



## NEEDS ASSESSMENT PLAN



CLEVELAND 2020

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## INTRODUCTION

Deaf Pathways was established in 2019 as a result of a collaboration effort between two organizations in Cleveland, Ohio: Cleveland Rape Crisis Center (CRCC) and Cleveland Hearing and Speech Center (CHSC). Our two agencies saw a need to increase responsive and accessible services to Deaf and Hard of Hearing survivors of rape and sexual abuse, and came together to increase our capacity to equitably and accessibly serve this population. This collaboration is made possible and is funded by the Department of Justice, Office on Violence Against Women (OVW) Disability Grant Program.

## COLLABORATION PARTNERS

### *Cleveland Rape Crisis Center (CRCC)*

Cleveland Rape Crisis Center is one of the largest free-standing Rape Crisis Centers in the US, reaching more than 40,000 individuals each year with its comprehensive services.

Founded in 1974, Cleveland Rape Crisis Center has grown from a grassroots, volunteer-run hotline service to assist survivors of rape and sexual abuse to a 70+ employee nonprofit organization providing leading counseling services, victim assistance in the justice system, and 24-hour services to survivors of rape and sexual abuse in Cuyahoga, Geauga, Lake and Ashtabula Counties.

CRCC's vision is the elimination of sexual violence. CRCC's mission is to support survivors of rape and sexual abuse, promote healing and prevention and advocate for social change. The organization also serves survivors of human trafficking.

Cleveland Rape Crisis Center also offers education programs to hundreds of organizations, schools and businesses throughout Northeast Ohio including Cuyahoga County, Lake County, Geauga County and Ashtabula County. We believe that outreach to the community and education and prevention services are vital components in eliminating sexual violence.

CRCC has extensive experience in successfully conducting outreach in underserved communities. Using a multi-pronged approach is crucial; from social media to simply showing up at community events, the primary lesson is to listen

to members of the community about what is most effective and to build and nurture trust.

### *Cleveland Hearing and Speech Center (CHSC)*

Cleveland Hearing & Speech Center (CHSC) is the oldest freestanding speech and hearing center in the United States. Founded in 1921, it remains Northeast Ohio's only non-profit agency dedicated to helping individuals gain or regain their ability to communicate with others and live more independently, serving adults and children in Northeast Ohio who are D/deaf, hard of hearing, or have communication challenges. Today, CHSC serves thousands of Northeast Ohioans, providing clinical services in speech-language pathology, audiology, outreach to families of infants and toddlers who are deaf or have profound hearing loss, and services for those who are deaf or hard of hearing. CHSC's Community Center for the Deaf and Hard of Hearing, the first center of its kind in Ohio, was established in 1975 and provides case management, advocacy, information and referral, and sign language interpreting services. CHSC is accredited by the Registry of Interpreters for the Deaf (RID) and is a certified Medicaid and Medicare provider.

CHSC envisions a community where every individual communicates effectively and offers a wide variety of programs and services to meet the needs of the largely underserved Deaf and Hard of Hearing community. The agency's Community Center for the Deaf and Hard of Hearing provides support services and case management for persons who are Deaf and their families; vocational rehabilitation programming for those seeking employment; advocacy and ADA consultation; training and professional development on Deaf Culture; information and referral; summer youth programs; and ASL instruction. In addition, several of the staff are trained advocates and they provide services and advocacy in a culturally competent and trauma informed manner to Deaf victims/survivors of sexual assault, stalking, intimate partner violence. The team also provides training and education to social service agencies as well as the criminal justice system to more effectively interface with crime victims who are Deaf. Finally, the agency provides 24-hour sign language interpreting across 8 northeastern Ohio counties.

Each agency brings a unique and well-equipped perspective to create change. CRCC has provided trauma informed services to survivors of rape and sexual abuse in the Northeast Ohio region for 45 years. CHSC brings expertise as the only service provider in Northeast Ohio that provides specific services to the Deaf and



Hard of Hearing population and has been doing so since 1921. Both agencies believe that collaboration is essential in addressing the needs of Deaf and Hard of Hearing survivors of Rape and Sexual abuse.

## VISION

Deaf Pathways envisions a society where all service providers and systems are trauma informed, fully resourced, and prepared to offer equitable and accessible services to Deaf and Hard of Hearing survivors of rape and sexual abuse. We envision services that promote healing and empowerment in a timely, trustful, and safe manner that elevates Deaf Culture, as well as all variations of communication preferences and access. Deaf Pathways envisions a future of empowered individuals and agencies where equity for Deaf and Hard of Hearing people and sexual violence survivors remain at the forefront of services.

## MISSION

Deaf Pathways' mission is to create sustainable systems change within our agencies by:

- Prioritizing a client-focused approach and letting the input of those we serve guide our practices
- Identifying and addressing barriers within the Deaf community and working to eliminate those barriers to receiving services
- Providing creative resources, education, and training to agency staff to respond to current and future needs of Deaf and Hard of Hearing survivors of sexual assault
- Implementing strategies for effective communication, such as using in-person ASL interpreters, especially when serving survivors of sexual violence experiencing trauma
- Providing outreach and education to the Deaf and Hard of Hearing community regarding sexual violence and the accessible services that are available
- Promoting healing and empowering survivors to make their own informed decisions
- Promoting transparency and educating agency staff continuously on topics such as, but not limited to: trauma informed care, how to respond to disclosures of sexual violence, Deaf Culture and barriers to services.

- Leveraging existing collaborations with systems and other service providers to inform best practices and decisions that impact our clients
- Advocating for Deaf survivors of sexual violence outside of our own agencies and communities

## PROGRESS

Deaf Pathways is on track to complete five deliverables as part of the planning and development portion of the Disability Grant Program.

Deliverable	Submitted	Approved
Collaboration Charter	June 15 <sup>th</sup> , 2020	August 10 <sup>th</sup> , 2020
Focus Memorandum	August 14 <sup>th</sup> , 2020	December 4 <sup>th</sup> , 2020
Needs Assessment Plan	December 18 <sup>th</sup> , 2020	
Needs Assessment Findings		
Strategic Plan		

Our first deliverable, the **Collaboration Charter**, provides a foundation for our work by illustrating our commitment, framework, and direction. It defines our vision, mission, values and the terms that we use. It identifies the member agencies and describes their work, as well as their commitment and contributions to Deaf Pathways. The charter outlines the manner in which the collaboration team members will communicate, make decisions, and manage conflict. It further describes how we will work to maintain the boundaries of confidentiality and mandatory reporting (particularly as it relates to the work around the needs assessment). Lastly, the charter outlines our work plan throughout the Disability Grant Program period.

Our second deliverable, the **Focus Memorandum**, identifies our focus population of Deaf and Hard of Hearing survivors of rape and sexual abuse, the two agencies making up the collaboration, and our capacity for sustainable organizational change.

Over the past few months, the Deaf Pathways collaboration has developed this **Needs Assessment Plan**, describing our strategies and methods for collecting data. We will seek input and critical feedback from several targeted audiences. Once the Needs Assessment has been conducted, we will synthesize the key

findings of our assessment into a **Key Findings Report**, then utilize the findings to build a **Strategic Plan** that generates needed sustainable organizational change.

## NEEDS ASSESSMENT PURPOSE

The overarching purpose of our Needs Assessment plan is to provide practical information that will help improve services for Deaf and Hard of Hearing survivors of rape and sexual abuse. Our team hopes to capture this information through interviews, focus groups, surveys, previously collected data, and gathering as much information as possible to inform how we move forward with implementation to create sustained change within each agency. The results of the needs assessment will help advise our collaboration on the best ways forward in our implementation process and future work.

## NEEDS ASSESSMENT GOALS

1. Identify current organizational structures, barriers, and gaps with regard to policies, procedures, protocols, screening processes, and practices at Cleveland Rape Crisis Center and Cleveland Hearing and Speech Center that address how to respond to, serve, and support Deaf and Hard of Hearing survivors of rape and sexual violence.
2. Identify the willingness, comfort level and capacity of staff members (across agency departments) to utilize resources, assess needs, and deliver quality services.
3. Identify what supports and/or limits exist in each organization's culture to respond to and address staff's ability to provide safe, accessible, and responsive service delivery systems for Deaf and Hard of Hearing survivors of rape and sexual abuse.
4. Identify positive existing policies, procedures, protocols, screening tools, and practices in each organization, as well as any barriers that may exist that affect accessibility, safety, and the ability of each agency to respond to an acute crisis.

5. Identify primary needs for staff as well as what supports and resources the collaboration will need to continue collaborative efforts and foster sustainability after the grant project ends.

## METHODS AND INFORMATION SOURCES

### EXISTING DATA

In March 2020, CRCC participated in Vera Institute of Justice’s Performance Indicator Assessment to evaluate the agency’s baseline capacity to serve Deaf and Hard of Hearing survivors of rape and sexual abuse. Deaf Pathway’s project manager compiled CRCC’s written policies and documents, measured aspects of the building infrastructure, and collected staff interview questions. CHSC was not assessed at this time per Vera’s recommendation. In September 2020, CRCC had their second round of Performance Indicators. The results are displayed below:

TABLE 1: CRCC PERFORMANCE INDICATOR DATA COLLECTION

<b>CRCC OVERALL SCORE</b>	<b>COMMITMENT</b>	<b>CAPACITY</b>	<b>TOTAL</b>
March 2020	35%	27%	30%
September 2020	39%	25%	31%

TABLE 2: CRCC PERFORMANCE INDICATOR DATA COLLECTION

<b>DATE</b>	<b>Theme 1: Responsibility</b>	<b>Theme 2: Partnerships</b>	<b>Theme 3: Policies</b>
March 2020	42%	25%	38%
September 2020	42%	38%	38%

<b>DATE</b>	<b>Theme 4: Material Resources</b>	<b>Theme 5: Human Resources</b>	<b>Theme 6: Programmatic Resources</b>
March 2020	30%	19%	32%
September 2020	38%	13%	32%

The Performance Indicator scores give us quantitative data to track CRCC's baseline capacity and ability to provide services to Deaf survivors. *Commitment* is measured by an agency's responsibility, and the strength of partnerships and policies. *Capacity* is measured by an agency's material, programmatic, and human resources. As anticipated, CRCC received low-range scores on the Performance Indicator assessments. The scores exposed a need for additional improvements to CRCC's programs and policies. While CRCC staff members acknowledge that there are processes for supporting Deaf survivors, many still need to be expanded upon and explicitly documented in agency records.

While no major changes occurred from March to September of 2020, the numbers did slightly change. This is largely due to CRCC gaining a greater understanding of what is truly being done, and not done, at the agency level as the team learns more about serving the Deaf community. Two questions were answered differently in September surrounding MOUs and Inclusive Hiring Practices. Due to the MOU CRCC and CHSC have due to this grant, we answered question 2.3 differently than we did in March. This is because we previously did not consider the current MOU when looking at the question, while in September, we did. The Inclusive Hiring Practices section went down a percentage in September due to the fact that CRCC has not sent agency job listings to Deaf agencies since posting for the Project Manager position for this grant. CRCC did not feel that the question represented current practices, so we did not select the question, "routinely sharing job announcements with local Deaf organizations and groups."

We will continue to measure the Performance Indicators every six months. The next assessment will take place in March 2021. While the assessment has been enlightening in helping us identify our strengths and areas of improvement, we do not expect that our scores will improve drastically until we begin implementing our strategic plan in the spring or summer of 2021.

#### PREVIOUS GRANT KEY FINDINGS

In addition to our current performance indicators, Deaf Pathways is fortunate to have the Key Findings and Strategic Plan from Keys for Deaf Access, the previous iteration of this grant program from 2011. While different agencies were involved in the Needs Assessment process and the target population was focused on

Domestic Violence rather than Sexual Violence, we can still learn and grow from what their collaboration discovered during their Needs Assessment phase. Their key findings were as follows:

**Key Finding #1:** Staff and leadership within all three partner agencies lack knowledge on how to effectively respond to D/deaf individuals impacted by domestic violence.

**Key Finding #2:** The majority of law enforcement and service provider staff/leadership are currently unable to communicate effectively with D/deaf individuals impacted by domestic violence.

**Key Finding #3:** A safe, welcoming, and accessible environment is highly desired by individuals contacting law enforcement and service providers for assistance. The partner agencies vary in the degree to which they provide a safe and welcoming environment.

**Key Finding #4:** D/deaf individuals and victims/survivors are unaware of available services and resources and may lack access to them. In addition, there is a need for law enforcement to expand effective communication with D/deaf individuals in order to maximize successful interaction.

**Key Finding #5:** There is a lack of service provider policies and procedures and a lack of general police orders which address how to respond to D/deaf individuals impacted by domestic violence.

**Key Finding #6:** There are numerous barriers to change within each organization that may impact the development and implementation of general police orders and service provider policies and procedures.

**Key Finding #7:** The majority of law enforcement and service provider staff, leadership, and board members support collaborative relationships with one another to provide a coordinated systemic response to D/deaf individuals impacted by domestic violence. At present, there is a lack of formal collaborative working relationships among the partner agencies.

The previous iteration of our grant cycle focused very heavily on law enforcement and the agencies at the table differed from the ones currently participating in our collaboration. That said, we are curious to see how our organizations differ or remain the same in what we find in the Needs Assessment phase compared to the previous key findings from Keys for Deaf Access.

## NEW DATA

New data gleaned during the Needs Assessment will be pulled from Focus Groups, one-on-one interviews, and surveys from a variety of audiences. We believe the data collected through this needs assessment will result in unique insights on how to create safe, accessible, welcoming and culturally-responsive services within and between CRCC and CHSC. We will personally hear from several targeted audiences to guide the development of our strategic plan. Ultimately, this information will help us build on existing strengths at each organization to create systemic change to improve the response and services to Deaf and Hard of Hearing survivors of rape and sexual abuse.

## AUDIENCES

To create sustainable organizational change, it is critical that we understand the perspectives of individuals who will be most impacted by systemic changes at CRCC and CHSC. We believe that by gathering feedback from a variety of targeted audiences, our collaboration will better build quality services that are safe, accessible, welcoming and culturally-responsive for Deaf and Hard of Hearing survivors of rape and sexual abuse.

The following list details the specific audiences we will engage in the needs assessment process:

### *CCDHH Clients*

Deaf and Hard of Hearing individuals are the experts of their own experience and hold the power to represent their own needs and expectations. By engaging Deaf and Hard of Hearing clients at CCDHH, we hope to learn how to make services for the Deaf community more safe, accessible, welcoming, and trauma-informed. We will engage three groups of clients: those who have been active with the agency but may not have received direct services, those who have received direct services and have

varying levels of Language Deprivation, and those who are oral deaf, Deaf Blind, or are deaf but do not use ASL.

### *CRCC Clients*

Survivors of sexual violence are the experts on their own experience. We can learn a tremendous amount from them by speaking to them directly about how they have experienced services up to this point. We hope to gain a better understanding of how we can make services even more safe, accessible, welcoming, and culturally-responsive for all. We will engage survivors who have received services and have undergone CRCC's Voices of Change Program or are currently receiving services at CRCC. CRCC works with survivors who are often in crisis when they start receiving services and our collaboration wants to emphasize their emotional safety. We will not attempt to engage clients who are currently in crisis or who are not in a position in their emotional healing to participate. Therapists and Advocates will utilize their professional discretion when recruiting clients to engage in this process (see recruitment plan).

CRCC's Voices of Change group is comprised of individuals who have undergone services at CRCC as well as a workshop tailored to equipping survivors of rape and sexual abuse with tools to tell their story in safe and effective ways. This group underwent an application process and were hand selected by their service providers as individuals who were in a healthy place in healing journey to tell their story in a trauma-informed way. These individuals are an excellent group to engage, as they have completed services and have joined a listserv for us to call upon when we are looking for participation in focus groups, presentations, or any engagement where their experience as a survivor may help other survivors find healing and support.

### *CCDHH staff, CRCC Direct Service Staff, and CHSC Client Care Coordinators*

We will ask (separately) the frontline staff at each agency about their experiences in serving their clients and how their capacity can be improved to better serve them. We will also ask them about their experiences in working at the intersection of sexual violence and Deaf survivors, if any. We are curious to learn about their experiences and to gauge their perspectives on policies and practices— if any – regarding Deaf survivors. Additionally, we



hope to encourage and maintain buy-in for the collaboration's mission and vision.

#### *ASL Interpreters (CCDHH Staff and contractors)*

Deaf Pathways believes in the principles of trauma-informed care for survivors of sexual violence. Due to the unique nature of interactions with survivors, we assume that there are gaps in knowledge within the interpreter community regarding trauma-informed interpreting. To ensure that we achieve our goal of providing safe, accessible, welcoming and culturally-responsive (and trauma-informed) services, we understand that we may need to rely on ASL interpreters to provide effective and safe communication when interacting with Deaf survivors. Therefore, we want to include interpreters to assess where they see gaps in training for trauma settings as well as gaps in services for individuals for whom they interpret.

CHSC employs interpreters, as well as relies on a pool of contract interpreters. We will be seeking feedback from both direct employees and contract interpreters for the ASL Interpreter focus group.

#### *Board of Directors Deaf Action Committee Members*

The Deaf Action Committee is a committee that is dedicated to raising issues and concerns of the Deaf Community as part of CHSC's larger Board of Directors. The survey in which they will fill out will focus on their perspectives of how change happens at CHSC, the current ability to culturally-respond to and serve Deaf survivors in a trauma-informed approach, and the capacity and comfort level in the agency to serve Deaf individuals impacted by rape and sexual abuse.

**\*NOTE:** We will only survey the CHSC Deaf Action Committee and not CRCC Board of Directors. This is due to the fact that the CRCC Board of Directors do not make programmatic decisions at the agency and are really there for large financial decisions only. They do not need to buy-in to this process and therefore our collaboration did not see the need to engage them at this time.

### *CHSC Programmatic Directors*

The leadership at CHSC sets the vision, priorities, and policies at their organization. We will hold focus groups for CHSC's Directors to hear their feedback on policies, practices, and comfort level working with Deaf clients. We will also hear from them what the decision-making process is at their agency, how change happens, and what the commitment level is for change.

### *CRCC Programmatic Directors*

The leadership at CRCC sets the vision, priorities and policies at their organization. We will hold focus groups for CRCC's Directors to hear their feedback on policies, practices, and comfort level working survivors of rape and sexual abuse. We will also hear from them what the decision-making process is at their agency, how change happens, and what the commitment level is for change.

## DATA COLLECTION

Our Needs Assessment purpose is to provide practical information that will help improve services for Deaf and Hard of Hearing survivors of rape and sexual abuse. We will do this by gaining insight on the perspectives of each audience through their experiences as they relate to obtaining or providing services. We will be utilizing two/three methods of gathering information:

### *Focus Groups*

We believe a focus group is the most efficient and effective way to engage larger groups of individuals in a short period of time. We also believe a focus group will help to generate a diverse range of ideas and perspectives. However, if an individual wants to provide input, but doesn't feel comfortable in a group setting, they have the option of doing an individual interview.

### *One-on-One Interviews*

Deaf Pathways is aware that not everyone will feel comfortable sharing in a group, or might not be available to share in a focus group at the dates/times we propose. One-on-one interviews will be offered as an alternative for CRCC clients who might feel more comfortable speaking outside of a group. They will also be offered to CHSC staff for those who

have a high interest in sharing their feedback, but simply cannot make the dates/times that focus groups take place.

*Survey*

A survey will be completed by the Deaf Action Committee of the Board of Directors of Cleveland Hearing and Speech Center. This group meets bi-monthly and due to the nature of the infrequency of their time together, we felt it best to survey them rather than have them participate in a focus group.

TABLE 3: FOCUS GROUP PLAN

<b>Focus Group Participants</b>	<b>Number of Groups</b>	<b>Number of Participants per Group</b>	<b>Total Number of Participants</b>
Cleveland Rape Crisis Center Direct Service Staff	2	7-8	14-16
CRCC Leadership: Directors	1	3-4	3-4
CRCC Clients	3	3-4	9-12
Community Center for the Deaf and Hard of Hearing Staff	1	4	4
Deaf & Hard of Hearing Clients	3	4 - 6	12-18
CHSC Staff: Client Care Coordinators	1	4 - 6	4 - 6
CHSC Staff/Contractors: ASL Interpreters	2	7-8	14-16
Deaf Action Committee	1	4 - 6	4 - 6
CHSC Leadership: Director's team	1	6-7	6-7

<b>Total # of Group Participants</b>	<b>13</b>		<b>70 – 89</b>
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## PROCEDURE

### *Staff & Leadership Focus Groups*

Staff and leadership from both CHSC and CRCC will participate in focus group sessions. Each focus group will range from 60-90 minutes. While we would love for these sessions to be in-person, COVID-19 may not allow us to do so. Plan A will consist of sessions completed in person, while Plan B will consist of sessions being conducted via Zoom. If sessions occur in-person, PPE will be provided and all COVID-19 safety measures will be followed in accordance with CDC Guidelines.

Regardless of whether or not sessions will be in-person or virtual, CHSC focus groups will be facilitated by one CRCC staff member, while CRCC focus groups will be facilitated by one CHSC staff member. The Deaf Pathways Manager will be the note-taker at all sessions. Staff focus groups will be recorded for note-taking purposes. The Deaf Pathways Manager will listen to the audio recordings as needed to make sure data is efficiently and effectively collected. All recordings will be deleted once no longer needed for data collection.

### *Deaf Client Focus Groups*

Due to the nuanced needs of the clients at the Community Center for the Deaf and Hard of Hearing, three different focus groups will be created. Each focus group will range from 60-90 minutes and will be recorded both via video and audio. All recordings will be deleted once no longer needed for data collection. We will make CART services, Tactile Interpreters, hearing interpreters, and a Deaf interpreter available for each group as needed. We have created multiple plans for how these groups will be facilitated due to COVID-19. All participants will be offered a \$20 VISA gift card incentive for their time. If in-person, clients will also be given light refreshments for their time. If over Zoom, refreshments will not be offered.

**\*NOTE:** The State of Ohio allows for and accepts Certified Deaf Interpreters or Deaf Interpreters who do not yet have their certification. Deaf Interpreters without their certification may be used in our focus groups after being verified by CHSC staff.

## GROUP A

Group A will be comprised of Deaf individuals who have been involved with agency programming on some level for quite some time, but may not have directly received support services in the past. We hope that this group will be done in person, however, this may not be possible due to COVID-19. If sessions occur in-person, PPE will be provided and all COVID-19 safety measures will be followed in accordance with CDC Guidelines. CHSC has clear masks available for facilitators and participants to allow greater access for those reliant on speechreading and mouth movements. In the event that COVID-19 makes it impossible to meet, this group will be conducted via Zoom. We are anticipating the need for Zoom, and have created Plans A, B, and C accordingly.

**PLAN A:** This focus group will be facilitated by a CRCC staff member who has experience working with Deaf and Hard of Hearing individuals. This facilitator will also receive one hour of additional training through CHSC on how to facilitate a group of Deaf and Hard of Hearing ASL speakers before the focus group occurs. Two ASL Interpreters will also be present to interpret the focus group, as well as the Deaf Pathways Manager in the role as note-taker. The session will be recorded for note-taking purposes and the note-taker will delete the recordings once no longer needed for planning purposes.

**PLAN B:** In the event that folks have technical difficulties, or cannot attend the Zoom focus group, one-on-one interviews will be made available. These would include one ASL interpreter, a CRCC facilitator, and the note-taker. The session will be recorded for note-taking purposes and the note-taker will delete the recordings once no longer needed for planning purposes.

**PLAN C:** If plans A and B are not an option, we will use a survey as a last resort. This survey will be anonymous, will be sent via email, and only the Deaf Pathways Manager will have access to the results.

## GROUP B:

The second group will be comprised of Deaf clients who have received support services, many of which have some varying degree of language deprivation.

**PLAN A:** Many of these potential participants do not have the technology at home, nor the internet access, to do this focus group over Zoom. For that reason, we plan to conduct the session in-person at Cleveland Hearing and Speech Center. PPE will be provided and all COVID-19 safety measures will be followed in accordance with CDC Guidelines. CHSC has clear masks available for facilitators and participants to allow greater access for those reliant on speechreading and mouth movements. This group will have eight people maximum inside the room at all times. We will utilize an outside facilitator who is proficient in ASL and qualified to work with individuals with LDS, as CRCC does not have anyone on staff who uses ASL fluently. CHSC has two facilitators in mind who would be an excellent fit to facilitate this group. Furthermore, we will utilize a Deaf Interpreter. The state of Ohio has three interpreters that have the same abilities as a CDI—just without the certification. We will secure one of them to help interpret this in-person group. In addition, we will have a hearing interpreter present for the note-taker. The note taker will not be present in the room, but rather, on Zoom. This will allow them to record and see the group, while minimizing the amount of people in the room.

**PLAN B:** If COVID-19 prevents us from having a group of eight people in the room at once, we will limit the amount of people present by asking the interpreters to interpret over Zoom. The participants will still be in-person, utilizing two laptops provided by CHSC to help make the conversation as visible as possible. The note-taker will be over Zoom with video turned off to limit the amount of people on the screen at once. The session will be recorded for note-taking purposes and the note-taker will delete the recordings once no longer needed for planning purposes. We will utilize an outside facilitator who is equipped to facilitate groups with LDS as the and continue to use the Deaf Interpreters mentioned above.

**PLAN C:** If we cannot do groups at all due to COVID-19, one-on-one interviews will be held in-person. They will be facilitated through an outside facilitator and a Deaf interpreter, along with a hearing interpreter. The Deaf Pathways manager will attend via Zoom with video turned off to take notes and record the session.

**PLAN D:** If all else fails, we will attempt to do a Zoom call. If participants do not have a computer at home, technology at CHSC will be made available for them to use at the center. The note-taker will be present with camera turned off. The session will be recorded for note-taking purposes and the note-taker will delete the recordings once no longer needed for planning purposes.

#### GROUP C

Group C will be comprised of oral deaf participants, Deaf-Blind participants, and/or deaf individuals who do not sign. We realize this group may require more than a 60-90 minute time frame and we will add additional time as needed. The following outlines our plans for this group:

**PLAN A:** The focus group will be conducted in-person at Cleveland Hearing and Speech Center. It will be facilitated by a CRCC staff member who has experience working with Deaf and Hard of Hearing individuals. This facilitator will also receive one hour of additional training through CHSC on how to facilitate a group of Deaf and Hard of Hearing individuals before the focus group occurs. The Note-taker will not be in the room, but rather over Zoom with camera off to limit the amount of people physically present due to COVID-19. The session will be recorded for note-taking purposes and the note-taker will delete the recordings once no longer needed for planning purposes. In addition, CART Services and an ASL interpreter will be present.

**PLAN B:** If COVID-19 makes it impossible to meet in-person, we will conduct the focus group via Zoom. For those who may need a Tactile

interpreter, they will still be invited to come to the Center to participate and utilize a computer in a private room. This will allow for the Tactile Interpreter to meet somewhere that is not the participant's home. A CRCC staff member will facilitate the focus group and the Deaf Pathways Manager will take notes. The session will be recorded for note-taking purposes and the note-taker will delete the recordings once no longer needed for planning purposes.

**PLAN C:** If Zoom is not an option, we will resort to one-on-one interviews. These will be conducted in-person or via Zoom. They will be facilitated through a CRCC Staff member and an interpreter will be present. The Deaf Pathways manager will attend via Zoom with video turned off to take notes and record the session.

### *CRCC Client Focus Groups*

For safety, security, and privacy purposes, all CRCC client focus groups must be in-person. The COVID-19 pandemic has made this process one that requires creativity and flexibility. As such, Deaf Pathways has outlined a Plan A, Plan B, Plan C, and Plan D for our client focus groups. As sessions occur in-person, PPE will be provided and all COVID-19 safety measures will be followed in accordance with CDC Guidelines.

No matter which plan is enacted, clients will be recruited from two groups: the Voices of Change program graduates and through therapists and advocates who have identified clients who, in their professional opinion, may be ready and willing to participate in this process. If clients feel that they need to speak to someone after their time in the focus group, one-on-one interview, or survey, they may call our hotline and speak directly to an advocate. The hotline will be utilized rather than having a therapist on site due to COVID-19 and limiting the amount of people in the building at one time. All participants will receive a \$20 VISA gift card incentive for their time, even if they leave the group early or decide not to participate after the group begins. All groups that occur in-person will also receive light refreshments. If conducted virtually, no refreshments will be provided.



## PLAN A

Plan A consists of in-person groups at CRCC's Clark Fulton office. These focus groups will have six people max (including the facilitator and notetaker) as the conference room is big enough to accommodate a group of six or fewer according to COVID-19 guidelines.

Each focus group will range from 60-90 minutes. The focus groups will be run by two individuals: a staff member from CHSC will facilitate while the Deaf Pathways Manager takes notes. In the interest of collecting information as accurately as possible, a sound recording will be taken of the group. This recording will only be reviewed by the notetaker and will be deleted after use for the strategic plan. Clients will be required to sign a consent form before participating, which is outlined in our Confidentiality section.

## PLAN B

If a group setting is not possible, we will conduct one-on-one interviews with each client. This will minimize the amount of people in one room and allow for COVID-19 safety measures to be held. One-on-one interviews will be conducted at CRCC's Clark Fulton office by a staff member from CHSC. The Deaf Pathways Manager will also be present to audio record the session and take notes. This recording will only be reviewed by the Deaf Pathways Manager and will be deleted after use for the strategic plan. Clients will be required to sign a consent form before participating, which is outlined in our Confidentiality section.

## PLAN C

If there is absolutely no way to meet in person, a survey will be utilized rather than an interview or focus group. Clients will anonymously fill out the questions and the Deaf Pathways Manager will receive their responses.

## *ASL INTERPRETER FOCUS GROUP*

Our ASL Interpreter group will be comprised of both CHSC employees, as well as contract interpreters used by the Center. The focus group will range from 60-90 minutes. While we would love for these sessions to be in-person, COVID-19 may not allow us to do so. Plan A will consist of sessions completed in person, while Plan B will consist of sessions being conducted via Zoom. If sessions occur in-

person, PPE will be provided and all COVID-19 safety measures will be followed in accordance with CDC Guidelines. Regardless of whether or not sessions will be in-person or virtual, The ASL Interpreter focus groups will be facilitated by one CRCC staff member. The Deaf Pathways Manager will be the note-taker at all sessions. The focus groups will be recorded for note-taking purposes. The Deaf Pathways Manager will listen to the audio recordings as needed to make sure data is efficiently and effectively collected. All recordings will be deleted once no longer needed for data collection.

### ROLES OF INDIVIDUALS CONDUCTING FOCUS GROUPS

The following is a list of those conducting focus groups and interviews, and descriptions of each role. All individuals filling these roles will participate in a half-hour training which includes:

- An overview of the grant and the needs assessment process
- An overview of the role and expectations
- Training on the specific requirements of the role
- How to manage important circumstances: safety, access, confidentiality, reporting requirements, and accommodations

### FACILITATOR

The facilitator will not be employed at the agency at which the focus group is taking place. The facilitator will:

- Welcome all participants and introduce the other people conducting the meeting.
- Make sure every effort is made to ensure that those attending the group are comfortable.
- Address safety and confidentiality issues using the script created by the collaboration, prior to getting into the pre-created questions and prompts.
- Keep the discussion in-line with the questions and intervene quickly in cases of possible arguments or personal disclosures.
- Ensure that participants understand that they can leave at any time and that their participation (or lack thereof) will not impact their services or employment in any way.
- Be responsible for keeping track of the time. For those conducting focus groups with Deaf participants, additional training will be provided to more effectively manage a multicultural/multilingual group

## NOTE TAKER

The note taker will be the Deaf Pathways Manager and she will take notes and record all of the focus groups and interviews. She will be responsible for:

- Objectively taking notes of the discussion.
- Not participating in the discussion and sitting in a part of the room that will be the least distracting for participants. If the focus group occurs over Zoom, the note-taker will have their camera off and on mute.
- Writing down what each participant says as accurately as possible. In addition, important quotes by participants should be documented. The note taker may ask that something be repeated by raising his or her hand.
- Not linking any information to a specific participant.
- Ensuring that all written information and notes are kept in a safe and secure place. Information from the listening sessions will be kept securely on their computer or in a secured file drawer. These notes will be destroyed after approval by OVW.
- At the end of each focus group/interview, the note taker will facilitate a debriefing session with the facilitator to jointly identify themes, significant comments, and new information related to the goals of the needs assessment.
- Translating all notes into note summaries, which will be provided to collaboration team members.

## ADVOCATE

While our focus of attention for all groups is how participants have received and experienced services, and not on individual experiences of abuse, we recognize that the conversation may bring up memories or intense feelings. An advocate will be made available during listening sessions to provide emotional support. The advocate will:

- Be available via call/text/or chat for CRCC Survivors. The CRCC hotline is staffed with advocates who are trained in crisis intervention and have local resources on hand. We are utilizing the hotline rather than in-person support to limit the amount of people physically present in one space due to COVID-19.
- Be available in-person, via telephone, or via video phone for Deaf Clients. If in-person, advocates will be in a separate, private, accessible place to

ensure confidentiality and safety. CCDHH advocates have had training in crisis intervention and will have local resources available.

## RECRUITMENT PLAN

To recruit participants for each audience type, we will adhere to the following recruitment process at each agency. Outreach methods will include face-to-face conversations, email and telephone/video calls. 30-minute training sessions will be held with all potential recruiters in which they will be notified of:

- An overview of Deaf Pathways
- Intended goals and purpose of the Needs Assessment
- Intended focus population
- An overview of the voluntary nature of participation in any focus group
- Maximum size of each focus group
- The time, date and location of each focus group

All recruiters will follow the recruitment process carefully, and will make sure that each potential participant is comfortable with what they are agreeing to do. The pre-selected focus group questions are designed to engage survivors and Deaf and Hard of Hearing individuals in conversation around the quality and accessibility of services, *not* on personal experiences with sexual violence. However, facilitators cannot always guarantee that the focus group participants will stay on topic.

All collaborative partners are mandated reporters under Ohio State Law and this will be clearly communicated to all potential participants during BOTH the recruitment process and the focus groups themselves. While Deaf individuals are not considered “vulnerable adults” under the law, we cannot always know if another characteristic of any participant might qualify them as a vulnerable adult and trigger a mandatory report. Therefore, recruiters and facilitators will present this information to prevent disclosures that may trigger a mandated report.

## CRCC CLIENTS

To recruit survivors to participate in our focus groups CRCC will recruit clients from two groups: graduates from the Voices of Change program and through therapists and advocates who have identified clients who, in their professional opinion, may be ready and willing to participate in this process. All therapists and

advocates will receive a 30-minute training session on the nature of our collaboration, as well as what we are looking for in our focus groups, to best determine who will be a good fit for our purpose and goals.

Therapists and advocates will use one-on-one conversations, along with a flier that will be given to clients in-person or via telehealth methods due to COVID-19. Participants will register online via a link provided by their therapist or advocate. If it is not safe for the client to fill out the registration form from their home, the provider may offer to fill out the registration form with them in the moment. The registration information can be found in Appendix A14.

Voices of Change participants will also be sent the flier via email from our listserv. Participants will register using a reservation link provided in the recruitment email. The registration information can be found in Appendix A14. The recruitment flyer may be found in Appendix A2.1.

## CRCC DIRECT SERVICE STAFF & LEADERSHIP

The Director of Education and Outreach and the Deaf Pathways Manager will serve as the main recruiters for CRCC staff focus groups. A hand-selected group of CRCC staff, comprising of direct service individuals and Directors, will be sent an email requesting their voluntary participation in our focus groups. Staff can RSVP directly through the Deaf Pathways Manager or through the electronic RSVP in their Outlook email. Both the Director of Education and Outreach and Deaf Pathways Manager will be prepared to provide clarity or additional information to anyone who requires it. A draft of the email can be found in Appendix A1.1

## CCDHH CLIENTS

### GROUP A

The Senior Program Associate and the Community Outreach Specialist at CCDHH, who are also Deaf Pathways collaboration team members, will serve as the main recruiters for CCDHH client focus groups. Group A will be sent an email requesting their voluntary participation in our focus groups along with a flyer. The email will contain an online registration link that participants will be invited to fill out. A Zoom link will be sent out closer to the focus group date for participants to join.

The Senior Program Associate and the Community Outreach Specialist will be prepared to provide clarity or additional information to anyone who requires it.

A draft of the email can be found in Appendix A1.5. The flyer can be found in Appendix A2.2.

#### GROUP B

The Senior Program Associate and the Community Outreach Specialist at CCDHH, who are also Deaf Pathways collaboration team members, will serve as the main recruiters for CCDHH client focus groups. They will invite participants to voluntarily attend the focus groups via video phone. A script can be found in Appendix A1.6. Participants will be asked during the call if they are interested in participating and if yes, they will answer registration questions. The Senior Program Associate or the Community Outreach Specialist will then fill out the registration form. If they need time to think about their participation, CHSC staff will follow up with them in one week's time.

#### GROUP C

The Senior Program Associate and the Community Outreach Specialist at CCDHH, who are also Deaf Pathways collaboration team members, will serve as the main recruiters for CCDHH client focus groups. Group C will be sent an email requesting their voluntary participation in our focus groups along with a flyer. The email will contain an online registration link that participants will be invited to fill out. A Zoom link will be sent out closer to the focus group date for participants to join. Kate and Sandra will be prepared to provide clarity or additional information to anyone who requires it.

A draft of the email can be found in Appendix A1.5.

#### CCDHH STAFF, CHSC STAFF, & CHSC LEADERSHIP

The Director of the Community Center for the Deaf and Hard of Hearing and the Deaf Pathways Manager will serve as the main recruiters for CCDHH & CHSC staff focus groups. A hand-selected group of CCDHH and CHSC staff, comprising of direct service individuals and Directors, will be sent an email by the Director of the Community Center for the Deaf and Hard of Hearing requesting their voluntary participation in our focus groups. Staff can RSVP directly through the Deaf Pathways Manager or through the electronic Outlook RSVP in their email.

Both the Director of the Community Center for the Deaf and Hard of Hearing the and Deaf Pathways Manager will be prepared to provide clarity or additional information to anyone who requires it.

A draft of the email can be found in Appendix A1.2.

## DEAF ACTION BOARD COMMITTEE

The Director of the Community Center for the Deaf and Hard of Hearing and the Deaf Pathways Manager will serve as the main recruiters for the Deaf Action Board Committee survey. This committee will be sent an email by the Director of the Community Center for the Deaf and Hard of Hearing requesting their participation. The board will complete the survey within 2 weeks of reception. Both the Director of the Community Center for the Deaf and Hard of Hearing and Deaf Pathways Manager will be prepared to provide clarity or additional information to anyone who requires it.

A draft of the email can be found in Appendix A1.3.

## ASL INTERPRETERS

The Director of the Community Center for the Deaf and Hard of Hearing and the Deaf Pathways Manager will serve as the main recruiters for the ASL Interpreter focus groups. An email requesting their voluntary participation in our focus groups will be sent. Staff can RSVP directly through the Deaf Pathways Manager or through the electronic Outlook RSVP in their email. Both the Director of the Community Center for the Deaf and Hard of Hearing the and Deaf Pathways Manager will be prepared to provide clarity or additional information to anyone who requires it.

A draft of the email can be found in Appendix A1.7

## CONSENT AND CONFIDENTIALITY

### CONSENT CONSIDERATIONS

Deaf Pathways will utilize a written and passive consent process for all focus groups depending on the population involved. CRCC will utilize written consent with all CRCC clients. It is important that clients are fully aware and informed of what they are participating in before they come to the group, and the best way for them to do that is to see the consent form before attending. Providers will share the consent form with clients during the recruitment process. The consent

form will inform them of any potential harm or risks involved, as they are discussing sensitive material around receiving rape crisis services. Additionally, as CRCC takes confidentiality very seriously and multiple clients will be in the space at once, CRCC must ensure all participants in the group realize that they may not share any client information outside of the group setting. These consent forms will be sealed and locked away at CRCC's Clark Fulton office. They will be retained, along with other CRCC records according to policy, for 7 years under a locked and password-protected folder on the CRCC U-drive. Consent forms will be stored separately from any information that is collected in the focus groups. This way, we can ensure that the statements made are not connected to the individuals that signed the forms on a specific day.

For all other groups, including staff, ASL interpreters, and CHSC clients, passive consent will be utilized. CHSC is interested in passive consent because English may not be participants' first language, it allows for confidentiality for all participants, prevents a paper trail, and eliminates time spent on administrative matters during the first portion of the focus group. Written and passive consent will be clearly outlined in the facilitator's opening remarks.

All participants will be informed of Ohio's mandatory reporting requirements. They will also be told that they can leave or discontinue their participation at any time with no consequences. Once the consent script has been read, CRCC clients will add their signature to the form. For those who give passive consent, after the script has been read, it will be assumed that all participants who choose to stay will be giving consent for their participation. Participants of focus groups are agreeing to:

- Participate in a focus group;
- Have their comments anonymously recorded in writing, audio, and/or on video;
- Have their comments anonymously used in the Needs Assessment findings report; and
- Have their comments anonymously used for developing the collaboration's strategic plan and implementation activities.

#### CONFIDENTIALITY

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



- We will only collect personally identifying information during the RSVP process and written consent forms. Individuals will be asked to provide their first and last initial for the purpose of linking individuals with their accommodations and contact information to provide electronic meeting reminders if requested.
- The Deaf Pathways Manager will keep a list of any individual's names who request accommodations. This information will be brought to each focus group as needed, and will be destroyed within 24 hours after the focus group has been completed. All electronic RSVP forms and meeting reminder emails will be deleted within the same time frame.
- CRCC client and staff RSVP registrations will be emailed directly to the Deaf Pathways Manager. All evidence of electronic registration will be destroyed within 24 hours after the focus group has been completed.
- CHSC client registrations will be emailed directly to the Community Outreach Specialist at CCDHH, who will immediately send them to the Deaf Pathways Manager. All evidence of electronic registration will be destroyed within 24 hours after the focus group has been completed.
- The number of participants who attend focus groups and interviews will be aggregated for the Needs Assessment findings report. No other RSVP information will be aggregated or shared. The findings report will identify trends, barriers, and strengths linked to what each agency and group stated during the needs assessment process in summary form.
- In focus groups, participants will be asked not to provide any identifying information about themselves, specific staff, or program participants. If they do, they will be redacted from the transcript. Because we cannot ensure that participants will preserve confidentiality, participants will also be encouraged to be mindful of what they share.
- All participants will be notified that there will be *no* adverse ramifications to their eligibility for services, employment or contract based on comments shared in the focus group. Likewise, there will be no consequences if clients, interpreters or staff choose *not* to participate.
- Any information gathered during the Needs Assessment process will be kept by the Deaf Pathways Manager in a locked cabinet and/or on a password-protected computer that only she has access to. All notes, records, and anything else in writing that is related to the Needs Assessment will be destroyed after the strategic plan has been approved by OVW and CRCC and CHSC have signed off on it.

- The report will not be shared with anyone outside of the collaboration until it has been reviewed and approved by the collaboration, Vera, and OVW. After that point, findings may be shared with the staff at each agency.

## ACCESSIBILITY CONSIDERATIONS

Deaf Pathways is committed to providing fully accessible focus groups and interviews for all participants throughout the Needs Assessment process.

Accessibility will be ensured through the following measures:

- Accessible space will be used for all focus groups and interviews. They will take place in a space that is commonly used by the participants, so that they are already familiar with the space and have been provided with what is needed for accessibility. If there are any issues, we will ensure that all accessibility concerns have been taken care of before starting any focus group.
- Reasonable accommodations will be provided to those participating. The RSVP form for the focus groups will include a checklist of available accommodations, including food alternatives and dietary restrictions. The Deaf Pathways Manager will be responsible for ensuring all accommodation requests are met to the best of the collaboration's abilities.
- Recruiters and facilitators will be instructed to attend to the particular needs of each audience and speak in a manner that is accessible to all participants.
- The following accommodations will be made available for anyone who may request them: a Deaf Interpreter (uncertified), CART Captioning, Dietary restrictions, an ASL Interpreter, a Tactile Interpreter, and amplified microphones.

## SAFETY CONSIDERATIONS

Deaf Pathways considers physical and emotional safety to be our highest priority in the Needs Assessment process. We understand that safety is defined differently for each individual. We will make every effort to protect the safety of individuals participating in our focus groups through the following measures:

- During the recruitment process and at the beginning of each focus group, it will be made clear to participants that ALL questions are intended to elicit information about CRCC and CHSC (or other agencies if applicable) and the

services they provide. Questions are NOT intended to gather personal experiences related to violence, abuse, or neglect.

- During the recruitment process as well as at the beginning of the focus group, CRCC clients will be given information about the 24/7 hotline. If the discussion of services brings up memories or intense feelings, clients may step out of the room at any time and call/text/or chat online with a CRCC advocate. We are using the hotline rather than an in-person advocate to limit the amount of people in the building at one time due to COVID-19.
- All Deaf participants will be notified before the focus group begins that if the discussion of services brings up memories or intense feelings, they may step away at any time and speak to one of the Community Center for the Deaf and Hard of Hearing staff. They will be available in-person, over phone, or over video depending on which plan it utilized due to COVID-19. The advocate will not be present in the room where the meeting is held at, but will be available in a private, accessible space close to the meeting room (if in-person). Deaf individuals can step out at any time (on their own accord) to meet with the advocate; they do not have to request permission.
- It will be made clear to participants at ALL focus groups that they can discontinue at any point if they are feeling uncomfortable. There will be no consequences to services, contracts or employment, or their gift card.
- No one is required to attend nor answer any questions that cause discomfort.
- There will be no consequences to services, contracts or employment for anyone who chooses to (or chooses not to) participate in Survivor/Deaf, ASL Interpreter and agency staff focus groups.
- Recruiters will use their best judgment and only approach individuals they believe are a low risk and are able to participate safely.

## WORK PLAN

Collaboration Charter	April, May, June 2020
Approval by OVW	August 2020
Statement of Focus & Approval by OVW	August 2020 & October 2020
Develop Needs Assessment Plan	August-December 2020
Approval by OVW	January 2020
<b>Complete Performance Indicators</b>	<b>September 2020 (while conducting NA)</b>
Conduct Needs Assessment*	January & February 2021
Develop Findings Report	March & April 2021
Approval by OVW	May 2021
Develop Strategic Plan	May & June 2021
Approval by OVW	June 2021
*Supplement needs assessment for survivors and people we serve due to COVID-19 if necessary	
Implementation	June 2021-October 2022

## APPENDICES

### A1: RECRUITMENT EMAILS

#### A1.1 CRCC STAFF:

Subject: Participation Requested! Deaf Pathways Focus Groups

Message:

Hello!

As you may know, CRCC is part of the collaboration known as Deaf Pathways, an Office on Violence Against Women funded project focused on improving access to services for Deaf and Hard of Hearing survivors of rape and sexual abuse. We have been collaborating with Cleveland Hearing and Speech Center on this grant since October 2019, and we are currently working on a needs assessment to inform our strategic plan. From there, we will use our strategic plan to implement needed organizational change that will maximize equitable and accessible services for Deaf and Hard of Hearing survivors.

We will be meeting with Cleveland Hearing and Speech Center clients, CRCC clients, ASL interpreters, as well as staff members and leadership from both agencies. This is where we need you!

Deaf Pathways invites you to participate in a focus group to discuss what you think makes an agency effective and responsive for survivors. This focus group will occur on [DATE & TIME] via [INSERT IN PERSON OR VIA ZOOM HERE]. The focus of this discussion will be on the services you provide – what makes them positive and what can be improved. Your participation will help us develop a plan for improving our response to the needs of Deaf and Hard of Hearing survivors of rape and sexual abuse. Participation is completely voluntary and the information shared with us will be used anonymously in our notes and final report. Light refreshments will be provided [IF IN PERSON].

We have prepared a fact sheet to answer some common questions. (Attach the participant fact sheet appropriate for each audience to the recruitment e-mail.)

Your Outlook RSVP will be your confirmation of attendance, so please make sure to respond to the invite Outlook invite.

If you would like to participate but the dates provided do not work for your schedule, please let the Deaf Pathways Manager know, and we can schedule a one-on-one interview with you to hear your feedback.

If you have any questions about this focus group, please contact Rachel Wright, Deaf Pathways Manager at [rachelw@clevelandrcc.org](mailto:rachelw@clevelandrcc.org).

Sincerely,

Deaf Pathways Collaboration

## A1.2 CCDHH/CHSC STAFF:

Subject: Participation Requested! Deaf Pathways Focus Groups

Message:

Hello!

As you may know, CHSC is part of the collaboration known as Deaf Pathways, an Office on Violence Against Women funded project focused on improving access to services for Deaf and Hard of Hearing survivors of rape and sexual abuse. We have been collaborating with Cleveland Rape Crisis Center on this grant since October 2019, and we are currently working on a needs assessment to inform our strategic plan. From there, we will use our strategic plan to implement needed organizational change that will maximize equitable and accessible services for Deaf and Hard of Hearing survivors.

We will be meeting with Community Center for the Deaf and Hard of Hearing clients, CRCC clients, ASL interpreters, as well as staff members and leadership from both agencies. This is where we need you!

Deaf Pathways invites you to participate in a focus group to discuss what you think makes an agency effective and responsive for Deaf individuals. This focus group will occur on [DATE & TIME] via [INSERT IN PERSON OR VIA ZOOM HERE]. The focus of this discussion will be on the services you provide – what makes them positive and what can be improved. Your participation will help us develop a plan for improving our response to the needs of Deaf and Hard of Hearing survivors of rape and sexual abuse. Participation is completely voluntary and the information shared with us will be used anonymously in our notes and final report. Light refreshments will be provided [IF IN PERSON].

We have prepared a fact sheet to answer some common questions. (Attach the participant fact sheet appropriate for each audience to the recruitment e-mail.)

Your Outlook RSVP will be your confirmation of attendance, so please make sure to respond to the Outlook invite.

If you would like to participate but the dates provided do not work for your schedule, please let the Deaf Pathways Manager know, and we can schedule a one-on-one interview with you to hear your feedback.

If you have any questions about this focus group, please contact Rachel Wright, Deaf Pathways Manager at [rachelw@clevelandrcc.org](mailto:rachelw@clevelandrcc.org).

Sincerely,

Deaf Pathways Collaboration



### A1.3 DEAF ACTION COMMITTEE: BOARD OF DIRECTORS

Subject: Input Requested! Deaf Pathways Needs Assessment

Message:

Hello!

As you may know, CHSC is part of the collaboration known as Deaf Pathways, an Office on Violence Against Women funded project focused on improving access to services for Deaf and Hard of Hearing survivors of rape and sexual abuse. We have been collaborating with Cleveland Rape Crisis Center on this grant since October 2019, and we are currently working on a needs assessment to inform our strategic plan. From there, we will use our strategic plan to implement needed organizational change that will maximize equitable and accessible services for Deaf and Hard of Hearing survivors.

We will be meeting with CHSC clients, CRCC clients, ASL interpreters, as well as staff members and leadership from both agencies. This is where we need you!

We invite you to participate in an online survey to help us gain insight on what you think makes an agency effective and responsive for Deaf and Hard of Hearing survivors. The focus of this survey will be on the services provided at CHSC – what makes them positive and what can be improved. Your participation will help us develop a plan for improving our response to the needs of Deaf and Hard of Hearing survivors of rape and sexual abuse and to hear more about decision-making and change at CHSC. Because the goal of this grant is to create impactful, meaningful, cultural changes at CHSC, we recognize the vital importance of hearing from the Board about how to best go about approaching some of those changes.

If you would like and are able to participate, please click the following link [insert link here]. The survey is designed to be completed in about [insert minutes here]. Your participation will be anonymous and participation is completely voluntary. The deadline to submit your response is [insert date here].

We have also prepared a fact sheet to answer some common questions. (Attach the participant fact sheet appropriate for each audience to the recruitment e-mail.)

If you have any questions about the survey, please reach out to Rachel Wright, Deaf Pathways Manager, at [rachelw@clevelandrcc.org](mailto:rachelw@clevelandrcc.org)

Sincerely,

Deaf Pathways Collaboration

#### A1.4 VOICES OF CHANGE PARTICIPANTS

**Subject:** Participation Requested! Cleveland Rape Crisis Center Focus Group

**Message:**

Hello!

I hope this email finds you well. My name is Rachel Wright and I am the Deaf Pathways Manager at Cleveland Rape Crisis Center.

CRCC invites you to participate in a discussion regarding your experiences, knowledge, and opinions as they relate to services you have received at CRCC or elsewhere, as applicable. We will not be asking you about experiences as a survivor, just about services you have received from agencies in general. We also want to learn how you think we can improve services. We are asking you to share that information with us! Participation is completely voluntary and the information shared with us will be used anonymously in our notes and final report. Light refreshments will be provided [IF IN PERSON] and you will receive a \$20 VISA gift card for your time.

I have attached a FAQ Sheet in the event that you would like to learn more or have questions.

If you are interested in participating, the link to register can be found here [insert link here].

If you have any questions about this focus group, please contact Rachel Wright, Deaf Pathways Manager at [rachelw@clevelandrcc.org](mailto:rachelw@clevelandrcc.org).

Sincerely,

Rachel Wright

## A1.5 CHSC GROUP A&C PARTICIPANTS

Subject: Participation Requested! Community Center for the Deaf and Hard of Hearing Focus Group

Message:

Hello!

I hope this email finds you well. My name is \_\_\_\_\_ and I am the \_\_\_\_\_ at Cleveland Hearing and Speech Center. Cleveland Hearing and Speech Center is part of a collaboration called Deaf Pathways.

Deaf Pathways invites you to participate in a discussion regarding your experiences, knowledge, and opinions as they relate to CHSC, CCDHH, as well as experiences you have had with other service providers. We also want to learn how you think we can improve services. We are asking you to share that information with us! Participation is completely voluntary and the information shared with us will be used anonymously in our notes and final report. Light refreshments will be provided [IF IN PERSON] and you will receive a \$20 VISA gift card for your time.

I have attached a FAQ Sheet in the event that you would like to learn more or have questions.

If you are interested in participating, the link to register can be found here [Insert link here].

If you have any questions about this focus group, please contact Rachel Wright, Deaf Pathways Manager at [rachelw@clevelandrcc.org](mailto:rachelw@clevelandrcc.org).

Sincerely,

[enter name here]

## A1.6 CHSC GROUP B VIDEO PHONE SCRIPT

How are you doing?

-We work at CCDHH(Community Center for the Deaf and Hard of Hearing) and we have a program that we work with and it is called Deaf Pathways. We collaborate together to improve our accessibility.

-We want to invite you to join our focus group to share your experiences, opinions at CCDHH or anywhere else like hospital, therapy, counseling, doctor visits, etc, that you finish experience, good or bad, doesn't matter, we want to hear all.

-We want to improve our services and we need your experiences story.

-When you share information or experience, we won't use your name, it will be no name, just need to hear your story.

-It is not a must; you can join if interested or not. If you cannot decide today, I will call back again later.

-If you decided to join us, we will host at CHSC (Cleveland Hearing and Speech Center), we will have ASL interpreter or Deaf interpreter plus a hearing person will take notes and it will be private.

-We will provide clear masks, hand sanitizer, light food, and you will get \$20 Visa gift card too.

-IF you can, please register online and I will give you a link or if you need help, I can help you to fill online registration for you.

-Thank you so much and please call me anytime if you have any questions.

## A1.7 ASL INTERPRETER

Subject: Participation Requested! Deaf Pathways Focus Groups

Message:

Hello!

As you may know, CHSC is part of the collaboration known as Deaf Pathways, an Office on Violence Against Women funded project focused on improving access to services for Deaf and Hard of Hearing survivors of rape and sexual abuse. We have been collaborating with Cleveland Rape Crisis Center on this grant since October 2019, and we are currently working on a needs assessment to inform our strategic plan. From there, we will use our strategic plan to implement needed organizational change that will maximize equitable and accessible services for Deaf and Hard of Hearing survivors.

We will be meeting with Community Center for the Deaf and Hard of Hearing clients, CRCC clients, ASL interpreters, as well as staff members and leadership from both agencies. This is where we need you!

Deaf Pathways invites you to participate in a focus group to discuss what you think makes an agency effective and responsive for Deaf individuals. This focus group will occur on [DATE & TIME] via [INSERT IN PERSON OR VIA ZOOM HERE]. The focus of this discussion will be on the services you provide – what makes them positive and what can be improved. Your participation will help us develop a plan for improving our response to the needs of Deaf and Hard of Hearing survivors of rape and sexual abuse. Participation is completely voluntary and the information shared with us will be used anonymously in our notes and final report.

We have prepared a fact sheet to answer some common questions. (Attach the participant fact sheet appropriate for each audience to the recruitment e-mail.)

Your Outlook RSVP will be your confirmation of attendance, so please make sure to respond to the Outlook invite.

If you would like to participate but the dates provided do not work for your schedule, please let the Deaf Pathways Manager know, and we can schedule a one-on-one interview with you to hear your feedback.

If you have any questions about this focus group, please contact Rachel Wright, Deaf Pathways Manager at [rachelw@clevelandrcc.org](mailto:rachelw@clevelandrcc.org).

Sincerely,

Deaf Pathways Collaboration

## A2: RECRUITMENT FLYERS

### A2.1 CRCC CLIENTS



#### **Please join us. We want to hear from you!**

Cleveland Rape Crisis Center (CRCC) is reviewing our existing services to create a better system of services for all members of our community. We would appreciate your feedback regarding your experience with CRCC.

Focus groups will be confidential but facilitated by an outside partner for current and past clients. Responses will not be linked to individual participants' identities in the final report summarizing your feedback.

Please attend one of our focus groups to share your voice and assist us in continuing efforts to ensure our services are helpful and welcoming to all.

#### **INCENTIVES:**

Each participant will receive a \$20 VISA gift card

#### **DATES/TIMES:**

TBD

#### **LOCATIONS:**

Clark Fulton Office  
2937 West 25th Street  
2nd Floor  
Cleveland, OH 44113



**REGISTER TODAY:**

[www.clevelandrapecrisis.org/focusgroup](http://www.clevelandrapecrisis.org/focusgroup)



*"for in person"*

## Community Center for the Deaf and Hard of Hearing "BE Part of Change"

### **INVITATION**

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

Date \_\_\_\_\_

Do you want to be in a "part of change" discussion? Community Center for the Deaf and Hard of Hearing invites you to come and be part of our group feedback.

CHSC & CCDHH wants to better its services for Deaf Individuals but we need your help. Come and answer or discuss what the Deaf community in Cleveland needs or wants.

These discussions will be confidential and we will have a neutral facilitator present. Your feedback will not be connected to your name.

Here is little more information on our focus group:

- 1) We will practice social distancing and masks and hand sanitizer will be provided.
- 2) We have our project manager, Rachel, to keep notes during the discussion group.
- 3) DATE/TIME to be determined
- 4) We will offer, a) ASL interpreter, b) CDI/DI – Certified Deaf Interpreter, c) CART, d) any other accommodations you need, let us know
- 6) if you accept, we will send you an online link to register.
- 7) You will receive a \$20 VISA gift card and food will be provided.

If you say yes, please contact our project manager, Rachel, at [rachelw@clevelandrcc.org](mailto:rachelw@clevelandrcc.org) by \_\_\_\_\_

And let her know you are interested.

Yours truly,

Sandra Hatibovic

Maria O'Neil Ruddock

Kate Slosar

Deaf Pathways team

*for zoom"*

# Community Center for the Deaf and Hard of Hearing "BE Part of Change"

## **INVITATION**

*Dear* \_\_\_\_\_

*Date* \_\_\_\_\_

Do you want to be in a "part of change" discussion? Community Center for the Deaf and Hard of Hearing invites you to come and be part of our group feedback.

CHSC & CCDHH wants to better its services for Deaf Individuals but we need your help. Come and answer or discuss what the Deaf community in Cleveland needs or wants.

We can't meet in person because of COVID-19 instead we can use virtual Zoom. The Zoom program on your computer works like Videophone but on computer. We can see you and you can see us, you will also see other participants too. If you are not sure, we can teach you how.

Here is little more information on our focus group:

- 1) We will meet on Zoom. We will send you link 24 hours before the focus group date.
- 2) We have our project manager, Rachel, to keep notes during the discussion group.
- 3) DATE/TIME to be determined
- 4) We will offer, a) ASL interpreter, b) CDI/DI – Certified Deaf Interpreter, c) CART, d) any other accommodations you need, let us know
- 6) if you accept, we will send you an online link to register.
- 7) You will receive a \$20 VISA gift card and food will be provided.

Please contact our project manager, Rachel, at [rachelw@clevelandrcc.org](mailto:rachelw@clevelandrcc.org) by

---

And let her know you are interested.

Yours truly,

Sandra Hatibovic

Maria O'Neil Ruddock

Kate Slosar

Deaf Pathways team

### A3: CRCC DIRECT SERVICE STAFF SCRIPT & QUESTIONS

#### SCRIPT:

Hello! Welcome to the CRCC direct service staff focus group. I am [FACILITATOR NAME], and I will be facilitating today's meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. Everyone here is bound by the same confidentiality protocols as the rest of us and will not share information outside of the focus group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve our services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately one to one and a half hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which will be used for note taking purposes, and will be deleted as soon as all notes have been secured. We will not tie your comment to you personally in any way.

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

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

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on your knowledge and perspectives on best practices at your agency, accessibility of services and agency policies and practices. We will also ask how you think we can improve services and how the partner agencies of Deaf Pathways can best work together.

We value your expertise and invite you to contribute to the Deaf Pathways collaboration. This information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

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

#### PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. (Explain location of restrooms)

#### FOCUS GROUP QUESTIONS

2. What is the most important thing you think someone needs to know about working with survivors?
3. Tell us about a time when things went really well when working with a survivor.
4. Tell us about a time when things did not go well?
  - a. What impacted this experience? (i.e., lack of adequate training, lack of resources, lack of accessibility, agency policies and practices, etc.)
  - b. At the time, did you feel you had the necessary training and tools to respond to the needs of this individual? Please explain.

5. Tell us about a time you served a survivor who was Deaf or Hard of Hearing. If you haven't yet served a survivor who was Deaf or Hard of Hearing, think about what you would have done.
  - a. How did you communicate with each other? What resources did you draw upon? (i.e., policies, training, technology, etc.)
  - b. Are there policies and practices in place to guide staff's response to a Deaf survivor? Did you access them? Were they helpful? Why or why not?
  - c. What works well? What needs to be improved?
  - d. How comfortable are you working with a Deaf individual? What makes you feel comfortable, or uncomfortable?
  - e. [hotline staff: Are you able to access needed accommodations on a 24-hour basis?]
  
6. What type of things within CRCC impacted your ability to best respond to and meet the needs of a Deaf survivor? (i.e., lack of training, knowledge of resources, accessibility of services, knowledge of community partnerships, ability to meet the client's accommodation requests, etc.)
  
7. What do you need as a provider to do your job to the best of your ability when working with Deaf/HoH survivors?
  - a. Do you receive training regarding accessibility? Who provides the training? How often does the training occur?
  - b. Do you receive training specific to deafness, Deaf culture, and audism? Who provides the training? How often does the training occur?
  - c. What makes it easy or difficult to obtain training?
  
8. How can CRCC and CHSC work together to provide the highest quality services? Can you give an example?
  - a. How can they help each other? How does that help you?
  - b. What do you want CHSC to know about how to best serve survivors of sexual violence?
  - c. If you were going to train CHSC staff, what would you put in the training curriculum to ensure they had the basics for responding to and serving survivors?

9. How is organizational change made at CRCC?
  - a. How does change happen within CRCC?
  - b. What is the process? What motivates change? Who initiates it?
  - c. What works well? What needs to be improved?
  
10. Is there something you have not had a chance to tell us that you want us to know about what your agency needs to provide services for survivors in general as well as Deaf survivors?



## A4: CCDHH STAFF SCRIPT & FOCUS GROUP QUESTIONS

### SCRIPT

Hello! Welcome to the CCDHH program staff focus group. I am [FACILITATOR NAME], and I will be facilitating today's meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. Everyone here is bound by the same confidentiality protocols as the rest of us and will not share information outside of the focus group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately one to one and a half hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which will be used for note taking purposes, and will be deleted as soon as all notes have been secured. We will not tie your comment to you personally in any way.

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

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

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on your knowledge and perspectives on best practices at your agency, accessibility of services, and agency policies and practices. We will also ask how you think we can improve services and how the partner agencies of Deaf Pathways can best work together.

We value your expertise and invite you to contribute to the Deaf Pathways collaboration. The information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

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

#### PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. (Explain location of restrooms)

#### FOCUS GROUP QUESTIONS

1. What is the most important thing you think people need to know about working with Deaf individuals?
2. Tell us about a time when things went well when you were working with a Deaf client?
3. Tell us about a time when things did not go well.
  - a. What impacted this experience? (i.e., lack of adequate training, lack of resources, lack of accessibility, agency policies and practices, etc.)
4. Tell us about a time you served a Deaf individual who was experiencing or had experienced sexual violence. How did you assist that individual? If you haven't yet served a survivor of sexual violence, think about what you would do in that situation.

- a. How comfortable are you working with a survivor of sexual violence?  
What makes you feel comfortable, or uncomfortable?
  - b. Are there policies and practices to guide you? What works well?  
What needs to be improved?
  - c. What would you do if you suspect sexual violence is occurring?
  - d. What do you need in order to better serve Deaf survivors of sexual violence?
5. What type of things impacted your ability to respond to the needs of a Deaf individual experiencing sexual violence? (i.e., lack of training, knowledge of resources, accessibility of services, knowledge of community partnerships, ability to meet the client's accommodation requests, etc.)
6. How can CHSC and CRCC work together to provide the highest quality services? Can you give an example?
  - a. How can they help each other? How does that help you?
  - b. What do you want CRCC to know about Deaf individuals in order to adequately serve survivors?
  - c. If you were going to train CRCC staff, what would you put in the training curriculum to ensure they had the basics for responding to and serving Deaf survivors?
7. How is organizational change communicated to you at CCDHH?
  - a. How does change happen within CCDHH?
  - b. What is the process? What motivates change? Who initiates it?
  - c. What works well? What needs to be improved?
8. Is there something you have not had a chance to tell us that you want us to know about what your agency needs to provide services for Deaf individuals in general as well as Deaf survivors of sexual violence?

## A5: DEAF CLIENT “GROUP A” SCRIPT & FOCUS GROUP QUESTIONS

### SCRIPT

Hello! Welcome to the Deaf focus group. I am [FACILITATOR NAME] and I will be facilitating today’s meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. This is [ASL INTERPRETERS NAMES], and they will be our ASL interpreters for today. Everyone here is bound by the same confidentiality protocols as the rest of us and will not share information outside of the focus group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately one and a half hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which will be used for note taking purposes, and will be deleted as soon as soon as all notes have been secured. We will not tie your comment to you personally in any way.

Your participation is completely voluntary. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have NO effect on your eligibility for services or the quality of services you receive. To show our appreciation, you will be compensated with a \$20 gift card, which is yours to keep even if you choose not to participate or if you need to leave early. If you choose not to take your gift card with you today, we can keep it for safekeeping and you can let us know when you’re ready to receive it. We will lock it up for you.

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

Our facilitators and note-taker are required by law to report suspected abuse of children, as well as elder and dependent adults. If anyone discusses abuse of a child or dependent adult during this session, the note taker in the room will determine with their supervisor, after careful consideration of the safety and autonomy of the individuals involved, whether a mandatory report needs to be filed. Again, as a precaution, we ask that you not talk about any personal or known experiences of violence that may necessitate such a report.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on how you think we can improve services. If you feel uncomfortable at any point, an advocate is available to speak with you privately.

We value your expertise. This information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

At this time, we assume that all who remain in the room consent to participate. We are about to get started so if you do not consent you may leave without any consequences. You will still be able to get a gift card. Thank you for being here.

#### PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. Please feel free to eat during our discussion
- e. (Explain location of restrooms)

## FOCUS GROUP QUESTIONS

1. Think about a good experience you have had with mainstreamed (hearing) agencies.
  - a. What makes it easy, or hard, for you to contact a mainstreamed agency for help?
  - b. What made it feel welcoming and accessible?
  - c. What about the staff behavior was positive? On the phone and in-person.
  - d. What about the overall environment and comfort level was positive?
  - e. Were the materials and resources given to you accessible to you?
  - f. What is it like when people understand you and Deaf culture?
    - i. How do you know they understand you? How do you know they do not understand Deaf culture?
2. Think about a negative experience you have had with mainstreamed (hearing) agencies.
  - a. What made it hard for you to contact a mainstreamed agency?
  - b. What about the staff behavior was negative? On the phone and in-person.
  - c. What about the overall environment and comfort level was negative?
  - d. Were the materials and resources given to you accessible to you?
  - e. What is it like when people don't understand you and Deaf culture?
    - i. How do you know they do not understand you? How do you know they do not understand Deaf culture?
3. Think about a good experience you have had with CCDHH for assistance.
  - a. What makes you trust a Deaf-run agency?
4. Think about a negative experience you have had with CCDHH for assistance.
  - a. What makes it difficult for you to trust a Deaf-run agency?
  - b. What would cause you to NOT contact a Deaf-run agency? Or leave services and not come back?
5. How can CCDHH and mainstreamed agencies work together to provide the highest quality services?
  - a. How can they help each other? What can they do to work as a team? If they work together, how does that help you?

6. If you could help us create the perfect services for Deaf individuals, what would you want to include?
  - a. What is the most important thing agencies (Deaf or mainstreamed) need to know when they are helping a Deaf individual?
  - b. What should happen at your first visit that would make you want to come back?
  - c. What would the staff be like?
  
7. Is there something you have not had a chance to tell us that you really want us to know about services for the Deaf community?

## A6: DEAF CLIENT “GROUP B” SCRIPT & FOCUS GROUP QUESTIONS

### SCRIPT

Hello!

My name, \_\_\_\_\_, name sign (*name sign*). I facilitate group today. My job, what? \_\_\_\_\_. Thank you agree volunteer your time join discussion group (meeting). Your experiences important for-for success project. We're glad you're here!

Want introduce people help today with discussion group. \_\_\_\_\_, (*hearing/hearing know sign/Deaf/HH*), job, what? \_\_\_\_\_. Do-do today, what? Write important information you say. \_\_\_\_\_ (*hearing/hearing know sign/Deaf/HH*). Do-do today, what? Help with discussion group. Also, \_\_\_\_\_, (Deaf advocate) in different room if-if need talk private or more information need. Will have hearing person taking notes. Record will in room too.

Please raise your hand before talking. No more than two people talking. You need to wait and take turns.

Think yourself, use bathroom, eat, get up move, any time during group. See signs (point) show restroom where, but ask \_\_\_\_\_ if need help find.

Meeting long, 1 to 1-1/2 hours. Want you feel comfortable. Meeting finish, or when you leave, gift card, we give, why? Thank you involve (meeting).

Explain we ask-ask, learn about access, receive services. Answers, think right wrong, no. Important, what? Your perspective. Answer questions, must? No. Any time, want leave, think yourself.

Important, what? Confidentiality (private). Yes, video recording and writing information. Your name write, never. No identify. Match name, words, no. After meeting, video, paper write, locked box, Keep private. Project Manager check-check, signs match writing, yes, finish, erase video. Notes combine all, make summary important goal-goal. Remember, your name, include never. Summary finish, papers (tear up). Finish. Gone.



Want all feel safe, open share ideas, comments. After finish, leave, please no talk about discussion group, private. We can't force people respect private, encourage you careful information share here.

Also, we care your safety. State law require report some situations danger. Personal information or specific information about you or other people you know, please don't tell us. Remember, point what? Learn from you about accessing and receiving services.

Want make sure all still agree. If change mind, want leave, fine. No problem. If accept, stay, we can (go-ahead). (Pause to make sure people have time to agree to stay.)

Okay, welcome discussion group!

You involve community, need services – help, not help, what? – we want learn your experience what. Remember, right answer, wrong answer, no. If want answer, great. If question, don't want answer, fine. Answer must, no. After ask question, finish, I wait patient you decide feedback, take turn.

Any questions?

#### FOCUS GROUP QUESTIONS

1. Think about a good experience you have had with mainstreamed (hearing) agencies.
  - a. What makes it easy, or hard, for you to contact a mainstreamed agency for help?
  - b. What made it feel welcoming and accessible?
  - c. What about the staff behavior was positive? On the phone and in-person.
  - d. What about the overall environment and comfort level was positive?
  - e. Were the materials and resources given to you accessible to you?
  - f. What is it like when people understand you and Deaf culture?
    - i. How do you know they understand you? How do you know they do not understand Deaf culture?
2. Think about a negative experience you have had with mainstreamed (hearing) agencies.
  - a. What made it hard for you to contact a mainstreamed agency?

- b. What about the staff behavior was negative? On the phone and in-person.
  - c. What about the overall environment and comfort level was negative?
  - d. Were the materials and resources given to you accessible to you?
  - e. What is it like when people don't understand you and Deaf culture?
    - i. How do you know they do not understand you? How do you know they do not understand Deaf culture?
3. Think about a good experience you have had with CCDHH for assistance.
- a. What makes you trust a Deaf-run agency?
4. Think about a negative experience you have had with CCDHH for assistance.
- a. What makes it difficult for you to trust a Deaf-run agency?
  - b. What would cause you to NOT contact a Deaf-run agency? Or leave services and not come back?
5. How can CCDHH and mainstreamed agencies work together to provide the highest quality services?
- a. How can they help each other? What can they do to work as a team? If they work together, how does that help you?
6. If you could help us create the perfect services for Deaf individuals, what would you want to include?
- a. What is the most important thing agencies (Deaf or mainstreamed) need to know when they are helping a Deaf individual?
  - b. What should happen at your first visit that would make you want to come back?
  - c. What would the staff be like?
7. Is there something you have not had a chance to tell us that you really want us to know about services for the Deaf community?

## A7: DEAF CLIENT “GROUP C” SCRIPT & FOCUS GROUP QUESTIONS

### SCRIPT

Hello! Welcome to the Deaf focus group. I am [FACILITATOR NAME] and I will be facilitating today’s meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. This is [ASL INTERPRETERS NAMES], and they will be our ASL interpreters for today. Everyone here is bound by the same confidentiality protocols as the rest of us and will not share information outside of the focus group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately one and a half hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which will be used for note taking purposes, and will be deleted as soon as all notes have been secured. We will not tie your comment to you personally in any way.

Your participation is completely voluntary. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have NO effect on your eligibility for services or the quality of services you receive. To show our appreciation, you will be compensated with a \$20 gift card, which is yours to keep even if you choose not to participate or if you need to leave early. If you choose not to take your gift card with you today, we can keep it for safekeeping and you can let us know when you’re ready to receive it. We will lock it up for you.

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

Our facilitators and note-taker are required by law to report suspected abuse of children, as well as elder and dependent adults. If anyone discusses abuse of a child or dependent adult during this session, the note taker in the room will determine with their supervisor, after careful consideration of the safety and autonomy of the individuals involved, whether a mandatory report needs to be filed. Again, as a precaution, we ask that you not talk about any personal or known experiences of violence that may necessitate such a report.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on how you think we can improve services. If you feel uncomfortable at any point, an advocate is available to speak with you privately.

We value your expertise. This information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

At this time, we assume that all who remain in the room consent to participate. We are about to get started so if you do not consent you may leave without any consequences. You will still be able to get a gift card. Thank you for being here.

#### PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. Please feel free to eat during our discussion
- e. (Explain location of restrooms)

## FOCUS GROUP QUESTIONS

1. Think about a good experience you have had with mainstreamed (hearing) agencies.
  - a. What makes it easy, or hard, for you to contact a mainstreamed agency for help?
  - b. What made it feel welcoming and accessible?
  - c. What about the staff behavior was positive? On the phone and in-person.
  - d. What about the overall environment and comfort level was positive?
  - e. Were the materials and resources given to you accessible to you?
  - f. What is it like when people understand you as a deaf, deaf/blind/low vision person and your unique experience?
    - i. How do you know they understand you? How do you know they do not understand you?
2. Think about a negative experience you have had with mainstreamed (hearing) agencies.
  - a. What made it hard for you to contact a mainstreamed agency?
  - b. What about the staff behavior was negative? On the phone and in-person.
  - c. What about the overall environment and comfort level was negative?
  - d. Were the materials and resources given to you accessible to you?
  - e. What is it like when people don't understand you?
    - i. How do you know they do not understand you? How do you know they do not understand?
3. Think about a good experience you have had with CCDHH for assistance.
  - a. What makes you trust a Deaf-run agency?
4. Think about a negative experience you have had with CCDHH for assistance.
  - a. What makes it difficult for you to trust a Deaf-run agency?
  - b. What would cause you to NOT contact a Deaf-run agency? Or leave services and not come back?
5. How can CCDHH and mainstreamed agencies work together to provide the highest quality services?
  - a. How can they help each other? What can they do to work as a team? If they work together, how does that help you?

6. If you could help us create the perfect services for Deaf individuals, what would you want to include?
  - a. What is the most important thing agencies (Deaf or mainstreamed) need to know when they are helping a Deaf individual?
  - b. What should happen at your first visit that would make you want to come back?
  - c. What would the staff be like?
  
7. Is there something you have not had a chance to tell us that you really want us to know about services for deaf individuals?

## A8: CRCC CLIENTS SCRIPT & FOCUS GROUP QUESTIONS

### SCRIPT

Hello! Welcome to our CRCC survivor focus group. I am [FACILITATOR NAME], and I will be facilitating today's meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. Everyone here is bound by the same confidentiality protocols as the rest of us and will not share information outside of the focus group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve our services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately one to one and a half hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which will be used for note taking purposes, and will be deleted as soon as all notes have been secured. We will not tie your comment to you personally in any way.

Your participation is completely voluntary. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have NO effect on your eligibility for services or the quality of services you receive. To show our appreciation, you will be compensated with a \$20 gift card, which is yours to keep even if you choose not to participate or if you need to leave early. If you choose not to take your gift card with you today, we can keep it for safekeeping and you can let us know when you're ready to receive it. We will lock it up for you. We also have refreshments available, so please help yourself!

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

Our facilitators and note-taker are required by law to report suspected abuse of children, as well as elder and dependent adults. If anyone discusses abuse of a child or dependent adult during this session, the note taker in the room will determine with their supervisor, after careful consideration of the safety and autonomy of the individuals involved, whether a mandatory report needs to be filed. Again, as a precaution, we ask that you not talk about any personal or known experiences of violence that may necessitate such a report.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on how you think we can improve services. If you feel uncomfortable at any point, an advocate is available to speak with you privately on our hotline. The hotline number is 216-619-6192 and can be accessed via phone, text, or chat online at [www.clevelandrapecrisis.org](http://www.clevelandrapecrisis.org).

We value your expertise. The information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

At this time, we ask that you read and sign the written consent form. If you have any questions, please raise your hand we will be happy to answer them. We are about to get started so if you do not consent you may leave without any consequences. You will still be able to get a gift card. Thank you for being here.

#### PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. Please feel free to eat during our discussion
- e. (Explain location of restrooms)



## FOCUS GROUP QUESTIONS

1. Think about what agencies do to help make your experience positive when getting services. What made it feel safe and welcoming to you?
  - a. What about the staff behavior was positive? On the phone and in-person.
  - b. What about the overall environment was positive?
  - c. Were the materials and resources provided accessible to you?
2. Think about a negative experience you have had with a service provider. What made the experience negative? The staff? The facility? Other?

We want to explore what agencies do, or don't do, to help you to feel safe and comfortable disclosing your experience, or the opposite, where you may feel unsafe or resistant to disclosing.

3. What does safety mean to you? How important is it to you when seeking or receiving services?
4. What have agencies done in the past that have helped you to feel comfortable disclosing or talking about your experiences of sexual violence?
  - a. What made you feel as if you could trust the agency enough to tell your story?
  - b. What have agencies done in the past that have made you feel unsafe? What did they do to prevent you from trusting them?

We want to explore what confidentiality means to you, and how organizations can consider their practices of confidentiality and privacy when serving survivors of sexual and domestic violence.

5. What does confidentiality mean to you? How important is it to you when seeking or receiving services?
  - a. Have you had any positive or negative experiences regarding confidentiality and privacy while accessing services?
  - b. In what instances would it be okay to share identifying information and the details of your experience of sexual violence with other agencies (i.e., police, medical staff, etc.)?
  - c. In what instances is it not okay?

6. If you could help us design the very best way for an agency to provide the highest quality services for survivors, what would you want to include?
  - a. What is the most important thing to you that agencies need to know when they are helping a survivor of sexual violence?
  - b. What should happen at your first visit that would make you want to come back?
  
7. Is there something the agency missed or forgot to ask that you really want us to know about services for survivors of sexual violence?

## A9: CHSC CLIENT CARE COORDINATORS SCRIPT AND FOCUS GROUP QUESTIONS

### SCRIPT

Hello! Welcome to the CHSC program staff focus group. I am [FACILITATOR NAME], and I will be facilitating today's meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. Everyone here is bound by the same confidentiality protocols as the rest of us and will not share information outside of the focus group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve our services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately one to one and a half hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which will be used for note taking purposes, and will be deleted as soon as all notes have been secured. We will not tie your comment to you personally in any way.

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

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

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on your knowledge and perspectives on best practices at your agency, accessibility of services, and agency policies and practices. We will also ask how you think we can improve services and how the partner agencies of Deaf Pathways can best work together.

We value your expertise and invite you to contribute to the Deaf Pathways collaboration. The information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

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

#### PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. (Explain location of restrooms)

#### FOCUS GROUP QUESTIONS

1. What is the most important thing you think people need to know about working with Deaf individuals?
2. Tell us about a time when things went well when you were working with a Deaf client?
3. Tell us about a time when things did not go well.
  - a. What impacted this experience? (i.e., lack of adequate training, lack of resources, lack of accessibility, agency policies and practices, etc.)
4. Tell us about a time you served a Deaf individual who was experiencing sexual violence. How did you assist that individual? If you haven't yet served a survivor of sexual violence, think about what you would do in that situation.

- a. How comfortable are you working with a survivor of sexual violence?  
What makes you feel comfortable, or uncomfortable?
  - b. Are there policies and practices to guide you? What works well?  
What needs to be improved?
  - c. What would you do if you suspect SV is occurring?
  - d. What do you need in order to better serve Deaf survivors of sexual violence?
5. What type of things impacted your ability to respond to the needs of a Deaf individual experiencing sexual violence? (i.e., lack of training, knowledge of resources, accessibility of services, knowledge of community partnerships, ability to meet the client's accommodation requests, etc.)
6. How can CHSC and CRCC work together to provide the highest quality services? Can you give an example?
  - a. How can they help each other? How does that help you?
  - b. What do you want CRCC to know about Deaf individuals in order to adequately serve survivors?
  - c. If you were going to train CRCC staff, what would you put in the training curriculum to ensure they had the basics for responding to and serving Deaf survivors?
7. How is organizational change communicated to you at CCDHH?
  - a. How does change happen within CCDHH?
  - b. What is the process? What motivates change? Who initiates it?
  - c. What works well? What needs to be improved?
8. Is there something you have not had a chance to tell us that you want us to know about what your agency needs to provide services for Deaf individuals in general as well as Deaf survivors of sexual violence?

## A10: ASL INTERPRETER SCRIPT & QUESTIONS

### SCRIPT:

Hello! Welcome to the ASL Interpreter focus group. I am [FACILITATOR NAME], and I will be facilitating today's meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. Everyone here is bound by the same confidentiality protocols as the rest of us and will not share information outside of the focus group. Before we get started, I want to give you a brief overview on why we are here this morning/afternoon.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve our services where it is needed, and do more of what works for you and the people we serve. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately one to one and a half hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which will be used for note taking purposes, and will be deleted as soon as all notes have been secured. We will not tie your comment to you personally in any way.

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

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

All members of Deaf Pathways are mandated reporters and are required by law to report suspected abuse of children, as well as elder and dependent adults. If anyone discusses abuse of a child or dependent adult during this session, Rachel (the note taker in the room) will determine with her supervisor, after careful consideration of the safety and autonomy of the individuals involved, whether a mandatory report needs to be filed. Again, as a precaution, we ask that you not talk about any personal or known experiences of violence that may necessitate such a report.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on your knowledge and perspectives on trauma-informed interpreting. We will also ask about your comfort level in working high-stress, trauma settings and how interpreting agencies can best support you in this type of work.

We value your expertise and invite you to contribute to the Deaf Pathways collaboration. This information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

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

#### 1. PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. (Explain location of restrooms)

#### FOCUS GROUP QUESTIONS

1. What is the most important thing agencies and hearing individuals need to know about working with an interpreter?

2. Tell us about a time when things went really well when working with a victim service provider
3. Tell us about a time when things did not go well
  - a. What impacted that experience?
  - b. At the time, did you feel you had the necessary training and tools to respond to the needs of this individual? Please explain.
4. Think about a time when you provided interpreting services with CRCC or another sexual violence agency. What unique issues, if any, have you encountered?
  - a. How are you contacted to provide interpreting services for individuals interacting with staff? How often? Is there any information you receive ahead of time to alert you to the trauma-centered subject matter?
  - b. Do you find yourself taking on other roles other than interpreting?
  - c. Is there anything staff could have done differently to assist in the interaction?
5. Think about a time when you have interpreted for an individual in a sexual violence situation. If you haven't yet served a survivor of rape or sexual abuse, think about what you would have done.
  - a. How comfortable are you interpreting for assignments involving sexual violence? What would increase your level of comfort/confidence? What would interfere?
  - b. How do you generally receive assignments involving a sexual violence situation? Have you ever turned down an assignment involving a sexual violence situation?
  - c. Have you ever noticed that you were emotionally affected by an assignment? If so, how did you respond during or after the assignment? Who, if anyone, do you turn to for support and guidance? Have you ever contacted another agency? If so, which one(s)?
6. How is organizational change communicated to you at CCDHH?
7. What do you need as an interpreter to do your job to the best of your ability?
  - a. Would you benefit from training on trauma-informed interpreting, sexual violence, and safety issues? What training do you currently receive? From who? How often?



- b. Do you receive training specific to mandatory reporting? From who? How often?
  - c. What makes it easy or difficult to obtain training?
  - d. Where do you learn about what trainings are available in the community?
  - e. Is there anything you feel like you need more of in regards to training, support, or something else?
8. Is there something you have not had a chance to tell us that you want us to know about what you need to provide interpreting services for Deaf survivors impacted by sexual violence?

## A11: CRCC LEADERSHIP SCRIPT & QUESTIONS

### SCRIPT

Hello! Welcome to the CRCC leadership focus group. I am [FACILITATOR NAME], and I will be facilitating today's meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. Everyone here is bound by the same confidentiality protocols as the rest of us and will not share information outside of the focus group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve our services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately one and a half hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which will be used for note taking purposes, and will be deleted as soon as all notes have been secured. We will not tie your comment to you personally in any way.

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

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

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on your knowledge and perspectives on best practices at your agency, accessibility of services and agency policies and practices. We will also ask how you think we can improve services and how the partner agencies of Deaf Pathways can best work together.

We value your expertise and invite you to contribute to the Deaf Pathways collaboration. This information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

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

#### PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. (Explain location of restrooms)

#### FOCUS GROUP QUESTIONS

1. What are some positive things that CRCC currently does to ensure survivors feel welcome and respected?
  - a. Do you feel staff have what they need to adequately meet the needs of survivors?
  - b. What factors might demonstrate that CRCC is not accessible, welcoming or able to serve survivors? (i.e., lack of policies, training, etc.)
2. What concerns, if any, have staff brought to your attention when assisting a Deaf survivor?
  - a. Who, if anyone, did you turn to for support or guidance? Do you have a working relationship with agencies that serve the Deaf community?

- b. What makes you feel comfortable, or uncomfortable, in the support you give staff? What do you find to be helpful to you as a resource? (i.e., training, working relationships in the community, etc.)
- 3. How do you respond to the evolving needs of staff?
  - a. What types of regular training are provided? Who provides the training?
  - b. What would you need to best support staff?
- 4. How is organizational change made at CRCC?
  - a. What is the process? What motivates change? Who initiates it?
  - b. How is change communicated up or down within your department?
  - c. What can be a barrier to organizational change within the agency? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)
- 5. Do you have any additional comments or feedback about what your agency needs to adequately provide services for survivors and Deaf survivors?

## A12: CHSC LEADERSHIP SCRIPT & FOCUS GROUP QUESTIONS

### SCRIPT

Hello! Welcome to the CHSC leadership focus group. I am [FACILITATOR NAME], and I will be facilitating today's meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. Everyone here is bound by the same confidentiality protocols as the rest of us and will not share information outside of the focus group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve our services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately one to one and a half hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which will be used for note taking purposes, and will be deleted as soon as all notes have been secured. We will not tie your comment to you personally in any way.

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

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

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on your knowledge and perspectives on best practices at your agency, accessibility of services and agency policies and practices. We will also ask how you think we can improve services and how the partner agencies of Deaf Pathways can best work together.

We value your expertise and invite you to contribute to the Deaf Pathways collaboration. This information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

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

#### PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. (Explain location of restrooms)

#### FOCUS GROUP QUESTIONS

1. What are some positive things that CHSC currently does to ensure Deaf individuals feel welcome and respected?
  - a. Do you feel staff have what they need to adequately meet the needs of Deaf individuals?
  - b. What factors might demonstrate that CHSC is not accessible, welcoming or able to serve Deaf clients? (i.e., lack of policies, training, etc.)
2. What concerns, if any, have staff brought to your attention when assisting a sexual assault survivor?

- a. Who, if anyone, did you turn to for support or guidance? Do you have a working relationship with agencies that serve people who experience sexual violence?
  - b. What makes you feel comfortable, or uncomfortable, in the support you give staff? What did you find to be helpful to you as a resource? (i.e., training, working relationship in the community, etc.)
3. How do you respond to the evolving needs of staff?
  - a. What type of regular training do you provide? How often? Who provides the training?
  - b. What would you need to better support staff?
4. How is organizational change made at CHSC?
  - a. What is the process? What motivates change? Who initiates it?
  - b. How is change communicated up or down within your department?
  - c. What can be a barrier to organizational change within the agency? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)
5. Do you have any additional comments or feedback about what your agency needs to adequately provide services for sexual violence survivors?

## A13: SURVEY QUESTIONS FOR DEAF ACTION COMMITTEE: BOARD OF DIRECTORS

1a. How does organizational change happen at CHSC?

1b. What motivates change? Who initiates it?

1c. What is the decision-making process?

1d. What can be a barrier to organizational change within the agency? (Please check all that apply)

- Funding sources
- Staff resistance
- Budget constraints
- Board support
- Organizational communication
- Other (please describe): \_\_\_\_\_

2. Are there any policies and practices in place at CHSC when serving Deaf survivors of rape and sexual abuse?

- a) Yes
- b) No
- c) Not sure

3a. To what degree does CHSC meet the communication needs of Deaf individuals?

- a) Completely
- b) Somewhat... we can improve in this area
- c) Poorly... we need extensive improvement in this area
- d) I am unaware



3b. If improvement is needed, what do you suggest?

1. \_\_\_\_\_
2. \_\_\_\_\_

4a. To what extent do you see challenges for CHSC in providing the highest quality services for Deaf individuals impacted by sexual violence?

- a) Significant
- b) Moderate
- c) Minimal
- d) None

4b. What challenges do you see?

1. \_\_\_\_\_
2. \_\_\_\_\_

5. From the list below, please select the activities that CHSC should do to provide quality services to Deaf survivors.

- Provide access to effective communication
- Train all staff on Deaf culture and unique safety issues
- Employ qualified Deaf individuals
- Include the cost of signed language interpreters in the budget
- Offer agency information in alternative formats (i.e., videos in ASL)
- Have a working knowledge of the Americans with Disabilities Act
- I do not think there is a need for any activities
- Other (please describe): \_\_\_\_\_

6. To what degree would you be willing to support new initiatives for CHSC to better serve Deaf survivors of rape and sexual abuse?

- a) Definitely would
- b) Likely would
- c) Unsure... I would need more information
- d) Likely would not
- e) Definitely would not

7. If you would be willing to support such initiatives, in what ways would you commit to supporting them? (Please check all that apply)

- Budget allocations
- Sourcing new funding
- Public support/advocacy
- Collaboration building activities
- Programming changes
- Policy changes
- Media campaigns
- Other (Please specify): \_\_\_\_\_

8. What suggestions do you have to strengthen and sustain successful partnerships among collaboration agencies?

1. \_\_\_\_\_
2. \_\_\_\_\_

9a. To what degree do you see this collaboration as being consistent with the mission statement and initiative of CHSC?

- a) Completely consistent
- b) Somewhat consistent
- c) Not consistent

9b. If there are any inconsistencies, how can they be addressed?

1. \_\_\_\_\_
2. \_\_\_\_\_

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

## A14: REGISTRATION FORM

\*This registration form will be available in hard copy as well as online. The online pages have yet to be created. This is the text that we plan to use.

### INITIALS

#### PREFERRED METHOD OF COMMUNICATION?

- Phone call
  - Phone number? \_\_\_\_\_
- Text
  - Phone number? \_\_\_\_\_
- Email
  - Email address? \_\_\_\_\_
- Mail
  - Address? \_\_\_\_\_

#### MAY WE SEND A FOLLOW UP REMINDER CLOSER TO THE DATE?

- Yes
- No

#### IF YES, HOW WOULD YOU LIKE TO RECEIVE YOUR REMINDER?

- Phone call
- Text
- Email
- Mail

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

#### Accommodations – please check all that apply for you:

- ASL Interpreter
- CART Services
- Tactile Interpreter
- Deaf Interpreter (uncertified)
- Other auxiliary needs
- Other considerations or information that would be helpful for the focus group facilitator:  
\_\_\_\_\_

Do you have any dietary considerations?

YES, please list:

---

NO

Thank you for registering!

## A15: CRCC CONSENT FORM

### CONSENT FOR PARTICIPATION: FOCUS GROUP

Participants in our focus group understand and consent to the following:

1. To confidentiality. By participating in this group, each member agrees not to disclose the contents of the session or the identity of other group members outside of the group session. There are three exceptions to the Staff's ability to maintain confidentiality: if you threaten to harm yourself or someone else, or disclosure of child or elder abuse with an identifiable person.
2. To giving permission to anonymously document your responses in the focus group notes and needs assessment findings report. Your name will not be attached to any comments made during the session.
3. To being recorded. An audio recording will be used for note-taking purposes and will be deleted as soon as all notes have been secured. Your name will not be tied to your comments in any way.
4. To have your comments anonymously used for developing a strategic plan to implement agency-wide improvements.
5. To participating voluntarily. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have NO effect on your eligibility for services or the quality of services you receive, or receiving your gift card.
6. While the intent of the discussion is around quality of services and how they might improve, due to the nature of the agency, participants understand that negative or intense emotions may arise. Participants understand the risk that this may occur and resources are available if it does.

By signing here, I understand and agree with the statements above.

Signature \_\_\_\_\_ Date \_\_\_\_\_

## A16: FAQ SHEET: CRCC CLIENTS

We appreciate your interest in participating in our Needs Assessment. We thought you might be interested in learning more about our project. We will take this time to answer some questions often asked by individuals who, like you, have been invited to participate in this project.

### WHAT IS DEAF PATHWAYS?

Deaf Pathways was established in 2019 as a result of a collaboration effort between Cleveland Rape Crisis Center (CRCC) and Cleveland Hearing and Speech Center (CHSC).

### WHY HAVE YOU BEEN INVITED?

We have invited you to tell us about your experiences with social service agencies. We want to learn what works well, what does not work well, and any suggestions you may have for improvements. You are the expert in knowing your experiences and what works well for you. We are asking you to share that information with us.

### DO I HAVE TO SAY SOMETHING?

No. You do not have to say anything during the session. Your participation is strictly voluntary. You can leave if you feel uncomfortable staying. We sincerely hope that you will choose to tell us about your experiences with organizations and how they can be accessible, welcoming, and safe while providing you with quality services that you need.

### IF I DO SAY SOMETHING, WILL YOU USE MY NAME?

No. We will not use your name in anything that we write about the session. We may use something that you tell us in our final report, but we will not indicate who said it.

### DO I RECEIVE ANYTHING FOR PARTICIPATING?

Yes. To thank you for your participation, you will receive a \$20 VISA gift card.

### WHAT IF I LOSE THE GIFT CARD OR NEVER RECEIVED IT?

If we are not able to meet in person, we will be mailing the gift card to the address you provide in your RSVP. We cannot guarantee that there won't be mailing complications or delays. Once you receive the gift card, it is your responsibility to keep it in a safe place. We cannot give you a new gift card if it is lost or stolen.

#### WHAT IF I DO NOT FEEL SAFE TAKING THE GIFT CARD HOME?

You decide whether or not it is safe for you to take the gift card home. If you decide it is not safe for you to take it home, the person who invited you to participate will keep it for you until you feel that it is safe for you to have it.

#### HOW ARE YOU GOING TO USE THE INFORMATION I SHARE WITH YOU?

We will put all of the information we gather into a report. The report will help us develop a plan that will guide us in making necessary changes to communication access, policies and procedures, and services at our own organizations. Talking with us will not affect any services that you may already be receiving.

#### WHO WILL SEE THE REPORT?

The report will be shared with the funder of our project because they are funding our grant to work on this project. It will also be shared with the Vera Institute of Justice because they are helping us by providing technical support throughout the project. In addition, the report will be shared with the people who work with us at our organizations. We want them to know what you think will make our organizations accessible, welcoming, and safe for individuals coming for information and support. The information in the report will help our organizations know what changes are needed. The leaders of our organizations may choose to share the report with others as well.

If you decide to participate and want to see our results, you are welcome to contact us to review the final report after it has been approved by the funder.

#### WHAT SHOULD I TELL PEOPLE IF THEY ASK ABOUT THIS GROUP?

It is your decision how much information you want to give someone asking you about this group. You can tell people that you are sharing information about your experiences that will help our organizations provide the best and most needed services that we can. If you decide to participate, we do ask that you respect everyone's privacy and not discuss what anyone says during the group session. We want everyone to feel comfortable and safe to share their experiences and ideas without worrying that someone will talk about them outside of the group.

IF I AGREE TO PARTICIPATE AND THEN, FOR SOME REASON, CANNOT COME, WHO SHOULD I CONTACT?

If you agree to participate and then find out that you cannot come to the session, you can contact the person who invited you or one of the team members. If you still want to participate, we will see if we can re-schedule to speak with you another time.

Thank you. We truly appreciate your time and interest in helping us to make our organizations better places for everyone who contacts us for help.



## A17: FAQ SHEET: CCDHH CLIENTS

We appreciate your interest in participating in our Needs Assessment. We thought you might be interested in learning more about our project. We will take this time to answer some questions often asked by individuals who, like you, have been invited to participate in this project.

### WHAT IS DEAF PATHWAYS?

Deaf Pathways was established in 2019 as a result of a collaboration effort between Cleveland Rape Crisis Center (CRCC) and Cleveland Hearing and Speech Center (CHSC).

### WHY HAVE YOU BEEN INVITED?

We have invited you to tell us about your experiences with social service agencies. We want to learn what works well, what does not work well, and any suggestions you may have for improvements. You are the expert in knowing your experiences and what works well for you. We are asking you to share that information with us.

### DO I HAVE TO SAY SOMETHING?

No. You do not have to say anything during the session. Your participation is strictly voluntary. You can leave if you feel uncomfortable staying. We sincerely hope that you will choose to tell us about your experiences with organizations and how they can be accessible, welcoming, and safe while providing you with quality services that you need.

### IF I DO SAY SOMETHING, WILL YOU USE MY NAME?

No. We will not use your name in anything that we write about the session. We may use something that you tell us in our final report, but we will not indicate who said it.

### DO I RECEIVE ANYTHING FOR PARTICIPATING?

Yes. To thank you for your participation, you will receive a \$20 VISA gift card.

### WHAT IF I LOSE THE GIFT CARD OR NEVER RECEIVED IT?

If we are not able to meet in person, we will be mailing the gift card to the address you provide in your RSVP. We cannot guarantee that there won't be mailing complications or delays. Once you receive the gift card, it is your responsibility to keep it in a safe place. We cannot give you a new gift card if it is lost or stolen.

#### WHAT IF I DO NOT FEEL SAFE TAKING THE GIFT CARD HOME?

You decide whether or not it is safe for you to take the gift card home. If you decide it is not safe for you to take it home, the person who invited you to participate will keep it for you until you feel that it is safe for you to have it.

#### HOW ARE YOU GOING TO USE THE INFORMATION I SHARE WITH YOU?

We will put all of the information we gather into a report. The report will help us develop a plan that will guide us in making necessary changes to communication access, policies and procedures, and services at our own organizations. Talking with us will not affect any services that you may already be receiving.

#### WHO WILL SEE THE REPORT?

The report will be shared with the funder of our project because they are funding our grant to work on this project. It will also be shared with the Vera Institute of Justice because they are helping us by providing technical support throughout the project. In addition, the report will be shared with the people who work with us at our organizations. We want them to know what you think will make our organizations accessible, welcoming, and safe for individuals coming for information and support. The information in the report will help our organizations know what changes are needed. The leaders of our organizations may choose to share the report with others as well.

If you decide to participate and want to see our results, you are welcome to contact us to review the final report after it has been approved by the funder.

#### WHAT SHOULD I TELL PEOPLE IF THEY ASK ABOUT THIS GROUP?

It is your decision how much information you want to give someone asking you about this group. You can tell people that you are sharing information about your experiences that will help our organizations provide the best and most needed services that we can. If you decide to participate, we do ask that you respect everyone's privacy and not discuss what anyone says during the group session. We want everyone to feel comfortable and safe to share their experiences and ideas without worrying that someone will talk about them outside of the group.

#### IF I AGREE TO PARTICIPATE AND THEN, FOR SOME REASON, CANNOT COME, WHO SHOULD I CONTACT?

If you agree to participate and then find out that you cannot come to the session, you can contact the person who invited you or one of the team members. If you still want to participate, we will see if we can re-schedule to speak with you another time.

#### WILL AN INTERPRETER BE PRESENT?

Yes. Based on your accommodation requests, we are able to provide an ASL Interpreter, a Deaf interpreter, a tactile interpreter, and CART services. If you require one of these options to fully participate in our focus groups, please let us know on the accommodations page.

Thank you. We truly appreciate your time and interest in helping us to make our organizations better places for everyone who contacts us for help.

## A18: FAQ SHEET: CRCC, CHSC, & CCDHH STAFF

We appreciate your interest in participating in our needs assessment. We thought you might be interested in learning more about our project. We will take this time to answer some questions that you may have considered since being invited to participate in this project.

### WHAT IS DEAF PATHWAYS?

Deaf Pathways is a collaboration between Cleveland Rape Crisis Center and Cleveland Hearing and Speech Center. It is funded through a grant from the Office on Violence Against Women. The project is a three-year initiative that began in October 2019 and is divided into two phases: planning and implementation. During the planning phase we have created a collaboration charter, are currently completing a community needs assessment, and will then prepare a report on the findings. From our findings, we will then create a strategic plan. During the implementation phase, we will follow the strategic plan to make needed organizational change that will maximize accessibility, safety, choice, and services for Deaf and Hard of Hearing survivors of rape and sexual abuse.

### WHY HAVE YOU BEEN INVITED TO PARTICIPATE?

Our goal is to identify and make any needed systems change at CRCC and CHSC as it relates to accessibility, safety, and trauma-informed services for Deaf and Hard of Hearing survivors. You can provide valuable information regarding your organization, current services, current policies and procedures, ideas for the collaboration, and suggestions regarding any needed improvements.

### WHEN AND WHERE WILL THE FOCUS GROUPS AND INTERVIEWS BE HELD?

Focus groups and interviews for staff will be held either in-person or via Zoom (depending on COVID-19 restrictions). If in-person, focus groups and one-on-one interviews will be held where the participant is employed. Focus groups and interviews will be held during regular business hours.

### WILL INDIVIDUAL RESPONSES REMAIN CONFIDENTIAL?

Yes. Individual responses will be kept confidential. Personal identifying information will not be included in the recorded notes or in the final report. A

response to any question is voluntary; you will not be called on to give a response.

#### WILL THE NAME OF EACH PARTNER ORGANIZATION BE USED IN ANY WAY?

Yes. The final report will describe the data obtained from Cleveland Rape Crisis Center and Cleveland Hearing and Speech Center. To make any needed change at our organizations, we need to show where we obtained the data. We are working toward ensuring that Deaf and Hard of Hearing survivors of rape and sexual abuse will receive an accessible systemic response to their victimization.

#### HOW WILL THE INFORMATION I PROVIDE BE USED?

We will put the data we collect into a report. The report will help us develop a strategic plan that will guide us in making necessary changes to general policies and procedures and service provision to Deaf and Hard of Hearing survivors. If you decide to participate and want to see our results, you are welcome to contact us to review the final report after it has been approved by the Office on Violence Against Women.

#### WHO WILL SEE THE REPORT?

The report will be sent to our technical assistant from Vera Institute of Justice and to Office on Violence Against Women. Partner agency leadership may share the report with others as needed.

#### IF I AGREE TO PARTICIPATE AND THEN HAVE A SCHEDULING CONFLICT, WHO SHOULD I CONTACT?

If you agree to participate and then have a scheduling conflict, you can contact the person who invited you at the number or email provided to you. If you still want to participate, we will try to re-schedule to speak with you another time.

Thank you. We truly appreciate your time and interest in helping us to make our organizations better places for everyone who contacts us for assistance.

A19: LOG OF GIFT CARDS

INITIALS	ORGANIZATION	GIFT CARD RECEIVED?	DATE GIVEN/SENT	DATE RECEIVED