews</b>

<b>Audience</b>	<b>Consumers</b>	<b># participants</b>
GLAD	2-3 deaf-blind people	2-3
Unknown number of participants who prefer interview to focus group	unknown	Unknown
Unknown number of participants who use a language requiring a spoken language interpreter		
<b>totals</b>		<b>2-3, also a number of consumers who request interviews or use spoken language interpreter</b>

**Total number of interviews: 12-13 + unknown number of consumers who may request interviews or who will use a spoken language interpreter**

**\* All participants we recruit from POV and Rainbow will be former consumers who are not currently receiving any services or living in agency shelters/housing. They will be recruited from the Consumer Advisory Board and Speakers Bureau, which are comprised of former consumers.**

**\*\* Every staff member is being invited to participate. The reality is that some agencies have multiple sites; some agencies have weekend and overnight staff. Not every staff member or volunteer will participate but we will ensure that we have a representative sample from every member agency.**

## **Section 6 - Accessibility Protocols**

### **6 A - Physical Access/ Transportation**

Interviews and focus groups will be held at physically accessible sites already known to and used by potential participants: Metro POV, WCIL, Rainbow, and GLAD. Because participants are being recruited from member agencies where they receive or have received services, we know that these sites are familiar to them and reachable by public and private transportation. Moreover, because these sites are regularly visited by participants, their visits will not be noted as being unusual to any potential abuser.

### **6 B – Linguistic and Auditory Considerations**

English, Spanish and American Sign Language cover approximately 97% of the clients at our agencies. Consequently, focus groups and interviews will be conducted in these languages. For those participants who do not use these languages, we will conduct individual interviews with an appropriate spoken language interpreter in order to minimize the difficulty of having a number of people speaking at the same time during focus groups.

Interviews and focus groups with people who are deaf and use American Sign Language will be held at GLAD or POV. Interviews and focus groups conducted in American Sign Language will not require a sign language interpreter, except in special circumstances in which a certified deaf or oral interpreter is required. Deaf-blind persons will be interviewed individually using tactile or close visual sign language.

All written material will be produced in English and Spanish. If reading is an issue, the material will be communicated verbally in English or Spanish or

presented in American Sign Language visually or tactilely. Written material will be available in regular print but can be made available in large print, if requested. In addition, assistive listening devices are available for those who wish to use them.

## **6 C - Accommodations**

At the time of recruitment, each recruiter tasked with extending the invitation will give the potential participant written material that includes an “RSVP Form and Accommodation Request” (“RSVP Form”). The RSVP Forms will be forwarded to the Collaborative Program Director, or her designee, who will be responsible for assuring that accommodation requests are met. Each RSVP form includes the date, time and place of the assigned interview or meeting so the Project Director knows which accommodations are necessary in each meeting or interview

### **Accommodations being offered are:**

1. Oral interpreter or Certified deaf interpreter, if indicated
2. Spoken language interpreter for those who do not use Spanish, English, American Sign Language
3. Large print materials
4. Assistive listening devices
5. Physically accessible locations
6. Dietary accommodations for snacks that will be offered
7. Guide dogs for blind or deaf-blind people are welcomed, as are service animals
8. Personal Care Assistants (“PCA”s) are welcome. They can be in the focus group or wait nearby as the consumer wishes
9. Alternate PCAs for any participant who wishes a PCA other than their regular PCA in the focus group
10. Written material will be presented in English or Spanish
11. For those for whom reading is an issue, the material can be read or signed to them by the recruiter, facilitator or interviewer

## **Section 7 – Safety Considerations**

Safety is a paramount concern in any situation in which there are survivors of abuse coming together. For this reason, the collaborative will take the following steps to ensure participant safety during all stages of the needs assessment process.

### **During recruitment:**

- We will not use flyers or open advertising, which might be seen by batterers or perpetrators, or any method that might otherwise jeopardize the safety of participants.
- The date, time, and place of focus groups or interviews will not be advertised in any public place.
- Consumers being recruited will be contacted individually by a designated recruiter trained by the collaborative and using a script prepared by the collaborative. The recruiter will be working from a client list where every 5<sup>th</sup> person will be asked to participate as described in Section 10.
- All written material provided to the potential participant will be collected by the recruiter at the end of the discussion so that it doesn't inadvertently create a dangerous situation by being brought home.
- Potential participants will be advised of their confidentiality rights limits of confidentiality, as described in Section 8.
- Potential participants will be able to request an alternate PCA on their RSVP Form, and the collaborative will accommodate this request. The collaborative will also make reasonable efforts to accommodate any other requests from potential participants related to ensuring the participant's safety and confidentiality.

### **During interviews and focus groups:**

- At the time the focus group or interview is held, no one will be admitted who has not been invited.
- Each participant will be assigned a number and be asked to identify themselves only by their number when they wish to speak, even if they know each other's names.
- The note taker and facilitator/interviewer will refer to the participant's identifying number, not the name of the person, even if the person is known to them already. This will assure that no notes from the focus group or interview will have any names on them.
- Participants will be advised of their confidentiality rights and limits of confidentiality, as described in Section 8.



- Participants will be reminded that this is not the time to discuss personal experiences of abuse to minimize the likelihood of disclosing information that might require a mandated report (see Section 8). If such information is revealed, the situation will be handled in accordance with Section 8.
- Participants will have the option of having their own PCA or an alternate PCA in the focus group or interview room or waiting outside.
- A deaf-blind person who has been escorted to an interview by a Support Service Provider (“SSP”) will be informed that the SSP will wait outside during the interview. The interviewer will guide the deaf-blind person to their seat, describe the environment, and proceed with the interview. At the end of the interview, the interviewer will guide the participant back to their SSP.
- Any written information distributed during focus groups or individual interviews will be collected at the end of the discussion. The interviewer or facilitator will be responsible for collecting the written information.
- Resource information will be available to participants in focus groups and interviews. This information will be collected at the end of the focus group or interview and will be held at the agency or organization for access at any time.
- Participants will be informed that they can leave their “thank you” gift cards with a collaborative member agency if having it with them could potentially create a problem.
- A counselor/advocate will be available near the focus group and individual interview rooms in the event that anyone becomes uncomfortable and needs support or wishes to discuss other issues. Additionally, if there is a need at that moment for re-housing for safety or other protective action, the counselor/advocate will make an immediate plan with the participant.

## **Section 8- Confidentiality**

### **8 A Overview of Confidentiality**

Confidentiality refers to how we, the collaboration members, treat participant information during the needs assessment process. We do not share any information about any participant with people outside the collaborative without the participant’s specific permission. We will keep all information under lock and key in the Project Director’s office, and only she and one designated alternate will

have a key. The information will be destroyed after the required seven years. All client activity in social service agencies is required by statute to be kept this length of time.

We will not collect the names of, or other identifying information about, participants. Each participant will be assigned a number, will be addressed by their number, and will refer to themselves by their number, even if they are known to collaborative members or other participants. In addition, note takers will refer to participants by their number when documenting each interview and focus group. These precautions will ensure that no identifying information about any participant will be included in any records from the needs assessment or in the collaborative final report to our granting agency.

We will not discuss what happens inside an interview or focus group with anyone outside the collaborative. We will also ask all participants to not discuss what happens in interviews or focus groups outside of the interview or group.

Recruiters, interviewers, and facilitators will use scripts prepared by the collaborative to be read or signed to participants detailing the purpose of the needs assessment, the importance of the interviews and focus groups to furthering the goals of the project, the way in which the information will be used, the fact that no names or identifying information will be used in reporting the data and findings, and that the information will be treated as confidential.

## **8 B Limitations on Confidentiality**

**Confidentiality is never 100%.** Although the collaborative will take all necessary steps to protect the confidentiality of participant information, we recognize that we cannot guarantee that information will remain confidential. For example, obtaining commitments from collaborative members and participants to keep information confidential will not necessarily prevent participants from discussing what happens in interviews or focus groups with others.

### **Mandated Reporting of Child Abuse and Abuse of Elders**

In addition, there are state laws that override confidentiality to protect the health and well being of people who might be at risk for physical or emotional harm. California law requires members of certain professional groups to report certain instances of abuse and/or neglect to law enforcement, social services, or other regulatory agencies. These individuals are called “mandated reporters” and they include persons employed by social service agencies, certain licensed professionals, domestic violence counselors, and sexual assault counselors.

The mandated reporting laws require reporting knowledge or suspicion of child abuse and neglect and the abuse or neglect of elders or dependent disabled adults.

Most members and staff of our members of the collaborative are mandated reporters, all staff at POV, Rainbow, and WCIL. GLAD's agency policy has always been to report child and elder abuse. Only the two attorneys, Eve Sheedy and Marci Fukuroda, are not mandated reporters. Therefore, all interviewers and facilitators will be mandated reporters.

Members of the collaborative acknowledge that confidentiality within this collaboration does not negate their responsibility and legal obligation to report abuse, as required by law. We agree that if information about child, elder, or disabled dependent adult abuse is disclosed in a focus group or interview to a collaborative member who is a mandated reporter, then that person will handle the matter in accordance with state law. We also agree that we will respond to anyone who appears they might harm themselves or pose a serious threat to the safety of another person.

Although mandated reports may be made anonymously, the collective experience of the collaborative members has shown that it is often best to directly inform the person who is the subject of the report that a report is being made. This method allows the individual and staff member to discuss safety issues and plan for what might/will happen when and if the individual returns home to a difficult situation. These reports are often a catalyst for change.

### **8 C Reporting of Domestic Violence**

California's mandated reporting law for domestic violence is quite limited. None of the collaboration members mandated reporters of Domestic Violence

### **8 D Serious Intent to Harm Oneself or Another Person**

Licensed clinicians and agency employees have a duty to act if a person makes a serious statement about intent to commit suicide. The likelihood of this happening is small, but if there is such intent, the interviewer or facilitator will act to protect the person. There is also a duty to warn if there are serious threats against another person. The likelihood of a disclosure of homicidal intent is small. However, if a participant discloses such intent, then that person will meet separately with the participant to assess whether the threat is credible.

### **8 E Limiting Disclosure from the Group Members**

Every attempt will be made during interviews and focus groups to limit disclosure of situations that involve interpersonal violence, child abuse, elder abuse, abuse of disabled dependent adults, or serious threats of suicide or homicide.

Mandated reporting laws will be explained both during recruitment and at the beginning of interviews and focus groups. At each of these stages, we will also explain that there will be no personal questions about anyone's experience of sexual or domestic violence, emphasizing that the needs assessment focuses on what makes services work well and what barriers exist to accessing services. Moreover, interviewers and facilitators will be tasked with guiding discussions away from any personal disclosures that may give rise to a mandated report.

## **Section 9- CONSENT**

Passive consent will be used throughout the needs assessment process and will be explained at the time of recruitment and at the time of each interview and focus group. The collaborative reasons for using passive consent are:

1. It decreases the paper trail of interviews and focus groups, and
2. Explaining consent and offering time for questions allow for discussion of what consent means, because in our experience many people when presented with a consent form just sign it without asking any questions.

At the beginning of each interview and focus group, the interviewer/facilitator will explain the purpose of the needs assessment and issues that may affect whether someone wants to participate in the interview or focus group (e.g., mandated reporting, confidentiality, safety precautions, etc.). The interviewer/facilitator will ask participants if they feel comfortable with what has been explained and if they want to continue with the interview or focus group. Those who agree to participate are deemed to have consented.

Anyone who is not comfortable and does not wish to consent is free to leave. Anyone who has consented to participate is still free to leave at any point during the interview or focus group. It will be emphasized that participation or non-participation has no bearing on their ability to receive services at any collaborative member agency. Additionally, it will be explained that the gift card given to them for coming to the meeting is still theirs if they decide that they cannot stay for the interview or focus group.

## **Section 10 – OVERVIEW OF THE RECRUITMENT PROCESS**

### **10 A Recruitment Process for Clients/Consumers**

1. Each collaborative representative will designate and train staff within their agency to recruit Consumers individually. Training will include an explanation of the collaborative goals, the goals and methodology of the needs assessment, confidentiality, safety, accessibility, information to be given to clients/Consumers, and the scripts to be used during recruitment.
2. As a safety precaution, we will NOT use flyers, posters, internet, or other recruitment methods that might become public. Rather, clients/Consumers will be recruited on an individual basis as explained below.
3. Consumers will be recruited from the target groups identified in Section 4A. We will have a list of current consumers and contact each 5<sup>th</sup> person on the list individually. If we contacting former consumers and know them to be safe, we will contact them by phone or videophone.
4. Recruiting will be conducted at WCIL and GLAD. Rainbow and POV have a policy of not recruiting clients who are currently receiving services at their agencies.
5. POV and Rainbow will contact a random selection of clients who have graduated from their programs and are no longer receiving any counseling, advocacy or housing services, as well as members of their client advisory boards (i.e., former clients who convene on a regular basis to provide feedback service delivery practices), to invite them to participate. Those who are contacted will NOT be asked their opinions of services during this contact; their opinion about the agencies or services has no bearing on their selection.
6. The recruiter will not approach people who are known by the agency to have a guardian/conservator. The reason is that a person with a guardian/conservator will have to obtain consent before participating and the guardian/conservator might have to be in the room during a focus group.
7. The recruiter will approach Consumers individually by phone, videophone or in person and will explain all of the following information to potential participants:
  - a. The purpose of the Right Response Collaborative and that the goal of the needs assessment is to determine what contributes to accessible and welcoming environments, including what works and doesn't work, so that this information may be used to make improvements at our agencies.

- b. Their decision to participate or not has absolutely no effect on receiving services.
- c. Consumers know best about their needs and experiences when accessing community services and resources, and the collaborative needs their input in order to assure accessibility and welcoming environments.
- d. Gift cards of \$20 from Ralph's will be provided to participants.
- e. The difference between interviews and focus groups, that individual interviews are available to those who feel they cannot participate in a focus group, and why focus group participation is encouraged.
- f. How interviews and focus groups will be structured, including the role of the interviewer/facilitator and note taker, and who will be present in the room.
- g. The interview and focus group sites will be physically and linguistically accessible as described in Section 6 and participants may request accommodations as described in Section 6C.
- h. The interviews and focus groups are designed to gather information about participants' experiences in accessing services and community resources, and they are not the time/place to discuss personal histories of domestic violence or sexual assault.
- i. A counselor/advocate will be available during interviews and focus groups if any participant wants to talk privately or wants to talk about a personal issue that is not relevant to the needs assessment.
- j. The extent and limitations of confidentiality regarding information learned about participants through the needs assessment process (see Section 8).
- k. Precautions will be taken throughout the needs assessment process to ensure participant safety as described in Section 7.
- l. The information learned from the focus groups/interviews will be included in a report that will contain no names or identifying information.

- m. The concept of consent, and in particular, the use of passive consent, and the reasons for this choice.
  - n. Services will not be negatively impacted by declining to participate in focus groups or interviews.
  - o. The process is also being used with agency representatives so that we can gain a complete picture of how service delivery can be improved to better meet the needs of Consumers.
8. The recruiter will review all of the issues covered in the recruitment script in great detail, including the written material and will allow time for questions.
  9. Recruiter(s) will ask potential participant if they are interested. If the answer is yes, then the recruiter(s) will have the potential participant complete the RSVP Form and request accommodations, if needed.
  10. The location, date, and time of focus group/interview, date and time will be given to potential participant. Recruiter(s) will keep a list of how many people have agreed to participate in a focus group.
  11. Recruiter(s) will retrieve the written materials to guarantee safety.
  12. Recruiter(s) will keep, collate and send the RSVP forms to the Collaborative Project Director who will review them to determine the numbers of participants planning to attend interviews and focus groups, and the specifics of requested accommodations. The Collaborative Project Director, or her designee, will arrange for accommodations to be made.
  13. The Collaborative Project Director will keep RSVP forms, contact information, and all other written materials in a locked space to which only she and one other designated person will have the key.

## **10 B - Recruitment Process for Boards, CEOs, Management, Staff, and Volunteers**

1. Each collaborative representative will be responsible for recruiting Board members, Executive Directors, Associate Executive Directors, supervisors and program directors, staff, and volunteers within their own agency.

2. Potential participants will be informed about the needs assessment in a full staff meeting, full Board meeting and/or individually in person, by email or phone.
3. Board members at every collaborative agency have expressed a preference to be interviewed as a group, not individually.
4. The recruiter will explain the following:
  - a. The purpose of Right Response Collaborative and its needs assessment, and why the involvement of each level of management and staff is important, as described in Section 4B.
  - b. The difference between interviews and focus groups, why focus group participation is encouraged, and why individual interviews will be used for upper level management.
  - c. The interviews and focus groups are designed to explore agency policies, procedures and training, as well as the strengths of and barriers to serving Consumers.
  - d. How interviews and focus groups will be structured, including the role of the interviewer/facilitator and note taker, and who will be present in the room.
  - e. The interview and focus group sites will be physically and linguistically accessible as described in Section 6 and participants may request accommodations as described in Section 6C.
  - f. Participation in the process will not endanger anyone's position because we are soliciting help about issues, not about specific people, and the note taker will not be writing down anyone's name during the focus groups or interviews.
  - g. The process is also being used with the clients/Consumers so that we can gain a complete picture of how service delivery can be improved to better meet the needs of Consumers.
5. The recruiter will provide potential participants with reading materials that describe the needs assessment, interviews and focus groups that can be read before further discussion, during the discussion, or after the discussion.
6. The recruiter will inform potential participants of the location, date and time of the interview/focus group that they have been invited to attend. Every attempt will be made to make participation easy for staff and



Board members (e.g. by holding focus groups during a regular board meeting or staff meeting).

7. The recruiter will ask potential participants if they are willing to participate. If the answer is yes, then the written material provided to the potential participant will be reviewed with that person, with time given for questions. If reading presents a problem, the material will be read in English or Spanish or presented in American Sign Language to the potential participant.
8. The recruiter will have the potential participant complete the RSVP Form, including ensuring that the potential participant request accommodations, if needed.
9. The recruiter will keep, collate and send the RSVP forms to the Collaborative Project Director who will review them to determine the numbers of participants planning to attend interviews and focus groups, the specifics of requested accommodations. The Collaborative Project Director, or her designee, will arrange for accommodations to be made.
10. The Collaborative Project Director will keep RSVP forms, contact information, and all other written materials in a locked space to which only she and one other designated person will have the key.

# Scripts

## **Recruitment Script: Consumers**

Thank you for talking to me. I want to tell you about an exciting project we have now with several other organizations that we hope will help us improve accessibility and attitude at all our organizations for people who are deaf/hard of hearing/deaf-blind, people who have physical disabilities, and people who have experienced sexual and domestic violence in their lives.

The organizations that are part of the Right Response Collaborative are:

1. Greater Los Angeles Agency on Deafness (GLAD), which provides services to people who are deaf/hard of hearing/deaf-blind.
2. Los Angeles City Attorney's Office, which prosecutes misdemeanor crimes in the City of Los Angeles
3. Peace over Violence, which provides services to those who have been sexually assaulted or who have experienced violence in their lives.
4. Rainbow Services, Ltd., which provides shelter and other services to victims of sexual assault and domestic violence and their children.
5. Westside Center for Independent Living (WCIL), which provides a broad range of services to people with physical disabilities.

We are conducting a needs assessment with our Consumers about the services and supports they use. People who request and use services of many organizations and agencies are the real experts about what works well and makes them feel comfortable, what doesn't work, and what barriers that people find. We are not just asking about our own services, but other organizations that you visit. We want to know from you what an excellent service agency would look like.

Each person who participates will receive a thank you gift card of \$20 from Ralph's.

If you don't want to participate, that's fine. Participation is not required. Your services here will not be affected.

We will be talking to some people in focus groups and some people in individual interviews.

We will also be talking to staff and management at our organizations so we can get a full picture of how services work.

We will use the information from this assessment to help us determine if we should make changes to our policies, procedures, and services.

There are two aspects of our discussion:

We want to know if services are accessible to you, and we want to know if you felt comfortable, safe, and able to talk about your problems. If you did not feel comfortable and safe, we want to know how we can improve things.

We will not ask you a single question about your own experiences of violence or assault. If you wish to discuss these issues, we will find you a protected place and person to talk to.

Interviews and focus groups will be held here (if it is elsewhere, state where the meeting will be held).

### **Focus groups:**

We are planning to meet in focus groups of 4-8 people. We will also meet with some people individually. We prefer focus groups because when people are together, they all add to the discussion.

We will NOT use anyone's names in the meetings or in our written report. In fact we will give you a number when you enter the room and ask that all people refer to the number, not names of people, even if you already know each other. This is to protect your privacy and confidentiality.

The focus groups will have 4-8 people. We will have some snacks after the group.

This is who will be in the room or nearby:

1. There will be one person to run the group and bring up topics to discuss.
2. There will be a note taker in the room who will write down consumers' ideas.
3. There will be a counselor/advocate nearby for anyone who wants to talk privately.

Focus Groups will be in English, Spanish, and American Sign Language.

### **Individual interviews:**

For people who cannot be in a focus group, we can have an individual interview. There will be an interviewer, a note taker, a counselor/advocate waiting outside. Individual interviews will be in English, Spanish, and American Sign Language as well, and anyone who does not use those languages will be accommodated with a spoken language interpreter.

**Do you have any questions so far?**

## **I want to talk about confidentiality now**

1. In our group, all information is confidential: We will not share the information with anyone outside the collaborative without your permission. We will keep the information locked up in a safe place and only the Project Director and one other person will have a key. We keep all records for seven years and then we destroy them.
2. We do not want you to talk about your personal experiences of sexual assault, domestic violence during a focus group or interview, and we ask you to not talk about what happens in a focus group when you go home.
3. There are limits to confidentiality.
4. **Reporting of abuse:** Confidentiality does not apply in the case of child abuse, elder abuse, and the abuse of people who are dependent disabled adults who are unable to care for themselves. If such a situation comes up in a focus group or interview, we will have to report it.

If this happens, our counselor is available for a private meeting to assess the situation, to report if necessary, and to plan for safety of everyone involved. No one has to face these problems alone.

5. Also if anyone is seriously thinking of harming themselves or another person, we will take steps to keep everyone safe. Our counselor/advocate is available to meet in private to assess the situation and make a plan.

## **This is a lot to think about. Do you have any questions so far?**

### **Safety issues:**

These are the things we are doing or have done to keep you safe:

1. We are not using names on notes taken by note takers;
2. We are locking all papers in a cabinet.
3. We are not using names in the interviews or focus groups.
4. Although we will give you written information, we will collect it from you so you don't take it home;
5. You can leave your gift card and resource information with us if you don't want to take it home
6. We are not advertising these meetings or interviews anywhere that is public, e.g. flyers posted, the internet, phone calls or mailings;
7. The meetings are in places you already come for services so that it will not seem unusual that you are here;
8. If you have a PCA, you can have an alternate PCA in the interview room if you wish.

**If you have concerns about safety, please tell me. Do you have any other questions, please tell me.**

**Language and Accommodation:**

The interviews and focus groups will be conducted in English, Spanish, and American Sign Language. (Pick the language of the person you are recruiting) Anyone who wishes to participate but speaks a different language will have an interview with the services of a spoken language interpreter.

**For people who are deaf/hard of hearing/deaf-blind:**

Focus groups and interviews will be in American Sign Language. There will be oral and certified deaf interpreters when indicated. We will have assistive listening devices available to those who wish to use them.

Deaf-blind people will be interviewed with close visual American Sign Language or tactile American Sign Language. Support Service Providers are welcome to come with you to the interview but will have to wait outside so you can have privacy and confidentiality. We welcome your guide dog

**For people with physical disabilities:**

All interviews and focus groups are in places that are physically accessible.

If you use the services of a PCA, he or she is welcome to accompany you to the focus group, and be in the room during the focus group. If you wish your PCA to wait outside, that is fine. If you wish the services of an alternate PCA, we will make those arrangements for you. This is your decision.

We welcome all service animals.

We want everyone who can be here to participate fully. We have an RSVP form for you if you are interested in joining- it offers accommodations you might need or want and if there are any food allergies that you have because we will have snacks for everyone.

**Do you have any questions? If there is anything you want more information about, please ask me.**

Are you interested in joining?

Please review the written material and fill out the RSVP form. If you want me to read it to you or sign it to you, please let me know. I will collect the written information when you are finished with it because I don't want you to take it home where it might create a problem.

Do you have any questions? Thank you very much.

## **Recruitment script for staff and volunteers**

Thank you for talking to me. I want to tell you about an exciting project we have now with several other organizations that we hope will help us improve accessibility and attitude at all our organizations for our Consumers.

The organizations that are part of the Right Response Collaborative are:

1. Greater Los Angeles Agency on Deafness (GLAD), which provides a broad range of services to people who are deaf/hard of hearing/deaf-blind.
2. Los Angeles City Attorney's Office, which prosecutes misdemeanor crimes that take place within the City of Los Angeles.
3. Peace over Violence, which provides services to those who have been sexually assaulted or who have experienced violence in their lives.
4. Rainbow Services, Ltd., which provides shelter and other services to victims of sexual assault and domestic violence and their children.
5. Westside Center for Independent Living (WCIL), which provides a broad range of services to people with physical disabilities.

We are conducting a needs assessment for the purpose of determining the strengths and weaknesses of our organizations in providing services and supports to our Consumers. To this end we are talking to both Consumers and to the volunteers, workers, and management at these agencies and organizations. These meetings will be held at the offices of WCIL, POV, GLAD, and Rainbow.

Staff and volunteers are our direct line to the consumers because you interact with them first. You know what barriers they might face, and you also know what strengths the agency or organization has to support them. You may have ideas about what works well and what doesn't and what supports you, as a worker or volunteer, have or would like to have in your day to day activities.

We will be talking to you in focus groups to discuss these issues. Focus groups are a way for people to get together and exchange information and stimulate discussion about a particular topic.

The focus groups will have 4-8 people. If you wish to participate, we encourage you to do so, but it is not required. Your job or position will not be affected if you say no. This will not be a place where people will discuss their own experiences of abuse/assault. There will be no personal questions, and we specifically will ask you NOT to discuss your personal issues.

The groups will be held here. We will have some snacks.

This is who will be in the room or nearby:

1. There will be one person to facilitate the meeting and bring up topics to discuss.
2. There will be a note taker in the room. The note taker will not use anyone's name in the notes. The notes are to help define what kinds of strengths and weaknesses the organization has and to help define later what kinds of changes might be recommended later

**Do you have any questions so far?**

**I want to talk about confidentiality now**

In the focus group, all information is confidential: We will not share the information with anyone outside the collaborative without your permission. We will keep the information locked up and only the Project Director and one other person will have a key. We will not use your names or any identifying information in the reports we generate. We are not reporting this information to your supervisors.

**Reporting of abuse:** Confidentiality does not apply in the case of child abuse, elder abuse, and the abuse of people who are dependent disabled adults who have found to be unable to care for themselves. By law, certain professionals, called "mandated reporters" must report these to Child or Adult Protective Services. We have to make sure that the person being hurt is safe.

If, during a focus group, someone were to talk about such a situation, we would ask that person immediately to meet privately with a staff member to discuss the situation and make a safety plan. No one will have to face these problems alone.

Also if someone seriously thinks they might harm themselves or another person, we will take steps to keep that person and the intended victim safe by meeting privately to assess the situation, making a plan or calling 911 to get immediate help if necessary.

**This is a lot to think about. Do you have any questions so far???**

**If you have concerns about safety, please tell me. Do you have any other questions, please tell me.**

**Language and Accommodation:**

The focus groups will be conducted in English, Spanish, and American Sign Language. Anyone who uses another spoken language will be accommodated



with an interview and the services of a spoken language interpreter.

**For people who are deaf/hard of hearing/deaf-blind:**

We will provide needed linguistic accommodation. Focus groups will be in American Sign Language. There will be oral, certified deaf interpreters when indicated. We will have assistive listening devices available to those who wish to use them. Deaf-blind people will have close visual ASL or tactile ASL interviews.

**For staff/volunteers with physical disabilities:**

Focus groups/interviews will be held here; the agency is accessible

If you use the services of a PCA, he or she is welcome to accompany you to the focus group and stay for the meeting. If you prefer your PCA to wait outside the room, that is fine. If you wish the services of an alternate PCA for the meeting, we will make those arrangements for you.

We welcome your guide dog or other service animal.

We want everyone who can be here to participate fully. We have an RSVP form for you if you are interested in joining- it offers accommodations you might need or want and if there are any food allergies that you have because we will have snacks for everyone.

**Do you have any questions? If you want more information, please ask me.**

Are you interested in joining? If you decline, your position or role will not be affected.

Please review the written material and fill out the RSVP form. If you want me to read it to you or sign it to you, please let me know. I will collect the written information when you are finished with it because I don't want you to take it home where it might create a problem.

Do you have any questions? Thank you very much.

## **Recruitment Script for management/supervisory staff/Boards/CEO**

Thank you for talking to me. You know that we are working with several other organizations in the Right Response Collaborative including Peace over Violence, Rainbow Services, Ltd., Westside Center for Independent Living (WCIL), Greater Los Angeles Agency on Deafness (GLAD), and the Los Angeles City Attorney's Office with a long term goal of improving accessibility and openness in attitude at all our organizations for our Consumers.

We are conducting a needs assessment for the purpose of determining the strengths and weaknesses of our agencies and organizations, what barriers there might be to obtaining services and supports, what works and what doesn't and what changes might be recommended in terms of policies and procedures to better provide services and supports to people who are deaf/hard of hearing/deaf-blind, who have physical disabilities and/or are victims/survivors of abuse/violence.

To this end we are talking to both consumers and to the volunteers, workers, supervisors and management at our agencies and organizations. This information, combined with information gleaned from consumers/clients at all our agencies, will help us determine the state of services to people who are deaf/hard of hearing/deaf-blind and people who have physical disabilities.

We wish to talk to you because – (Pick the appropriate paragraph)

- Boards, CEOs and/or upper level management determine policy, procedure, and protocol and are responsible for the mission and direction of the agency or organization. It is important to learn your perspective on where services to people who are deaf/hard of hearing/deaf-blind, people who have a physical disability, and people who have experienced sexual assault fit into the services offered by organizations and agencies
- Supervisory staff are responsible for assuring the policies, procedures and protocols determined from above are translated into practice. You can enlighten us about how staff are trained and educated about accessibility and welcoming services to people with physical disabilities, people who are deaf and hard of hearing, and people who have experienced domestic or sexual assault.

We will be talking to you in focus groups or interviews to discuss these issues.

CEOs will be interviewed individually because we respect their role and perhaps reticence about speaking openly in front of those whom they supervise.

The focus groups will have 4-8 people. If you wish to participate, we welcome you, but it is not required. No position will be affected by declining to participate. This will not be a place where people will discuss any of their own experiences of abuse/assault. There will be no personal questions, and we specifically will ask people NOT to discuss personal issues.

The groups will be held here.

This is who will be in the room or nearby:

1. There will be a facilitator or run the meeting and raise topics for discussion.
2. There will be a note taker in the room during the group. The note taker will not use anyone's name in the notes. Nor will any names or identifying information be used in reports we write to our grantor.

**Do you have any questions so far?**

**I want to talk about confidentiality now**

In the focus groups and interviews, all information is confidential: We will not share the information with anyone outside the collaborative without your permission. We will keep the information locked and only the Project Director and a designated alternate will have a key. We will not use any names or any identifying information in our reports to our grantor.

**Reporting of Abuse:** Confidentiality does not apply in the case of child abuse, elder abuse, and the abuse of people who are dependent disabled adults who have found to be unable to care for themselves. By law, some professionals, called "mandated reporters" must report these situations to Child or Adult Protective Services.

If, during a focus group or interview, someone were to talk about such a situation, we will immediately provide a staff person to meet privately to assess the situation, file a report if necessary, and make a safety plan. No one will face these problems alone.

Also if anyone seriously thinks they might harm themselves or seriously harm another person, we will take steps to assess the situation and keep that person and the intended victim safe by making plans and if immediate help is needed, by calling 911.

The full resources of all our agencies are available to any staff member experiencing a dangerous situation.

**This is a lot to think about. Do you have any questions so far???**

## **Language and Accommodation:**

The focus groups and interviews will be conducted in English, Spanish, and American Sign Language.

### **For people who are deaf/hard of hearing/deaf-blind:**

We will provide needed linguistic accommodation. Focus groups and interviews will be in American Sign Language. There will be oral, certified deaf interpreters when indicated. People who are deaf-blind will have tactile sign language or close visual sign language interviews. We will have assistive listening devices available to those who wish to use them.

### **For staff/volunteers with physical disabilities:**

Focus groups and interviews will be held here; the agency is accessible

If you use the services of a PCA, he or she is welcome to accompany you to the focus group and stay in the room or wait outside, as you wish. If you would like the services of an alternate PCA during the focus group, we will make those arrangements for you.

We welcome your guide dog or other service animal.

We want everyone who can be here to participate fully. We have an RSVP form for you if you are interested in joining- it offers accommodations you might need or want and if there are any food allergies that you have because we will have snacks for everyone.

**Do you have any questions? If there is anything you want more information about, please ask me.**

Will you participate? If you decline, your role or position will not be affected.

Please review the written material and fill out the RSVP form. If you want me to read it to you or sign it to you, please let me know. I will collect the written information when you are finished with it because I don't want you to take it home where it might create a problem.

Do you have any questions?

Thank you very much.

## **Opening Script For Facilitators Of Client Focus Groups**

We want to thank you for coming to this focus group. I hope you each have a number- please hold on to it and I will explain that in a minute.

My name is \_\_\_\_\_ and I work at \_\_\_\_\_ . Let me review the reasons why we have asked you to come here today.

A group of organizations has come together to find out how we can provide better access to services to people who are deaf/hard of hearing/deaf-blind, people who have physical disabilities, and people who are survivors/victims of domestic violence or sexual assault (**state the name of the cohort you are addressing**). We are called the Right Response Collaborative.

The organizations that are part of the Right Response Collaborative are:

1. Greater Los Angeles Agency on Deafness (GLAD), which provides a broad range of services to people who are deaf/hard of hearing/deaf-blind.
2. Los Angeles City Attorney's Office, which prosecutes misdemeanor crimes that take place within the City of Los Angeles.
3. Peace over Violence, which provides services to those who have been sexually assaulted or who have experienced domestic violence in their lives.
4. Rainbow Services, Ltd., which provides shelter and other services to victims of sexual assault and domestic violence and their children.
5. Westside Center for Independent Living (WCIL), which provides a broad range of services to people with physical disabilities.

We will ask you about your opinions of what works well and what doesn't when you seek or receive services at different agencies, not just ours. You can talk about whether accessibility is an issue, whether or not you feel your problem or issue is understood, whether you felt welcomed, safe, and that staff were interested in you. If things went well, tell us what made it that way. If things went wrong, tell us why and how and what you would need to make the experience better!

We are so glad to have you here that we have a \$20 gift card from Ralph's for each of you as a thank you gift. If explaining this at home presents a problem, you can leave it here for use when you need it.

We are also holding interviews and focus groups with staff, supervisors, volunteers, and Board members. Your opinions and theirs will help us determine what changes would help improve service and our environments.

We do not want anyone to talk about personal experiences that led you to these agencies. We are not going to ask you any personal questions. We also ask you not to talk about this group when you go home.

We don't want you to use your names so we ask you to identify yourselves by the number you were given at the door. This helps to keep information confidential and private.

There are three people here: the facilitator (me), the note taker (introduce here), and an advocate/counselor who will be waiting outside (introduce here). Each person is here for a different reason: I, as facilitator, ask questions, encourage people to answer questions, make comments, and express their thoughts. The note taker writes down what people are saying. We will not use your names in our notes; we will use the number you were given at the door. This will help us to remember what we have learned from everyone. The advocate/counselor is here in case anyone is upset or thinks of things they want to discuss in private. The counselor will be waiting outside.

We do want everyone to participate so the facilitator might ask any one person to finish up so everyone can have a turn.

If, during the group, you remember something upsetting, please feel free to leave the room and see the advocate/counselor and ask to talk in private. You do not have to explain to the focus group or interviewer why you are leaving the room. If you leave, you can still keep your gift card.

**Do you have any questions so far?**

### **Confidentiality:**

We, the members of the collaborative, will not share information with people outside of the collaborative group without your specific permission. We will keep all information under lock and key. We are not collecting the names or identifying information so none of the papers will have names on them, even if we personally know the participants. We will destroy the information after seven years.

After we finish all the focus groups and interviews, we will be writing a report to our grantor to help us plan the ways in which we can improve services. This report will not contain any personal information No names will be used.

There are some limitations to confidentiality that I will explain.

**Do you have any questions so far?**

### **Limits to Confidentiality**

## 1. **Reporting of Abuse:**

The law says confidentiality does not apply in some situations. Some people, are required by law to report child abuse, elder abuse, or the abuse of an adult who dependent and disabled to Child or Adult Protective Services. All of our agency staff report suspected abuse.

We would then take steps to be sure that the person being hurt is safe. If someone in a focus group or interview says a child or adult is being hurt, the counselor will meet with you privately, assess the situation, report if necessary, and make a safety plan. You will not have to do this alone.

## 2. **Domestic Violence**

If you are in a situation of domestic violence, our counselor/advocate can meet with you privately to develop a safety plan and help you with resources.

## 3. **Hurting yourself or another person**

Also if you seriously think you might harm yourself or another person, we will take steps to keep you and the other person safe. You will meet privately with our counselor/advocate to assess the situation and provide help.

The counselor/advocate is available for anyone who wants to talk privately about what is happening in their life. The counselor will listen and make a referral to a place with protected communication.

## **Do you have any questions about this?**

### **These are the things we have done to keep you safe.**

1. We are not using names on notes taken by note takers;
2. We are keeping all information under lock and key and only the Project Director and one other person have the key.
3. We are not using names in the interviews or focus groups; we are giving each person a number.
4. Although we will give you written information, we will collect it from you so you don't take it home;
5. You can leave your gift card and resource information with us if you don't want to take it home;
6. We have not advertised these meetings or interviews anywhere that is public, e.g flyers posted, the internet, phone calls or mailings;
7. The meetings are in places you already come for services so that it will not seem unusual that you are here.

## **Do you have any questions about this?**

At the end of the meeting, we will have some snacks and time to chat if you want. We will also be handing out a list of resources that people might need if there are problems at home. We will collect the information from you at the end of the meeting and keep it here at the agency. If you want the information to be interpreted into ASL or communicated to you in English or Spanish, please let us know. We want you to feel safe and comfortable. If you do not feel safe for any reason, please let us know.

### **Consent**

We now need to know whether or not you agree to participate in this focus group. We are not asking you to sign a form, like you do at a doctor's office because we don't want to have papers with your name on them.

Now that you have heard more detail about what we are going to discuss here, do you have any questions? If you wish to participate, then just stay here. That will be your consent. If you don't want to participate and you do not wish to stay, you are free to leave the room now! That means you are not giving consent. It's fine! You will still get services here at this organization, and you will still get to keep your gift card. Also, if you do consent and stay, please know that you can leave at any time.

We thank all of you for coming, and hope that this focus group will help to improve access to services for all of our Consumers.



## **Opening Script for Client/Consumer Individual Interviews**

We want to thank you for coming to this interview.

My name is \_\_\_\_\_. I work at \_\_\_\_\_.

A group of organizations has come together to find out how we can provide better access to services and better services to people who are deaf/hard of hearing/deaf-blind, people who have physical disabilities, and people who are survivors/victims of domestic violence or sexual assault.

We are conducting a needs assessment with our Consumers about the services and supports they use. People who request and use services of many organizations are the real experts about what works well and makes them feel comfortable, what doesn't work, and what barriers that people find. We are not just asking about our own services, but other organizations that you visit. We want to know from you what an excellent service agency would look like.

You may have some experience with some of these organizations or you might need them in the future. We are called the Right Response Collaborative. These organizations are:

1. GLAD provides a broad range of services to people who are deaf/hard of hearing/deaf-blind.
2. Los Angeles City Attorney's Office prosecutes misdemeanor crimes that take place within the City of Los Angeles.
3. Peace over Violence provides services to those who have been sexually assaulted or who have experienced violence in their lives.
4. Rainbow Services, Ltd. provides shelter and other services to victims of sexual assault and domestic violence and their children.
5. Westside Center for Independent Living provides a broad range of services to people with disabilities

I am so grateful that you have come to this interview. I have a gift card for \$20 from Ralph's for you to show our thanks. If for any reason, you don't want to have this gift card with you, the staff here will keep it for you to use when you want to. If you decide at any point to leave the interview, you can still keep the gift card and your decision to leave will not affect your services in any way.

We will not ask any questions about your personal experiences of violence or assault, and we do not want you to talk about the experiences you have had that led you to these organizations.

This interview consists of you and me and a note taker. There will be a counselor/advocate available if you want to talk privately about some issues. (introduce note taker and counselor) I will ask you some questions; you can talk about the questions, and the note taker will take notes about what you are saying. We are not using your name on any notes. Notes will help me to remember what you said later when our group discusses what we have learned.

We are also interviewing staff and supervisors and directors of agencies about these issues and when we finish all the groups and interviews, we will use the information to write a report that may result in suggestions for changes in our agencies and organizations. The report will not have any names or identifying information in it.

We want to keep everything said in this meeting confidential, but there are limitations.

### **Confidentiality**

In our group, all information is confidential: We will not share the information with anyone outside the collaborative without your permission. We will keep the information locked and only the Project Director and one alternate have a key. We are not using your name during the interviews, and we will not use your names or any identifying information in our reports. We will destroy the information seven years after the project is completed.

**Limits of Confidentiality:** The law says that confidentiality does not apply in the case of child abuse, elder abuse, and the abuse of people who are dependent disabled adults. By law some professionals must report these situations to Child or Adult Protective Services. The collaboration members have agreed that situations of child, elder, or dependent disabled adult abuse will be reported.

If, during an interview, you were to talk about such a situation, I would ask you immediately to meet privately with our counselor/advocate. In private, the counselor/advocate will assess your situation, report if necessary, and make a safety plan if needed. You will not have to face these problems alone.

Also if you seriously think you might harm yourself or another person, we will take steps to keep you and the other person safe. You will meet with our counselor to assess the situation and make a plan.

The counselor/advocate is available if you want to talk privately about what is happening in their lives. The counselor will listen and make a referral to a place with protected communication.

### **Do you have any questions?**

#### **Safety issues:**

These are the things we are doing or have done to keep you safe:

1. We are not using names on notes taken by note takers;
2. We are keeping all notes and information locked and only the project director and one alternate person have the key.
3. We are not using names in the interviews or focus groups; we are giving each person a number.
4. Although we will give you written information, we will collect it from you so you don't take it home;
5. You can leave your gift card and resource information with us if you don't want to take them home;
6. We have not advertised these meetings or interviews anywhere that is public, e.g. flyers posted, the internet, phone calls or mailings;
7. The meetings are in places you already come for services so that it will not seem unusual that you are here;

### **Do you have any questions about this?**

At the end of our interview, we will have some food and time to chat if you want. I will also give you a list of resources that people might need if there are problems at home, and a list of issues we have discussed. I will collect the information before you leave the room so you don't take it home with you, and we will keep it here at the agency for future reference. If there are any questions about the written material, just ask. We want you to feel safe and comfortable. If you do not feel safe for any reason, please let me know.

#### **Consent**

I now need to know whether or not you agree to participate in this interview. I am not asking you to sign a form, like you do at a doctor's office because we don't want to have papers with your name on them.

Now that you have heard more detail about what we are going to discuss here, do you have any questions? If you wish to participate, then we can just proceed. That will be your consent. If you don't want to participate and you do not wish to stay, you are free to leave the room now! That means you are not giving consent. It's fine! You will still get services here. And we thank you for coming here today.

Also if you do consent and we start the interview, we can end it at any time that you want.

I thank you for coming, and hope that this interview will help to improve access to services for all our Consumers.

## **Opening Script For Focus Groups With Staff And Volunteers**

We want to thank you for coming to this focus group.

My name is \_\_\_\_\_. I work at \_\_\_\_\_.

A group of organizations has come together to find out how we can provide better access to services and better services to people who are deaf/hard of hearing/deaf-blind, people who have physical disabilities, and people who are survivors/victims of domestic violence or sexual assault.

We are conducting a Needs Assessment with people who work at and volunteer at agencies and organizations and provide services to our Consumers about the services and supports they use. We are also interviewing consumers. We want to know what an excellent service agency would look like, from your perspective and theirs.

You may have some experience with some of these organizations or you might be in contact with them in the future. We are called the Right Response Collaborative. These organizations are:

1. Greater Los Angeles Agency on Deafness (GLAD) provides a broad range of services to people who are deaf/hard of hearing/deaf-blind.
2. Los Angeles City Attorney's Office prosecutes misdemeanor crimes.
3. Peace over Violence (POV), provides services to those who have been sexually assaulted or who have experienced violence in their lives.
4. Rainbow Services, Ltd. provides shelter and other services to victims of sexual assault and domestic violence and their children.
5. Westside Center for Independent Living (WCIL) provides a broad range of services to people with disabilities

We want to know what works well at organizations, what might need changing, what supports and guidance you have in working with these groups of Consumers. We are not using names of any person here in our notes, and your participation has no impact on your position as a staff member or volunteer here.

We will not ask any questions about your personal experiences of violence or assault, and we do not want you to talk about the experiences you have had.

This focus group consists of you, the facilitator (me), and a note taker. I will ask you some questions; you can talk about the questions, and the note taker will write down what is being said. Notes will help us to remember later when we discuss what we have learned from everyone.

The information that you give us will later be used to write a report that may result in suggestions for changes in our agencies and organizations. The report will not have any names or identifying information in it.

We want to keep everything said in this meeting confidential, but there are limitations.

### **Confidentiality:**

In this focus group, all information is confidential: We will not share the information with anyone outside the collaborative without your permission. We will keep the information locked, and only the Project Director and one other person will have the key. We are not using your name during the focus groups, and we will not use your names or any identifying information in the reports we write for our grantor. We will not reveal what any person says to any employee here or to your supervisor.

**Limits of Confidentiality:** By law, some professionals, called “mandated reporters”, must report situations of child abuse, elder abuse, or abuse of a dependent disabled adult to Child or Adult Protective Services. Confidentiality does not apply in these situations. We have to make sure that the person being hurt is safe. The collaboration has agreed that situations of abuse will be reported to the appropriate authorities.

If, during a group, someone were to talk about such a situation, I would ask that person immediately to meet privately with a staff counselor/advocate. In private, the counselor will assess the situation and develop an immediate safety plan if there is not one in place. No one will have to face these problems alone.

Also if a person seriously thinks s/he might harm him/herself or seriously hurt another person, we will take steps to keep that person and the intended victim safe by privately assessing the situation, making a plan to keep everyone safe.

We ask that everyone to not share information with people after the group as well.

### **Do you have any questions?**

#### **Safety issues:**

These are the things we have done or are doing to keep everyone safe:

1. We are not using names on notes taken by note takers.
2. We are locking all papers up. Only the Project Director and one other designated person will have the key.
3. We have not advertised these meetings or interviews anywhere that is public, e.g. flyers posted, the internet, phone calls or mailings;
4. The meetings are in places everyone comes for work or to volunteer so that it will not seem unusual to be here;
5. PCAs are welcome in the interview, but an alternate PCA will be made available for the interview if requested.
6. All information and records will be destroyed at the conclusion of the project.

### **Do you have any questions about this?**

#### **Consent**

I now need to know whether or not you agree to participate in this focus group. We are not asking you to sign a form, like you do at a doctor's office because we don't want to have papers with your name on them.

Now that you have heard more detail about what we are going to discuss here, do you have any questions? If you wish to participate, then we can just proceed. That will be your consent. If you don't want to participate and you do not wish to stay, you are free to leave the room now! That means you are not giving consent.

Also if you do consent and we start the focus group, you can still leave at any time. Declining to participate does not affect your role or position here in any negative way.

I thank you for coming, and hope that this group will help to improve access to services for people who are deaf/hard of hearing/deaf-blind and who have physical disabilities and those who are victims of sexual assault/domestic violence.

## Opening Script for Interviews and Focus groups with Upper Level Management, CEOs and All Attorneys

Thank you for talking to me. You know that we are working with several other organizations in the Right Response Collaborative including Peace over Violence, Rainbow Services, Ltd., Westside Center for Independent Living (WCIL), Greater Los Angeles Agency on Deafness (GLAD), and the Los Angeles City Attorney's Office with a long term goal of improving accessibility and openness in attitude at all our organizations for people who are deaf/hard of hearing/deaf-blind, people who have physical disabilities, and people who have experienced sexual and domestic violence in their lives.

We are conducting a needs assessment for the purpose of determining the strengths and weaknesses of our organizations, what barriers there might be to obtaining services and supports, what works and what doesn't and what changes might be recommended in terms of policies and procedures to better provide services and supports to our Consumers/clients.

To this end we are talking to both consumers and to the volunteers, workers, supervisors and management at our agencies and organizations

We wish to talk to you because – (Pick the appropriate paragraph)

- Boards, CEOs and/or upper level management determine policy, procedure, and protocol and are responsible for the mission and direction of the agency or organization. It is important to learn your perspective on where services to these subgroups of consumers fit into the larger services offered by organizations and agencies
- Supervisory staff responsible for assuring the policies, procedures and protocols determined from above are translated into practice. You can enlighten us about how staff are trained and educated about accessibility and welcoming services to people with physical disabilities, people who are deaf and hard of hearing, and people who have experienced domestic or sexual assault.
- Trial attorneys have direct contact with the client and therefore know what has presented barriers or problems, or what has worked well, and should be aware of the Office's policies related to this subgroup of their clients.

We will be meeting in focus groups or interviews to discuss these issues. Focus groups are a way for people to get together and exchange information and stimulate discussion about a particular topic.



This will not be a place where people will discuss their own experiences of abuse/assault. There will be no personal questions, and we specifically ask everyone NOT to discuss any personal issues.

This is who will be in the room or nearby:

1. There is a facilitator or interviewer to run the meeting and raise topics for discussion.
2. There is a note taker in the room to help us remember what is said. No names are being used.

### **Confidentiality**

In the focus group, all information is confidential: We will not share the information with anyone outside the collaborative without permission. We will keep the information locked and only the project director and one other designated person will have a key. We will not use names or identifying information in the reports we have to write for our grantor.

### **Reporting of Abuse: leave this out for attorneys**

Confidentiality does not apply in cases of child abuse, elder abuse, and the abuse of people who are dependent disabled adults who have found to be unable to care for themselves. By law, some professionals must report these situations to Child or Adult Protective Services. All of the collaboration members have agreed that abuse will be reported.

If, during a focus group, someone were to talk about such a situation, we would ask that person immediately to discuss these issues privately with our staff member.

Also if anyone seriously thinks they might harm themselves or seriously harm another person, we will take steps to keep that person and the intended victim safe by meeting with the person privately, assessing the situation, making plans to get help.

**If you consent to participate in this process, just stay here. We are not asking that any forms be filled out. If you have changed your mind and decide not to participate, just feel free to leave now.**

**Thank you.**

## Opening Script for Boards

Thank you for talking to me. You know that we are working with several other organizations in the Right Response Collaborative which includes Peace over Violence (POV), Rainbow Services, Ltd., Westside Center for Independent Living (WCIL), Greater Los Angeles Agency on Deafness (GLAD), and the Los Angeles City Attorney's Office with a long term goal of improving accessibility and openness in attitude at all our organizations for people who are deaf/hard of hearing/deaf-blind, people who have physical disabilities, and people who have experienced sexual and domestic violence in their lives.

We are conducting a needs assessment for the purpose of determining the strengths and weaknesses of our agencies and organizations, what barriers there might be to obtaining services and supports, what works and what doesn't and what changes might be recommended in terms of policies and procedures to better improve services and supports to these consumers.

To this end we are talking to both consumers and to the volunteers, workers, supervisors and management at our agencies and organizations

We wish to talk to you because Boards determine policy, priorities, and are responsible for the mission and direction of the agency or organization. It is important to learn your perspective on where services to this group of clients fit into the services offered by organizations and agencies

We are meeting in this focus group to discuss these issues.

This will not be a place where people will discuss their own experiences of abuse/assault. There will be no personal questions, and we specifically ask everyone NOT to discuss any personal issues.

This is who will be in the room or nearby:

1. There is a facilitator to run the meeting and raise topics for discussion.
2. There is a note taker in the room to help us remember what is said during the meeting. The note taker is not using anyone's name in the notes.

### **Confidentiality**

In the focus group, all information is confidential: We will not share the information with anyone outside the collaborative without permission. We will keep the information locked and only the Project Director and one other

designated person will have a key. We will not use names in the reports we are required to present to our grantor.

All notes will be destroyed after seven years, following the usual agency protocol.

**Reporting of Abuse:** Confidentiality does not apply in the case of child abuse, elder abuse, and the abuse of people who are dependent disabled adults. By law, our agencies report these situations to Child or Adult Protective Services.

If, during a focus group, someone were to talk about such a situation, we would ask that person immediately to discuss these issues privately.

Also if anyone seriously thinks they might harm themselves or seriously harm another person, we will take steps to keep that person and the intended victim safe by privately assessing the situation, making plans for help.

**If you consent to participation in this focus group, just stay here. We are not asking that any forms be filled out. If you have changed your mind and decide not to participate, just feel free to leave now.**

**Thank you.**

## **Recruitment and Introduction for Trial Attorneys**

Thank you for talking to me. You may know that we are working with several other organizations in the Right Response Collaborative including Peace over Violence (POV), Rainbow Services, Ltd., Westside Center for Independent Living (WCIL), Greater Los Angeles Agency on Deafness (GLAD), and the Los Angeles City Attorney's Office with a long term goal of improving accessibility and openness in attitude at all our organizations for victims who are deaf/hard of hearing/deaf-blind, people who have physical disabilities who have experienced sexual and domestic violence in their lives.

We are conducting a needs assessment for the purpose of determining the strengths and weaknesses of our agencies and organizations, what barriers there might be to obtaining services and supports, what works and what doesn't and what changes might be recommended in terms of policies and procedures to better provide services and supports to these particular groups of clients.

To this end we are talking to these clients and to the volunteers, workers, supervisors and management at our member agencies and to the attorneys here at the City Attorney's Office

We wish to talk to you because it is important to learn your perspective on litigating cases with these clients, what difficulties or barriers you face, what works well, what might make things go more smoothly.

We will be talking to you in focus groups or interviews to discuss these issues.

The focus groups will have 4-8 people. There will be no questions to you about your personal life or your personal experiences.

This is who will be in the room or nearby:

1. There will be a facilitator to run the meeting and raise topics for discussion.
2. There will be a note taker in the room. The note taker will not use anyone's name in the notes.

**Do you have any questions so far?**

### **Confidentiality**

In the focus group, all information is confidential: We will not share the information with anyone outside the collaborative without your permission. We will keep the information locked, and only the Project Director and one additional

designated person will have a key. We are not using names or identifying information in the reports we are required to write for our grantor. We are not going to report to your supervisors.

**Do you have any questions?**

**Language and Accommodation:**

The focus groups are being conducted in English.

Focus groups will be held here; an accessible location

If you use the services of a PCA, he or she is welcome to accompany you in the focus group. PCAs can also wait outside, or if desired, we can secure the services of an alternate PCA for the focus group.

We welcome guide dogs or other service animals.

We want everyone who can be here to participate fully. We have an RSVP form for you if you are interested in joining- it offers accommodations you might need or want and if there are any food allergies that you have because we will have snacks for everyone.

**Do you have any questions? If there is anything you want more information about, please ask me.**

Will you participate?

Please review the written material and fill out the RSVP form. If you want me to read it to you or sign it to you, please let me know. I will collect the written information when you are finished with it because I don't want you to take it home where it might create a problem.

Do you have any questions?

Thank you very much.

# Questions To Be Asked Of Target Groups

**Questions for Executive Directors of Agencies  
for Survivors of Sexual Assault/Domestic Violence  
(Rainbow & POV)**

I am going to ask you some questions about specific issues related to how this agency works with survivors who are deaf/hard of hearing/deaf-blind or who have physical disabilities.

- 1. What are your agency's strengths and works well when serving survivors with disabilities or who are deaf/ hard of hearing??**
  - a. Staff knowledge and comfort in work with these consumers?
  - b. Do you provide accommodations and is there a line item in your budget for this?
  - c. How is staff supported in their work?
  
- 2. What are your challenges in serving survivors with physical disabilities and deaf/hard of hearing/deaf-blind survivors?**
  - a. Not enough training about disability and hearing loss issues?
  - b. Difficulty in securing accommodations?
  
- 3. What policies/procedures currently exist at your organization specific to meeting the needs of these survivors?**
  - a. Their strengths and weaknesses?
  - b. Considered modifications?
  - c. Staff training about these policies/procedures?
  
- 4. What kinds of relationships do you have with organizations that may be available to assist with providing services to this group of survivors such as POV, Rainbow, Ltd, GLAD, WCIL, LA City Attorney's Office or others?**
  - a. Are these relationships formal? Informal?
  - b. What opportunities exist to improve these relationships or create relationships if they do not already exist? Are there any barriers to this occurring?
  
- 5. How does change occur in your organization?**
  - a. How are policies/procedures created and/or changed?
  - b. How are resource allocations made?
  - c. What limitations and fiscal constraints impact on your ability to make change?

**6. What would you need to make your agency and its services more accessible and welcoming to survivors with physical disabilities and deaf/hard of hearing/deaf-blind survivors?**

- a. Training? Resources? Relationships? Other?
- b. How can we, as a collaborative help?
- c. Who else could help?

**7. Is there anything else that you would like to tell us?**





**Questions for Management of Agencies  
for Survivors of Sexual Assault/Domestic Violence  
(Rainbow & POV)**

I am going to ask you some questions about specific issues related to how this agency works with survivors, and survivors who are deaf/hard of hearing/deaf-blind or who have physical disabilities.

- 1. How comfortable is your staff serving survivors who also have physical disabilities and deaf/hard of hearing/deaf-blind survivors? And what exists at your agency to help make consumers feel welcomed and safe?**
  - a. Does staff screen for disability and/or hearing loss?
  - b. Staff knowledge and comfort with these consumers?
  - c. Availability of accommodations?
  
- 2. What are the challenges your staff reports in serving survivors with physical disabilities or who are deaf/hard of hearing/deaf-blind?**
  - a. Budget constraints?
  - b. Training or resources needed to be better prepared?
  - c. Securing accommodations is difficult?
  
- 3. How do you support your staff in their work with consumers who are also survivors?**
  
- 4. What policies/procedures currently exist at your organization specific to responding to and meeting the needs of these survivors?**
  - a. Strengths and weaknesses?
  - b. Are modifications considered?
  - c. Staff training and knowledge? – what and how often?
  
- 5. What kinds of relationships do you have with organizations that may be available to assist with providing services to this group of survivors such as POV, Rainbow, Ltd, GLAD, WCIL, LA City Attorney's Office or others?**
  - a. Are these relationships formal? Informal?
  - b. What opportunities exist to improve these relationships or create relationships if they do not already exist? Are there any barriers to this occurring?
  
- 6. How does change occur in your organization?**
  - a. How are policies/procedures created and/or changed?

- b. How are resource allocations made?
- c. What limitations and fiscal constraints impact on your ability to make change?

**7. What would you need to make your agency and its services more accessible and welcoming to survivors with physical disabilities and deaf/hard of hearing/deaf-blind survivors?**

- a. Training? Resources? Relationships? Other?
- b. How can we, as a collaborative help?
- c. Who else could help?

**8. Is there anything else that you would like to tell us?**

## Questions for Executive Directors of Disability Agencies (WCIL, GLAD)

Our collaboration consists of Rainbow, Ltd, Peace over Violence, Greater Los Angeles Agency on Deafness (GLAD), Westside Center for Independent Living, and the LA City Attorney's Office.

We are going to ask you some questions about specific issues related to how your agency works with people with disabilities or who are deaf/ hard of hearing/ deaf-blind who have also experienced sexual assault/domestic violence.

- 1. What works well when serving your consumers who are also be survivors of sexual assault/ domestic violence? And what exists at your agency to help make consumers feel welcomed and safe?**
  - a. Staff knowledge and comfort with these issues?
  - b. Availability of Accommodations?- line item in budget?
  - c. What support is available to staff?
  
- 2. What does are the challenges and issues your staff reports in serving your consumers who are also survivors of domestic violence/sexual assault? Is staff comfortable with these issues?**
  - a. Not enough training about domestic violence and sexual assault?
  - b. Staff discomfort? Complexity of situations?
  
- 3. What policies/procedures currently exist at your organization specific to responding to and meeting the needs your consumers who are also survivors?**
  - a. Strengths and weaknesses of these policies/procedures?
  - b. How might these policies/procedures need to be modified?
  - c. Staff training about these? How often?
  
- 4. What kinds of relationships do you have with organizations that may be available to assist with providing services to your clients who are also survivors of violence, such as POV, Rainbow, Ltd, GLAD, WCIL, LA City Attorney's Office or others?**
  - a. Are these relationships formal? Informal?
  - b. What opportunities exist to improve these relationships or create relationships if they do not already exist? Are there any barriers to this occurring?

- 5. How does change occur in your organization?**
  - a. What is the decision-making process? How are policies/procedures created and/or changed?
  - b. What limitations and fiscal constraints impact on your ability to make change?
  
- 6. What would you need to make your agency and its services more accessible and welcoming to your consumers who are also survivors of sexual assault/domestic violence?**
  - a. Training? Resources? Relationships? Other?
  - b. How can we, as a collaborative help?
  - c. Who else could help?
  
- 7. Is there anything else that you would like to tell us?**

## Questions for Upper Level Management of Disability Agencies (WCIL, GLAD)

Our collaboration consists of Rainbow, Ltd, Peace over Violence, Greater Los Angeles Agency on Deafness (GLAD), Westside Center for Independent Living, and the LA City Attorney's Office.

We are going to ask you some questions about specific issues related to how your agency works with people who have experienced sexual assault/domestic violence.

- 1. How comfortable are you and your staff in working with survivors of sexual assault/ domestic violence?**
  - a. Are clients screened for DV/SA?
  - b. How do you train your staff about these issues?
  
- 2. What are the challenges that staff report in serving your consumers who are also survivors of domestic violence/sexual assault?**
  - a. Resources are needed?
  - b. More training? Staff not comfortable?
  
- 3. How do you support your staff in their work with consumers who are also survivors?**
  
- 4. What are your agency's policies/procedures specific to your clients who are survivors of sexual abuse/domestic violence?**
  - a. Strengths and weaknesses of these policies/procedures?
  - b. How are staff trained about these policies/procedures?
  
- 5. What kinds of relationships do you have with organizations that may be available to assist with providing services to your clients who are also survivors of violence, such as POV, Rainbow, Ltd, GLAD, WCIL, LA City Attorney's Office or others?**
  - c. Are these relationships formal? Informal?
  - d. What opportunities exist to improve these relationships or create new relationships? Are there any barriers to this occurring?
  
- 6. How does change occur in your organization?**
  - a. What is the decision-making process? How are policies/procedures created and/or changed?

- b. What limitations and fiscal constraints impact on your ability to make change?

**7. What would you need to make your agency and its services more accessible and welcoming to your consumers who are also survivors of sexual assault/domestic violence?**

- a. Training? Resources? Relationships? Other?
- b. How can we, as a collaborative help?
- c. Who else could help?

**8. Is there anything else that you would like to tell us?**

## **Questions for City Attorney's Office Leadership:**

Senior Assistant in Charge of Branch Operations  
Supervisor, Family Violence Operations  
Senior Trial Deputy For Domestic Violence Policy  
Chief, Criminal Branch

### **1. What does the Criminal Branch of the City Attorney's office do well in assisting and supporting victims of sexual assault/domestic violence who are also deaf/hard of hearing/deaf-blind or who have physical disabilities? For example, some of the issues that arise may be:**

- a. Ensuring that information and appearances of the trial deputies are accessible linguistically and physically, providing accommodation.
- b. Training trial deputies in the criminal branch about issues faced by victims of crime who have physical disabilities or who are deaf/hard of hearing/deaf-blind.
- c. Training trial deputies about issues of domestic violence/sexual assault. What is involved with this training?
- d. How do you assure that trial deputies who have cases with victims who have physical disabilities or who are deaf/hard of hearing/deaf-blind disabilities are able to help them feel welcome and safe?

### **2. What are the challenges faced when supervising the prosecution of cases involving victims of sexual assault/domestic violence who are also deaf/hard of hearing/deaf-blind or have physical disabilities? What, if anything, isn't working well and what, if anything, do you see as the problems?**

- a. Lack of available accommodation? Interpreters?
- b. Physical barriers to offices and court rooms?
- c. Lack of information about disability issues or deafness issues?
- d. Lack of information about impact of sexual assault/domestic violence
- e. Victims are unfamiliar with the legal process?

- 3. What are the policies/procedures of the criminal branch specific to the needs of victims of sexual assault/ domestic violence who are deaf/hard of hearing/deaf-blind or who have physical disabilities?**
  - a. What are the strengths and weaknesses of these policies?
  - b. Are there changes that might be recommended?
  - c. How are trial deputies made aware of these policies? Training?
  - d. What exists to make people feel welcome and safe?
  
- 4. What kinds of resources or equipment does the City Attorney's office have or need to serve victims who are deaf/hard of hearing/deaf-blind or who have physical disabilities?**
  - a. What would your office need to make your services more physically accessible? Accessible building and bathrooms?
  - b. What would your office need to make your services more accessible to deaf/hard of hearing/deaf-blind people? TTY? , Videophone? Access to interpreters
  
- 5. What kinds of relationships does the City Attorney's office have with other organizations that serve survivors with physical disabilities or who are deaf/hard of hearing/deaf-blind?**
  - a. Formal or informal relationships and with whom?
  - b. Are these relationships helpful and how?
  - c. Barriers or constraints in collaboration?
  
- 6. Is there anything else might enhance your ability to supervise attorneys who serve individuals who are victim of sexual assault/domestic violence who are deaf/hard of hearing/deaf-blind or who have physical disabilities?**
  
- 7. Is there anything else you would like to tell us?**



## Questions for Trial Attorneys in the City Attorney's Office

1. **If you as an attorney have litigated cases with victims of sexual assault/domestic violence who are deaf/hard of hearing/deaf-blind or who have physical disabilities, what went well in assisting and supporting them?**
  - a. Ensuring accessibility?
  - b. Providing accommodation and how?
  - c. Making sure these individuals feel comfortable, welcome, and safe so they can discuss their experience of assault? How?
  
2. **If things did not go smoothly, what isn't working well and what are the issues or barriers?**
  - a. Lack of available accommodation? Interpreters? Captioning?
  - b. Physical barriers to offices and courtrooms?
  - c. Lack of information about physical disability issues or deafness/hard of hearing/deaf-blind issues?
  - d. Lack of information about impact of sexual assault/domestic violence.
  - e. Victims are unfamiliar with the legal process? Is this a problem for all cases or just for victims who are deaf, hard of hearing or physically disabled
  
3. **How do you learn about policies/procedures of the City Attorney's Office that address the needs of victims who also have physical disabilities or hearing loss? And what are the strengths and weaknesses of these policies or procedures?**
  - a. Training/Orientation?
  - b. Are there changes that might be recommended?
  - c. What would you need to make you more effective in working with these victims?

**4. What kinds of resources or equipment do you have or need at the Courthouse or the office to serve victims/survivors who are deaf/hard of hearing/deaf-blind or who have physical disabilities?**

- a. Videophone? Interpreters?
- b. Accessible building and bathrooms?
- c. What would your office need to make your services more physically accessible?
- d. What would your office need to make your services more accessible to deaf/hard of hearing/deaf-blind people?

**5. What organizations that serve survivors with physical disabilities or who are deaf/hard of hearing/deaf-blind do you have contact with? And how are they helpful? How did you learn about these organizations?**

- a. Are the relationships formal or informal?
- b. Barriers or constraints in collaboration?
- c. How can these relationships be more helpful to you?

**6 Is there anything else might enhance your ability to litigate cases with individuals who are victim of sexual assault/domestic violence who are deaf/hard of hearing/deaf-blind or who have physical disabilities?**

**7 Is there anything else you would like to add?**

## **Questions for Boards- WCIL and GLAD**

Our collaboration consists of Rainbow Services, Ltd, Peace over Violence, Greater Los Angeles Agency on Deafness (GLAD), Westside Center for Independent Living, and the LA City Attorney's Office. We have been working together with a long- term goal of improving services to people with physical disabilities and people who are deaf/hard of hearing/deaf-blind who have experienced domestic violence/sexual assault in their lives. I would like to ask you some questions.

### **1. What is the role of the Board in your agency**

- a. In determining the mission of your agency?
- b. In how services are prioritized and delivered?
- c. In resource allocation?
- e. In the development of or changes in policies and practices?
- f. What is the process for making change?

### **2. What are the strengths of and what works well at your agency in working not only with your own usual consumers but those who have also experienced violence?**

- a. Knowledgeable and aware staff?
- b. Commitment of agency to provide services to all constituents who need services?
- c. Availability of accommodation?

### **3. Are there barriers to your agency's work with your usual consumers who might also be victims of sexual assault/domestic violence?**

Financial? Staffing? Available accommodation? Training?

### **4. If as a result of the Needs Assessment we are conducting, there were recommended changes in procedures, policies, allocation of resources, how will you participate or support these changes?**

### **5. Is there anything else you would like to tell us?**

## Questions for Boards- Rainbow Services, and Peace over Violence

Our collaboration consists of Rainbow, Ltd, Peace over Violence, Greater Los Angeles Agency on Deafness (GLAD), Westside Center for Independent Living, and the LA City Attorney's Office. We have been working together with a long term goal of improving services to people with physical disabilities and people who are deaf/hard of hearing/deaf-blind who have experienced domestic violence/sexual assault in their lives. I would like to ask you some questions.

- 1. What is the role of the Board in your agency**
  - a. in determining the mission of your agency?
  - b. in how services are prioritized and delivered?
  - c. in resolving competing demands for limited resources?
  - d. in resource allocation?
  - e. in the development of or changes in policies and practices?
  - f. what is the process for making change?
  
- 2. What are the strengths of and what works well at your agency in working with victims/survivors? and survivors are also deaf/hard of hearing/deaf-blind/deaf blind or who have physical disabilities?**
  - a. Knowledgeable and aware staff?
  - b. Commitment of agency to provide services to all constituents who need services?
  - c. Availability of accommodations?
  
- 3. What constraints or barriers are there to your agency's work with victims/survivors who also might be deaf/hard of hearing/deaf-blind or who have physical disabilities?**

Financial? Staffing? Available accommodation?
  
- 4. If, as a result of the Needs Assessment we are conducting, there were recommended changes in procedures, policies, allocation of resources, how will the Board participate or support these changes?**
  
- 5. Is there anything else you would like to tell us?**

## **Focus group questions- Disability and Deaf Service Providers and Volunteers**

**1. What works well at your agency related to consumers who may have experienced sexual assault/ domestic violence?**

- a. Do you feel comfortable with this topic?
- b. Do you feel supported by management and the agency?
- c. Procedures and practices in place?
- d. Did you have training or supervision?
- e. What do you think helped to make these consumers feel comfortable and safe?

**2. Tell me about what didn't go well when assisting a client who disclosed they were a victim of sexual assault:**

- a. Concerns about safety? Knowledge? Skills? Resources? Comfort?
- b. Supports? Supervision?
- c. Suggestions for improvement?

**3. What policies, procedures, supports exist at your agency to guide you in responding to a consumer who is a victim/survivor of sexual assault/domestic violence?**

- a. Strengths of policy/procedures?
- b. Weaknesses of policy/procedures?
- c. Training you received?

**4. What is in place at your agency to encourage clients to disclose that they are experiencing sexual assault/domestic violence?**

- a. Asked at screening, intake routinely?
- b. Atmosphere of interest?
- c. Posters, phone numbers, visible?

**5. What other agencies do you routinely interact with that can provide assistance your clients who have experienced violence in their lives? And how do they help you in your work?**

- a. Are there mutual referrals happening between agencies?
- b. Consultation is available
- c. What information about physical disability or deafness do domestic violence agencies need in order to provide better services?

**5. Is there anything else you would like us to know?**

**Focus Group questions -  
Staff And Volunteers Of Domestic Violence Agencies**

**1. Have you seen survivors at your agency who are deaf, hard of hearing, deaf-blind or who have physical disability? What exists at your agency to support/guide you?**

- a. Did you feel comfortable and supported?
- b. Procedures and practices in place?
- c. Training you had?
- d. Resources? Supports? Accommodations?
- e. What exists to make these consumers feel comfortable and safe?

**2. Tell me about a time when things did not go so well when you were assisting a survivor who was also deaf/hard of hearing/deaf-blind or who also had a physical disability (pick one)?**

- a. Concerns about safety? Knowledge? Skills? Resources?,
- b. Lack of accommodations available?
- c. Lack of Supports? Supervision?
- d. Suggestions for improvement?

**3. What policies and procedures exist at your agency to guide you in responding to a survivor who is deaf/hard of hearing/deaf-blind or who has a physical disability?**

- a. Strengths of policy/procedures?
- b. Weaknesses of policy/procedures?
- c. Training you received?

**4. What is in place at your agency to encourage survivors to disclose they have a disability or need accommodation?**

- a. Asked at screening, intake routinely?
- b. Atmosphere of interest?
- c. Posters, phone numbers, visible?

**5. Do you interact with other agencies that can provide assistance to your consumers who have physical disabilities or are deaf/hard of hearing/deaf-blind ?**

- a. How do you use these other agencies?
- b. Are there mutual referrals happening
- c. What information about domestic violence do Disability agencies need in order to provide better services?

**6. Is there anything else you would like us to know?**

**Questions For GLAD Clients Who Are Deaf/Hard Of Hearing/Deaf-Blind/Deaf-Blind. (Non Survivors)**

**1. How do deaf/hard of hearing/deaf-blind people find out about services that are available to them? Where should agencies share information that services are available?**

- a. Word of mouth and the community?
- b. Internet? Facebook? Community Based agencies?
- c. Public places like religious groups, Libraries? Stores?
- d. Workshops or announcements on television?

**2. What would you like staff at hearing agencies to know about and do providing services to a person who is deaf/hard of hearing/deaf-blind?**

- a. Culture? Language? Communication techniques?
- b. Accommodations such as Videophone, interpreters, assistive listening devices?
- c. Try to make me feel comfortable and safe.

**3. If things went smoothly when you asked for help, what contributed to that?**

- a. If you felt welcomed and respected, what contributed to your feeling that way? Did you feel the agency environment and staff were welcoming?
- b. How did the staff show their interest in your issues?
- c. How were your needs as a person who is deaf/hard of hearing/deaf-blind accommodated?

**4. What can service providers/agencies do differently when working with deaf/hard of hearing/deaf-blind people? I am talking about all agencies, not just those familiar with hearing loss.**

- a. Ask you about accommodations before you request them
- b. Demonstrate knowledge about deafness, hearing loss, deaf-blindness?
- c. Staff should feel comfortable around me
- d. Staff should look at me when they are talking.
- e. Staff should not sit in front a window

**5. Is there anything else that an agency's staff needs to know or do to**

**provide better services to people who are deaf/hard of hearing/deaf-blind/ deaf-blind?**

**Questions For WCIL Clients  
Who Have Physical Disabilities—Non-Survivors**

- 1. How do people with physical disabilities people find out about services that are available and accessible to them? And where should agencies share information that services are available?**
  - a. Word of mouth and community events?
  - b. Internet? Facebook? Community Based agencies?
  - c. Public places like religious groups, Libraries? Stores?
  - d. Workshops or announcements on television?
  
- 2. What would you like staff at non-disability agencies to know about and do providing services to a person who has a physical disability?**
  - a. Be knowledgeable about specific disabilities?
  - b. Be knowledgeable about accommodations?
  - c. Have physically accessible facilities
  - d. Try to make me feel comfortable and safe.
  - e. Offer accommodations
  - f. Other?
  
- 3. When you had a positive experience at any agency, what about that agency contributed to your experience?**
  - a. The agency environment and staff were welcoming? – How?
  - b. Staff showed their interest in your issues and show they respected your issues and concerns?
  - c. Staff knowledgeable about disability issues
  - d. Staff knowledgeable about accommodations.
  - e. Other?
  
- 4. What information do agencies need and what can agencies do better in providing services to people with physical disabilities?**
  - a. What kinds of equipment would be available?
  - b. What kinds of access would you like to see in the building and offices?
  - c. What attitudes would you like to see from staff members?
  - d. What would make you feel welcome, respected, and safe?
  - e. What knowledge should staff have about physical disabilities?



**5. What else could an agency do to better serve people with physical disabilities?**

**Questions For Survivors Who Are Deaf/Hard Of Hearing/Deaf-Blind Or Who Have Physical Disabilities**

- 1. Tell us about a time when you were seeking services from a provider: how did you find out about the services? And how should providers/agencies make their services known?**
  - a. Word of mouth and the community?
  - b. Internet? Facebook? Community based agencies?
  - c. Public places like religious groups, libraries? Stores?
  - d. Workshops or announcements on television?
  - e. Other?
  
- 2. Tell me about a time when you went to an agency and things went well.**
  - a. If you felt comfortable and safe, what helped you feel that way?
  - b. If you felt secure enough to disclose your issue of abuse or violence, what contributed to your feeling that way?
  - c. If your needs were respected and you were treated with dignity and concern, what helped you to know that?
  - d. How did staff demonstrate their knowledge both with physical disability/ deafness/hearing loss/deaf-blind issues and issues of violence/assault.
  - e. What accommodations were available to you?
  
- 3. What information do agencies need and what can agencies do better in providing services to survivors who have physical disabilities or who are deaf/hard of hearing/deaf-blind?**
  - a. What kinds of accommodation and access would be available?
  - b. What attitudes would you like to see from staff members?
  - c. What would make you feel welcome, respected, and safe?
  - d. What should staff know about people with physical disabilities or who are deaf/hard of hearing/deaf-blind/deaf-blind who have experienced sexual assault/domestic violence?
  - e. How can staff demonstrate to you that they are interested in and understanding of your dual issues of physical disability or being deaf/hard of hearing/deaf-blind and experiencing violence?

- 4. Is there anything else that you can think of that would improve services to survivors who have physical disabilities or who are deaf/hard of hearing/deaf-blind?**

**Questions For Survivors Of Sexual Assault Or Domestic Violence  
(Able-Bodied, Hearing, Sighted)**

- 1. Tell us about a time when you were seeking services from a provider: how did you find out about the services? And how should providers/agencies make their services known?**
- a. Word of mouth and the community?
  - b. Internet? Facebook? Community-based agencies?
  - c. Public places like religious groups, libraries? Stores?
  - d. Workshops or announcements on television?
  - e. Other?
- 2. Tell me about a time when you went to an agency and things went well.**
- a. If you felt comfortable and safe, what helped you feel that way? Did you feel the agency environment and staff were welcoming?
  - b. If you felt secure enough to disclose your issue of abuse or violence, what contributed to your feeling that way?
  - c. How did you know that you could trust the staff and have confidence that you would get help?
  - d. If your needs were respected and you were treated with dignity and concern, what helped you to know that?
- 3. What do agencies need and what can agencies do better in providing services to people who have experienced sexual assault/domestic violence?**
- a. What attitudes would you like to see from staff members?
  - b. What would make you feel welcome, respected, and safe?
  - c. More knowledge about people who have experienced sexual assault/domestic violence and the effects of this?
  - d. How can survivors be made to feel more comfortable and safe?
  - e. What can be done to make an agency a safe place to disclose abuse/assault?
- 4. Is there anything else that you can think of that would improve services to survivors?**

**Written Material  
To Be Given To  
Consumers/Clients  
At The Time Of Recruitment**

**The Right Response Collaborative  
RSVP Form And Accommodation Request**

***This form will be kept in a locked file; only the Project Director and one alternate person will have the key.***

**Your preferred language for group or interview:**

Spanish \_\_\_\_\_ English \_\_\_\_\_  
American Sign Language \_\_\_\_\_  
Other Spoken Language \_\_\_\_\_

**What do you need to make this group or interview accessible?**

1. Large print writing \_\_\_\_\_
  2. Certified Deaf interpreter \_\_\_\_\_
  3. Assistive Listening devices \_\_\_\_\_
  4. Oral Interpreter \_\_\_\_\_
  5. Accessible building and restrooms \_\_\_\_\_
  6. Guide Dog or Service Animal present in room \_\_\_\_\_
  7. PCA nearby \_\_\_\_\_
  8. PCA in the room \_\_\_\_\_  
My own \_\_\_\_\_ Arrange for alternate \_\_\_\_\_
  9. Dietary restrictions/ allergies for snacks: please list:
- 

**For recruiter use:**

**Group assignment or interview information:**

**Day** \_\_\_\_\_ **Date** \_\_\_\_\_ **Time** \_\_\_\_\_

**Location** \_\_\_\_\_

***This form must be given to the Collaboration representative in your agency/organization for forwarding to the Project Director so that accommodation arrangements can be made***

## Written Information For Consumers At Time Of Recruitment

We have a joint project with other agencies and organizations: Peace over Violence, Westside Center for Independent Living, GLAD, Rainbow Services, Ltd., the LAPD, and the LA City Attorney's Office. We all want to make our services more accessible and available to you.

1. Greater Los Angeles Agency on Deafness (GLAD) provides many services to people who are deaf/hard of hearing/deaf-blind.
2. Los Angeles City Attorney's Office prosecutes misdemeanor crimes that take place within the City of Los Angeles.
3. Peace over Violence provides services to those who have been sexually assaulted or who have experienced domestic violence.
4. Rainbow Services, Ltd. provides shelter and other services to victims of sexual assault and domestic violence and their children.
5. Westside Center for Independent Living (WCIL) provides services to people with physical disabilities.

We are asking people questions about all the services they apply for and receive, not just those from these agencies or organizations. We want you to join us and participate. You know what works well, and what doesn't, and what barriers you face.

If you felt welcomed and safe, we want to know why. If you did not, we want to know how to fix the problem. We want to know if necessary accommodations were available.

We will talk to people who are deaf/hard of hearing/deaf-blind, people who have physical disabilities and people who have experienced sexual assault/domestic violence about the services they use. Consumers are often the real experts.

We will also be talking to people who work at these organizations for their perspective.

We need your feedback and opinions because we really want to know what makes a program work well or what prevents it from working well.

We hope you will help us. If you agree to participate, we will give you a thank you gift card of \$20 from Ralph's. If you don't want to participate, that's fine! You will still get services here.

It is important to understand that we do not want you to talk about any personal experience of violence. We are only talking about services at agencies and organizations.

We will have focus group meetings where 4-8 people will come together. The groups will meet here at this organization. Some people will have individual interviews if they cannot participate in a focus group. We prefer focus groups because there is always a lively discussion and people get new idea from each other. We want people to share ideas and opinions, but no names will be used during the meeting. We will not use your names or any identifying information during focus groups or in our reports that we write to our granting agency. When you arrive, we will give you a number to use instead of your name. This will help keep things private and confidential. Some people will be interviewed individually.

These are the people who will be in the meeting:

1. There will be one person who will ask the questions and call on people. This is the facilitator (for focus groups) or the interviewer (for individual interviews).
2. There will be a note taker in the room. The note taker will refer to each person by number, and will not put down anyone's name. Again this is to keep things private.
3. There will be a counselor/ advocate waiting outside for anyone who wants to talk privately

If you are worried about safety, please tell me.

We will collect these papers from you so you don't bring them home. We will give you a gift card at the time of the meeting, but if you are worried about taking it home, we can keep it here for you at the agency.

For safety, we are not advertising this meeting in any public way, only by face-to-face discussion.

We will protect confidentiality as much as possible. We will not talk about your answers or about the meeting to anyone outside the group without your permission. We will write a report of our findings but that report will not have any names or any identifying information in them.

Confidentiality in the focus group is not 100%. This is why we don't want you to talk about personal experiences. This is also why we are using numbers and not names in the focus groups, even if you know the names of the people in the group. We ask you not to discuss anything about the group or interview when you go home; this also helps to protect everyone's confidentiality.

If during the meeting, you or anyone talks about a child, senior citizen, or disabled dependent adult who is being abused or hurt, then the facilitator will ask you to talk to the counselor privately to assess the situation. Some situations will have to be reported to Child or Adult Protective Services. Our agencies agree that child abuse, elder abuse, or abuse of a dependent disabled adult will be reported. We would sit and discuss the situation, in private, to be sure that everyone is safe, and make plans to protect the person and you.

If you want to help us, but don't want to be in a group, we can arrange for an individual interview. We encourage participation in the group because people together always think of new things to say and help each other give their opinions and ideas openly.

The focus groups will be in English, Spanish, and American Sign Language. People who use other spoken languages will be interviewed individually with a spoken language interpreter.

**For people who are deaf/hard of hearing/deaf-blind:**

The groups and interviews will be done in American Sign Language. Deaf-blind people will be interviewed individually using close visual or tactile sign language. If the services of a certified deaf interpreter or oral interpreter are indicated, those services will be provided. We will have assistive listening devices available to those who wish to use them.

**For people with physical disabilities:**

All the places where focus groups and interviews will be held are physically accessible. If you have a PCA, he or she is welcome to accompany you to the focus group or interview. The PCA can be in the room or wait outside if you wish. If you wish an alternate PCA to present with you in the room, we will make those arrangements for you.

Written material will be in large print if desired and regular print.

We want everyone to participate fully. We have an RSVP form here for you if you are interested in participating- it asks about any accommodations you might need or want and if there are any food allergies that you have because we will have snacks for everyone.

If you are interested, please fill out the RSVP form. If you want me to read it to you or sign it to you, please let me know.

If you don't want to participate, that is fine. You will still receive services here.

Thank you very much.

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