

NEEDS ASSESSMENT PLAN

APRIL 2021



End Violence Against Women with Disabilities Grant
Office on Violence Against Women (OVW)
United States Department of Justice

Collaborative Partners:
Lighthouse Louisiana
Disability Rights Louisiana
Metro Centers for Community Advocacy
New Orleans Family Justice Center

This project was supported by Grant No. 2019-FW-AX-K009 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions and recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect the views of the Department of Justice,

INTRODUCTION	PAGE 2
Member Agencies	
NOLA SEA Project Vision Statement	
NOLA SEA Project Mission Statement	
Progress	
NEEDS ASSESSMENT PURPOSE	PAGE 6
NEEDS ASSESSMENT GOALS	PAGE 7
INFORMATION SOURCES	PAGE 8
A. Existing Data	
B. New Data	
METHODS	PAGE 10
A. Audiences	
B. Listening Session/Interview Procedure	
RECRUITMENT PLAN	PAGE 28
A. Recruitment Methods	
B. Recruitment Materials	
C. Recruitment Training	
D. Compensation	
CONSENT PROCESS	PAGE 40
CONFIDENTIALITY	PAGE 41
ACCESSIBILITY CONSIDERATIONS	PAGE 43
SAFETY CONSIDERATIONS	PAGE 44
WORK PLAN	PAGE 46
APPENDICES	PAGE 48

INTRODUCTION

The NOLA SEA (Safety, Empowerment, Access) Project is a multidisciplinary collaboration among four (4) community-based agencies in New Orleans, Louisiana: Disability Rights Louisiana, Lighthouse Louisiana, Metro Centers for Community Advocacy, and the New Orleans Family Justice Center. Our service area is the Greater New Orleans region that encompasses eight parishes (Jefferson, Orleans, Plaquemines, St. Bernard, St. Charles, St. John the Baptist, St. Tammany and St. James) centering on the city of New Orleans. All four agencies have a long established presence in the region, as well as in their respective areas of influence. The NOLA SEA Project was formed to create sustainable organizational change for adult (ages 18-64) survivors of domestic violence (DV) and sexual assault (SA) who are Deaf, blind and/or have an intellectual and/or developmental disability (I/DD). This project is funded by the Department of Justice, Office on Violence Against Women (OVW), Disability Grant Program. Through this 3-year grant program, NOLA SEA Project aims to enhance our organizational capacities to better identify, respond to and support survivors of DV and SA who are Deaf, blind and/or have an I/DD, in a trauma-informed and culturally responsive manner that ensures equality and equity.

A note on language used in this document

We will be using the term *Deaf* throughout the document. NOLA SEA Project defines *Deaf* as an umbrella term that includes D/deaf, Hard of Hearing and Deafblind. We recognize that participants have a right to self-identify and we will always ask participants how they prefer to be identified.

We will be using the term *blind* throughout the document. NOLA SEA Project defines *blind* as an umbrella term that includes all identities with vision loss and low vision. We recognize that participants have a right to self-identify and we will always ask participants how they prefer to be identified.

We will be using the abbreviation I/DD throughout this document to reference intellectual and/or developmental disabilities.

Member Agencies

The NOLA SEA Project partnership includes four (4) agencies: Disability Rights Louisiana, Lighthouse Louisiana, Metro Centers for Community Advocacy, and New Orleans Family Justice Center. Each of the NOLA SEA Project's partner organizations bring a unique perspective and expertise to the collaboration.

Disability Rights Louisiana (known as the Advocacy Center until January 2020) provides direct legal and non-legal representation, education, training, and systems advocacy on disability-related topics. Their current priorities are improving the accessibility of services, facilities, and housing for people with disabilities; preserving or increasing autonomy; increasing access to equal education; ensuring competitive employment; preserving home and community-based healthcare services; investigating allegations of abuse and neglect in institutional settings; and advocating for accessible voting.

Lighthouse Louisiana is a nongovernmental organization serving individuals with disabilities throughout Southeast Louisiana. The Lighthouse has been providing individuals with disability services, employment and advocacy since 1915. The Lighthouse offers a range of services for individuals who are blind, low vision, Deaf, Hard of Hearing, or Deafblind.

Metro Centers for Community Advocacy provides free and confidential advocacy services to survivors of domestic violence, dating violence, sexual assault and stalking in eight (8) Louisiana parishes. The agency takes a trauma-informed approach to all of its services, including individual advocacy, legal advocacy, emergency shelter, rapid rehousing, information and referrals, group support, safety planning, and caregiver support.

New Orleans Family Justice Center is a partnership of agencies dedicated to ending domestic violence, child abuse, sexual assault, human trafficking and stalking through prevention and a coordinated response by providing comprehensive client-centered, empowerment services in a single location.

NOLA SEA Project Vision Statement

The NOLA SEA Project envisions that every person, living in the Greater New Orleans region, is safe and empowered with the resources and tools they need to thrive without barriers or restrictions. We envision a service delivery system that is responsive to different needs and fully accessible to all survivors equally.

Our vision conceives an informed and supportive community where every survivor is able to express their own choices freely and confidently. The partnership envisions a continuous collaboration that drives parallel improvement in both safety and accessibility. It ensures a healthier and inclusive environment where the survivor is the decision maker and has complete access to every service that supports their choices.

NOLA SEA Project Mission Statement

Our mission is to center the needs of DV and SA survivors who are Deaf, blind and/or have an I/DD, in order to increase partner agencies' knowledge and capability to serve them by:

Engaging in rigorous self-exploration by:

- Conducting a needs assessment of NOLA SEA Project partner agencies;
- Identifying gaps in services for survivors of DV and SA who may have an I/DD, as well as survivors who are Deaf and/or blind;
- Reviewing our organizational procedures and policies to increase survivor-centered services, based on an empowerment model that is trauma-informed as well as ethnically, linguistically and culturally responsive; and
- Building an atmosphere of mutual trust.

Learning and cross training by:

- Leveraging the expertise of collaboration members;
- Promoting strategic communication and education of topics related to Domestic Violence, Sexual Assault, Deaf and Blind culture, and Intellectual and Developmental Disability services; and
- Expanding cross-organizational communication and openness toward embracing further responsive practices and knowledge sharing.

INTRODUCTION

NOLA SEA Project is committed to bridging gaps and improving lives by inspiring hope, eliminating oppression and isolation, and creating safety through ongoing collaboration.

Progress

NOLA SEA Project 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	October 6, 2020	October 20, 2020
Focus Memorandum	December 2020	
Needs Assessment Plan	April 2021	
Key Findings Report		
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 the NOLA SEA Project. 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, **Focus Memorandum**, identifies our focus population as DV and SA survivors who are Deaf, blind and/or have an I/DD, the four agencies making up the collaboration, and our capacity for sustainable organizational change.

Over the past few months, the NOLA SEA Project collaboration team 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.

ASSESSMENT PURPOSE

The purpose of this needs assessment specifically, and as described by OVW generally, is to provide practical information on services for survivors of DV and SA who are Deaf, blind and/or have an I/DD. The data we collect from our Needs Assessment will be used to create a strategic plan that will guide the development of sustainable organizational change during the implementation phase of the OVW Disability Grant Program. The Needs Assessment process is also an opportunity to increase buy-in and support among clients/consumers, staff, and board members for our collaboration's goals.

Our Needs Assessment Plan will be guided by our eleven (11) core values: accessibility, accountability, autonomy, confidentiality, diversity, empowerment, humility, inclusion, safety, self-determination, and trauma-informed care.

ASSESSMENT GOALS

The member agencies of the NOLA SEA Project are fully committed to working together to identify, develop, and implement needed sustainable organizational change that will result in survivors of DV and SA who are Deaf, blind and/or have an I/DD having full access to quality services that are trauma-informed and culturally responsive.

The goals of the NOLA SEA Project needs assessment are to:

- 1) Identify current organizational policy, procedure and practice gaps along with barriers that impede the service delivery to survivors of DV and SA who are Deaf, blind and/or have an I/DD.
- 2) Identify the willingness, comfort level and capacity of staff members (across agency departments) to utilize resources, assess needs, and deliver quality services to survivors of DV and SA who are Deaf, blind and/or have an I/DD.
- 3) Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide safe, accessible, empowering and culturally-responsive service delivery systems for survivors of DV and SA who are Deaf, blind and/or have an I/DD.
- 4) Identify what creates a safe, accessible, empowering and culturally-responsive environment for clients/consumers who access services within any of the four collaborative partners of the NOLA SEA Project.
- 5) Assess the current relationships among partner organizations to identify opportunities to improve and formalize those relationships and eliminate barriers to collaboration in order to maximize resources.

INFORMATION SOURCES

A. Existing Data

There is limited data currently available in Louisiana that specifically addresses the need, safety, and accessibility of services for people who are survivors of domestic violence and sexual assault who are Deaf, blind and/or have an intellectual or developmental disability. In April 2019, a City of New Orleans Health Department initiative called a Blueprint for Safety (the Blueprint), along with Praxis International and Casa de Esperanza, conducted a system-wide language access assessment of Blueprint partners. As part of continued on-going monitoring, the Blueprint collaborated with Lighthouse Louisiana (The Lighthouse) to host a focus group for individuals who identified as survivors of domestic violence and are Deaf or Hard of Hearing (HoH). A focus group was facilitated to help identify gaps in the system's ability to provide adequate language access services for the Deaf community per the Americans with Disabilities Act (ADA), and discuss recommendations for improvement. The data collected and the recommendations will be used in conjunction with the data we are currently collecting in this Needs Assessment.

In early March 2020, NOLA SEA Project began preparation to participate in the Vera Institute of Justice Performance Indicator Assessment to evaluate each partner agency's baseline capacity to serve survivors of DV and SA who are Deaf, blind and/or have an I/DD. Unfortunately, due to the state's first presumptive case of coronavirus being reported on March 9, 2020, in the New Orleans metro region, the preparation to participate in Vera's Performance Indicator Assessment was temporarily postponed. On March 22, 2020, as cases of coronavirus grew to 837 cases statewide, the governor of Louisiana announced a statewide stay-at-home order. In consultation with OVW and Vera, the NOLA SEA Project collaborative agreed to not conduct the Performance Indicator Assessment due to the restrictions set in place by the City of New Orleans and the State of Louisiana.

B. New Data

The NOLA SEA Project will conduct this Needs Assessment within all four of our Collaborative Partner agencies. Our Plan outlines the manner in which the Needs Assessment will be conducted (Listening Sessions, Individual Interviews, and Surveys), the Protocols we have developed, the Questions that will be asked of each audience (Leadership, Management, Direct Service Staff, ASL Interpreters, Parents and Self Advocates of the Louisiana Developmental Disabilities Council, Individuals who are

Deaf, Blind, and/or have an I/DD, Survivors of Domestic Violence and/or Sexual Assault), and the Scripts that will be used with each audience. We believe the data collected through this Needs Assessment will result in unique insights of how to create safe, accessible, welcoming and culturally responsive services within and between each agency. The information we gather will be reported in our Key Findings Report which will ultimately be the springboard for the development of our Strategic Plan and the development of initiatives in keeping with our Vision and Mission.

METHODS

The NOLA SEA Project has three methods by which to obtain information from our selected audiences.

Listening Sessions

The NOLA SEA Project will hold listening sessions as the principal method for gathering information from individuals who share similarities in experience, purpose or identity. We believe this is the most efficient and effective way to engage large groups of individuals in a short period of time. We also believe that a Listening Session setting is the most accessible data-collection method for engaging individuals from Lighthouse Louisiana who are Deaf and/or blind and survivors of domestic violence and sexual assault from Metro Centers for Community Advocacy and New Orleans Family Justice Center. The NOLA SEA Project partners believe Listening Sessions are the preferred method of obtaining information from individuals living in residential group homes who have developmental disabilities and/or intellectual disabilities but currently visitors are restricted due to COVID-19. The NOLA SEA Project has defined a Listening Session as one in which there are fewer than 12 individuals if conducted by Zoom and fewer than 6 individuals, if conducted in-person. It is not expected that in person Listening Sessions will exceed 6 members; however, if recruitment efforts do exceed 6 members, we will form additional Listening Sessions so as not to exceed that number. We believe this method of collecting data will allow the participants to build a sense of safety in the group. We anticipate that we will receive richer, deeper responses about existing services and the need for additional services. Listening Sessions should not exceed 1.5 hours in length either by Zoom or in-person.

Individual Interviews

We will conduct individual interviews to gather information from the President of Lighthouse Louisiana and the Executive Directors of New Orleans Family Justice Center, Metro Centers for Community Advocacy and Disability Rights Louisiana. The Collaborative partners discussed how to best secure meaningful information on the strengths that currently exist as well as the barriers/gaps that exist. It was felt that in certain instances, a personal interview would allow individuals who hold leadership positions who may not have direct peer groups with similar experiences to be in a group with, to be more forthcoming and candid in their responses to questions in the Needs Assessment. This method will be used with the Executive Directors at DRLA, MCCA & NOFJC, the President of The Lighthouse and each partner agency's Board President. We will also use this method at each agency for a select audience that is less than three such as Clinical Case Managers at MCCA. Individual interviews will be conducted by Zoom and not exceed 1.5 hours in length.

METHODS

The exception to the “less than three” designation will be clients who are blind at The Lighthouse because they do not have the technical skills or infrastructure to participate in a listening session via Zoom, and thus five (5) individual phone interviews will be preferable for this group. Individual interviews should not exceed 1.5 hours in length.

Surveys

NOLA SEA Project will provide a survey option for anyone wishing to participate in a Listening Session who is unable to attend in-person. Surveys will be used as a follow-up for listening sessions to give participants an opportunity to share any additional thoughts, feelings, and/or experiences that they may not have been comfortable sharing in the listening session. A survey will be distributed to each agency’s Board members, focusing on their perspectives of how change happens at their agency. We have chosen to use a survey for Board members because we do not want to take away time from a volunteer Board to conduct their Board business with a listening session.

A. Audiences

To create a powerful, sustainable, and long-lasting collaboration, it is critical that we understand the perspectives of individuals who will be most impacted by systemic changes at each of our partner agencies. We believe that by gathering feedback from a variety of targeted audiences, it will help the collaboration build quality services that are safe, accessible, welcoming and culturally-responsive for survivors of DV and SA who are Deaf, blind and/or have an I/DD. The following list details the specific audiences we will engage in the Needs Assessment process.

Disability Rights Louisiana (DRLA) - Individuals who have Intellectual and/or Developmental Disabilities

In addition to its federally mandated protection and advocacy services, DRLA administers the Community Living Ombudsman Program (CLOP) in the Greater New Orleans area. Prior to COVID-19, CLOP staff regularly conducted in-person monitoring visits to clients living in group homes for people with an I/DD. To date, the Centers for Medicare & Medicaid Services recommends visitor restrictions at group homes for people with intellectual and/or developmental disabilities due to high risk of COVID-19 spreading among residents in these congregate settings. If restrictions are lifted in the next few months, the NOLA SEA Project will conduct one (1) listening session at two (2) different group homes. If unable to obtain access due to restrictions, and virtual groups cannot be held, data will be requested from another OVW grantee who has completed their Needs Assessment with a similar population.

We believe that people with intellectual and/or developmental disabilities are the experts of their own experiences and hold the power to represent their own needs and expectations. The goal of our Collaborative is to make our agencies more accessible, culturally aware, knowledgeable and trauma-informed.

By engaging people with an intellectual and/or developmental disability, we hope to learn:

- What makes a service provider accessible and welcoming?
- What are the barriers to accessing services?
- What are the best practices for serving individuals with intellectual and/or developmental disabilities, including staff behavior, knowledge, and skills?
- What are the best methods of outreach to people with intellectual and developmental disabilities?

Lighthouse Louisiana (The Lighthouse) - Individuals who are Deaf and/or Blind

Lighthouse Louisiana will engage clients who are Deaf and/or blind. Individuals who are Deaf have a distinct sense of identity and culture. They often share social beliefs, behaviors, art and literary traditions, history, and values. With their lived experience, they are the experts of their own culture and stories. Therefore, it is of paramount importance to engage this community and ask them directly what their personal expectations are when receiving services. We believe that people who are Deaf are the experts of their own experiences and hold the power to represent their own needs and expectations.

By engaging Deaf clients, we hope to learn:

- What makes a service provider accessible, welcoming and culturally-responsive for Deaf individuals?
- What do culturally-responsive services look like for people who are Deaf, including staff behavior, knowledge, and skills?
- What are the barriers to services?
- What impact does being Deaf have on someone's willingness to seek services?
- What are the best methods of outreach to Deaf individuals about available resources?

Lighthouse Louisiana will also recruit clients who are blind for a telephone interview. We believe that people who are blind are the experts of their own experiences and hold the power to represent their own needs and expectations. To build services that are accessible, safe, and comfortable, it is critical that we work directly with people who are blind to understand their personal experiences when receiving services.

By engaging clients who are blind, we hope to learn:

- What makes a service provider accessible and welcoming for people who are blind?
- What are the barriers to accessing services?
- What impact does being blind have on someone's willingness to seek services?
- What are the best practices for serving people who are blind, including staff behavior, knowledge, and skills?
- What are the best methods of outreach to people who are blind about available services?

Metro Centers for Community Advocacy (MCCA) and New Orleans Family Justice Center (NOFJC) - Survivors of Domestic Violence and Sexual Assault

Both MCCA and NOFJC provide services to anyone in the Greater New Orleans area who has experienced or been impacted by domestic violence and sexual assault. Staff at both agencies, will recruit survivors of domestic violence and sexual assault who are currently receiving residential and/or counseling services. MCCA will also recruit Spanish speaking clients for a Listening Session facilitated by a Spanish speaking facilitator. NOFJC also serves Spanish speaking clients who have participated in several focus groups over the past two years. OVW Project Director will review the data from these previous focus groups to assist in developing the Key Findings for the NOLA SEA Project.

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

By engaging survivors of domestic violence and sexual assault, we hope to learn:

- How can organizations communicate that they are a welcoming and safe place for survivors to disclose or report their experiences of domestic violence and sexual assault?
- What makes service providers accessible, approachable, safe, and comfortable?
- What are the barriers to services?
- What are the best methods of outreach to survivors of domestic violence and sexual assault to available services?
- What are the best practices for serving domestic violence and sexual assault survivors, including staff behavior, knowledge, and skills?
- What impact does domestic violence and sexual assault have on someone's willingness to seek services?

Lighthouse Louisiana - American Sign Language (ASL) Interpreters

As the Louisiana Commission for the Deaf's Regional Service Center for the Greater New Orleans area, Lighthouse Louisiana is the premier source for services, tools, and equipment for people who are Deaf. NOLA SEA Project believes in the principles of trauma-informed care for survivors of domestic violence and sexual assault. 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 of domestic violence and sexual assault. The Lighthouse employs and contracts ASL interpreters. The Lighthouse coordinates their interpreting services through a pool of outside interpreters who contract individually with the Lighthouse, in addition to the ASL interpreters on staff. Therefore, we want to conduct one (1) Listening Session with the Lighthouse's contracted ASL interpreters and staff to assess where they see gaps in training for trauma settings as well as gaps in services for individuals for whom they interpret.

By engaging ASL Interpreters, we hope to learn:

- What type of training on trauma-informed interpreting, domestic violence and sexual assault, and safety issues do they receive?
- How do they generally receive assignments involving a domestic violence or sexual assault situation?
- What resources and/or training do they need to provide interpreting services for Deaf survivors impacted by sexual and domestic violence?
- Do they receive training on mandatory reporting?

Disability Rights Louisiana (DRLA) - Louisiana Developmental Disability Council (LADDC)

The Louisiana Developmental Disabilities Council is made up of people from every region of the state who are appointed by the Governor to develop and implement a five-year plan to address needed changes in the service delivery system for persons with developmental disabilities. Membership includes persons with developmental disabilities, parents, advocates, and representatives from public and private agencies. The Executive Director of DRLA is a member of the Council representing a public agency. Due to COVID, the NOLA SEA Project may not be able to collect information directly from clients with I/DD residing in residential homes. To ensure we achieve our goal of providing safe, accessible, welcoming and culturally-responsive services despite the restrictions of COVID-19 we may need to rely on members of the Council who are listed as self-advocates and parents of individuals who have a developmental disability to provide information regarding the experiences of this population. Therefore, we want to conduct two (2) Listening Sessions with members of the LADDC. One session will be with self-advocates and the other session will be with parents of individuals who have a developmental disability to assess where they see gaps in services.

By engaging self-advocates, we hope to learn:

- What makes a service provider accessible and welcoming?
- What are the barriers to accessing services?
- What are the best practices for serving individuals with I/DD, including staff behavior, knowledge, and skills?
- What are the best methods of outreach to people with intellectual and developmental disabilities about the services that are available?
- What information is available to people with I/DD about domestic violence and sexual assault?

By engaging parents of individuals with a developmental disability, we hope to learn:

- What makes a service provider accessible and welcoming to parents of an individual with I/DD as they access services for their adult child?
- What are the barriers parents might encounter when they access services for their adult child with I/DD?
- What are the best practices for providing supportive services to parents of individuals with I/DD, including staff behavior, knowledge, and skills?
- What are the best methods of outreach to individuals with I/DD?
- What information is available for parents to access and provide their adult children with I/DD about domestic violence and sexual assault?

Collaborative Agency Employees

Program Staff

NOLA SEA Project will hold separate Listening Sessions for DRLA, the Lighthouse, MCCA and NOFJC program staff.

DRLA:

We will engage staff in various programs at DRLA:

- Intake,
- Legal Services,
- Client Advocates, and
- Community Engagement.

We will hear their experiences serving individuals with I/DD to gauge their perspectives of DRLA policies, practices, and procedures.

The Lighthouse:

We will engage staff from:

- Vision Rehabilitation Services,
- Youth Services (serves clients up to 22 years old),
- Deaf Services, and
- Employment Services.

We will learn about their experiences working with Deaf clients and/or clients who are blind and their perspectives on The Lighthouse's policies, practices, and procedures.

METHODS

MCCA:

We will speak with staff from:

- Intake,
- Crisis Line,
- Bi-lingual Advocates,
- Shelter Services,
- Child Advocates, and
- Rapid Rehousing.

We will learn about their experiences at MCCA working with survivors of domestic violence and sexual assault.

NOFJC:

We will speak with staff from:

- Client Services,
- Hospitality Services
- Education & Employment,
- Housing Services,
- Children's Services,
- Trauma Recovery,
- Sexual Assault,
- Community Outreach, and
- the HOPE Clinic.

We will learn about their experiences at NOFJC working with survivors of domestic violence and sexual assault.

Leadership

The leadership at each agency sets the vision, priorities and policies at their organization. We will hold a Listening Session for management at DRLA, the Lighthouse, MCCA and NOFJC to hear their feedback on policies, practices and comfort level working with survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or a developmental disability.

President/Executive Director

We will hold an individual interview to hear the perspective of DRLA's Executive Director, the Lighthouse's President, MCCA's Executive Director, and NOFJC's Executive Director on decision making policies, procedures, and practices at each agency.

METHODS

NOLA SEA Project believes that the perspectives and experiences of each agencies' employees will help the collaboration build effective, long-lasting services. We also hope to include all levels of staff to encourage buy-in for and participation in the collaboration's mission and vision.

Board President

We will hold an individual interview with each Board President on their perspectives of how change happens on the Board and at their agency, the current ability to culturally-respond to and serve people who are Deaf, blind and/or have an I/DD impacted by domestic violence and/or sexual assault.

Overall, we hope to learn:

- How to build on existing organizational strengths to better communicate that their agency is safe, accessible, welcoming and culturally-responsive to survivors who are Deaf, blind and/or have an I/DD;
- How to build on staff and organizational strengths to address identified gaps in policies and practices needed to improve organization-wide response and/or services to survivors who are Deaf, blind and/or have an intellectual and/or developmental disability;
- How to best facilitate communication regarding organizational changes across the agency;
- Leadership's perspective on their agency's capacity for expanding or improving services to survivors who are Deaf, blind and/or have an intellectual and/or developmental disability; and
- Effective ways to create change within their own agency and between our collaboration.

Board of Directors

The Board of Directors at each agency will receive a survey focusing on their perspectives of how change happens at their agency, the current ability to culturally-respond to and serve people who are Deaf, blind and/or have an I/DD impacted by domestic violence and/or sexual assault.

Overall, we hope to learn:

- How to build on existing organizational strengths to better communicate that their agency is safe, accessible, welcoming and culturally-responsive to survivors who are Deaf, blind and/or have an I/DD;
- How to build on staff and organizational strengths to address identified gaps in policies and practices needed to improve organization-wide response and/or services to survivors who are Deaf, blind and/or have an intellectual and/or developmental disability;
- How to best facilitate communication regarding organizational changes across the agency;
- Leadership's perspective on their agency's capacity for expanding or improving services to survivors who are Deaf, blind and/or have an intellectual and/or developmental disability; and
- Effective ways to create change within their own agency and between our collaboration.

Outlined below is a summary of the audiences, where those audiences are located, the number of people we anticipate administering the needs assessment to, as well as the manner in which the information will be gathered:

Table 1: Disability Rights Louisiana (DRLA)

Audience	Interviews/# of Individuals	Listening Session/ # of Individuals	Survey/ # of Individuals
Executive Director	1/1 (Zoom)		
Chair, Board of Directors	1/1 (Zoom)		
Leadership Team: Director of Legal Services, Director of Public Policy and Community Engagement, and Director of Community Advocacy		1 Listening Session/ 3 individuals (Zoom)	Follow-up Survey
Program Managers: Intake, Legal Services, Client Advocates, and Community Engagement		1 Listening Session/5-6 individuals (Zoom)	Follow-up Survey
Program Staff: Intake, Legal Services, Client Advocates, and Community Engagement		1 Listening Session/5-6 individuals (Zoom)	Follow-up Survey
Individuals with Intellectual and Developmental Disabilities (2) Group Homes (Dependent on COVID-19 Restrictions)		2 Listening Sessions/5-6 individuals per session (In-person)	
Self-Advocates: Members of the Louisiana Developmental Disability Council		1 Listening Session/5-6 individuals (Zoom)	Follow-up Survey
Parent/Immediate Relative: Members of the Louisiana Developmental Disability Council		1 Listening Session/5-6 individuals (Zoom)	Follow-up Survey
Board of Directors			1 Survey/16 Board Members
DRLA Total:	2 Interviews	7 Listening Sessions	

Table 2: Lighthouse Louisiana

Audience	Interviews/ # of Individuals	Listening Session/# of Individuals	Survey/ # of Individuals
President	1 /1 (Zoom)		
Chair, Board of Directors	1/1 (Zoom)		
Leadership Team: Senior VP, VP of Vision Rehabilitation Services, VP of Manufacturing, VP of Finance, Director of Deaf Services, Senior Director of Advocacy, Director of Youth Services, Director of Facilities, Development Director and Director of Human Resources		1 Listening Session/10 members (Zoom)	Follow up Survey
Vision Rehabilitation Services Staff		2 Listening Sessions/6-7 members (Zoom)	Follow up Survey
Youth Services Staff		1 Listening Session/7 members (Zoom)	Follow up Survey
Deaf Services Staff		1 Listening Session/5 members (Zoom)	Follow up Survey
Employment Services Staff		1 Listening Session/6 members (Zoom)	Follow up Survey

METHODS

Staff who are Blind/Low Vision		1 Listening Session/4-5 members (Zoom)	Follow up Survey
Clients who are Blind/Low Vision	1/5 Clients (Telephone)		
Deaf Clients		1 Listening Session/5-6 members (Zoom)	
ASL Interpreters		1 Listening Session/5-6 members (Zoom)	Follow up Survey
Board of Directors			1 Survey/25 Board Members
The Lighthouse Total:	7 Interviews	9 Listening Sessions	

Table 3: Metro Centers for Community Advocacy (MCCA)

Audience	Interviews/# of Individuals	Listening Session/# of Individuals	Survey/ # of Individuals
Executive Director	1/1 (Zoom)		
Chair, Board of Directors	1/1 (Zoom)		
Leadership Team: Directors/Managers		1 Listening Session/ 2-3 members (Zoom)	Follow-up Survey
Program Staff: (Intake, Crisis Line, Bi-lingual Advocates (Spanish/Vietnamese), Shelter Services, Child Advocate, & Rapid Rehousing)		2 Listening Sessions/5-6 members (Zoom)	Follow-up Survey
Clinical Case Managers	2/2 (Zoom)		Follow-up Survey
MCCA Survivors of Domestic Violence and Sexual Assault (Current Shelter Residents)		1 Listening Session/ 5-6 members (In-Person)	
MCCA Survivors of Domestic Violence and Sexual Assault (Past Shelter Residents)		1 Listening Session/ 5-6 members (In-Person)	
MCCA Survivors of Domestic Violence and Sexual Assault (Spanish Session)		1 Listening Session/ 4-5 members (In-Person)	
Board Members			1/14 Members
MCCA Total	4 Interviews	6 Listening Sessions	

Table 4: New Orleans Family Justice Center (NOFJC)

Audience	Interviews /# of Individuals	Listening Session/# of Individuals	Survey/ # of Individuals
Executive Director	1/1 (Zoom)		
Chair, Board of Directors	1/1 (Zoom)		
Leadership Team: (Program Directors, Data Management, Finance & Administration, Shelter Manager, & HOPE Clinic Manager)		2 Listening Session/5-6 members (Zoom)	Follow up Survey
Program Staff: (Client Services, Hospitality Services, Education & Employment, Housing Services, Children’s Services, Trauma Recovery, Sexual Assault, Community Outreach, & HOPE Clinic)		2 Listening Sessions/5-6 members (Zoom)	Follow up Survey
NOFJC Survivors of Domestic Violence and Sexual Assault (Current and/or Past Shelter Residents)		1 Listening Session/4-5 members (In-Person)	
NOFJC Survivors of Domestic Violence and Sexual Assault (Non-Residential Clients)		1 Listening Session/4-5 members (In-Person)	
NOFJC Volunteer Medical Advocates		1 Listening Session/4-5 members (Zoom)	
NOFJC Sexual Assault Nurse Examiner (SANE)	1/1 (Zoom)		
Board of Directors			1 survey/12 Members
NOFJC Total	3 Interviews	7 Listening Sessions	

GRAND TOTAL

16 Interviews

29 Listening Sessions

Listening Session/Interview Procedure

Listening sessions and interviews will involve a moderated discussion using audience-specific, open-ended questions, based on the goals of each audience type. In each listening session, the NOLA SEA Project Director will serve as the facilitator except for the Spanish language session. Client listening sessions, held at MCCA and NOFJC, will also have a designated staff member available for consultation during and immediately after the listening sessions. A volunteer will serve as a note taker and floater for all sessions. An ASL interpreter will be contracted when needed. All personnel filling these roles will participate in a brief training that includes:

- An overview of the grant and the needs assessment process;
- Training on the specific requirements and expectations of the role;
- A review of the facilitator script and all focus group materials; and
- How to manage circumstances such as safety, confidentiality, mandatory reporting requirements, and accommodations.

Facilitator

The NOLA SEA Project Director will facilitate all of the listening sessions except the listening session for Spanish speaking clients at MCCA. A native Spanish speaker will facilitate the Spanish-speaking group. An ASL interpreter will be contracted for each of the listening sessions at The Lighthouse for the Deaf staff and Deaf clients.

The role of a facilitator for both staff and client listening sessions will be:

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

Notetaker

While the listening sessions will be recorded (either audio in person or audio and video by Zoom) to completely capture the group's comments, we will also have a notetaker in the room to capture themes and ideas in case of any recording failure. All audio, video, and written transcripts will be destroyed after the needs assessment report is completed and turned in to OVW for approval.

MCCA will assign a college intern to serve as the notetaker for all of the listening sessions, unless there is a conflict. The notetaker will be specifically instructed to omit any intentionally or unintentionally disclosed personal identifying information. Direct quotes will be taken; however, there will be no names attributed to those quotes.

The notetaker will:

- Objectively take notes of the discussion on agency services and client experiences;
- Refrain from participation in the discussion and will sit in a part of the room that will be the least distracting for participants (if by Zoom, will be introduced so that participants know they are present, but will remain off camera);
- Document what each person says without paraphrasing and note when emotions such as frustration, anger, and happiness are expressed;
- The notetaker may ask that something said be repeated by raising their hand;
- Not link any written comments to specific participants and will exclude any identifying information other than what organization and type of group the speaker is from;
- Be responsible for ensuring that all recordings, written information and notes are turned over to the NOLA SEA Project Director;
- Debrief with the NOLA SEA Project Director to jointly identify themes and significant comments after each session; and
- Translate all notes into "note summaries," which will be provided to collaboration team members.

Advocate

An advocate from NOFJC or MCCA will be available for all Survivor listening sessions to provide support either during or just after the listening session. While we understand the listening sessions are not designed to have conversations about personal experiences of violence, we also understand that asking about seeking services can bring up feelings that are difficult for some people to talk about. The advocate will remain in a separate, private, and accessible space to ensure confidentiality and safety. If a

participant request to see the advocate, the floater will escort them to the advocate immediately.

Floater

A floater will be present during in-person listening sessions for additional support. MCCA will assign a college intern to serve as a floater for every listening session. This allows for the facilitator and notetaker to remain focused on the members of the listening session.

The floater may:

- Assist with room set-up and food (if applicable);
- Keep track of time;
- Setup registration table and distribute incentives to clients;
- Escort participants to the Advocate if requested; and
- Provide other support to the facilitator and note taker as needed.

ASL Interpreter

An American Sign Language (ASL) interpreter will be contracted for listening sessions with Deaf staff and Deaf clients. The exact nature of support services needed for the effective facilitation of communication will vary with the characteristics of the Deaf participants. During the recruitment phase, Deaf clients will be asked to provide what their communication needs are. Both of these listening sessions will be conducted by Zoom.

A. Recruitment Methods

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

Disability Rights Louisiana (DRLA) Clients:

To recruit DRLA clients who reside in group homes to participate in listening sessions, the Director of Community Advocacy and the NOLA SEA Project Director will hold a 30-minute training session with the Community Living Ombudsman (CLOP) staff who serve the Greater New Orleans Region. Each potential recruiter will be notified of the intended listening session population, the maximum size of each listening session, and the time, and date of each session. All recruitment materials and compensation options for clients will be reviewed by recruiters prior to beginning recruitment. DRLA – CLOP staff will provide flyers to group home staff to assist in the recruitment of participants in two preselected group homes, and RSVP and Accommodation Request forms will be made available to fill out and turn in to the CLOP staff, who will pass along all forms in a sealed envelope to the Director of Community Advocacy. Completed RSVP and Accommodation Request forms will be stored in a sealed envelope and then be given to the NOLA SEA Project Director.

*A note on the Centers for Medicare & Medicaid Services (CMS) (CDC) Guidelines for Residential Group Homes during COVID-19. CMS recommends visitor restrictions at group homes for individuals with intellectual and/or developmental disabilities due to high risk of COVID-19 spreading among residents. If at the time of implementation of this Needs Assessment the restrictions have not been lifted, NOLA SEA Project will not be able to conduct in-person listening sessions of DRLA clients residing in residential group homes.

[The training session script and materials for DRLA CLOP Staff can be found in Appendix 1. The recruitment script for DRLA trained CLOP Staff to use at two designated DRLA Residential Homes can be found in Appendix 2. The recruitment flyer can be found in Appendix 3 and the RSVP and Accommodations Request forms can be found in Appendix 4.]

Lighthouse Louisiana (The Lighthouse) Clients:

To recruit Deaf clients to participate in listening sessions at the Lighthouse, the Senior Director of Advocacy and the NOLA SEA Project Director will hold a 30-minute training session with the Director of Deaf Services and the Director of Youth Services. Each potential recruiter will be notified on the intended focus population for the listening session, the maximum size of the listening session, and the time, date, and location of each session. All recruitment materials and compensation for clients will be reviewed by recruiters prior to beginning recruitment. As email recruitment is the most accessible option for Deaf clients an announcement email will be sent out to all Deaf clients who are currently receiving services, along with a link to the electronic RSVP and Accommodations Request forms. All client emails will be sent individually so clients will not see other clients' email addresses. After each client receives this email, recruiters will provide an explanation to their clients on the purpose and date/time of the listening session. Clients will be instructed to reply to the RSVP and Accommodation Request form in their email if they wish to participate. Each RSVP and Accommodation Request form will have an option to request specific accommodations for the listening session. All electronic RSVPs will be managed by the NOLA SEA Project Director. The RSVP and Accommodation Requests tracking spreadsheet will be stored on a computer in a password-protected account, and will be deleted within 48 hours after the listening session has been completed.

To recruit Lighthouse Louisiana clients who are blind and low vision to participate in a phone interview, the Senior Director of Advocacy and the NOLA SEA Project Director will hold a 30-minute training session with the VP of Vision Rehabilitation Services and the Vision Rehabilitation staff. Each potential recruiter will be notified on the intended focus population for the listening session, the maximum size of the listening session, and the time, date, and location of the session. All recruitment materials and compensation for clients will be reviewed by recruiters prior to beginning recruitment. As email and phone recruitment are the most accessible option for clients who are blind, vision rehabilitation staff will send out the announcement via email and make recruitment phone calls where appropriate. All emails to clients will be sent individually so clients will not see other clients' email addresses. After each client receives this email, trained staff recruiters will provide an explanation to their clients on the purpose and date/time

RECRUITMENT PLAN

of the listening session. Clients will be instructed to reply to the RSVP and Accommodation Request form in their email if they wish to participate. The Accommodation Request form provides an option to request specific accommodations for the phone interview. All electronic RSVP and Accommodation Request forms will be managed by the NOLA SEA Project Director. All electronic forms will be deleted once transferred to the RSVP and Accommodations tracking spreadsheet. The RSVP and Accommodations tracking spreadsheet will be stored on a computer in a password-protected account, and will be deleted within 48 hours after the listening session has been completed.

[The training session scripts and materials for The Lighthouse Deaf Services and Vision Rehabilitation Staff can be found in Appendix 1. The recruitment scripts for The Lighthouse trained staff to use for the recruitment of Deaf clients and clients who are blind/low vision can be found in Appendix 2. Email Announcements for Deaf clients and clients who are blind/low vision can be found in Appendix 3. Electronic RSVP & Accommodations Request forms for the Zoom Listening Session with Deaf clients, and the phone interviews with clients who are blind can be found in Appendix 4.]

Metro Centers for Community Advocacy (MCCA) Clients:

To recruit survivors of domestic violence and sexual assault currently being housed in MCCA's shelter and past shelter residents, the Program Director and NOLA SEA Project Director will hold a 30-minute training session with the shelter staff and Clinical Case Managers. Each potential recruiter will be notified on the intended focus population for the listening sessions, the maximum size of the listening sessions, and the time, date, and location of the three (3) Listening Sessions (session for current shelter residents, session for past shelter residents, and a session for Spanish speaking clients)

All recruitment materials (English and Spanish) and compensation will be reviewed by recruiters prior to beginning recruitment. MCCA shelter staff will post (English and Spanish) recruitment flyers at the shelter, and announcements will be made during all-residential community meetings. RSVP and Accommodation Request forms will be made available, in both English and Spanish, to fill out and returned to the Program Director. Completed RSVP and Accommodation Request forms will be stored in a sealed envelope and then be given to the NOLA SEA Project Director by the Program Director.

RECRUITMENT PLAN

MCCA counseling staff will recruit survivors for the three listening sessions during individual counseling sessions, at their own discretion. If a survivor chooses to participate, the counselor will provide an RSVP and an Accommodation Request form for them to fill out. Survivors will also have the option to fill out an RSVP and Accommodation Request forms at the front desk. Survivors may give their completed RSVP and Accommodation Request forms to staff at the front desk. Completed RSVP and Accommodation Request forms will be given to the Program Director to be stored in a sealed envelope and given to the NOLA SEA Project Director. The NOLA SEA Project Director will store all RSVP and Accommodation Request forms in a lock box in her locked office, she will enter all information from the forms onto a tracking spreadsheet and shred the paper forms. The RSVP and Accommodation Request tracking spreadsheet will be stored on a computer in a password protected account, and will be deleted within 48 hours after the listening session has been completed.

[The recruitment training script and materials for MCCA staff can be found in Appendix 1. The recruitment scripts for MCCA trained staff to use for recruiting current and past residential clients and Spanish speaking clients can be found in Appendix 2. Recruitment flyer (English and Spanish) for current residential clients can be found in Appendix 3 and the RSVP & Accommodations Request (English and Spanish) forms can be found in Appendix 4.]

New Orleans Family Justice Center (NOFJC) Clients:

To recruit survivors of domestic violence and sexual assault the Director of Programs and the NOLA SEA Project Director will hold a 30-minute training session with the Housing Services Director, Crescent House Manager, Client Services Program Director, Trauma Recovery Director, and the Sexual Assault Program Director. Each potential recruiter will be notified on the intended focus population for the listening sessions, the maximum size of the listening sessions, and the time, date, and location of the two (2) client listening sessions (one session for current and past residents and a session for non-residential clients).

All recruitment materials and client compensation will be reviewed by recruiters prior to beginning recruitment. NOFJC shelter staff will post recruitment flyers at the shelter, and announcements will be made during all-residential community meetings. RSVP and

RECRUITMENT PLAN

Accommodations Request forms will be made available to fill out and turned in to the Director of Programs. Completed RSVP and Accommodations Request forms will be stored in a sealed envelope and then be given to the NOLA SEA Project Director by the Director of Programs.

NOFJC staff will recruit survivors for the two survivor listening sessions (one session with current and past shelter residents and one session with nonresidential clients). If a survivor chooses to participate, the counselor will provide an RSVP and an Accommodations Form for them to fill out. Survivors will also have the option to fill out an RSVP and the Accommodations Request forms at the front desk. Survivors may give their completed RSVP and Accommodations Request forms to staff at the front desk. Completed RSVP and Accommodations forms will be given to the Director of Programs to be stored in a sealed envelope and given to the NOLA SEA Project Director. The NOLA SEA Project Director will store all RSVP and Accommodation Request forms in a lock box in her locked office, she will enter all information from the RSVP and the Accommodation Request forms onto a tracking spreadsheet and shred the paper RSVP forms immediately after entering the data onto the tracking form. The RSVP and Accommodation Request tracking spreadsheet will be stored on a computer in a password protected account, and will be deleted within 48 hours after the listening session has been completed.

[The recruitment training script and materials for NOFJC staff can be found in Appendix 1. The recruitment scripts for NOFJC trained staff to use for recruiting current and past residential clients and nonresidential clients can be found in Appendix 2. Recruitment flyer for current residential clients can be found in Appendix 3 and the RSVP & Accommodations Request forms can be found in Appendix 4.]

Disability Rights Louisiana (DRLA) Employees:

The Executive Director, Director of Community Advocacy, and the NOLA SEA Project Director will serve as the recruiters for DRLA listening sessions for staff. DRLA employees will be updated at an all-staff meeting on the plan, process, and purpose of the Needs Assessment and notified of the time and date of the listening sessions which will be conducted by Zoom. In addition, an electronic announcement will be sent to both the leadership team and program staff about the listening session via email, with a link to the RSVP and Accommodations Request forms. Individuals will be encouraged to RSVP for the listening session, but all invitees will be assured that participation is optional and

the decision whether or not to participate will not impact employment in any way. Staff can RSVP directly through the NOLA SEA Project Director, or through the electronic RSVP form in their email. Both the Director of Community Advocacy and the NOLA SEA Project Director will be prepared to provide clarity or additional information to anyone who requires it.

[A draft of the electronic announcement to DRLA staff can be found in Appendix 3 and the RSVP & Accommodations Request forms can be found in Appendix 4.]

Lighthouse Louisiana (The Lighthouse) Employees:

The Senior Director of Advocacy and the NOLA SEA Project Director will serve as the recruiters for staff listening sessions at The Lighthouse, with the assistance of the VP of Manufacturing and the Manufacturing Manager serving as recruiters for employees who are blind. All interviews and listening sessions will be conducted by Zoom for The Lighthouse. An electronic announcement will be sent to all relevant staff about the listening sessions via email, with a link to the RSVP and Accommodations Request forms, by the President of Lighthouse. A follow-up email will be sent by the NOLA SEA Project Director to staff for each targeted listening session. Individuals will be encouraged to RSVP for a listening session in their staff category, but all invitees will be assured that participation is optional and the decision whether or not to participate will not impact employment in any way. Staff can RSVP directly through the NOLA SEA Project Director, or through the electronic RSVP form. Both the Senior Director of Advocacy and the NOLA SEA Project Director will be prepared to provide clarity or additional information to anyone who requires it. The NOLA SEA Project Director will monitor the recruitment process carefully, and will make sure that each potential participant is comfortable with what they are agreeing to do.

[A draft of the electronic announcement to The Lighthouse staff can be found in Appendix 3 and the RSVP & Accommodations Request forms can be found in Appendix 4.]

Metro Centers for Community Advocacy (MCCA) Employees:

MCCA Program Director and the NOLA SEA Project Director will serve as the recruiters for staff listening sessions at MCCA. During an all-staff meeting, the NOLA SEA Project Director will update staff on the plan, process, and purpose of the Needs Assessment and provide the time and date of the listening sessions which will be conducted by

RECRUITMENT PLAN

Zoom. In addition, an electronic announcement will be sent to all relevant staff about the interviews and listening sessions via email, with a link to the RSVP and Accommodations Request forms, by the Executive Director. Individuals will be encouraged to RSVP for either the Leadership Team or Program Staff listening session, but all invitees will be assured that participation is optional and the decision whether or not to participate will not impact employment in any way. Staff can RSVP directly through the NOLA SEA Project Director, or through the electronic RSVP form. Both the Program Director and the NOLA SEA Project Director will be prepared to provide clarity or additional information to anyone who requires it. All recruiters will monitor the recruitment process carefully, and will make sure that each potential participant is comfortable with what they are agreeing to do.

[A draft of the electronic announcement to MCCA staff can be found in Appendix 3 and the RSVP & Accommodations Request forms can be found in Appendix 4.]

New Orleans Family Justice Center (NOFJC) Employees:

NOFJC Director of Programs and the NOLA SEA Project Director will serve as the recruiters for staff listening sessions at NOFJC. During an all-staff meeting, the NOLA SEA Project Director will update staff on the plan, process, and purpose of the Needs Assessment and provide the time and date of the listening sessions which will be conducted by Zoom. In addition, an electronic announcement will be sent to all relevant staff about the listening sessions via email, with a link to the RSVP and Accommodations Request forms, by the Executive Director. Individuals will be encouraged to RSVP for the listening session in their staff category, but all invitees will be assured that participation is optional and the decision whether or not to participate will not impact employment in any way. Staff can RSVP directly through the NOLA SEA Project Director, or through the electronic RSVP form. Both the Program Director and the NOLA SEA Project Director will be prepared to provide clarity or additional information to anyone who requires it. All recruiters will monitor the recruitment process carefully, and will make sure that each potential participant is comfortable with what they are agreeing to do.

[A draft of the electronic announcement to NOFJC staff can be found in Appendix 3 and the RSVP & Accommodations Request forms can be found in Appendix 4.]

Disability Rights Louisiana (DRLA) Louisiana Developmental Disability Council:

The Executive Director, Director of Community Advocacy, and the NOLA SEA Project Director will serve as the recruiters for self-advocates and parents who are members of the Louisiana Developmental Disability Council (LADDC). A letter, via email, will be sent to all members of the LADDC describing the plan, process, and purpose of the Needs Assessment and inviting them to participate in a listening session, with a link to the RSVP and Accommodations Request forms, by the Executive Director. Council members will be encouraged to participate and sent a follow up email from the NOLA SEA Project Director offering to provide clarity or additional information to anyone who requires it. All electronic RSVPs will be managed by the NOLA SEA Project Director. Members of the Council will be separated into two listening sessions, one for self-advocates and the other for parents. The LADDC RSVP tracking spreadsheet will be stored on a computer in a password-protected account, and will be deleted within 48 hours after the listening session has been completed. Both listening sessions will be conducted by Zoom.

[A draft of the electronic announcement to DRLA staff can be found in Appendix 3 and the RSVP & Accommodations Request forms can be found in Appendix 4.]

Lighthouse Louisiana (The Lighthouse) ASL Interpreters:

To recruit ASL interpreters to participate in a listening session at the Lighthouse, the NOLA SEA Project Director will hold a 15-minute training session with the Director of Deaf Services. She will be notified on the intended focus population for the listening session, the maximum size of the listening session, and the time and date of the session. All recruitment materials will be reviewed by the Director of Deaf Services prior to beginning recruitment. As email recruitment is the most accessible option for ASL interpreters an announcement email will be sent out, along with a link to the electronic RSVP and Accommodations Request Forms. After each ASL interpreter receives this email, the NOLA SEA Project Director will provide an explanation on the purpose, date, and time of the listening session. ASL Interpreters will be instructed to reply to the RSVP form in their email if they wish to participate. All electronic RSVPs will be managed by the NOLA SEA Project Director. The ASL Interpreters RSVP tracking spreadsheet will be stored on a computer in a password-protected account, and will be deleted within 48 hours after the listening session has been completed. This session will be conducted by Zoom.

[A draft of the electronic announcement to ASL Interpreters can be found in Appendix 3 and the RSVP & Accommodations Request forms can be found in Appendix 4.]

Disability Rights Louisiana (DRLA) Board of Directors:

The Board President, Executive Director, Director of Community Advocacy, and NOLA SEA Project Director will serve as the principle recruiters for anonymous electronic survey responses from the board members. A link to the survey will be sent via an email from the Executive Director (drafted by the NOLA SEA Project Director). Board members will be strongly encouraged to participate, but also assured that participation is optional and the decision whether or not to participate will not impact their position on the board in any way. Both the Director of Community Advocacy and the NOLA SEA Project Director will be prepared to provide clarity or additional information to anyone who requires it.

[A draft of the electronic announcement to the DRLA Board of Directors can be found in Appendix 3.]

Lighthouse Louisiana (The Lighthouse) Board of Directors:

The Board President, The Lighthouse President, Senior Director of Advocacy, and the NOLA SEA Project Director will serve as the principle recruiters for anonymous electronic survey responses from the board members. A link to the survey will be sent via an email from The Lighthouse President (drafted by the NOLA SEA Project Director). Board members will be strongly encouraged to participate, but also assured that participation is optional and the decision whether or not to participate will not impact their position on the board in any way. Both the Senior Director of Advocacy and the NOLA SEA Project Director will be prepared to provide clarity or additional information to anyone who requires it.

[A draft of the electronic announcement to the Lighthouse Board of Directors can be in Appendix 3.]

Metro Centers for Community Action (MCCA) Board of Directors:

The Board President, Executive Director, Program Director, and the NOLA SEA Project Director will serve as the recruiters for anonymous electronic survey responses from the board members. A link to the survey will be sent via an email from the Executive Director (drafted by the NOLA SEA Project Director). Board members will be strongly encouraged to participate, but also assured that participation is optional and the decision whether or not to participate will not impact their position on the board in any

way. Both the Program Director and the NOLA SEA Project Director will be prepared to provide clarity or additional information to anyone who requires it.

[A draft of the electronic announcement to the MCCA Board of Directors can be in Appendix 3.]

New Orleans Family Justice Center (NOFJC) Board of Directors:

The Board President, Executive Director, Director of Programs, and the NOLA SEA Project Director will serve as the recruiters for anonymous electronic survey responses from the board members. A link to the survey will be sent via an email from the Executive Director (drafted by the NOLA SEA Project Director). Board members will be strongly encouraged to participate, but also assured that participation is optional and the decision whether or not to participate will not impact their position on the board in any way. Both the Director of Programs and the NOLA SEA Project Director will be prepared to provide clarity or additional information to anyone who requires it.

[A draft of the electronic announcement to the NOFJC Board of Directors can be in Appendix 3.]

B. Recruitment Materials

RSVP and Accommodations Request Form

All potential participants will receive an RSVP form, either as a hard copy or in an electronic format. The RSVP form will ask for the individual's first name and last initial and if they want to participate in the Needs Assessment listening sessions.

Clients/survivors will also be given an Accommodations Request form, asking if they require any specific accommodations or if they have any dietary restrictions. Names collected from the RSVP forms will *only* be utilized to connect participants with their requested accommodations.

The NOLA SEA Project Director will be the designated point person for keeping track of all RSVP responses and Accommodation Requests for all listening sessions and interviews (for both staff, clients and survivors). Any hard copies of RSVP and Accommodations Request forms will be stored in a lock box in a locked office by the NOLA SEA Project Director. Electronic copies will be stored on a password-protected computer account. All RSVP forms will be destroyed (either shredded or deleted) within 48 hours after the listening session has been completed. Having the names of participant's will *not* trigger any mandatory reporting requirements, as they will only be

RECRUITMENT PLAN

viewed by the recruiter and the NOLA SEA Project Director, and will *not* be linked to any information shared by participants during the listening sessions.

Meeting Reminders

We will provide all invitees with an option of receiving an email 48 hours before their scheduled listening session. DRLA residential clients will be provided the option of a phone call or a reminder card on their room door. NOFJC and MCCA clients currently housed within their shelter will be provided with the option of a text message or a reminder card on their door. The text message will only list the first name of the NOLA SEA Project Director, contact phone number, and the date/time of the listening session. The text message will not list any information about the collaboration, or any phrases relating to domestic violence and/or sexual assault.

Recruitment Training

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

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

Compensation

During all in-person client listening sessions, the NOLA SEA Project will provide refreshments. The NOLA SEA Project Director will make accommodations for any dietary restrictions and requirements as needed. Additionally, we will provide survivors and clients with a \$50 gift card to cover their time participating in the listening session. During the check-in process for each survivor/client listening session, the facilitator will

notify all participants that a gift card will be provided to them. Individuals will also be told that they can discontinue their participation at any time during the listening session without losing their gift card. The note taker will keep a record of the number of gift cards given out for potential auditing requirements. The facilitator will serve as a witness and sign off that this number is correct after each listening session. For clients attending a Zoom listening session, the gift will be mailed to a safe address provided by the client, or held onto by the Project Director until it can be safely distributed.

A note on compensation

The Louisiana Developmental Disabilities Council (LADDC) is composed of twenty-eight people from across the state who are appointed by the Governor. As governmental appointees, NOLA SEA project will not provide any monetary compensation for their services to avoid any appearance of impropriety.

CONSENT PROCESS

The NOLA SEA Project will utilize a passive consent process for all listening sessions and interviews because it allows for more confidentiality for all participants, prevents a paper trail, and eliminates time spent on administrative matters during the first portion of the listening session. Passive consent will be clearly outlined in the facilitator's opening remarks. Participants will be informed of the 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, it will be assumed that all participants who choose to stay will be giving consent for their participation.

[Consent Statement Script in Appendix 5]

Participants of the listening session are agreeing to:

- Participate in a listening session or interview;
- Have their comments anonymously recorded in writing 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.

The NOLA SEA Project is committed to keeping information shared by participants confidential to the extent possible during the Needs Assessment process. To that end, a Confidentiality Plan has been developed and will be implemented as we obtain information as a part of the Needs Assessment.

The following information outlines the specific considerations we have made to preserve confidentiality for listening sessions of non-employees:

- Each interview/listening session will be given a specific name such as (group A, B, C, etc.) in order to facilitate group requirements, number of gift cards/refreshments, and other specific requirements per session.
- We will only collect personally identifying information during the RSVP process, when individuals will be asked to provide their first name and last initial for the purpose of linking individuals with their accommodations and contact information to provide electronic meeting reminders, if requested.
- The NOLA SEA Project Director will keep a list of any participant's personal identifying information who requests accommodations. This information will be brought to each listening session as needed, and will be destroyed within 24 hours after the listening session has been completed. All electronic RSVPs, Accommodation Requests, and meeting reminder emails will be deleted within the same time frame.
- The recruiters who receive the RSVP and Accommodation Request forms will keep them in a sealed envelope until they are passed along to the designated point person at each agency. The designated point person will be the NOLA SEA Project member. The sealed envelopes will be given to the NOLA SEA Project Director.
- The number of participants who attend listening sessions and interviews will be aggregated for the Needs Assessment findings report. No other RSVP information will be aggregated or shared. The findings report will identify trends, barriers, and strengths linked to what each agency and group stated during an interview or a listening session in the needs assessment process in summary form.
- In listening sessions and interviews, participants will be asked not to provide any identifying information about themselves, specific staff, or program participants. 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.
- While facilitators will not have anyone's first and last name or any other identifying information, facilitators will still provide notice around mandatory reporting requirements that would be an exception to confidentiality. Every

facilitator will provide notice to each group when reporting is mandated by law, and will encourage participants not to share personal information that could necessitate such a report. (See appendix _ for script detailing mandatory reporting notices).

- 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 an interview or listening session. Likewise, there will be no consequences if clients, survivors, interpreters or staff choose *not* to participate.
- Any information gathered during the Needs Assessment process will be kept by the NOLA SEA Project Director in a lock box in a locked office 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.
- 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.
- The NOLA SEA Project Collaborative, in coordination with Vera and OVW, will determine who will see this information once it is approved.

ACCESSIBILITY

The NOLA SEA Project is committed to providing fully accessible listening sessions and interviews for all participants throughout the Needs Assessment process.

To the best of our ability, accessibility will be ensured through the following:

- Accessible facility space will be used for all in-person interviews/listening sessions. Listening sessions will also be offered in space that is commonly used by the participants, so that they are already familiar with the surroundings.
- Reasonable accommodations will be provided to those participating. Participants will also be given an Accommodations Request Form to ensure their accessibility needs are met.
- Recruiters and the facilitator will attend to the particular needs of each audience and speak/present in a manner that is accessible to all participants.
- All print materials and Needs Assessment tools will be developed using plain language and an accessible font type and size (generally larger than 14).
- Anyone may discontinue participation in the process at any point if they feel uncomfortable.
- We will be offering individual interviews to anyone who would prefer to participate outside of a group setting.
- Zoom provides accessibility settings which include captions and screen reader support.

SAFETY

The NOLA SEA Project considers physical, psychological, emotional, mental, and/or financial 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 interviews and listening sessions.

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

- Questions are intended to elicit information about DRLA, The Lighthouse, MCCA, and NOFJC and the services they provide. Questions are not intended to gather personal experiences of violence, abuse, or neglect. Questions are focused on people's experience with receiving or providing service provision.
- If the discussion of services brings up memories or intense feelings, or if a participant appears likely to disclose, a counselor/advocate will be available at each client/survivor listening session to provide emotional support as needed either during or following the session. A private, accessible space will be made available to ensure confidentiality and safety. Participants will be told that the counselor/advocate is available and where the counselor/advocate is located, and they can step out at any time (on their own accord) to meet with the counselor/advocate; they do not have to request permission. A floater may escort them to where the counselor/advocate is located, if needed.
- For clients/survivors: Lists of local resources will be available to anyone requesting one.
- The Project will provide an opt-out option with opportunity for a private interview for anyone who wishes to participate but feels uncomfortable in a listening session.
- There will be no public advertising. All individuals participating are current program participants of either the DRLA, The Lighthouse, MCCA or NOFJC. They will be individually invited to participate.
- No one will be allowed to observe any interview or listening session aside from the Project's members or individuals trained specifically for the predetermined roles described earlier.
- Participants will be given the choice to leave their gift card at their agency if they feel that is the safest choice for them.
- No one has to answer any question that makes him or her uncomfortable.
- There will be no consequence to employment or services for anyone who chooses to participate or not participate in the needs assessment process.

Additionally, the following steps will be taken to help ensure safety for all non-employee participants:

- The meeting reminder card will not have the location of the meeting or any information linking the meeting to the Project's partner agencies. The phone number listed on the card has a confidential voicemail.
- We will ask for the first name and last initial of all participants on the Accommodations Request form for the purpose of ensuring accessibility.
- We will ask for contact information from those who request a meeting reminder. This information will be destroyed as soon as the reminder is made and prior to the interview/listening session.
- Any print materials and signage utilized for interviews and listening sessions for survivors will not list the Project's partner agencies by name.
- An additional staff member from each hosting agency will be on site during all interviews and listening sessions in the event that an emergency occurs and additional support is needed.
- To the best of our ability, sites selected for interviews and listening sessions will be where clients/survivors feel safe. Generally, sites will be selected based on where participants already have a routine so as not to bring attention to the group or interview.
- We have taken special considerations when selecting people, we will be engaging, particularly with regard to people with disabilities and survivors:
 - Metro Centers for Community Advocacy and the New Orleans Family Justice Center will not recruit anyone who they know to be currently in a vulnerable or dangerous situation.
 - To avoid a situation where clients would have to disclose their group participation, and potentially putting them at risk, we are only recruiting people with disabilities who are not under an interdiction or curatorship (known as guardianships in other states).

Deliverable	Action Item	Timeframe
Mission & Vision Collaborative Name Collaborative Logo	Two-day collaborative site visit facilitated by Vera Institute of Justice	April 2020
NOLA SEA Project Charter	Development, Internal Review & Team Approval	April –July 2020
	Submit to Vera for Review & Approval	August 2020
	Submit to OVW for Approval	September 2020
Progress Report	Complete Progress Report and Submit	July 2020
Statement of Focus	Development, Internal Review & Team Approval	October & November 2020
	Submit to Vera for Review & Approval	November 2020
	Submit to OVW for Approval	December 2020
Needs Assessment Plan	Development, Internal Review & Team Approval	November - March 2021

	Submit to Vera for Review & Approval	April 2021
	Submit to OVW	April 2021
Progress Report	Complete Progress Report and Submit	February 2021
Needs Assessment	Conduct Needs Assessment	May - June 2021
Performance Indicators	Complete Performance Indicators and Submit	April & May 2021
Key Findings Report	Develop Key Findings Report, Internal Review & Team Approval	July - August 2021
	Submit to Vera for Review & Approval	September 2021
	Submit to OVW for Approval	September 2021
Progress Report	Complete Progress Report and Submit	October 2021
Strategic Plan	Develop Strategic Plan, Internal Review & Team Approval	October - November 2021
	Submit to Vera for Review & Approval	November 2021
	Submit to OVW for Approval	November 2021
Implementation		December 2021 – September 2022

APPENDICES

Appendix 1

Staff Training Session Scripts & Materials:

- 1.1 Training Script for DRLA CLOP Staff
- 1.2 Training Script for The Lighthouse Deaf Services Staff
- 1.3 Training Script for The Lighthouse Vision Rehabilitation Staff
- 1.4 Training Script for The Lighthouse Deaf Services (ASL Interpreters)
- 1.5 Training Script for MCCA Staff
- 1.6 Training Script for NOFJC Staff
- 1.7 Talking Points
- 1.8 Frequently Asked Questions (Staff)
- 1.9 Glossary of Terms and Definitions
- 1.10 Frequently Asked Questions (Clients)

Appendix 2

Client Recruitment Scripts:

- 2.1 DRLA Group Home Residents Recruitment Script
- 2.2 The Lighthouse Deaf Clients Recruitment Script
- 2.3 The Lighthouse Blind Clients Recruitment Script
- 2.4 MCCA Survivors (Current & Past Shelter Residents) Recruitment Script
- 2.5 MCCA Survivors (Spanish Speakers) Recruitment Script
- 2.6 NOFJC Survivors (Current & Past Shelter Residents and Non-Residential Clients) Recruitment Script

Appendix 3

Announcements:

- 3.1 Announcement Flyer for DRLA Group Home Residents
- 3.2 Announcement Flyer for MCCA Survivors (Current Shelter Residents)

- 3.3 Announcement Flyer for NOFJC Survivors (Current Shelter Residents)
- 3.4 Email Announcement to DRLA Leadership Team
- 3.5 Email Announcement to DRLA Managers
- 3.6 Email Announcement to DRLA Program Staff
- 3.7 Email Announcement to DRLA Board of Directors, Chair
- 3.8 Email Announcement to DRLA Board of Directors
- 3.9 Email Announcement to the Louisiana Developmental Disability Council Members (Self Advocates & Parents who are Members)
- 3.10 Email Announcement to The Lighthouse Leadership Team
- 3.11 Email Announcement to The Lighthouse Program Staff (Per Department)
- 3.12 Email Announcement to The Lighthouse Staff who are Blind
- 3.13 Email Announcement to The Lighthouse Clients who are Blind
- 3.14 Email Announcement to The Lighthouse Deaf Clients
- 3.15 Email Announcement to The Lighthouse Board of Directors, Chair
- 3.16 Email Announcement to The Lighthouse Board of Directors
- 3.17 Email Announcement to The Lighthouse ASL Interpreters
- 3.18 Email Announcement to MCCA Leadership Team
- 3.19 Email Announcement to MCCA Program Staff
- 3.20 Email Announcement to MCCA Clinical Case Managers
- 3.21 Email Announcement to MCCA Board of Directors, Chair
- 3.22 Email Announcement to MCCA Board of Directors
- 3.23 Email Announcement to NOFJC Leadership Team
- 3.24 Email Announcement to NOFJC Program Staff
- 3.25 Email Announcement to NOFJC Board of Directors, Chair
- 3.26 Email Announcement to NOFJC Board of Directors
- 3.27 Email Announcement to NOFJC Volunteer Medical Advocates
- 3.28 Email Announcement to Forensic Nurse

Appendix 4

RSVP & Accommodations Request Forms:

- 4.1 RSVP & Accommodations Request Forms for DRLA Group Home Residents (Hard Copy)
- 4.2 RSVP & Accommodations Request Forms for MCCA Current & Past Shelter Residents – English & Spanish (Hard Copy)
- 4.3 RSVP & Accommodations Request Forms for NOFJC Current & Past Shelter Residents (Hard Copy)
- 4.4 RSVP & Accommodations Request Forms for NOFJC Non-Residential Clients (Electronic Form & Hard Copy)
- 4.5 Electronic RSVP & Accommodations Request Forms for NOFJC Medical Advocates
- 4.6 Electronic RSVP & Accommodations Request Forms for Members of the Louisiana Developmental Disability Council
- 4.7 Electronic RSVP Form for ASL Interpreters
- 4.8 Electronic RSVP Form for DRLA Executive Director
- 4.9 Electronic RSVP Form for DRLA Leadership Team
- 4.10 Electronic RSVP Form for DRLA Program Managers
- 4.11 Electronic RSVP Form for DRLA Program Staff
- 4.12 Electronic RSVP Form for DRLA Chair, Board of Directors
- 4.13 Electronic RSVP Form for The Lighthouse President
- 4.14 Electronic RSVP Form for The Lighthouse Leadership Team
- 4.15 Electronic RSVP Form for The Lighthouse Vision Rehabilitation Services Staff
- 4.16 Electronic RSVP Form for The Lighthouse Youth Services Staff
- 4.17 Electronic RSVP Form for The Lighthouse Deaf Services Staff
- 4.18 Electronic RSVP Form for The Lighthouse Employment Services Staff
- 4.19 Electronic RSVP Form for The Lighthouse Staff Who Are Blind/Low Vision
- 4.20 Electronic RSVP Form for The Lighthouse Clients Who Are Blind/Low Vision

- 4.21 Electronic RSVP Form for The Lighthouse Deaf Clients
- 4.22 Electronic RSVP Form for The Lighthouse Chair, Board of Directors
- 4.23 Electronic RSVP Form for MCCA Executive Director
- 4.24 Electronic RSVP Form for MCCA Leadership Team
- 4.25 Electronic RSVP Form for MCCA Program Staff
- 4.26 Electronic RSVP Form for MCCA Clinical Case Managers
- 4.27 Electronic RSVP Form for MCCA Chair, Board of Directors
- 4.28 Electronic RSVP Form for NOFJC Executive Director
- 4.29 Electronic RSVP Form for NOFJC Leadership Team
- 4.30 Electronic RSVP Form for NOFJC Program Staff
- 4.31 Electronic RSVP Form for NOFJC Sexual Assault Nurse Examiner (SANE)
- 4.32 Electronic RSVP Form for NOFJC Chair, Board of Directors
- 4.33 Reminders

Appendix 5

Listening Session Facilitator Script and Questions

- 5.1 Consent Statement Script for Non-Clients
- 5.2 Consent Statement Script for Clients
- 5.3 DRLA Group Home Residents
- 5.4 Louisiana Developmental Disability Council Self-Advocate Members
- 5.5 Louisiana Developmental Disability Council Parent/Immediate Relative Members
- 5.6 DRLA Leadership Team
- 5.7 DRLA Program Managers
- 5.8 DRLA Program Staff
- 5.9 The Lighthouse Leadership Team
- 5.10 The Lighthouse Vision Rehabilitation Services Staff
- 5.11 The Lighthouse Youth Services Staff
- 5.12 The Lighthouse Deaf Services Staff
- 5.13 The Lighthouse Employment Services Staff

- 5.14 The Lighthouse Blind/Low Vision Staff
- 5.15 The Lighthouse Deaf Clients
- 5.16 The Lighthouse ASL Interpreters
- 5.17 MCCA Leadership Team
- 5.18 MCCA Program Staff
- 5.19 MCCA Current Shelter Residents
- 5.20 MCCA Past Shelter Residents
- 5.21 NOFJC Leadership Team
- 5.22 NOFJC Program Staff
- 5.23 NOFJC Current and/or Past Shelter Residents
- 5.24 NOFJC Non-Residential Clients
- 5.25 NOFJC Medical Advocates

Appendix 6

Interview Facilitator Scripts and Questions

- 6.1 DRLA Executive Director
- 6.2 DRLA Board President
- 6.3 The Lighthouse President
- 6.4 The Lighthouse Clients Who Are Blind/Low Vision
- 6.5 The Lighthouse Board Chair
- 6.6 MCCA Executive Director
- 6.7 MCCA Clinical Case Managers
- 6.8 MCCA Board President
- 6.9 NOFJC Executive Director
- 6.10 NOFJC Board President

Appendix 7

Survey Questions:

- 7.1 DRLA Board of Directors
- 7.2 The Lighthouse Board of Directors
- 7.3 MCCA Board of Directors
- 7.4 NOFJC Board of Directors

Appendix 8

Follow-Up Surveys:

- 8.1 Follow-Up Survey for ASL Interpreters
- 8.2 Follow-Up Survey for Louisiana Developmental Disability Council Members
- 8.3 Follow-Up Survey for Program Staff & Leadership
- 8.4 Follow-Up Survey for NOFJC Volunteer Medical Advocates

Appendix 9

Checklists and Forms:

- 9.1 Recruitment Session Checklist
- 9.2 Listening Session and Interview Checklist
- 9.3 Reminder Cards
- 9.4 Gift Card Tracker Form
- 9.5 Gift Card Disbursement Log
- 9.6 Listening Session and Interview Debriefing Template

Appendix 1: Staff Training Session Scripts & Materials

1.1 Training Script for DRLA CLOP Staff

[This is a 30-Minute Training script that will be performed by NOLA SEA Project Director and DRLA Collaborative Member]

As many of you know, DRLA is participating in an OVW-funded collaboration with Lighthouse Louisiana, Metro Centers for Community Advocacy, and the New Orleans Family Justice Center. This three-year multidisciplinary collaboration, called NOLA SEA (Safety, Empowerment, Access) Project, is designed to improve access to services for survivors of domestic violence and sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability. Last year, the NOLA SEA Project developed a Collaboration Charter, outlining our mission, vision, values, and our shared commitments to this partnership. Our next project is to perform a Needs Assessment to identify gaps and barriers experienced by clients at each agency.

We will be holding a listening session at two Intermediate Care for Individuals with Developmental Disabilities (ICF/DD) group homes in the greater New Orleans area to gather information about the residents' experiences with our services. Each session will be approximately one-hour long. We are asking each of you to help participate in the recruitment process by announcing the opportunity during your visits.

At the group homes, we will place flyers *[pass around sample flyers to training participants]* in the building. Clients will be asked to complete an RSVP form *[share sample RSVP form with training participants]* and turn it into a designated staff member. Participants can request accommodations on the back-side of the RSVP form. The NOLA SEA Project Director's name, email, and phone number will be available on these flyers if the residents have any questions about this process. If you receive any RSVP forms, please keep them in a sealed envelope and the NOLA SEA Project Director will retrieve them within 24 hours of receipt.

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

- Clients must be a competent major (not interdicted or under a curatorship) and between ages 18-64.
- All information shared in these listening sessions will be confidential.

- Do not mention Metro Centers for Community Advocacy, the New Orleans Family Justice Center or the NOLA SEA Project Collaboration when recruiting for these listening sessions. We don't want to confuse anyone, and we will be asking specifically about DRLA services.
- There will be no adverse ramifications for services due to any information shared in these listening sessions.
- There will be no adverse ramifications for services if a client chooses not to participate in these listening sessions.
- Participants will receive a \$50 gift card for their participation.
- There will be a counselor available in a private, accessible space near the listening session room. Participants can step out any time. No one has to ask permission.
- The note taker will not link any personally identifying information to comments made during the listening session, but their words and feedback may appear in a report.

We will provide sample language for you to use when you recruit clients. [*Client recruitment scripts found in Appendix 2*]

We will now open up the training for questions.

1.2 Training Script for The Lighthouse Deaf Services Staff

[This is a 30-Minute Training script that will be performed by NOLA SEA Project Director and The Lighthouse Collaborative Member]

As many of you know, the Lighthouse is participating in an OVW-funded collaboration with Disability Rights Louisiana, Metro Centers for Community Advocacy, and the New Orleans Family Justice Center. This three-year multidisciplinary collaboration, called NOLA SEA (Safety, Empowerment, Access) Project, is designed to improve access to services for survivors of domestic violence and sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability. Last year, the NOLA SEA Project developed a Collaboration Charter, outlining our mission, vision, values, and our shared commitments to this partnership. Our next project is to perform a Needs Assessment to identify gaps and barriers experienced by clients at each agency.

We will be holding one virtual listening session with our Deaf clients to gather information about their experiences with our services. The session will be for one hour. All eligible clients will be sent an email announcement advertising the listening session. Each client will be sent an electronic RSVP form which will include space for accommodation requests, but we will proactively provide ASL interpreting services. We are asking each of you to help participate in the recruitment process by announcing the opportunity with our Deaf clients.

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

- Clients must be a competent major (not interdicted or under a curatorship) and ages 18-64.
- All information shared in these listening sessions will be confidential.
- Do not mention Metro Centers for Community Advocacy, the New Orleans Family Justice Center or the NOLA SEA Project Collaboration when recruiting for these listening sessions. We don't want to confuse anyone about what we will be asking, which is only about services at The Lighthouse.
- Ask clients to register by responding to the email announcement [with specific subject] and RSVP form.
- There will be no adverse ramifications for services due to any information shared in these listening sessions.

- There will be no adverse ramifications for services if a client chooses not to participate in these listening sessions.
- Participants will receive a \$50 gift card for their participation.
- There will be a counselor available in a breakout room on Zoom.
- The note taker will not link any personally identifying information to comments made during the listening session, but their words and feedback may appear in a report.

We will provide sample language for you to use when you recruit clients. [*Client recruitment scripts found in Appendix 2*]

We will now open up the training for questions.

1.3 Training Script for The Lighthouse Vision Rehabilitation Staff

[This is a 30-Minute Training script that will be performed by NOLA SEA Project Director and The Lighthouse Collaborative Member]

As many of you know, the Lighthouse is participating in an OVW-funded collaboration with Disability Rights Louisiana, Metro Centers for Community Advocacy, and the New Orleans Family Justice Center. This three-year multidisciplinary collaboration, called NOLA SEA (Safety, Empowerment, Access) Project, is designed to improve access to services for survivors of domestic violence and sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability. Last year, the NOLA SEA Project developed a Collaboration Charter, outlining our mission, vision, values, and our shared commitments to this partnership. Our next project is to perform a Needs Assessment to identify gaps and barriers experienced by clients at each agency.

We will be holding telephone interviews with our clients who are blind to gather information about their experiences with our services. The interview will be for one and a half hours. Please help us to identify ten (10) clients who may be willing to participate in a phone interview. Each client should be contacted by phone to request their participation. If they agree to participate, please fill out the RSVP card and any accommodation requests. Provide the name of the Project Director to the client and inform them that she will be calling to schedule an interview. We are asking each of you to help participate in the recruitment process.

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

- Clients must be a competent major (not interdicted or under a curatorship) and between ages 18-64.
- All information shared in these interviews will be confidential.
- Do not mention Metro Centers for Community Advocacy, the New Orleans Family Justice Center or the NOLA SEA Project Collaboration when recruiting for these listening sessions. We don't want to confuse anyone about what we will be asking, which is only about the services provided by The Lighthouse.
- Ask clients to register by responding to the email announcement [with specific subject] and RSVP form.

- There will be no adverse ramifications for services due to any information shared in these listening sessions.
- There will be no adverse ramifications for services if a client chooses not to participate in these listening sessions.
- Participants will be mailed a \$50 Visa card for their participation.
- The note taker will not link any personally identifying information to comments made during the listening session, but their words and feedback may appear in a report.

We will provide sample language for you to use when you recruit clients. *[Client scripts found in Appendix 2]*

We will now open up the training for questions.

1.4 Training Script for The Lighthouse Deaf Services Staff (ASL Interpreters)

[This is a 30-Minute Training script that will be performed by NOLA SEA Project Director and The Lighthouse Collaborative Member]

As many of you know, the Lighthouse is participating in an OVW-funded collaboration with Disability Rights Louisiana, Metro Centers for Community Advocacy, and the New Orleans Family Justice Center. This three-year multidisciplinary collaboration, called NOLA SEA (Safety, Empowerment, Access) Project, is designed to improve access to services for survivors of domestic violence and sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability. Last year, the NOLA SEA Project developed a Collaboration Charter, outlining our mission, vision, values, and our shared commitments to this partnership. Our next project is to perform a Needs Assessment to identify gaps and barriers experienced by clients at each agency.

We will be holding one virtual listening session with ASL interpreters to assess where they see gaps in training for trauma settings as well as gaps in services for individuals for whom they interpret. The listening session will be for one and a half hours. Our contracted ASL interpreters will be sent an email announcement requesting their participation in a virtual listening session and an RSVP form. We are asking each of you to help participate in the recruitment process by announcing this opportunity.

When recruiting ASL interpreters, please be sure to note the following:

- All information shared in this listening session will be confidential.
- Ask ASL interpreters to register by responding to the email announcement [with specific subject] and RSVP form.
- The note taker will not link any personally identifying information to comments made during the listening session, but their comments may appear in a report.

We will provide sample language for you to use when you begin recruiting.

[Share email announcement found in Appendix 3 and RSVP form found in Appendix 4]

We will now open up the training for questions.

1.5 Training Script for MCCA Staff

[This is a 30-Minute Training script that will be performed by NOLA SEA Project Director and The Lighthouse Collaborative Member]

As many of you know, MCCA is participating in an OVW-funded collaboration with Disability Rights Louisiana, Lighthouse Louisiana, and the New Orleans Family Justice Center. This three-year multidisciplinary collaboration, called NOLA SEA (Safety, Empowerment, Access) Project, is designed to improve access to services for survivors of domestic violence and sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability. Last year, the NOLA SEA Project developed a Collaboration Charter, outlining our mission, vision, values, and our shared commitments to this partnership. Our next project is to perform a Needs Assessment to identify gaps and barriers experienced by clients at each agency.

We will be holding three listening sessions with MCCA clients to gather information about their experiences with our services. Each session will be approximately one and a half hours. The first listening session will be with current shelter residents, the second listening session will be past shelter residents, and the third listening session will be with Spanish speaking clients. Each session will be held at MCCA. We are asking each of you to help participate in the recruitment process for these critical listening sessions.

At MCCA, we will place flyers *[pass around sample flyers, both English and Spanish, to training participants]* around the shelter. Shelter residents will be asked to complete an RSVP form *[share sample RSVP form, both English and Spanish, with training participants]* and turn it into the shelter manager. Participants can request accommodations on the back-side of the RSVP form. The NOLA SEA Project Director's name, email, and phone number will be available on these flyers if the residents have any questions about the process. If you receive any RSVP forms, please keep them in a sealed envelope and the NOLA SEA Project Director will retrieve them within 24 hours of receipt.

At MCCA, we will ask clinical case managers to recruit clients during individual or group counseling sessions. Ideal participants will be clients who have received at least one ongoing service or a past resident at the shelter, not in immediate crisis, and able to safely participate in a listening session. We will provide clinical case managers with

RSVP forms and flyers advertising the listening sessions to be used as a recruitment tool. Participants can fill out an RSVP form and return to their recruiting clinical case manager, or they can turn their form into the shelter manager. If you receive any RSVP forms from clients, please keep them in a sealed envelope and turn them into the NOLA SEA Project Director within 24 hours of receipt.

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

- Clients must be a competent major (not interdicted or under a curatorship) and between ages 18-64.
- All information shared in these listening sessions will be confidential.
- Clients should not go home with any materials (flyers, RSVP forms) from the recruitment process.
- There will be no adverse ramifications for services due to any information shared in these listening sessions.
- There will be no adverse ramifications for services if a client chooses not to participate in these listening sessions.
- Participants will receive a \$50 Visa card for their participation.
- There will be a counselor available in a private, accessible space near the listening session room. Participants can step out any time. No one has to ask permission.
- The note taker will not link any personally identifying information to comments made during the listening session, but their comments and feedback may appear in a report.

We will provide sample language for you to use when you recruit clients.

[Client recruitment scripts, both English and Spanish, can be found in Appendix 2]

We will now open up the training for questions.

1.6 Training Script for NOFJC Staff

[This is a 30-Minute Training script that will be performed by NOLA SEA Project Director and The Lighthouse Collaborative Member]

As many of you know, NOFJC is participating in an OVW-funded collaboration with Disability Rights Louisiana, Lighthouse Louisiana, and Metro Center for Community Advocacy. This three-year multidisciplinary collaboration, called NOLA SEA (Safety, Empowerment, Access) Project, is designed to improve access to services for survivors of domestic violence and sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability. Last year, the NOLA SEA Project developed a Collaboration Charter, outlining our mission, vision, values, and our shared commitments to this partnership. Our next project is to perform a Needs Assessment to identify gaps and barriers experienced by clients at each agency.

We will be holding two client listening sessions with NOFJC clients to gather information about their experiences with our services. Each session will be approximately one and a half hours. The first listening session will be with current and/or past shelter residents and the second listening session will be with non-residential clients. Each session will be held at NOFJC. We are asking each of you to help participate in the recruitment process for these critical listening sessions.

At NOFJC, we will place flyers *[pass around sample flyers to training participants]* around the shelter. Shelter residents will be asked to complete an RSVP form *[share sample RSVP forms with training participants]* and turn it into the shelter manager. Participants can request accommodations on the back-side of the RSVP form. The NOLA SEA Project Director's name, email, and phone number will be available on these flyers if the residents have any questions about the process. If you receive any RSVP forms, please keep them in a sealed envelope and the NOLA SEA Project Director will retrieve them within 24 hours of receipt.

At NOFJC, we will ask staff to recruit domestic violence and/or sexual assault survivors who have received at least one ongoing service (in other words, triage clients will not be eligible). We will provide staff with RSVP forms and flyers advertising the listening

sessions to be used as a recruitment tool. Participants can fill out an RSVP form and return to their recruiting case manager, or they can turn their form into _____.

If you receive any RSVP forms from clients, please keep them in a sealed envelope and turn them into the NOLA SEA Project Director within 24 hours of receipt.

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

- Clients must be a competent major (not interdicted or under a curatorship) between ages 18-64.
- All information shared in these listening sessions will be confidential.
- Clients should not go home with any materials (flyers, RSVP forms) from the recruitment process.
- There will be no adverse ramifications for services due to any information shared in these listening sessions.
- There will be no adverse ramifications for services if a client chooses not to participate in these listening sessions.
- Participants will receive a \$50 Visa card for their participation.
- There will be a counselor available in a private, accessible space near the listening session room. Participants can step out any time. No one has to ask permission.
- The note taker will not link any personally identifying information to comments made during the listening session, but their comments and feedback may appear in a report.

We will provide sample language for you to use when you recruit clients [*Client recruitment scripts can be found in Appendix 2*]

We will now open up the training for questions.

1.7 Talking Points for Agency/Program Directors

(Program Directors can use these Talking Points when promoting the importance of direct reports to participate in the NOLA SEA Project's Needs Assessment.)

Who: The NOLA SEA (Safety, Empowerment, Access) Project is a multidisciplinary collaboration among four (4) community-based agencies in the Greater New Orleans area: Disability Rights Louisiana, the federally designated protection and advocacy agency for people with disabilities in the state of Louisiana, Lighthouse Louisiana, a nongovernmental organization serving individuals with disabilities in Southeast Louisiana, Metro Center for Community Advocacy and the New Orleans Family Justice Center, both serving survivors of domestic violence and sexual assault. Funded by the Department of Justice, Office on Violence Against Women (OVW), Disability Grant Program.

What: A Needs Assessment is being conducted to effectively identify the needs of survivors of domestic violence and sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability.

When: The Needs Assessment will be conducted during the Summer of 2021.

Where: The Needs Assessment will be conducted at the member agencies of the NOLA SEA Project.

Why: This Needs Assessment will help the NOLA SEA Project learn about barriers and/or gaps as well as the strengths that exist within our agencies and the service delivery system.

How: The Needs Assessment will be conducted using surveys, personal interviews, and listening sessions.

Application: The information gathered in the Needs Assessment will be anonymous, and reported and used in aggregate to inform and develop a Strategic Plan. Included in the Strategic Plan will be Initiatives for implementation in each of the NOLA SEA Project agencies.

1.8 Frequently Asked Questions

[For use with staff and board]

Thank you for agreeing to help the NOLA SEA Project learn how we can better provide full access to appropriate services for survivors of domestic violence and sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability. This will ensure safety and responsiveness while empowering survivors who are Deaf and/or have a disability. This document has been developed in an effort to respond to the most Frequently Asked Questions others like you have asked about this initiative.

What is the NOLA SEA Project?

The NOLA SEA (Safety, Empowerment, Access) Project is a multidisciplinary collaboration among four (4) community based agencies in the Greater New Orleans: Disability Rights Louisiana, Lighthouse Louisiana, Metro Center for Community Advocacy, and New Orleans Family Justice Center. These agencies have come together to work to improve access to services for Deaf, blind and/or disabled to domestic violence and sexual assault services and to increase the awareness of disability service providers regarding domestic violence and sexual assault detection and services available for survivors. The NOLA SEA Project has received a three-year federal grant from the Department of Justice, Office on Violence Against Women. This funding provides a unique opportunity for these three agencies to work in collaboration to develop strategies for systemic change.

What is the purpose of this Needs Assessment?

To effectively identify the needs of people with disabilities and D/deaf people who have been impacted by domestic violence and/or sexual assault. This Needs Assessment will help the NOLA SEA Project learn about the barriers and/or gaps as well as the strengths that currently exist within our agencies and the service delivery system.

What are the Goals of this Needs Assessment?

The goals of the NOLA SEA Project needs assessment are to:

1. Identify current organizational policy, procedure and practice gaps along with barriers that impede the service delivery to survivors of DV and SA who are Deaf, blind and/or have an I/DD.
2. Identify the willingness, comfort level and capacity of staff members (across agency departments) to utilize resources, assess needs, and deliver quality services to survivors of DV and SA who are Deaf, blind and/or have an I/DD.
3. Identify what supports and limits exist in each organization’s culture to respond to and address staff’s ability to provide safe, accessible, empowering and culturally-responsive service delivery systems for survivors of DV and SA who are Deaf, blind and/or have an I/DD.
4. Identify what creates a safe, accessible, empowering and culturally-responsive environment for clients/consumers who access services within any of the four collaborative partners of the NOLA SEA Project.
5. Assess the current relationships among partner organizations to identify opportunities to improve and formalize those relationships and eliminate barriers to collaboration in order to maximize resources.

Why am I being asked for information?

We are looking for information on areas in need of systemic change in all of our organizations. To effect a change in a system, it is vital that we get information from within all levels of each organization – including the services that are currently provided, the people receiving services and ideas about how things can be improved.

Will my responses be confidential?

All individual responses will be kept confidential by the interviewer or facilitator. *Names will not be identified with individual responses in any of the written information, and all identifying information, like position or department, will be aggregated for the most confidentiality possible.*

Will I be required to participate in these interviews or listening sessions?

No, you will not be required to participate in this Needs Assessment if you choose to opt out. Participating in this process will not have any impact on your employment with the agency or service on the Board. If you decide to participate in a listening session, you

may leave at any time you choose. Further, those who want to provide input via a personal interview rather than participate in a listening session will be given the opportunity to do so, if time permits.

How long will this take?

We anticipate that most interviews and listening sessions will be concluded in one and a half hours.

Where will these interviews or listening sessions be held?

Listening sessions and interviews will be conducted either by Zoom or in-person. If they are conducted by Zoom a link will be sent to participants. If the listening session or interview is held in person, it will be held in a safe, accessible location during work hours. If required to travel to a listening session, your travel time will be kept to a minimum.

What will you do with this information?

The information we collect from you and others like you will be gathered and reported in a Needs Assessment Report. It will help us understand the barriers/gaps as well as the strengths in each of the partner collaborative agencies. The Needs Assessment Report will provide us with the data to develop a Strategic Plan with targeted Initiatives.

Who will get this information?

The Needs Assessment Report will go to our funder, the Department of Justice, Office on Violence Against Women, and our technical assistance provider, the Vera Institute of Justice. We will prepare a summary report that will be shared with each of our collaborative partners.

Further Questions?

If you need more information or have other questions, please contact the NOLA SEA Project Director, Mary Alexander at malexander@lighthouseouisina.org or 504/899-4501 ext. 266.

1.9 Glossary of Terms and Definitions

Ableism: Ableism is a set of practices that discriminates against people with intellectual, developmental and other disabilities. Ableism is often associated with types of harm including denial of accessibility, unequal treatment and violence.

Abuse: Within the context of this collaboration, abuse is specifically seen within the context of domestic violence and sexual assault. The Collaboration has agreed to use the Louisiana Revised Statute 15:1503 definition for abuse. It defines abuse as, “the infliction of physical or mental injury, or actions which may reasonably be expected to inflict physical injury, on an adult by other parties, including but not limited to such means as sexual abuse, abandonment, isolation, exploitation, or extortion of funds or other things of value.” LA R.S. 15:1503(2).

Accessibility: People with disabilities and/or Deaf survivors can promptly obtain services for sexual assault, sexual violence, and intimate partner violence when these services are needed. Service providers are approachable and able to effectively address SA, SV, and IPV survivors through information, referrals or direct services regardless of their intellectual and developmental disability, as well as Deaf, hard of hearing, or blind.

Accommodations: Accommodations are actions taken to ensure that services are responsive to a person’s needs in order to allow for equal access.

American with Disabilities Act (ADA): a federal civil rights law, enacted in 1990, that prohibits discrimination against people with disabilities and places the responsibility for access provision on places of public accommodation, such as our collaboration partners.

American Sign Language: The Collaboration has agreed to use the National Association of the Deaf’s definition of American Sign Language (ASL), which states: “American Sign Language is a visual language. With signing, the brain processes linguistic information through the eyes. The shape, placement, and movement of the hands, as well as facial expressions and body movements, all play important parts in conveying information. Sign language is not a universal language - each country has its own sign language, and regions have dialects, much like the many languages spoken all over the world. Like any spoken language, ASL is a language with its own unique rules of grammar and syntax. Like all languages, ASL is a living language that grows and changes over time.”

Assistive Technology/Device: Assisted Technology/Device is any item or piece of equipment used to assist an individual in performing a particular task or function.

Audism: Audism is a form of discrimination, prejudice, or a general unwillingness to accommodate individuals who are Deaf, hard of hearing, or late deafened.

Barrier: A tangible or intangible obstacle that impedes progress or achievement of an objective

1. Physical barriers interfere or impede a person from accessing the particular location or service.
2. Communication barriers deter a person from accessing information in a usable format.
3. Attitudinal barriers are inaccurate beliefs or perceptions about a person's ability.
4. Systemic barriers occur when practices of an organization discriminate individuals by "screening them out" from participation.

Blind: Total blindness is a total loss of vision. It is the complete lack of light perception and form perception, and is recorded as no light perception (NLP). The terms light perception and form perception describe the ability to perceive the difference between light and dark, or daylight and nighttime. A person can have severely reduced vision and still be able to determine the difference between light and dark, or the general direction of a light source.

Throughout this document, the term blind is used as an umbrella term to also include low vision and legal blindness. Low vision impairment affects an individual's Activities of Daily Living (ADL) performance but allows some usable vision. Legal blindness is a definition used by the United States government to determine eligibility for vocational training, rehabilitation, schooling, disability benefits, low vision devices, and tax exempt programs. Legal blindness is determined by a 20/200 visual acuity measurement and a visual field (the total area an individual can see without moving the eyes from side to side) of 20 degrees or less (also called tunnel vision) in the better-seeing eye.

Braille: a tactile system of communication in which characters are represented by raised dots that can be identified by fingertips.

Caregiver: A person who regularly assists another person in the performance of their daily activities.

CODA: An acronym for “child of a deaf adult” and typically refers to a hearing child(ren) born to one or more deaf adults.

Collaboration/Collaborative Team: this is the core group responsible for developing and approving deliverables, overseeing changes at the founding organizations, and adhering to the parameters set forth in the award from OVW.

Confidentiality: The obligation or agreement to keep information private.

Deaf (D): Individuals that have shared social beliefs, behaviors, art, literary traditions, history, values and/or shared institutions of communities that are affected by deafness, and who use sign language as the main means of communication. Deaf individuals have their own sense of identity and resultant actions. As with all social groups that a person chooses to belong to, a person is a member of the Deaf community if that person identifies themselves as a member of the Deaf community, and other members accept that person as a part of the community. Throughout this document, the term Deaf is used as an umbrella term to also include people who are hard of hearing and Deafblind.

deaf (d): The term deaf (written with a lowercase “d”) refers to a physical condition characterized by a relative lack of hearing ability or used for individuals who have hearing loss and/or are hard of hearing. These individuals identify themselves mostly with the hearing community and are not culturally deaf.

Disability: The following definition of disability is based on the World Health Organization’s definition and is consistent with the NOLA SEA Project’s vision and mission. It is a broad definition, which states “a disability is not something that a person has but, instead, something that occurs outside of the person - the person has a functional limitation. Disability occurs in the interaction between a person, his or her functional ability, and the environment. A person’s environment can be the physical environment, communication environment, information environment, and social and policy environment. It’s the intersection between disability and the environment that needs to be accommodated.”

So, the NOLA SEA Project will use the following definition: Disability is the intersection of abilities and the many types of environments with which an individual interacts. An individual is not disabled, but experiences a disability when proper accommodations are not in place. The experience of disability can be minimized by designing environments and services to accommodate varying functional abilities

and by providing individualized solutions when needed.

Domestic Violence: The OVW defines domestic violence as “a pattern of abusive behavior in any relationship that is used by one partner to gain or maintain power and control over another intimate partner. Domestic violence can be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone.”

While many organizations include all types of family and household violence under this definition, for the sake of this multidisciplinary collaboration, the NOLA SEA Project collaborative defines domestic violence only between partners who have/had a marriage and/or other emotionally intimate or dating relationship.

Empowerment: the process by which people, organizations, or groups who are powerless or marginalized: (a) become aware of the power dynamics at work in their life context, (b) develop the skills and capacity for gaining some reasonable control over their lives, (c) which they exercise, (d) without infringing on the rights of others, and (e) which coincides with actively supporting the empowerment of other in their community.

Hard of Hearing (HoH): refers to individuals who have some degree of hearing loss ranging from mild to profound. This may be because they were born with a hearing loss or they may have lost some of their hearing later in life. Many hard of hearing people continue to rely on their spoken (or written) language as their primary mode of communication.

Intellectual and Developmental Disability: The Collaboration uses the definition established by the American Association on Intellectual and Developmental Disabilities, which states, “intellectual disability is one type of a larger universe of many types of developmental disabilities. Developmental disabilities are defined as severe chronic disabilities that can be cognitive or physical or both. Intellectual disability encompasses the ‘cognitive’ part of this definition that is a disability that is broadly related to thought processes. Because intellectual and other developmental disabilities often co-occur, intellectual disability professionals often work with people who have both types of disabilities.”

Large Print: Large print is a type size, typically 16 to 18 point, used to make print more visible/ accessible for people with low vision.

Neglect: The Collaboration uses the definition established by the State of Louisiana as defined in LA R.S. 15:1503, defining neglect as, “the failure, by a caregiver responsible for an adult’s care or by other parties, to provide the proper or necessary support or medical, surgical, or any other care necessary for his well-being.”

Person-Centered Services: Recognition of an individual’s preferences and needs during all components of service planning, which gives individuals the power to use resources in ways that they decide what makes sense in their lives.

People-First Language: People-first language is just what the name implies: the person is listed or mentioned before the disability. The NOLA SEA Project prefers to use people-first language as an acknowledgement that the disability is just one part of a person, not their only defining feature. People-first language emphasizes the individual as human first, with the disability listed second. However, the NOLA SEA Project recognizes that some individuals with disabilities have their own preference for how their disability is discussed. While we will generally use people-first language in our communications, we will observe, listen, ask (when appropriate), and respect an individual’s preference for how they prefer to be addressed.

Identity First Language: Identity first language refers to the diagnosis first, for example autistic, blind, Deaf. There are a number of individuals with disabilities who prefer identity-first language and are offended by person-first language. Some people prefer to refer to themselves as autistic or Deaf. They feel that their diagnosis is a strength and an inherent trait, therefore it does define them in a lot of ways. They find the terms “person with autism” or “hearing impaired” offensive because they feel it infers the diagnosis is a negative thing and something that needs to be fixed or cured but they don’t see their diagnosis that way. Again, we will observe, listen, ask (when appropriate), and respect an individual’s preference for how they prefer to be addressed.

Safety: protection against physical, emotional, or psychological harm or other events which threaten the well-being of an individual. Each survivor will have their own perspective on what safety means for their situation.

Safety Plan: A detailed strategy to address safety concerns and reduce the risks of harm.

Service Animal: A Service Animal is an animal that is specifically trained to perform tasks to assist people with disabilities.

Sexual Assault: The Collaboration has agreed to use the definition established by the United States Department of Justice, which is, “any type of sexual contact or behavior that occurs without the explicit consent of the recipient.” Throughout this document, the term Sexual Assault (SA) is used as an umbrella term to also include survivors of sexual violence.

Sighted Guide: A process for providing means of assisting a blind person to navigate unfamiliar situations. A person who is sighted can offer a person who is blind or low vision their assistance, but should never assume someone requires help. Additionally, a sighted person should not grab or tug on a person who is blind.

Survivor: a person who has lived through an episode or series of episodes of violence/abuse and continues to live, prosper, or remain functional. The word “survivor” is considered to be an empowering term preferred by the Violence Against Women Act (VAWA).

Systems Change: a process of altering social systems and institutions in significant and sustainable ways through changes in infrastructure or culture, in an effort to correct deficits, barriers, or gaps in service.

Trauma: trauma occurs when an individual experiences or perceives an enormous sense of helplessness and physical threat that leads to the interruption of standard or expected development. People also experience psychological trauma due to episodic events that occur over extended periods of time. Traumatic experiences continue to intrude into people’s lives well beyond the time usually required for restabilization after a crisis event. The general goal of treatment for trauma is to overcome the trauma by coping with the memories in a way that does not force clients to repeatedly re-experience the trauma.

Trauma-Informed Care: is a strengths-based approach to treatment grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and survivors to rebuild a sense of control and empowerment.

White Cane: A device people who are blind or low vision use to collect information about their physical space. A white cane is an assistive mobility device which requires specialized training to use. As such, a white cane should not be referred to as a “stick.”

1.10 Frequently Asked Questions (Clients)

[For use with CLOP group home residents, current/past MCCA and NOFJC shelter residents and non-residential domestic violence/sexual assault survivors and The Lighthouse clients. This FAQ sheet will be returned to the recruiter at the end of the conversation unless the individual asks to keep it and it is determined that it is safe for her to do so. The recruiter will know the individual and be able to assess safety with her.]

Thank you for agreeing to help the NOLA SEA Project learn how we can better provide services to you and others in your area. We thought you might want to know more about what we are doing and why we are doing it.

What is the NOLA SEA Project?

The NOLA SEA Project is made up of four agencies in New Orleans. _____ [Name of Agency], is one of the four agencies. We call ourselves the NOLA SEA Project. We received money from the federal government to help improve services in our four agencies. All of the agencies involved want people they serve to feel safe, to feel welcome, and to make sure their services are available in accessible places.

Why do we want you to talk to us?

Because you are the expert on your own services and what you need! You can best tell us what services and supports you want or need from your agency and then for the agencies that are a part of the NOLA SEA Project.

Do I have to talk to you?

No, you don't have to talk to us. If you decide to come to a listening session, you can change your mind and leave the room at any time. If you come, you are volunteering to come to a listening session. We will not change your services in any way because you decide not to come to a listening session.

If I talk to you, will you use my name?

No, we will not use your name in anything that we write about the meeting. We may use something that you say, but we will not say who said it.

How long will this take?

We think that most listening sessions will take one and half hours.

Where will these listening sessions be held?

All listening sessions will be held in safe, accessible locations where you live or where you get your services.

Will I get paid to participate?

We will give you a \$50 gift card as a thank you for coming and talking with us.

What happens if I lose the gift card?

You are responsible for the gift card once we give it to you. We cannot replace lost or stolen gift cards.

What if I don't feel safe taking the gift card home?

Only you can decide if it is safe for you to take the gift card home. If you don't feel safe taking the gift card home, you can ask the staff person in charge of these listening sessions to keep it for you until you feel that it is safe.

What will you do with this information?

We will put all the information together in a report. The report will help us develop a plan to make changes in the way our agencies provide services.

Who will you share this information with?

The report will be shared with people who work at the four agencies, the government agency who gave us the money, and the agency helping us with our project.

What should I tell people when they ask about what I was doing and why I got a gift card?

You can tell people that you are helping us by giving us information on what you need and how we can provide better services for everyone. We do ask that you not tell other people what anyone talked about in the listening session and keep it private. You wouldn't want anyone to tell what you said and others feel the same way.

Can I bring my personal care attendant (PCA) with me?

Yes, but your personal care attendant will have to wait in a separate room during the listening session. They cannot be in the room when you are talking with us. If you need someone with you, we can provide a different personal care attendant for you while you are in the listening session. You will need to ask for this on the RSVP form that we give you.

Procedure

If we receive any such request for a PCA or other staff to be in the room we should: 1) Ask the person if it would meet their needs to use a PCA provided by us; 2) If not, what tasks they need done and if the person needs to be in the room or just available (like to assist with going to the bathroom); 3) if our PCA will not meet their needs and the person communicates with us privately (or we assess outside the presence of the PCA) that they need them to be in the room, we then will get the exact name of the individual and use to screen to ensure they are someone that does not have a relationship with any of the other group members and have them sign a confidentiality agreement.

What if I need transportation?

If you require transportation to the listening session, we will help you get transportation.

What if I can't come or I have more questions?

If you say yes and find out later that you can't come, you can tell the person that invited you.

Appendix 2: Client Recruitment Scripts

2.1 DRLA Group Home Residents Recruitment Script

DRLA is part of a group working together to make our services easier to use, safe and welcoming. This group wants to know how we can help you better. You are the expert on your life and what you need.

Can I tell you a little more to see if you want to join? [If yes, continue.]

Project overview:

The name of our group is The NOLA SEA (Safety, Empowerment, Access) Project. We came together because the government gave us money to work together.

This program helps us develop a strong team that will work together so that we are better at helping people.

We want to learn from you what it is like for a person to get help from DRLA. Our goal is to make services welcoming, safe and easy for you to use.

Your answers and ideas will really help us do that. We will ask you what you think helps you when you get help.

We will write a report based on what we hear. We will use the report to make a plan for how our agencies can work together to improve our services.

Your name will not appear in that report, but your words might.

Do you want to hear more? [If yes, continue.]

Invitation:

I am inviting you to a meeting with some of your fellow residents here at _____ (insert name of group home). The meeting is called a listening session. A listening session is when people come together and answer questions. There

will be about 5 to 7 residents in the listening session. We want to learn what makes services you receive from DRLA welcoming, safe and easy to use.

We will only ask about your what it's like for you to get services from DRLA.

If you would like to share your ideas, but do not want to be part of a listening session, you can have a one-on-one interview.

Information about Groups:

- Listening session will last no more than 1 and a half hours (90 minutes).
- Interview will last no more than 60 minutes.
- Being in the listening session is completely up to you. None of your services now or later in the future will change because of your choice. Participating is completely up to you.
- You can change your mind at any time and decide not participate. Even if you go to the listening session/interview, you can choose to leave at any time. You do not have to finish the interview/listening session.
- You can choose which questions you want to answer and which ones you do not want to answer.
- It is possible that you may know someone in the listening session. Everyone involved must keep what they talk about in the listening session private.
- There will be \$50 gift cards and snacks there. You can choose to take the gift card or ask to have it saved for you to retrieve later.
- You do not have to sign anything to be in the listening session. If you come to the listening session/interview, you are telling us that you agree to participate in the listening session/interview.

Confidentiality and Safety

- There will be someone taking notes on a computer, but no one will record your name. Your name will not be matched to anything you say. What that means is that we will never be able to tell who said what once you leave the room.
- Any written material will only be seen by our project partners, an outside provider who assists us in this grant, and our funder, the people who gave us the money.

- We will make it very clear to everyone in the listening session that it is important to respect people's privacy and not tell others what has been talked about.
- Staff at the listening session may be mandated reporters for child, elder, and dependent adult abuse. That, means that they might not be able to keep it private, and may need to call Adult and Protective Services if you tell us that someone under 18 or over 65 is being abused, abandoned, or neglected, or that you or another resident are being abused, abandoned or neglected.
- If you feel that being in the listening session will make you feel unsafe or uncomfortable, we don't think that you should come. We don't want you to feel that way.

Do you have any questions?

Confirming Interest To Participate

After hearing this information, are you interested in participating?

- If the invitee would like to think about it, let them know they can contact you if they decide they are interested.
- If the invitee has questions that you cannot answer, let them know you can get the answer from the Project Director and you will contact them. Obtain information about the best way to reach them.

RSVP

If the invitee is interested in participating, review the RSVP form with them. The invitee can fill out the form or you can fill out the form. If the invitee is not interested in participating, you do not need to fill out an RSVP form.

Key notes for RSVP form:

- The invitee only needs to fill out their first name and the initial of their last name. This helps to protect the invitee's privacy.
- The invitee should check-off either a listening session or an interview.

- If the invitee answers yes to needing an accommodation, then fill out the accommodation request form.

Conclusion

Would you like a reminder card with the date and time of your listening session/interview?

Thanks so much for your interest in being in the listening session. Remember that this is completely up to you. Once again, if you choose not to participate, your services will not be affected in any way. You can also change your mind at any time. If you do change your mind, please contact _____ (insert name of Recruiter) and let them know.

2.2 The Lighthouse Deaf Clients Recruitment Script

The Lighthouse is part of a collaboration working together to create more accessible, safe and welcoming community services for Deaf individuals. To learn how to improve services, we will be conducting listening sessions to gather information. You are the expert in knowing your experiences and what you need. We are asking you to share that information with us.

Are you interested in learning more about this opportunity? [If yes, continue.]

Project overview:

The name of our group is The NOLA SEA (Safety, Empowerment, Access) Project. We came together because of a three-year federal grant.

The grant provides a chance for our collaboration to develop a strong team that will work together to improve our services.

In order to learn how to improve our services, we will be trying to understand what you need to make our services better.

We will write a report based on the information that we get. We will use the report to develop a plan for how our collaborative will work together to improve our services for everyone. Your name will not appear in that report, but your words might. Anything you say will not be connected to you.

Your answers and ideas will really help us do that. Do you think you might be interested in participating? [If yes, continue.]

Invitation:

I would like to invite you to be part of a listening session with other Deaf individuals who receive services from The Lighthouse. There will be about 5 to 7 people in the listening

session. We want to learn what makes services you receive from The Lighthouse welcoming, safe and easy to use and where we can improve our services.

If you would like to share your ideas, but do not want to be part of a listening session, you can have a one-on-one interview.

Information about Groups:

- Listening session will last no more than one and a half hours (90 minutes).
- An interview will last 60 minutes.
- Being in the listening session is completely up to you. None of the services you receive now or will receive in the future will change because of your choice. Participating is completely up to you.
- You can change your mind at any time and decide not participate. Even if you participate in a listening session/interview, you can choose to leave at any time. You do not have to finish the listening session/interview.
- We will ask questions about services that are provided by The Lighthouse. You can choose which questions you want to answer and which ones you do not want to answer.
- Louisiana has very strong mandatory reporting laws. If you tell us about sexual violence that is happening to you or your child, we may need to report it.
- It is possible that you may know someone in the listening session. Everyone involved must keep the information about the listening session confidential.
- There will be a \$50 gift card for all participants.
- You do not have to sign anything to be in the listening session. If you join a listening session/interview, you are telling us that you agree to participate in the listening session.

Confidentiality and Safety

- There will be someone taking notes on a computer, but no one will record your name. Your name will not be connected to anything you say.
- Only our collaboration partners will see the notes. All written notes will be stored in a private, secure place and will be destroyed after we finish this part of our plan (about two months after the listening session).

- Any written material will only be seen by our collaboration partners, an outside provider who assists us in this grant, and our funder.
- We will make it very clear to everyone in the listening session that it is important to respect people's privacy and not tell others what has been talked about.
- If you tell staff that you are thinking of hurting yourself or someone else, the staff may need to call 911.
- If you feel that being in the listening session will make you feel unsafe or uncomfortable, we suggest that you don't participate.

Do you have any questions?

Confirming Interest To Participate

After hearing this information, are you interested in participating?

- If the invitee would like to think about it, let them know they can contact you if they decide they are interested.
- If the invitee has questions that you cannot answer, let them know you can get the answer from the Project Director and you will contact them. Obtain information about the best way to reach them.

RSVP

If the invitee is interested in participating, review the RSVP form with them. The invitee can fill out the form or you can fill out the form. If the invitee is not interested in participating, you do not need to fill out an RSVP form.

Key notes for RSVP form:

- The invitee only needs to fill out their first name and the initial of their last name. This helps to protect the invitee's privacy.
- The invitee should check-off either a listening session or an interview.
- If the invitee answers yes to needing an accommodation, then fill out the accommodation request form.

Conclusion

Would you like a reminder card with the date and time of your listening session/interview?

Thanks so much for your interest in being in the listening session. Remember that participation is completely up to you. Once again, if you choose not to participate, your

will not be affected in any way. You can also change your mind at any time. If you do change your mind, please contact _____ (insert name of Recruiter) and let them know.

2.3 The Lighthouse Clients Who Are Blind Recruitment Script

The Lighthouse is part of a collaborative working together to create more accessible, safe and welcoming community services for people who are blind/low vision. To learn how to improve services, we will be conducting phone interviews to gather information. You are the expert in knowing your experiences and what you need. We are asking you to share that information with us.

Do you want to hear more? [If yes, continue.]

Project overview:

The name of our group is The NOLA SEA (Safety, Empowerment, Access) Project. We came together because of a three-year federal grant.

The grant provides a chance for our collaboration to develop a strong team that will work together to improve our services.

In order to learn how to improve our services, we will be trying to understand what you need to make our services better.

We will write a report based on the information that we get. We will use the report to develop a plan for how our collaborative will work together to improve our services for everyone. Your name will not appear in that report, but your words might. Anything you say will not be connected to you.

Your answers and ideas will really help us do that. Do you think you might be interested in participating? [If yes, continue.]

Invitation:

We will be conducting telephone interviews with individuals who are blind or have low vision who receive services from The Lighthouse. I would like to invite you to participate in one of these telephone interviews. We want to learn what makes services you receive from The Lighthouse welcoming, safe and easy to use and where we need to improve our services.

Information about Groups:

- Telephone Interview will last no more than an hour.
- Participating in a telephone interview is completely up to you. None of the services you receive now or will receive in the future will change because of your choice. Participating is completely up to you.
- You can change your mind at any time and decide not participate. Even if you participate in a phone interview, you can choose to leave at any time. You do not have to finish the interview.
- You can choose which questions you want to answer and which ones you do not want to answer.
- There will be a \$50 gift card mailed to you for participating.

Confidentiality and Safety

- The phone conversation will be recorded and transcribed into notes, but no one will record your name. Your name will not be connected to anything you say.
- Only our collaboration partners will see the notes. All written notes will be stored in a private, secure place and will be destroyed after we finish this part of our plan (about two months after the listening session).
- Any written material will only be seen by our collaboration partners, an outside provider who assists us in this grant, and our funder.
- We will ask questions about services that are provided by The Lighthouse. You may choose which questions you prefer to answer.
- Louisiana has very strong mandatory reporting laws. If you tell us about sexual violence that is happening to you or your child, we may need to report it.

- If you feel that participating in a telephone interview will make you feel uncomfortable; we suggest that you don't participate.

Do you have any questions?

Confirming Interest To Participate

After hearing this information, are you interested in participating?

- If the invitee would like to think about it, let them know they can contact you if they decide they are interested.
- If the invitee has questions that you cannot answer, let them know you can get the answer from the OVW Project Director and you will contact them. Obtain information about the best way to reach them.

RSVP

If the invitee is interested in participating, review the RSVP form with them and fill it out. If the invitee is not interested in participating, you do not need to fill out an RSVP form.

Key notes for RSVP form:

- You only need to fill out the invitee's first name and the initial of their last name. This helps to protect the invitee's privacy.
- If the invitee answers yes to needing an accommodation, then fill out the accommodation request form.

Conclusion

Would you like a reminder phone call and/or email with the date and time of your scheduled telephone interview?

Thanks so much for your interest in participating in a telephone interview.

Remember that participation is completely up to you. Once again, if you choose not to participate, your services will not be affected in any way. You can also change your mind at any time. If you do change your mind, please contact _____ (insert name of Recruiter) and let them know.

2.4 MCCA Survivors Recruitment Script

[This is a recruitment script for two different listening sessions. One session will be for current shelter residents and the second session will be for past shelter residents.]

MCCA is part of a collaboration working together to create more accessible, safe and welcoming services for survivors of domestic violence and sexual assault. To learn how to improve services, we will be conducting two listening sessions to gather information. You are the expert in knowing your experiences and what you need. We are asking you to share that information with us.

Are you interested in learning more about this opportunity? [If yes, continue.]

Project overview:

The name of our group is The NOLA SEA (Safety, Empowerment, Access) Project. We came together because of a three-year federal grant.

The grant provides a chance for our collaboration to develop a strong team that will work together to improve our services.

In order to learn how to improve our services, we will be trying to understand what you need to make our services better.

We will write a report based on the information that we get. We will use the report to develop a plan for how our collaborative will work together to improve our services for everyone. Your name will not appear in that report, but your words might. Anything you say will not be connected to you.

Your answers and ideas will really help us do that. Do you think you might be interested in participating? [If yes, continue.]

Invitation:

MCCA will be holding two listening sessions at our facility [*one with current shelter residents and one with past shelter residents*]. We would like you to be part of the listening session with _____ (*insert current shelter residents or past shelter residents*). There will be about 5 to 7 people in each listening session. We want to learn what makes services at MCCA welcoming, safe and easy to use.

Information about Groups:

- Listening session will last no more than one hour and a half.
- Being in the listening session is completely up to you. None of the services you receive now or will receive in the future will change because of your choice. Participating is completely up to you.
- You can change your mind at any time and decide not participate. Even if you participate in a listening session, you can choose to leave at any time. You do not have to finish the listening session.
- You can choose which questions you want to answer and which ones you do not want to answer.
- It is possible that you may know someone in the listening session. Everyone involved must keep the information about the listening session confidential, but we can't guarantee that other participants will keep everything confidential.
- There will be a \$50 gift card for all participants. You can choose to take the gift card or ask to have it saved for you to retrieve later.
- You do not have to sign anything to be in the listening session. If you join a listening session, you are telling us that you agree to participate in the listening session.
- The facilitator of the listening session will not ask you any questions about personal experiences with violence and you are encouraged not to share these experiences in the listening session. Our focus is on your experience with the services you received at MCCA.

- There will be a counselor available at each listening session. Whether or not you have personal experience with domestic violence and/or sexual assault we know that the discussion may bring up feelings for you. You can speak to the counselor any time during or right after the listening session.
- The counselors at MCCA are mandated reporters. They will keep what you say confidential except when you tell them that someone under 18 is being abused, abandoned or neglected or a vulnerable adult is being abused, neglected or dependent adult.
- A list of resources will also be available to all participants.

Confidentiality and Safety

- There will be someone taking notes on a computer, but no one will record your name. Your name will not be connected to anything you say.
- Only our collaboration partners will see the notes. All written notes will be stored in a private, secure place and will be destroyed after we finish this part of our plan (about two months after the listening session).
- Any written material will only be seen by our collaboration partners, an outside provider who assists us in this grant, and our funder.
- We will make it very clear to everyone in the listening session that it is important to respect people's privacy and not tell others what has been talked about.
- Staff at the listening session may be mandated reporters for child, elder, and dependent adult abuse, which means that they may need to make a report to Adult and Protective Services if you disclose that someone under 18 or over 65 is being abused, abandoned, or neglected or dependent adult.
- Louisiana has very strong mandatory reporting laws. If you tell us about sexual violence that is happening to you or your child, we may need to report it.
- If you feel that being in the listening session will make you feel unsafe or uncomfortable, we suggest that you don't participate.

Do you have any questions?

Confirming Interest To Participate

After hearing this information, are you interested in participating?

- If the invitee would like to think about it, let them know they can contact you if they decide they are interested.
- If the invitee has questions that you cannot answer, let them know you can get the answer from the Project Director and you will contact them. Obtain information about the best way to reach them.

RSVP

If the invitee is interested in participating, review the RSVP form with them. The invitee can fill out the form or you can fill out the form. If the invitee is not interested in participating, you do not need to fill out an RSVP form.

Key notes for RSVP form:

- The invitee only needs to fill out their first name and the initial of their last name. This helps to protect the invitee's privacy.
- The invitee should check-off either a current shelter resident or past shelter resident.
- If the invitee answers yes to needing an accommodation, then fill out the accommodation request form.

Conclusion

Would you like a reminder card with the date and time of your listening session?

Thanks so much for your interest in being in the listening session. Remember that participation is completely up to you. Once again, if you choose not to participate, your services will not be affected in any way. You can also change your mind at any time. If you do change your mind, please contact _____ (insert name of Recruiter) and let them know.

2.5 MCCA Survivors (Spanish Speakers)

[This recruitment script is for Spanish speaking clients who are current and/or past shelter residents or nonresidential clients of MCCA who are survivors of domestic violence and/or sexual assault.]

[This script will be translated into Spanish for the recruiter.]

MCCA is part of a collaboration working together to create more accessible, safe and welcoming services for survivors of domestic violence and sexual assault. To learn how to improve services, we will be conducting a listening session with our Spanish speaking clients to gather information. You are the expert in knowing your experiences and what you need. We are asking you to share that information with us.

Are you interested in learning more about this opportunity? [If yes, continue.]

Project overview:

The name of our group is The NOLA SEA (Safety, Empowerment, Access) Project. We came together because of a three-year federal grant.

The grant provides a chance for our collaboration to develop a strong team that will work together to improve our services.

In order to learn how to improve our services, we will be trying to understand what you need to make our services better.

We will write a report based on the information that we get. We will use the report to develop a plan for how our collaborative will work together to improve our services for

everyone. Your name will not appear in that report, but your words might. Anything you say will not be connected to you.

Your answers and ideas will really help us do that. Do you think you might be interested in participating? [If yes, continue.]

Invitation:

MCCA will be holding one listening session at our facility for Spanish speakers. We would like to invite you to be a part of this listening session. There will be about 5 to 7 people in the listening session. We want to learn what makes MCCA services welcoming, safe and easy to use.

Information about Groups:

- Listening session will last no more than one hour and a half.
- Being in the listening session is completely up to you. None of the services you receive now or will receive in the future will change because of your choice. Participating is completely up to you.
- You can change your mind at any time and decide not participate. Even if you participate in a listening session, you can choose to leave at any time. You do not have to finish the listening session.
- You can choose which questions you want to answer and which ones you do not want to answer.
- It is possible that you may know someone in the listening session. Everyone involved must keep the information about the listening session confidential, but we can't guarantee that other participants will keep everything confidential.
- There will be a \$50 gift card for all participants. You can choose to take the gift card or ask to have it saved for you to retrieve later.
- You do not have to sign anything to be in the listening session. If you join a listening session, you are telling us that you agree to participate in the listening session.
- The facilitator of the listening session will not ask you any questions about personal experiences with violence and you are encouraged not to share these

experiences in the listening session. Our focus is on your experience with the services you received at MCCA.

- There will be a counselor available at each listening session. Whether or not you have personal experience with domestic violence and/or sexual assault we know that the discussion may bring up feelings for you. You can speak to the counselor any time during or right after the listening session.
- The counselors at MCCA are mandated reporters. They will keep what you say confidential except when you tell them that someone under 18 or over 65 is being abused, abandoned or neglected or a vulnerable adult is being abused, neglected or exploited.
- A list of resources will also be available to all participants.

Confidentiality and Safety

- There will be someone taking notes on a computer, but no one will record your name. Your name will not be connected to anything you say.
- Only our collaboration partners will see the notes. All written notes will be stored in a private, secure place and will be destroyed after we finish this part of our plan (about two months after the listening session).
- Any written material will only be seen by our collaboration partners, an outside provider who assists us in this grant, and our funder.
- We will make it very clear to everyone in the listening session that it is important to respect people's privacy and not tell others what has been talked about.
- If you tell staff that you are thinking of hurting yourself or someone else, the staff may need to call 911.
- Staff at the listening session may be mandated reporters for child, elder, and dependent adult abuse, which means that they may need to make a report to Adult and Protective Services if you disclose that someone under 18 or over 65 is being abused, abandoned, or neglected.
- Staff at the listening session may be mandated reporters for child, elder, and dependent adult abuse, which means that they may need to make a report to Adult and Protective Services if you disclose that someone under 18 or over 65 is being abused, abandoned, or neglected or dependent adult.

- Louisiana has very strong mandatory reporting laws. If you tell us about sexual violence that is happening to you or your child, we may need to report it.
- If you feel that being in the listening session will make you feel unsafe or uncomfortable, we suggest that you don't participate.

Do you have any questions?

Confirming Interest To Participate

After hearing this information, are you interested in participating?

- If the invitee would like to think about it, let them know they can contact you if they decide they are interested.
- If the invitee has questions that you cannot answer, let them know you can get the answer from the Project Director and you will contact them. Obtain information about the best way to reach them.

RSVP

If the invitee is interested in participating, review the RSVP form (Spanish version) with them. The invitee can fill out the form or you can fill out the form. If the invitee is not interested in participating, you do not need to fill out an RSVP form.

Key notes for RSVP form:

- The invitee only needs to fill out their first name and the initial of their last name. This helps to protect the invitee's privacy.
- If the invitee answers yes to needing an accommodation, then fill out the accommodation request form.

Conclusion

Would you like a reminder card or text with the date and time of your listening session?

Thanks so much for your interest in being in the listening session. Remember that participation is completely up to you. Once again, if you choose not to participate, your

services will not be affected in any way. You can also change your mind at any time. If you do change your mind, please contact _____ (insert name of Recruiter) and let them know.

2.6 NOFJC Survivors Recruitment Script

[This is a recruitment script for two different listening sessions. One session will be a combination of both current and past shelter residents and the second session will be for nonresidential clients.]

NOFJC is part of a collaboration working together to create more accessible, safe and welcoming services for survivors of domestic violence and sexual assault. To learn how to improve services, we will be conducting two listening sessions to gather information. You are the expert in knowing your experiences and what you need. We are asking you to share that information with us.

Are you interested in learning more about this opportunity? [If yes, continue.]

Project overview:

The name of our group is The NOLA SEA (Safety, Empowerment, Access) Project. We came together because of a three-year federal grant.

The grant provides a chance for our collaboration to develop a strong team that will work together to improve our services.

In order to learn how to improve our services, we will be trying to understand what you need to make our services better.

We will write a report based on the information that we get. We will use the report to develop a plan for how our collaborative will work together to improve our services for

everyone. Your name will not appear in that report, but your words might. Anything you say will not be connected to you.

Your answers and ideas will really help us do that. Do you think you might be interested in participating? [If yes, continue.]

Invitation:

NOFJC will be holding two listening sessions at our facility. We would like you to be part of the listening session with _____ (*insert current shelter residents and past shelter residents or nonresidential clients*). There will be about 5 to 7 people in each listening session. We want to learn what makes services you received/receiving from NOFJC welcoming, safe and easy to use.

Information about Groups:

- Listening session will last no more than one and a half hours.
- Being in the listening session is completely up to you. None of the services you receive now or will receive in the future will change because of your choice. Participating is completely up to you.
- You can change your mind at any time and decide not participate. Even if you participate in a listening session, you can choose to leave at any time. You do not have to finish the listening session.
- You can choose which questions you want to answer and which ones you do not want to answer.
- It is possible that you may know someone in the listening session. Everyone involved must keep the information about the listening session confidential, but we can't guarantee that other participants will keep everything confidential.
- There will be a \$50 gift card for all participants. You can choose to take the gift card or ask to have it saved for you to retrieve later.
- You do not have to sign anything to be in the listening session. If you join a listening session, you are telling us that you agree to participate in the listening session.
- The facilitator of the listening session will not ask you any questions about personal experiences with violence and you are encouraged not to share these

experiences in the listening session. Our focus is on your experience with the services you received at NOFJC.

- There will be a counselor available at each listening session. Whether or not you have personal experience with domestic violence and/or sexual assault we know that the discussion may bring up feelings for you. You can speak to the counselor any time during or right after the listening session.
- The counselors at NOFJC are mandated reporters. They will keep what you say confidential except when you tell them that someone under 18 or over 65 or a dependent adult is being abused, abandoned or neglected.
- A list of resources will also be available to all participants.

Confidentiality and Safety

- There will be someone taking notes on a computer, but no one will record your name. Your name will not be connected to anything you say.
- Only our collaboration partners will see the notes. All written notes will be stored in a private, secure place and will be destroyed after we finish this part of our plan (about two months after the listening session).
- Any written material will only be seen by our collaboration partners, an outside provider who assists us in this grant, and our funder.
- We will make it very clear to everyone in the listening session that it is important to respect people's privacy and not tell others what has been talked about.
- Staff at the listening session may be mandated reporters for child, elder, and dependent adult abuse, which means that they may need to make a report to Adult and Protective Services if you disclose that someone under 18 or over 65 or a dependent adult is being abused, abandoned, neglected.
- Staff at the listening session may be mandated reporters for child, elder, and dependent adult abuse, which means that they may need to make a report to Adult and Protective Services if you disclose that someone under 18 or over 65 is being abused, abandoned, or neglected or dependent adult.
- Louisiana has very strong mandatory reporting laws. If you tell us about sexual violence that is happening to you or your child, we may need to report it.

- If you feel that being in the listening session will make you feel unsafe or uncomfortable, we suggest that you don't participate.

Do you have any questions?

Confirming Interest To Participate

After hearing this information, are you interested in participating?

- If the invitee would like to think about it, let them know they can contact you if they decide they are interested.
- If the invitee has questions that you cannot answer, let them know you can get the answer from the OVW Project Director and you will contact them. Obtain information about the best way to reach them.

RSVP

If the invitee is interested in participating, review the RSVP form with them. The invitee can fill out the form or you can fill out the form. If the invitee is not interested in participating, you do not need to fill out an RSVP form.

Key notes for RSVP form:

- The invitee only needs to fill out their first name and the initial of their last name. This helps to protect the invitee's privacy.
- The invitee should check-off either a current and/or past shelter resident or non-residential client.
- If the invitee answers yes to needing an accommodation, then fill out the accommodation request form.

Conclusion

Would you like a reminder card or text with the date and time of your listening session?

Thanks so much for your interest in being in the listening session. Remember that participation is completely up to you. Once again, if you choose not to participate, your services will not be affected in any way. You can also change your mind at any time. If

you do change your mind, please contact _____ (insert name of Recruiter) and let them know.

Appendix 3: Announcements

3.1 Announcement Flyer for DRLA Group Home Residents



We want to talk to YOU about Disability Rights Louisiana services.

Disability Rights Louisiana is asking you to help us learn how to better serve you.

We are looking for residents of _____ [insert name of residential home] to join our listening session to share their thoughts. Our goal is to make services welcoming, safe and easy for you to use. If you are interested in joining our Listening Session, contact _____.

All participants will receive a \$50 gift card.

3.2 Announcement Flyer for MCCA Survivors (Current Shelter Residents)



We want to talk to YOU about your experiences and your perspective on the services we provide at Metro Centers for Community Advocacy (MCCA).

MCCA is reviewing our existing services to create a better system of services for all members of our community.

We are looking for Survivors to share their thoughts. If you are interested in participating in a confidential listening session

that will discuss the quality of services, please fill out an
RSVP form at the front desk or call/email: _____.

All participants will receive a \$50 gift card.

3.3 Announcement Flyer for NOFJC Survivors (Current Shelter Residents)



We want to talk to YOU about your experiences and your perspective on the services we provide at Crescent House.

New Orleans Family Justice Center is reviewing our existing services to create a better system of services for all members of our community.

We are looking for Survivors to share their thoughts. If you are interested in participating in a confidential listening session that will discuss the quality of services, please fill out an RSVP form at the front desk or call/email: _____.

All participants will receive a \$50 gift card.

3.4 Email Announcement to the DRLA Leadership Team

To: [Leadership Team]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear Leadership Team,

As you know, DRLA is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Lighthouse Louisiana, Metro Centers for Community Advocacy and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for individuals who have an intellectual and/or developmental disability, so

we are inviting you to participate in a listening session with your peers via Zoom on _____ [insert date and time]. The focus of this discussion will be on the services we provide at DRLA – what makes them positive and what can be improved. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for our clients at each collaborative partner agency.

Because the goal of this grant is to create impactful and meaningful changes at each agency, we recognize the vital importance of hearing from you about how to best go about approaching some of those changes.

The notes we take will be a summary of the session and will not have any identifying information such as your name or position. All information gathered from this listening session will be used for the purpose of this project and no other use.

We plan on taking an hour for the listening session. You are able to leave at any time. Please confirm the scheduled date: _____ and time: _____ works for you to

participate. We will hold the listening session via Zoom and the NOLA SEA Project Director will run the listening session. The Zoom meeting will be recorded. Once the session has been transcribed the recording will be deleted.

Please let me know if you have questions.

Sincerely,

Debra Weinberg
Director of Community Advocacy

3.5 Email Announcement to DRLA Managers

To (BCC): [Managers]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear Managers,

As you may know, DRLA is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Lighthouse Louisiana Metro Centers for Community Advocacy and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for individuals who have an intellectual and/or developmental disability, so

we are inviting you to participate in a listening session with your peers via Zoom on _____ [insert date and time].

The focus of this discussion will be on the services you and your staff provide – what makes them positive and what can be improved. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for individuals who seek services within any of the four collaborative partners of the NOLA SEA Project.

If you would like and are able to participate, please RSVP with the attached document. Your participation will be anonymous, and your employment will not be affected by your attendance and participation or lack thereof. Please let me know if you have questions.

Sincerely,

Debbie Weinberg
Director of Community Advocacy

3.6 Email Announcement to DRLA Program Staff

To (BCC): [Staff]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear DRLA Staff,

As you may know, DRLA is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Lighthouse Louisiana, Metro Centers for Community Advocacy and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for individuals who have an intellectual and/or developmental disability, so

we are inviting you to participate in a listening session with your peers via Zoom on _____ [insert date and time]. 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 to create a safe, accessible, and empowering environment for individuals who seek services within any of the four collaborative partners of the NOLA SEA Project.

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

Please let me know if you have questions.

Sincerely,

Debra Weinberg

3.7 Email Announcement to DRLA Board of Directors, Chair

To: [Board of Directors, Chair]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

As you know, DRLA is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Lighthouse Louisiana, Metro Centers for Community Advocacy and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for individuals who have an intellectual and/or developmental disability, so

we are inviting you to participate in an interview via Zoom on _____
[insert date and time]. The focus of this interview will be on the services provided at DRLA - what makes them positive and what can be improved. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for clients/consumers and to hear more about decision-making and change at DRLA.

Because the goal of this grant is to create impactful and meaningful changes at DRLA, we recognize the vital importance of hearing from the Board Chair about how to best go about approaching some of those changes.

Please let me know if you have questions.

Sincerely,

Debra Weinberg

3.8 Email Announcement to DRLA Board of Directors

To (BCC): [Board of Directors]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

As you may know, DRLA is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Lighthouse Louisiana, Metro Centers for Community Advocacy and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for individuals who have an intellectual and/or developmental disability, so we are inviting you to participate in an online survey. The focus of this survey will be on the services provided at DRLA – what makes them positive and what can be improved. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for individuals who seek services within any of the four collaborative partners of the NOLA SEA Project.

Because the goal of this grant is to create impactful and meaningful changes at DRLA, 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. Your participation will be anonymous, and your board position will not be affected by your responses or lack thereof. The deadline to submit your responses is [DATE].

<Survey Link>

If you have any questions about this survey, please contact me or Mary Alexander, the NOLA SEA Project Director, at malexander@lighthouseLouisiana.org.

Sincerely,

Debra Weinberg
Director of Community Advocacy

3.9 Email Announcement to the Louisiana Developmental Disability Council Members (Self Advocates & Parents who are Members)

To (BCC): [LADDC Members]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

I would like to introduce you to the NOLA SEA Project Director, Mary Alexander. The NOLA SEA Project is a collaborative grant project funded by the Office on Violence Against Women. The collaboration partners in this project are Disability Rights Louisiana, Lighthouse Louisiana, Metro Centers for Community Advocacy, and New Orleans Family Justice Center and our main focus is to improve access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability.

We would like to know more about what you think makes an agency effective and responsive for individuals who have an intellectual and/or developmental disability, so we are inviting you to participate in a 90-minute listening session via Zoom. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for clients who seek services within any of the four collaborative partners of the NOLA SEA Project. However, you do not need to have any knowledge of any of the other agencies in our collaboration – we will be asking you only about services at DRLA or other experiences of receiving services.

Because the goal of this grant is to create impactful and meaningful changes at DRLA, we recognize the vital importance of hearing from you about how to best go about approaching some of those changes.

If you would like and are able to participate, please fill out the attached RSVP form, check if you are a self-advocate or a member who is a parent, and return to Mary Alexander at malexander@lighthouseLouisiana.org. The deadline to submit your RSVP is [DATE].

If you have any questions about this listening session, please contact me or Mary Alexander, at 504/899-4501 Ext. 266.

Sincerely,

Chris Rodriguez
Executive Director
Disability Rights Louisiana

3.10 Email Announcement to The Lighthouse Leadership Team

To: [Leadership Team]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear Leadership Team,

As you know, The Lighthouse is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Disability Rights Louisiana, Metro Centers for Community Advocacy and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for people who are Deaf, blind and have other disabilities, so we are inviting you to participate in a listening session with your peers via Zoom on _____ [insert date and time]. The focus of this discussion will be on the services we provide at The Lighthouse – what makes them positive and what can be improved. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for individuals who seek services within any of the four collaborative partners of the NOLA SEA Project.

Because the goal of this grant is to create impactful and meaningful changes at each agency, we recognize the vital importance of hearing from you about how to best go about approaching some of those changes.

The notes we take will be a summary of the session and will not have any identifying information such as your name or position. All information gathered from this listening session will be used for the purpose of this project and no other use.

We plan on taking an hour for the listening session. You are able to leave at any time. Please confirm the scheduled date: _____ and time: _____ works for you to participate. We will hold the listening session via Zoom and the NOLA SEA Project Director, Mary Alexander, will facilitate the listening session. The Zoom meeting will be recorded. Once the session has been transcribed the recording will be deleted.

Please let me know if you have questions.

Sincerely,

Anne Springer Jayes
Senior Director, Advocacy

3.11 Email Announcement to The Lighthouse Program Staff (Per Department)

[This email is for staff in Vision Rehab Services, Youth Services, Deaf Services and Employment Services]

To (BCC): [Staff]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

As you may know, The Lighthouse is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental

disability. We have been collaborating with Disability Rights Louisiana, Metro Centers for Community Advocacy and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for people who are Deaf, blind, and with other disabilities, so we are inviting you to participate in a listening session with your peers via Zoom. The focus of this discussion will be on the services you provide at The Lighthouse – what makes them positive and what can be improved. Your participation will help to create a safe, accessible, and empowering environment for individuals who seek services within any of the four collaborative partners of the NOLA SEA Project.

If you would like and are able to participate, please RSVP with the attached document and check if you work within Vision Rehab Services, Youth Services, Deaf Services or Employment Services. Your participation will be anonymous, and your employment will not be affected by your attendance and participation or lack thereof.

If you have any questions about this listening session, please contact me or Mary Alexander, the NOLA SEA Project Director, at malexander@lighthouselouisiana.org.

Sincerely,

Anne Springer Jayes
Senior Director, Advocacy

3.12 Email Announcement to The Lighthouse Staff who are Blind

To (BCC): [Staff]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

As you may know, The Lighthouse is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Disability Rights Louisiana, Metro Centers for Community Advocacy and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for individuals who are blind or low vision, so we are inviting you to participate in a listening session with your peers via Zoom on _____ [DATE/TIME]. The focus of this discussion will be on the services provided at The Lighthouse – what makes them positive and what can be improved. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for clients/consumers who access services within any of the four collaborative partners of the NOLA SEA Project.

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

If you have any questions about this listening session, please contact me or Mary Alexander, the NOLA SEA Project Director, at malexander@lighthouselouisiana.org.

Sincerely,

Anne Springer Jayes
Senior Director, Advocacy

3.13 Email Announcement to The Lighthouse Clients who are Blind

To (BCC): [The Lighthouse Blind Client]

Subject: Input Requested! - \$50 Gift Card Compensation

Message:

Dear _____,

As a part of a specific grant partnership, we at The Lighthouse are interested in hearing your perspective around specific areas of service delivery for people who are blind or low vision. We will be scheduling one-hour telephone interviews at 10:00 am and 1:00 pm on _____, _____, _____, and _____ for individuals between the ages of 18-64 to discuss the quality of services utilized by individuals who are blind or low vision in the Greater New Orleans area.

To compensate you for your participation, we will provide you with a \$50 gift card.

To RSVP, please fill out the attached form. You will only be required to enter your first name and last initial and select an interview date and time. If you have any questions, please contact me or Mary Alexander at malexander@lighthouselouisiana.org.

Sincerely,

Jenice Heck
Vice President
Vision Rehabilitation Services

3.14 Email Announcement to The Lighthouse Deaf Clients

To (BCC): [The Lighthouse Deaf Client]

Subject: Input Requested! - \$50 Gift Card Compensation

Message:

Dear _____,

As a part of a specific grant partnership, we at The Lighthouse are interested in hearing your perspective around specific areas of service delivery for Deaf individuals. We will be scheduling a 90-minute listening session via Zoom on _____ [DATE/TIME] for individuals between the ages of 18-64 to discuss the quality of services at The Lighthouse utilized by Deaf individuals in the Greater New Orleans area.

To compensate you for your participation, we will provide you with a \$50 gift card.

To RSVP, please fill out the attached form and return it to Mary Alexander at malexander@lighthouselouisiana.org. If you have any questions, please contact me or Mary Alexander.

Sincerely,

Jazmyne Lemar
Director, Deaf Services
Lighthouse Louisiana

3.15 Email Announcement to The Lighthouse Board of Directors, Chair

To: [Board of Directors, Chair]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

As you know, The Lighthouse is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Disability Rights Louisiana, Metro Centers for Community Advocacy and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for Deaf and/or blind individuals, so we are inviting you to participate in an interview via Zoom on _____ [insert date and time]. The focus of this interview will be on the services provided at The Lighthouse- what makes them positive and what can be improved. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for clients/consumers and to hear more about decision-making and change at The Lighthouse.

Because the goal of this grant is to create impactful and meaningful changes at The Lighthouse, we recognize the vital importance of hearing from the Board Chair about how to best go about approaching some of those changes.

If you would like and are able to participate, please fill out the attached RSVP form. If you have any questions, please contact me or Mary Alexander, NOLA SEA Project Director, at maryalexander@lighthouselouisiana.org.

Sincerely,

Anne Springer Jayes
Senior Director, Advocacy

3.16 Email Announcement to The Lighthouse Board of Directors

To (BCC): [Board of Directors]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

As you may know, The Lighthouse is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Disability Rights Louisiana, Metro Centers for Community Advocacy and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for Deaf and/or blind individuals, so we are inviting you to participate in an online survey. The focus of this survey will be on the services provided at The Lighthouse – what makes them positive and what can be improved. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for individuals who seek services within any of the four collaborative partners of the NOLA SEA Project.

Because the goal of this grant is to create impactful and meaningful changes at The Lighthouse, 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. Your participation will be anonymous, and your board position will not be affected by your responses or lack thereof. The deadline to submit your responses is [DATE].

<Survey Link>

If you have any questions about this listening session, please contact me or Mary Alexander, the NOLA SEA Project Director, at malexander@lighthouselouisiana.org

Sincerely,

Anne Springer Jayes
Senior Director, Advocacy

3.17 Email Announcement to The Lighthouse ASL Interpreters

To (BCC): [ASL Interpreters]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Hello!

I would like to introduce you to the NOLA SEA Project Director, Mary Alexander. The NOLA SEA Project is a collaborative grant project funded by the Office on Violence Against Women. The collaboration partners in this project are Lighthouse Louisiana, Disability Rights Louisiana, Metro Centers for Community Advocacy, and New Orleans Family Justice Center and our main focus is improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability.

We are reaching out to you as an ASL interpreter who has worked, or continues to work, with The Lighthouse as a contract interpreter. We would like to learn about your knowledge and perspectives on trauma-informed interpreting. So, we are inviting you to participate in a listening session on [DATE & TIME] via Zoom. The focus of this discussion will be on your comfort level interpreting in trauma settings and how interpreting agencies can best support you in this type of work.

If you would like and are able to participate, please fill out the attached RSVP form and return to Mary Alexander at malexander@lighthouselouisiana.org

In order to uphold your confidentiality, The Lighthouse will not have knowledge of who participated or not, and your contract will not be affected by your attendance and participation or lack thereof.

If you have any questions about this listening session, please contact me or Mary Alexander, at 504/899-4501 Ext. 266.

Sincerely,

Jazmyne Lemar
Director, Deaf Services

3.18 Email Announcement to MCCA Leadership Team

To: [Leadership Team]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear Leadership Team,

As you know, MCCA is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Disability Rights Louisiana, Lighthouse Louisiana, and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for survivors of domestic violence and sexual assault, so we are inviting you to participate in a listening session with your peers via Zoom on _____ [insert date and time]. The focus of this discussion will be on the services we provide at MCCA – what makes them positive and what can be improved. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for our clients at each collaborative partner agency.

Because the goal of this grant is to create impactful and meaningful changes at each agency, we recognize the vital importance of hearing from you about how to best go about approaching some of those changes.

The notes we take will be a summary of the session and will not have any identifying information such as your name or position. All information gathered from this listening session will be used for the purpose of this project and no other use.

We plan on taking an hour and a half for the listening session. You are able to leave at any time. Please confirm the scheduled date: _____ and time: _____ works for you to participate. We will hold the listening session via Zoom and the NOLA SEA Project Director, Mary Alexander, will facilitate the listening session. The Zoom meeting will be recorded. Once the session has been transcribed the recording will be deleted.

Please let me know if you have questions.

Sincerely,

Rebecca Rainey
Program Director

3.19 Email Announcement to MCCA Program Staff

To (BCC): [Program Staff]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

As you may know, MCCA is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Disability Rights Louisiana, Lighthouse Louisiana, and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for survivors of domestic violence and sexual assault, so we are inviting you to participate in a listening session with your peers via Zoom. The focus of this discussion will be on the services you provide at MCCA – what makes them positive and what can be improved. Your participation will help to create a safe, accessible, and empowering environment for clients/consumers who access services within any of the four collaborative partners of the NOLA SEA Project.

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

If you have any questions about this listening session, please contact me or Mary Alexander, the NOLA SEA Project Director, at malexander@lighthouselouisiana.org.

Sincerely,

Rebecca Rainey
Program Director

3.20 Email Announcement to MCCA Clinical Case Managers

To (BCC): [Clinical Case Managers]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

As you may know, MCCA is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Disability Rights Louisiana, Lighthouse Louisiana, and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for survivors of domestic violence and sexual assault, so we are inviting you to participate in an interview on _____ [DATE/TIME] via Zoom. The focus of this interview will be on the services you provide at MCCA – what makes them positive and what can be improved. Your participation will help to create a safe, accessible, and empowering environment for clients who access services within any of the four collaborative partners of the NOLA SEA Project.

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

If you have any questions about this listening session, please contact me or Mary Alexander, the NOLA SEA Project Director, at malexander@lighthouselouisiana.org.

Sincerely,

Rebecca Rainey
Program Director

3.21 Email Announcement to MCCA Board of Directors, Chair

To: [Board of Directors, Chair]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

As you know, MCCA is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Disability Rights Louisiana, Lighthouse Louisiana, and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for survivors of domestic violence and sexual assault, so we are inviting you to participate in an interview on _____[DATE/TIME] via Zoom. The focus of this interview will be on the services provided at MCCA - what makes them positive and what can be improved. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for clients and to hear more about decision-making and change at MCCA.

Because the goal of this grant is to create impactful and meaningful changes at MCCA, we recognize the vital importance of hearing from the Board Chair about how to best go about approaching some of those changes.

If you would like and are able to participate, please fill out the attached RSVP form. If you have any questions, please contact me or Mary Alexander, NOLA SEA Project Director, at malexander@lighthouselouisiana.org.

Sincerely,

Rebecca Rainey
Program Director

3.22 Email Announcement to MCCA Board of Directors

To (BCC): [Board of Directors]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

As you may know, MCCA is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Disability Rights Louisiana, Lighthouse Louisiana, and New Orleans Family Justice Center on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for survivors of domestic violence and sexual assault, so we are inviting you to participate in an online survey. The focus of this survey will be on the services provided at MCCA – what makes them positive and what can be improved. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for clients who seek services at NOFJC but also within any of the four collaborative partners of the NOLA SEA Project.

Because the goal of this grant is to create impactful and meaningful changes at MCCA, 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. Your participation will be anonymous, and your board position will not be affected by your responses or lack thereof. The deadline to submit your responses is [DATE].

<Survey Link>

If you have any questions about this listening session, please contact me or Mary Alexander, the NOLA SEA Project Director, at malexander@lighthouseLouisiana.org

Sincerely,

Rebecca Rainey
Program Director

3.23 Email Announcement to NOFJC Leadership Team

To: [Leadership Team]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear Leadership Team,

As you know, NOFJC is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Disability Rights Louisiana, The Lighthouse, and Metro Centers for Community Advocacy on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for survivors of domestic violence and sexual assault, so we are inviting you to participate in a listening session with your peers on _____ [insert date and time], via Zoom. The focus of this discussion will be on the services we provide at NOFJC – what makes them positive and what can be improved. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for clients who seek services within any of the four collaborative partners of the NOLA SEA Project.

Because the goal of this grant is to create impactful and meaningful changes at each agency, we recognize the vital importance of hearing from you about how to best go about approaching some of those changes.

The notes we take will be a summary of the session and will not have any identifying information such as your name or position. All information gathered from this listening session will be used for the purpose of this project and no other use.

We plan on taking an hour for the listening session. You are able to leave at any time. Please confirm the scheduled date: _____ and time: _____ works for you to participate. We will hold the listening session via Zoom and the NOLA SEA Project Director, Mary Alexander, will facilitate the listening session. The Zoom meeting will be recorded. Once the session has been transcribed the recording will be deleted.

Please let me know if you have questions.

Sincerely,

Eva Lessinger
Director of Programs

3.24 Announcement to NOFJC Program Staff

To (BCC): [Program Staff]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

As you may know, NOFJC is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Disability Rights Louisiana, Lighthouse Louisiana, and Metro Centers for Community Advocacy on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for Deaf and/or blind clients, so we are inviting you to participate in a listening session with your peers, via Zoom. The focus of this discussion will be on the services you provide at NOFJC – what makes them positive and what can be improved. Your participation will help to create a safe, accessible, and empowering environment for clients/consumers who access services within any of the four collaborative partners of the NOLA SEA Project.

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

If you have any questions about this listening session, please contact me or Mary Alexander, the NOLA SEA Project Director, at malexander@lighthouselouisiana.org.

Sincerely,

Eva Lessinger
Director of Programs

3.25 Email Announcement to NOFJC Board of Directors, Chair

To: [Board of Directors, Chair]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

As you know, NOFJC is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Disability Rights Louisiana, Lighthouse Louisiana, and Metro Centers for Community Advocacy on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for survivors of domestic violence and sexual assault, so we are inviting you to participate in an interview on _____[DATE/TIME], via Zoom. The focus of this interview will be on the services provided at NOFJC - what makes them positive and what can be improved. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for clients and to hear more about decision-making and change at NOFJC.

Because the goal of this grant is to create impactful and meaningful changes at NOFJC, we recognize the vital importance of hearing from the Board Chair about how to best go about approaching some of those changes.

If you would like and are able to participate, please fill out the attached RSVP form. If you have any questions, please contact me or Mary Alexander, NOLA SEA Project Director, at malexander@lighthouselouisiana.org.

Sincerely,

Eva Lessinger
Director of Programs

3.26 Email Announcement to NOFJC Board of Directors

To (BCC): [Board of Directors]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

As you may know, NOFJC is part of a collaboration known as the NOLA SEA (Safety, Empowerment, Access) Project, an Office on Violence Against Women funded project focused on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. We have been collaborating with Disability Rights Louisiana, Lighthouse Louisiana, and

Metro Centers for Community Advocacy on this grant since October 2019, and one of our required activities is to conduct a needs assessment of our services at each agency.

We would like to know more about what you think makes an agency effective and responsive for survivors of domestic violence and sexual assault, so we are inviting you to participate in an online survey. The focus of this survey will be on the services provided at NOFJC – what makes them positive and what can be improved. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for clients who access services within any of the four collaborative partners of the NOLA SEA Project.

Because the goal of this grant is to create impactful and meaningful changes at NOFJC, 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. Your participation will be anonymous, and your board position will not be affected by your responses or lack thereof. The deadline to submit your responses is [DATE].

<Survey Link>

If you have any questions about this listening session, please contact me or Mary Alexander, the NOLA SEA Project Director, at malexander@lighthouselouisiana.org.

Sincerely,

Eva Lessinger
Director of Programs

3.27 Email Announcement to NOFJC Volunteer Medical Advocates

To (BCC): [NOFJC Volunteer Medical Advocates]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

I would like to introduce you to the NOLA SEA Project Director, Mary Alexander. The NOLA SEA Project is a collaborative grant project funded by the Office on Violence Against Women. The collaboration partners in this project are Disability Rights Louisiana, Lighthouse Louisiana, Metro Centers for Community Advocacy, and New

Orleans Family Justice Center and our main focus is to improve access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability.

We would like to know more about what you think makes an agency effective and responsive for survivors of domestic violence and sexual assault, so we are inviting you to participate in a sixty-minute (60) minute listening session on _____[Date/Time], via Zoom.

Because the goal of this grant is to create impactful and meaningful changes at NOFJC, we recognize the vital importance of hearing from Medical Advocates who are essentially the first point of contact with NOFJC services to survivors of domestic violence and sexual assault. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for clients who seek services not only at NOFJC but within any of the four collaborative partners of the NOLA SEA Project.

If you would like and are able to participate, please fill out the attached RSVP form and return to Mary Alexander at malexander@lighthouselouisiana.org. The deadline to submit your RSVP is [DATE].

If you have any questions about this listening session, please contact me or Mary Alexander, at 504/899-4501 Ext. 266.

Sincerely,
Eva Lessinger. Director of Programs

3.28 Email Announcement to NOFJC Forensic Nurse

To (BCC): [NOFJC Forensic Nurse]

Subject: Input Requested! NOLA SEA Project Needs Assessment

Message:

Dear _____,

I would like to introduce you to the NOLA SEA Project Director, Mary Alexander. The NOLA SEA Project is a collaborative grant project funded by the Office on Violence Against Women. The collaboration partners in this project are Disability Rights Louisiana, Lighthouse Louisiana, Metro Centers for Community Advocacy, and New

Orleans Family Justice Center and our main focus is to improve access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability.

We would like to know more about what you think makes an agency effective and responsive for survivors of domestic violence and sexual assault, so we are inviting you to participate in an on _____[Date/Time], via Zoom.

Because the goal of this grant is to create impactful and meaningful changes at NOFJC, we recognize the vital importance of hearing from our Forensic Nurse who is essentially the first point of contact with NOFJC services to survivors of domestic violence and sexual assault. Your participation will help us develop a plan to create a safe, accessible, and empowering environment for clients who seek services not only at NOFJC but within any of the four collaborative partners of the NOLA SEA Project.

If you would like and are able to participate, please respond by email to Mary Alexander at malexander@lighthouselouisiana.org. Please respond by [DATE].

If you have any questions, please contact me or Mary Alexander, at 504/899-4501 Ext. 266.

Sincerely,

Eva Lessinger
Director of Programs

Appendix 4

RSVP & Accommodations Request Forms:

4.1 RSVP Form & Accommodations Request Forms for DRLA Group Home Residents _____ [Insert Name of Group Home]

Please complete this form and return it to the person who contacted you. All information you provide is confidential. This form will be destroyed right after the listening session.

First Name: _____

Last Initial: _____

Please check the box if you wish to join a listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

I would like a meeting reminder:

Card

Phone Call

Do you need any assistance in order to participate?

*If yes, please fill out and submit the accommodation request form with your RSVP form.

Accommodation Request Form

This form has to be with the corresponding RSVP form

First Name: _____

Last Initial: _____

Please let us know what type of accommodation you will need during the session, at _____ [Insert Name of Group Home]. All accommodations are provided free of charge.

Please check all that apply for you.

Accommodations:

- American Sign Language (ASL)
- Communication Access Real-time Translation (CART) Services
- Large Print
- Personal Care Attendant (PCA)
- Other, please list:

- Other considerations or information that would be helpful for the listening session facilitator:

4.2 RSVP & Accommodations Request Forms for MCCA Current & Past Shelter Residents (Hard Copy)

Please complete this form and return it to the person who contacted you. All information you provide is confidential. This form will be destroyed right after the listening session.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to join a listening session at MCCA.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

Meeting reminder options: If you would like to be reminded about our listening session, what is the best and safest way to contact you?

Text Message: _____ [Insert Phone Number]

Voicemail: _____ [Insert Phone Number]

Email: _____ [Insert Email Address]

Reminder card on your room door

Do you need any assistance in order to participate?

*If yes, please fill out and submit the accommodation request form with your RSVP form.

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

Accommodation Request Form

This form has to be with the corresponding RSVP form

First Name: _____

Last Initial: _____

Please let us know what type of accommodation you will need during the session, at MCCA. All accommodations are provided free of charge.

Please check all that apply for you.

Accommodations:

- American Sign Language (ASL)
- Communication Access Real-time Translation (CART) Services
- Large Print
- Other, please list:

- Other considerations or information that would be helpful for the listening session facilitator:

Do you need child care during the listening session? YES _____ NO _____

Do you need transportation? YES _____ NO _____

4.3 RSVP & Accommodations Request Forms for NOFJC Current & Past Shelter Residents (Hard Copy)

Please complete this form and return it to the person who contacted you. All information you provide is confidential. This form will be destroyed right after the listening session.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to join a listening session at NOFJC.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

Meeting reminder options: If you would like to be reminded about our listening session, what is the best and safest way to contact you?

Text Message: _____ [Insert Phone Number]

Voicemail: _____ [Insert Phone Number]

Email: _____ [Insert Email Address]

Reminder card on your room door

Do you need any assistance in order to participate?

*If yes, please fill out and submit the accommodation request form with your RSVP form.

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

Accommodation Request Form

This form has to be with the corresponding RSVP form

First Name: _____

Last Initial: _____

Please let us know what type of accommodation you will need during the session, at NOFJC. All accommodations are provided free of charge.

Please check all that apply for you.

Accommodations:

- American Sign Language (ASL)
- Large Print
- Communication Access Real-time Translation (CART) Services
- Other, please list:

- Other considerations or information that would be helpful for the listening session facilitator:

Do you need child care during the listening session? YES _____ NO _____

Do you need transportation? YES _____ NO _____

4.4 RSVP & Accommodations Request Forms for NOFJC Non-Residential Clients (Electronic Form & Hard Copy)

Please complete this form and return it to the person who contacted you. All information you provide is confidential. This form will be destroyed right after the listening session.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to join a listening session at NOFJC.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

Meeting reminder options: If you would like to be reminded about our listening session, what is the best and safest way to contact you?

Text Message: _____ [Insert Phone Number]

Voicemail: _____ [Insert Phone Number]

Email: _____ [Insert Email Address]

Do you need any assistance in order to participate?

*If yes, please fill out and submit the accommodation request form with your RSVP form.

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

Accommodation Request Form

This form has to be with the corresponding RSVP form

First Name: _____

Last Initial: _____

Please let us know what type of accommodation you will need during the session, at NOFJC. All accommodations are provided free of charge.

Please check all that apply for you.

Accommodations:

- American Sign Language (ASL)
- Communication Access Real-time Translation (CART) Services
- Large Print
- Other, please list:

- Other considerations or information that would be helpful for the listening session facilitator:

Do you need child care during the listening session? YES _____ NO _____

Do you need transportation? YES _____ NO _____

4.5 Electronic RSVP & Accommodations Request Forms for NOFJC Medical Advocates

If you are interested in participating in a NOFJC Medical Advocate listening session, via Zoom, please fill out the following RSVP form. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to join a listening session at NOFJC.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

Meeting reminder options: If you would like to be reminded about our listening session, what is the best way to contact you?

Text Message: _____ [Insert Phone Number]

Voicemail: _____ [Insert Phone Number]

Email: _____ [Insert Email Address]

Do you need any assistance in order to participate?

*If yes, please fill out and submit the accommodation request form with your RSVP form.

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouseLouisiana.org or call 504/899-4501 Ext. 266.

Accommodation Request Form

This form has to be with the corresponding RSVP form

First Name: _____

Last Initial: _____

Please let us know what type of accommodation you will need during the NOFJC Medical Advocates listening session, via Zoom. All accommodations are provided free of charge.

Please check all that apply for you.

Accommodations:

- American Sign Language (ASL)
- Communication Access Real-time Translation (CART) Services
- Large Print
- Other, please list:

- Other considerations or information that would be helpful for the listening session facilitator:

4.6 Electronic RSVP & Accommodations Request Forms for Members of the Louisiana Developmental Disability Council

If you are interested in participating in one of our listening sessions, via Zoom, please fill out the following RSVP form. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to join a listening session at NOFJC.

Please check if you are serving on the Louisiana Developmental Disability Council as a self-advocate _____ or as a parent/immediate family _____.

Meeting date/time with a Zoom link will be emailed to you 3 weeks prior to the scheduled session.

Meeting reminder options: If you would like to be reminded about our listening session, what is the best way to contact you?

Text Message: _____ [Insert Phone Number]

Voicemail: _____ [Insert Phone Number]

Email: _____ [Insert Email Address]

Do you need any assistance in order to participate?

*If yes, please fill out and submit the accommodation request form with your RSVP form.

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouse louisiana.org or call 504/899-4501 Ext. 266.

Accommodation Request Form

This form has to be with the corresponding RSVP form

First Name: _____

Last Initial: _____

Please let us know what type of accommodation you will need during the listening session, via Zoom. All accommodations are provided free of charge.

Please check all that apply for you.

Accommodations:

- American Sign Language (ASL)
- Communication Access Real-time Translation (CART) Services
- Large Print
- Other, please list:

- Other considerations or information that would be helpful for the listening session facilitator:

4.7 Electronic RSVP Form for ASL Interpreters

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

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

- Please check the box if you wish to join an ASL Interpreters listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide the email address you wish for us to contact you _____.

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please explain: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

4.8 Electronic RSVP Form for DRLA Executive Director

Please complete this RSVP form to participate in the NOLA SEA Project Needs Assessment. All information you provide is confidential. This form will be deleted once the interview has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

Please check the box if you wish to participate in an interview for the NOLA SEA Project Needs Assessment, via Zoom.

Upon receipt of this form, the NOLA SEA Project Director will email you a proposed date and time for the interview. Once the date/time has been confirmed a calendar invite will be sent to you electronically with the Zoom link for the interview.

Would you like a meeting reminder emailed to you? YES _____ NO _____

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouse louisiana.org or call 504/899-4501 Ext. 266.

4.9 Electronic RSVP Form for DRLA Leadership Team

If you are interested in participating in a Leadership Team listening session, via Zoom, please fill out the following RSVP form. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to join the DRLA Leadership Team listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide your email below.

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

4.10 Electronic RSVP Form for DRLA Program Managers

If you are interested in participating in a Program Managers listening session, via Zoom, please fill out the following RSVP form. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to join the listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide your email below.

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouseLouisiana.org or call 504/899-4501 Ext. 266.

4.11 Electronic RSVP Form for DRLA Program Staff

If you are interested in participating in a Program Staff listening session, via Zoom, please fill out the following RSVP form. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to join the listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide your email below.

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouseLouisiana.org or call 504/899-4501 Ext. 266.

4.12 Electronic RSVP Form for Chair, DRLA Board of Directors

Please complete this RSVP form to participate in an interview. All information you provide is confidential. This form will be deleted once the interview has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

Please check the box if you wish to participate in an interview for the NOLA SEA Project Needs Assessment, via Zoom.

Upon receipt of this form, the NOLA SEA Project Director will email you a proposed date and time for the interview. Once the date/time has been confirmed a calendar invite will be sent to you electronically with the Zoom link for the interview.

Would you like a meeting reminder emailed to you? YES _____ NO _____

If yes, please provide your email _____

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to reschedule or cancel your interview, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

4.13 Electronic RSVP Form for The Lighthouse President

Please complete this RSVP form to participate in the NOLA SEA Project Needs Assessment. All information you provide is confidential. This form will be deleted once the interview has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

Please check the box if you wish to participate in an interview.

Upon receipt of this form, the NOLA SEA Project Director will email you a proposed date and time for the interview. Once the date/time has been confirmed a calendar invite will be sent to you electronically with the Zoom link for the interview.

Would you like a meeting reminder emailed to you? YES _____ NO _____

If yes, please provide your email _____

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel or reschedule your interview, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

4.14 Electronic RSVP Form for The Lighthouse Leadership Team

If you are interested in participating in the NOLA SEA Project Needs Assessment, via Zoom, please fill out the following RSVP form. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to join the **The Lighthouse Leadership Team** listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide your email below.

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

4.15 Electronic RSVP Form for The Lighthouse Vision Rehabilitation Services Staff

If you are interested in participating in the NOLA SEA Project Needs Assessment, via Zoom, please fill out the following RSVP form. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES
NO

Please check the box if you wish to join the **Vision Rehabilitation Services Staff** listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide your email below.

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

4.16 Electronic RSVP Form for The Lighthouse Youth Services Staff

If you are interested in participating in the NOLA SEA Project Needs Assessment, via Zoom, please fill out the following RSVP form. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES
NO

Please check the box if you wish to join the **Youth Services Staff** listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide your email below.

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisia.org or call 504/899-4501 Ext. 266.

4.17 Electronic RSVP Form for The Lighthouse Deaf Services Staff

If you are interested in participating in the NOLA SEA Project Needs Assessment, via Zoom, please fill out the following RSVP form. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES
NO

Please check the box if you wish to join the **Deaf Services Staff** listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide your email below.

An ASL interpreter will be provided. Do you need any additional assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

4.18 Electronic RSVP Form for The Lighthouse Employment Services Staff

If you are interested in participating in the NOLA SEA Project Needs Assessment, via Zoom, please fill out the following RSVP form. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to join the **Employment Services Staff** listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide your email below.

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouseouisiana.org or call 504/899-4501 Ext. 266.

4.19 Electronic RSVP Form for The Lighthouse Staff Who Are Blind/Low Vision

Please complete this form and return it to the person who shared this information with you. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES
NO

Please check the box if you wish to participate in a listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide your email below.

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

4.20 Electronic RSVP Form for The Lighthouse Clients Who Are Blind/Low Vision

Please complete this form and return it to the person who shared this information with you. All information you provide is confidential. This form will be deleted once the interview has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

Please check the box if you wish to participate in a telephone interview.
Telephone number: _____.

Upon receipt of this form, the NOLA SEA Project Director will email you a proposed date and time for the interview. Once the date/time has been confirmed a calendar invite will be sent to you electronically.

Meeting reminder options: If you would like to be reminded about our telephone interview, what is the best way to contact you?

Text Message: _____ [Insert Phone Number]

Voicemail: _____ [Insert Phone Number]

Email: _____ [Insert Email Address]

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

4.21 Electronic RSVP Form for The Lighthouse Deaf Clients

Please complete this form and return it to the person who shared this information with you. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to participate in a listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide your email below.

An ASL Interpreter will be provided for the Zoom Listening Session. Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

4.22 Electronic RSVP Form for Chair, The Lighthouse Board of Directors

Please complete this RSVP form to participate in an interview, via Zoom. All information you provide is confidential. This form will be deleted once the interview has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

Please check the box if you wish to participate in an interview for the NOLA SEA Project Needs Assessment, via Zoom.

Upon receipt of this form, the NOLA SEA Project Director will email you a proposed date and time for the interview. Once the date/time has been confirmed a calendar invite will be sent to you electronically with the Zoom link for the interview.

Would you like a meeting reminder emailed to you? YES _____ NO _____

If yes, please provide your email _____

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel or reschedule your interview, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

4.23 Electronic RSVP Form for MCCA Executive Director

Please complete this RSVP form to participate in an interview, via Zoom. All information you provide is confidential. This form will be deleted once the interview has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

Please check the box if you wish to participate in an interview for the NOLA SEA Project Needs Assessment, via Zoom.

Upon receipt of this form, the NOLA SEA Project Director will email you a proposed date and time for the interview. Once the date/time has been confirmed a calendar invite will be sent to you electronically with the Zoom link for the interview.

Would you like a meeting reminder emailed to you? YES _____ NO _____

If yes, please provide your email _____

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel or reschedule your interview, that is completely okay. Please contact Mary Alexander at malexander@lighthouseLouisiana.org or call 504/899-4501 Ext. 266.

4.24 Electronic RSVP Form for MCCA Leadership Team

If you are interested in participating in the MCCA Leadership Team listening session, via Zoom, please fill out the following RSVP form. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____

Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to join the MCCA Leadership Team listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide your email below.

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouseLouisiana.org or call 504/899-4501 Ext. 266.

4.25 Electronic RSVP Form for MCCA Program Staff

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

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to join the MCCA program staff listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide your email below.

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouseLouisiana.org or call 504/899-4501 Ext. 266.

4.26 Electronic RSVP Form for MCCA Clinical Case Managers

Please complete this RSVP form to participate in the NOLA SEA Project Needs Assessment. All information you provide is confidential. This form will be deleted once the interview has been completed.

First Name: _____

Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

Please check the box if you wish to participate in an interview for the NOLA SEA Project Needs Assessment, via Zoom.

Upon receipt of this form, the NOLA SEA Project Director will email you a proposed date and time for the interview. Once the date/time has been confirmed a calendar invite will be sent to you electronically with the Zoom link for the interview.

Would you like a meeting reminder emailed to you? YES _____ NO _____

If yes, please provide your email _____

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

Please submit this form to Mary Alexander at malexander@lighthouseLouisiana.org
For any changes or to cancel your interview, please contact Mary Alexander call 504/899-4501 Ext. 266.

4.27 Electronic RSVP Form for MCCA Chair, Board of Directors

Please complete this RSVP form to participate in an interview, via Zoom. All information you provide is confidential. This form will be deleted once the interview has been completed.

First Name: _____

Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

Please check the box if you wish to participate in an interview for the NOLA SEA Project Needs Assessment, via Zoom.

Upon receipt of this form, the NOLA SEA Project Director will email you a proposed date and time for the interview. Once the date/time has been confirmed a calendar invite will be sent to you electronically with the Zoom link for the interview.

Would you like a meeting reminder emailed to you? YES _____ NO _____

If yes, please provide your email _____

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

Please submit this form to Mary Alexander at malexander@lighthouseLouisiana.org
For any changes or to cancel your interview, please contact Mary Alexander call 504/899-4501 Ext. 266.

4.28 Electronic RSVP Form for NOFJC Executive Director

Please complete this RSVP form to participate in an interview as a partner agency of the NOLA SEA Project. All information you provide is confidential. This form will be deleted once the interview has been completed.

First Name: _____

Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

Please check the box if you wish to participate in an interview for the NOLA SEA Project Needs Assessment, via Zoom.

Upon receipt of this form, the NOLA SEA Project Director will email you a proposed date and time for the interview. Once the date/time has been confirmed a calendar invite will be sent to you electronically with the Zoom link for the interview.

Would you like a meeting reminder emailed to you? YES _____ NO _____

If yes, please provide your email _____

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

Please submit this form to Mary Alexander at malexander@lighthouseLouisiana.org
For any changes or to cancel your interview, please contact Mary Alexander call 504/899-4501 Ext. 266.

4.29 Electronic RSVP Form for NOFJC Leadership Team

If you are interested in participating in a leadership team listening session, via Zoom, please fill out the following RSVP form. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to join the NOFJC Leadership Team listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide your email below.

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouseLouisiana.org or call 504/899-4501 Ext. 266.

4.30 Electronic RSVP Form for NOFJC Program Staff

If you are interested in participating in NOFJC program staff listening session, via Zoom, please fill out the following RSVP form. All information you provide is confidential. This form will be deleted once the listening session has been completed.

First Name: _____ Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

❖ May I use these pronouns during the listening session? YES NO

Please check the box if you wish to join the program staff listening session.

Date: _____ [Insert Date]

Time: _____ [Insert Time]

If you would like a meeting reminder, please provide your email below.

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

If you need to cancel your registration, that is completely okay. Please contact Mary Alexander at malexander@lighthouselouisiana.org or call 504/899-4501 Ext. 266.

4.31 Electronic RSVP Form for NOFJC Sexual Assault Nurse Examiner (SANE)

Please complete this RSVP form to participate in an interview as a partner agency of the NOLA SEA Project. All information you provide is confidential. This form will be deleted once the interview has been completed.

First Name: _____

Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers. They/them/theirs): _____

Please check the box if you wish to participate in an interview for the NOLA SEA Project Needs Assessment, via Zoom.

Upon receipt of this form, the NOLA SEA Project Director will email you a proposed date and time for the interview. Once the date/time has been confirmed a calendar invite will be sent to you electronically with the Zoom link for the interview.

Would you like a meeting reminder emailed to you? YES _____ NO _____

If yes, please provide your email _____

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

Please submit this form to Mary Alexander at malexander@lighthouseLouisiana.org
For any changes or to cancel your interview, please contact Mary Alexander call 504/899-4501 Ext. 266.

4.32 Electronic RSVP Form for NOFJC Chair, Board of Directors

Please complete this RSVP form to participate in an interview as a partner agency of the NOLA SEA Project. All information you provide is confidential. This form will be deleted once the interview has been completed.

First Name: _____

Last Initial: _____

Pronouns (ex: He/him/his, She/her/hers, They/them/theirs): _____

Please check the box if you wish to participate in an interview for the NOLA SEA Project Needs Assessment, via Zoom.

Upon receipt of this form, the NOLA SEA Project Director will email you a proposed date and time for the interview. Once the date/time has been confirmed a calendar invite will be sent to you electronically with the Zoom link for the interview.

Would you like a meeting reminder emailed to you? YES _____ NO _____

If yes, please provide your email _____

Do you need any assistance in order to participate? YES _____ NO _____

If yes, please fill in the blank: _____

Please submit this form to Mary Alexander at malexander@lighthouseLouisiana.org
For any changes or to cancel your interview, please contact Mary Alexander call 504/899-4501 Ext. 266.

4.33 Reminders

Reminder Email

To: [Email Address]

Subject: Reminder Email

Message:

Hello! As you requested, this is a reminder for your meeting on [DATE], from [TIME] to [TIME]. For any changes or cancellations, contact Mary Alexander at 504/899-4501 Ext. 266.

Reminder Text Message

Hello! As you requested, this is a reminder for your meeting on [DATE], from [TIME] to [TIME]. For any changes or cancellations, contact Mary Alexander at 504/899-4501 Ext. 266.

Reminder Voicemail Script

Hello! As you requested, this is a reminder for your meeting on [DATE], from [TIME] to [TIME]. For any changes or cancellations, contact Mary Alexander at 504/899-4501 Ext. 266.

Reminder Cards

<p style="text-align: center;">Meeting Reminder</p> <p>Date: _____</p> <p>Time: _____</p> <p>For any changes or cancellations, contact: Mary at 504/899-4501 Ext. 266</p>
--

Appendix 5

Listening Session Facilitator Scripts and Questions

5.1 Consent Statement Script for Non-Clients Via Zoom

Hello! Welcome to _____listening session. I am Mary Alexander, and will be facilitating today's listening session.

I will be recording our session today to help me take notes, but I will not be sharing it with anyone. Please turn your cell phone to "vibrate" or turn it off during our time together. If you need to keep your cell phone on for work related purposes, we understand and respect this but ask that if you do need to respond to a phone call, please mute your video. Before we get started, I want to give you a brief overview on why we are here today.

Disability Rights Louisiana, Lighthouse Louisiana, New Orleans Family Justice Center, and Metro Centers for Community Advocacy are part of a collaboration called NOLA SEA Project. This collaboration is funded by the Office on Violence Against Women. We are partnering to strengthen services for survivors of domestic violence and sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability.

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

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

This session is scheduled for approximately one and a half hours; in which I will ask you a series of questions. By participating in this session, you are giving us permission to anonymously document your responses. 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 of this listening session, which will be transcribed for notetaking purposes, will be deleted as soon as all notes have been secured. We will not tie your comments 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, accessibility of services and agency policies and procedures. We will also ask how you think we can improve services and how the partner agencies of NOLA SEA Project can best work together.

We value your expertise and invite you to contribute to the NOLA SEA Project collaboration. The information gathered during this listening session will help us make sustainable changes within our agencies to provide a safe, accessible, and welcoming environment for survivors of domestic violence and sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability.

Are there questions?

If you would like a copy of this statement, we can email or print one for you in an accessible format at your convenience. If you have questions in the future, or want to learn about our future activities of NOLA SEA Project, you may contact the Program Director: Mary Alexander, 504-899-4501 Ext. 266, maryalexander@lighthouseLouisiana.org

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

5.2 Consent Statement Script for Clients

[All client listening sessions will be held in-person with the exception of one for Deaf clients which will be held via Zoom.]

Hello! Welcome to _____listening session. I am Mary Alexander, and will be running today's listening session.

[IN-PERSON LISTENING SESSIONS]

This is _____, and she/he will be our observer and note taker today, but we are also recording. We ask that you turn your cell phone to "vibrate" or turn it off during our time together. If you need to keep your cell phone on for emergency purposes, we understand and respect this but ask that if you do need to respond to a phone call, please do it outside of our meeting space. Before we get started, I want to give you a brief overview on why we are here today.

[LISTENING SESSION VIA ZOOM]

I will be recording our session today to help me take notes, but I will not be sharing it with anyone. Please turn your cell phone to "vibrate" or turn it off during our time together. If you need to keep your cell phone on for work or emergency purposes, we understand and respect this. Before we get started, I want to give you a brief overview on why we are here today.

_____ [Collaborative Partner Agency's Clients] is part of a collaboration working together to create more accessible, safe and welcoming services for you. To learn how to improve services, we are conducting listening sessions to gather information. You are the expert in knowing your experiences and what you need. We are asking you to share that information with us today.

We would like to learn more about the ways service providers are and are not accessible and responsive to the needs of the people they serve.

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

This session is scheduled for approximately one and a half hours; in which I will ask you a series of questions. By participating in this session, you are giving us permission to anonymously document your

responses. 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 of this listening session, which will be transcribed for notetaking purposes, will be deleted as soon as all notes have been secured. We will not tie your comments 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 \$50 gift card, which is yours to keep even if you choose not to participate or if you need to leave early.

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.

Louisiana has very strong mandatory reporting laws. If you tell us about sexual violence that is happening to you or your child, I may need to report it. I am required by law to report suspected abuse of children, elder and dependent adults. If anyone discusses abuse of a child or dependent adult during this session, I will determine in partnership with _____ [insert client's agency name] will determine, after careful consideration of the safety and autonomy of the individuals involved, whether a mandatory report needs to be filed.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on how you think we can improve services and how our agencies can best work together. If you feel uncomfortable at any point, a staff person is available to speak to you privately.

Are there questions?

If you would like a copy of this statement, we can email or print one for you in an accessible format at your convenience. If you have questions in the future, or want to learn about our future activities of

NOLA SEA Project, you may contact the Program Director: Mary Alexander, 504-899-4501 Ext. 266, maryalexander@lighthouseLouisiana.org

[IN-PERSON LISTENING SESSION]

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.

[LISTENING SESSION VIA ZOOM]

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

5.3 Questions - DRLA Group Home Residents

[Begin with Consent Script 5.2]

1. PARTICIPANT GUIDELINES (In-Person Session)

- a. Please be open and honest today, we want to know what you think and it is okay for people to think different things and to disagree.
 - b. If you have a comment, please raise your hand and I will either call your initials on the tent card placed in front of you, or point to you to share your thoughts.
2. Let's start by asking, if you needed help, who would you talk to?
- a. Group Home direct care staff?
 - b. Friend?
 - c. DRLA Ombudsman?
 - d. Family Members?
 - e. Others? (i.e., your doctor, your counselor, etc.)
3. What makes you feel safe when you ask a person or a group for help?
- a. Have you asked to talk privately with someone, were you able to do so?
 - b. Before, when you have asked for help, did you feel safe in the place where you went for help? What made you feel safe?
 - i. Was it the building or the room?
 - ii. Was it the way the room was lighted?
 - iii. Was it the way the furniture was arranged?
 - iv. Was it the sounds in the building or the room?
4. What makes you feel welcome when you ask a person or a group for help?
- a. Did you feel that the people who worked there really wanted to help you?
 - b. Did you feel welcome in the place you went for help?
 - i. Was it the building or the room?
 - ii. Was it the way the room was lighted?
 - iii. Was the furniture comfortable?
 - iv. Was it the sounds in the building or the room?
5. What makes you feel respected?
- a. Did they listen to what you had to say?

- b. Did they support you?
 - c. Did they give you time to talk about what you wanted?
 - d. Did they talk about your right to make your own decisions?
6. Is there anything else really important you want us to know about what makes you feel bad, or what went wrong for you, in getting services?
7. Is there anything else really important you want us to know about what makes you feel good, or what went really well for you, in getting services?

5.4 Questions - Louisiana Developmental Disability Council Self-Advocate Members

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)
 - a. Please be open and honest, we want to know what you and it is okay for people to think different things and disagree.
 - b. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.

2. Let's start by asking you how you find out about services in your community? (For example, how do you find places to help you with services you want?)
 - a. Where are some places that you like and think it would be good to share with people who have disabilities? (Prompts: Church/Temple Bulletin? Library? Stores? Internet?)
 - b. Who helps you find this information? (Prompts: staff, friend, family, co-worker, counselor, case manager, or someone else?)

Sometimes agencies or providers do things that make it hard for people to get the information they need about services that are available to them.

3. What kind of things do agencies do that make it hard for you to get what you need?
 - a. What would help a person with a disability get information they need?
 - b. Can you read the papers given to you? Was the information easy to read or understand? Is it easier to get pictures or written information?
 - c. When things go well, what happened?
 - d. Was it easy to get to the place? What about accommodations?

I'd like to ask you to think about a place in your community where you feel comfortable and you can trust the people that work there. For example: things they do that make it easy for you to share your needs, requests, or talk about any issues you have.

4. First, think about the people who work there. What do they do to make you feel comfortable?

- a. Do they know what they are doing? If so, how do you know?
 - b. Now think about the building. What about the building do you like? Is it easy to get around? If yes, what makes it easy to get around? Is it easy to find what you are looking for? If yes, what makes it easy?
 - c. Is there anything else that makes you feel comfortable about that place?
5. When you get services and people don't understand you or what you need, what is that like?
- a. What happens?
 - b. How do you know they don't understand your disability?
 - c. What didn't you like about what the person did to help?
6. What would you like us to know about how to best help people who have a disability?
- a. What is the most important thing you would teach them?
7. Do you have anything else to say for how to make it better to get help for people with disabilities?

5.5 Questions -Louisiana Developmental Disability Council, Parent/Immediate Relative Members

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)

- a. Please be open and honest, we want to know what you think and it is okay for people to think different things and disagree.
 - b. If you have a comment, please use the raise your hand button at the bottom of the screen and I will call on you. Please let me know if you need help doing that.
2. Let's start by asking you how you find out about services in your community for your child/relative who has a disability? (For example, how do you find places to help you with services for your child or relative?)
- a. Where are some places that you like and think it would be good to share with other families who have a child or relative with a disability? (Prompts: Church/Temple Bulletin? Library? Stores? Internet?)
 - b. Who helps you find this information? (Prompts: staff, friend, family, co-worker, counselor, case manager, or someone else?)
 - c. What are the best methods of outreach to families with a child or relative with a disability?

Sometimes agencies or providers do things that make it hard for people to get the information they need about services that are available to them.

3. What kind of barriers have you encountered when trying to access services for your child or relative with a disability?
- a. What would help you to get information for your child or relative?
 - b. Was it easy to get to the place? What about accommodations?

I'd like to ask you to think about a place in your community where you feel comfortable and you can trust the people that work there. For example: things they do that make it easy for you to share the needs and requests of your child or relative living with a disability.

4. First, think about the people who work there. What do they do to make you feel welcomed and comfortable?
 - a. Do they know what they are doing? If so, how do you know?
 - b. Now think about the building. What about the building do you like? Is it easy to get around? If yes, what makes it easy to get around? Is it easy to find what you are looking for? If yes, what makes it easy?
 - c. Is there anything else that makes you and/or your child/relative feel comfortable about that place?

5. What would you consider best practices for providing supportive services to families with an adult child/relative with a disability, including staff behavior, knowledge, and skills?

6. What information is available for parents/relatives to access and provide their adult children with a disability about domestic violence and sexual assault?

7. Do you have anything else to say for how to make it better to get help for people with disabilities?

5.6 Questions - DRLA Leadership Team

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)
 - a. Be candid, difference of opinion is welcome.

- b. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.
2. Let's start by asking what are some positive things DRLA currently does to ensure individuals with IDD feel welcome and respected?
 - a. Do you feel staff have what they need to adequately meet the needs of individuals with IDD?
 - b. What factors might demonstrate that DRLA is not accessible, welcoming or able to serve individuals with IDD? (i.e., lack of policies, training, etc.)
3. How does change happen at your organization?
 - a. What is the decision-making process?
 - b. How are policies and procedures created or changed?
 - c. How are decisions made about resource allocations?
 - d. What can be a barrier to organizational change within DRLA? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)
4. How familiar is DRLA with the issue of domestic violence/sexual assault for survivors who have a disability?
5. In relation to DRLA providing services to individuals with IDD experiencing domestic violence or a sexual assault, what currently exists?
 - a. What policies and practices are in place?
 - b. What does the intake process look like?
 - c. What about staff training?
6. Is there anything about the organization's culture that could create a barrier to persons with IDD who are also survivors of domestic violence and/or sexual assault?
7. Would you be willing to dedicate further resources to enhance safety for survivors with IDD?

8. Would you consider adding to your data collection process to include information about survivors with IDD?

9. Do you have any additional comments or feedback about what your agency needs to adequately provide services for clients who are survivors of domestic violence and sexual assault?

5.7 Questions - DRLA Program Managers

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)

- a. Be candid, difference of opinion is welcome.
 - b. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.
2. Let's start by asking what are some positive things DRLA currently does to ensure individuals with IDD feel welcome and respected?
- a. Do you feel staff have what they need to adequately meet the needs of individuals with IDD?
 - b. What factors might demonstrate that DRLA is not accessible, welcoming or able to serve individuals with IDD? (i.e., lack of policies, training, etc.)

Please think about your direct experience working with clients who have a disability. In addition, think of any experiences you have had working with clients who have also disclosed that they have experienced domestic violence and/or a sexual assault. If you haven't had the experience, think about what you may do in hypothetical situations.

3. What exists within your organization, to help you to identify that you are working with a domestic violence/sexual assault survivor?
- a. What about current policies and procedures? Are they helpful? Why? If not, why not?
 - b. What about the intake process? Is it helpful? Why? If not, why not?
 - c. What about staff trainings? Do they address specific topics on how to deal with survivors who are IDD?
4. What exists within your organization to help you meet the needs of a client whom are survivors of domestic violence/sexual assault?
- a. Are you provided any trainings that support your role on responding to domestic violence/sexual assault survivors who are IDD?
 - b. What resources are available at DRLA?

- c. Do you feel supported by the Leadership Team? In what ways? What do they do that is helpful and what is not helpful?
 - d. What about other community relationships?
 - e. Was there a dynamic of also working with a guardian in that situation? If so, what were those dynamics like and how did they create barriers to serving the person?
5. (a) What do you want Deaf and blind service providers to know about how to best serve individuals with IDD?
(b) What do you want domestic violence/sexual assault agencies to know about how best to serve individuals with IDD?
6. What additional comments or feedback do you have for our Partnership?

5.8 Questions - DRLA Program Staff

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)

- a. Be candid, difference of opinion is welcome.
 - b. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.
2. Everyone here has experience working with individuals with IDD. Let's start by asking what is the most important thing you think someone needs to know about doing this work?
- a. Tell us about a time when things went well when you were working with an IDD client?
3. What types of training do you receive at DRLA?
- a. What training have you received on Deaf culture and unique safety issues? Who provides the training? How often does it occur?
 - b. Do you receive training regarding domestic violence and sexual assault? Who provides the training? How often does it occur?
 - c. What training have you received on the unique needs of the blind community? Who provides the training? How often does it occur?
 - d. What makes it easy or difficult to obtain training?
4. Tell us about a time you suspected you might be working with a student or client who was experiencing DV/SA. How did you assist that individual? If this has not yet happened, consider what you *would* do.
- a. What made you suspect the individual was experiencing DV/SA?
 - b. What steps did you take to respond to this consumer's needs?
 - c. How comfortable are you working with a survivor of sexual and domestic violence? What makes you feel comfortable, or uncomfortable?
 - d. If the person committing DV/SA was also a client of DRLA (or imagine if that had been the case), how does that impact your ability to assist both clients?

- e. Are there policies and practices to guide you? What works well? What needs to be improved?
5. What are some factors at DRLA that might make it feel comfortable and safe for a consumer to disclose their experience of DV/SA?
 - a. What might prevent a consumer from feeling comfortable or safe to disclose at DRLA.
 - b. What do you think would make consumers feel more comfortable and safe to disclose?
 6. Do you feel you have the capacity (knowledge, skills, resources, comfort) to handle consumer's disclosure that they have experienced DV/SA?
 - a. Knowledge about the impact of trauma on Deaf and/or blind victims.
 - b. Knowledge of reporting procedures.
 7. We understand that you may not know this yet, but what do you think are the most important changes DRLA can make to build capacity to sensitively handle disclosures of DV/SA from clients.
 - a. What resources are needed?
 - b. Are there any barriers you anticipate to making those changes?

5.9 Questions - The Lighthouse Leadership Team

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)
 - a. Be candid, difference of opinion is welcome.
 - b. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.

2. Let's start by asking what are some positive things The Lighthouse currently does to ensure Deaf and/or blind clients feel welcome and respected?
 - a. Do you feel staff have what they need to adequately meet the needs of Deaf and/or blind clients?
 - b. What factors might demonstrate that The Lighthouse is not accessible, welcoming or able to serve Deaf and/or blind clients? (i.e., lack of policies, training, etc.)

3. How does change happen at your organization?
 - a. What is the decision-making process?
 - b. How are policies and procedures created or changed?
 - c. How are decisions made about resource allocations?
 - d. What can be a barrier to organizational change within The Lighthouse? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)

4. How familiar is The Lighthouse staff with the issue of domestic violence/sexual assault for Deaf and/or blind survivors?

5. In relation to The Lighthouse providing services to Deaf and/or blind survivors of domestic violence and/or sexual assault, what currently exists?
 - a. What policies and practices are in place?
 - b. What does the intake process look like?
 - c. What about staff training?

6. Is there anything about the organization's culture that could create a barrier for Deaf and/or blind clients who are also survivors of domestic violence and/or sexual assault?

7. Would you be willing to dedicate further resources to enhance safety for Deaf and/or blind survivors?
8. Would you consider adding to your data collection process by including information about Deaf and/or blind survivors?
9. Do you have any additional comments or feedback about what your agency needs to adequately provide services for clients who are survivors of domestic violence and sexual assault?

5.10 Questions - The Lighthouse Vision Rehabilitation Services Staff

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)

- a. Be candid, difference of opinion is welcome.
 - b. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.
2. Everyone here has experience working with clients who are blind. Let's start by asking what is the most important thing you think someone needs to know about doing this work?
- a. Tell us about a time when things went well when you were working with a client who is blind?
3. What types of training do you receive at The Lighthouse?
- a. What training have you received on Deaf culture and unique safety issues? Who provides the training? How often does it occur?
 - b. Do you receive training regarding domestic violence and sexual assault? Who provides the training? How often does it occur?
 - c. What training have you received on the unique needs of clients who have an IDD? Who provides the training? How often does it occur?
 - d. What makes it easy or difficult to obtain training?
4. Tell us about a time you suspected you might be working with a student or client who was experiencing DV/SA. How did you assist that individual? If this has not yet happened, consider what you *would* do.
- a. What made you suspect the individual was experiencing DV/SA?
 - b. What steps did you take to respond to this consumer's needs?
 - c. How comfortable are you working with a survivor of sexual and domestic violence? What makes you feel comfortable, or uncomfortable?
 - d. If the person committing DV/SA was also a client of The Lighthouse (or imagine if that had been the case), how does that impact your ability to assist both clients?
 - e. Are there policies and practices to guide you? What works well? What needs to be improved?

5. What are some factors at The Lighthouse that might make it feel comfortable and safe for consumer to disclose their experience of DV/SA?
 - a. What might prevent a consumer from feeling comfortable or safe to disclose at The Lighthouse.
 - b. What do you think would make consumers feel more comfortable and safe to disclose?

6. Do you feel you have the capacity (knowledge, skills, resources, comfort) to handle consumer's disclosure that they have experienced DV/SA?
 - a. Knowledge about the impact of trauma on Deaf and/or blind victims.
 - b. Knowledge of reporting procedures.

7. We understand that you may not know this yet, but what do you think are the most important changes The Lighthouse can make to build capacity to sensitively handle disclosures of DV/SA from clients.
 - a. What resources are needed?
 - b. Are there any barriers you anticipate to making those changes?

5.11 Questions - The Lighthouse Youth Services Staff [Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)
 - a. Be candid, difference of opinion is welcome.

- b. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.

2. Everyone here has experience working with youth who are Deaf and/or blind. For our purposes today, we are talking about youth 18-24 years old. Let's start by asking what is the most important thing you think someone needs to know about doing this work?
 - a. Tell us about a time when things went well when you were working with a client?

3. What types of training do you receive at The Lighthouse?
 - a. What training have you received on Deaf culture and unique safety issues associated with domestic violence and sexual assault? Who provides the training? How often does it occur?
 - b. Do you receive training regarding domestic violence and sexual assault? Who provides the training? How often does it occur?
 - c. What training have you received on the unique needs of clients who are blind associated with domestic violence and sexual assault? Who provides the training? How often does it occur?
 - d. What training have you received on the unique needs of clients who have an IDD associated with domestic violence and sexual assault? Who provides the training? How often does it occur?
 - e. What makes it easy or difficult to obtain training?

4. Tell us about a time you suspected you might be working with a student or client who was experiencing DV/SA. How did you assist that individual? If this has not yet happened, consider what you *would* do.
 - a. What made you suspect the individual was experiencing DV/SA?
 - b. What steps did you take to respond to this consumer's needs?
 - c. How comfortable are you working with a survivor of sexual and domestic violence? What makes you feel comfortable, or uncomfortable?

- d. If the person committing DV/SA was also a client of The Lighthouse (or imagine if that had been the case), how does that impact your ability to assist both clients?
 - e. Are there policies and practices to guide you? What works well? What needs to be improved?
5. What are some factors at The Lighthouse that might make it feel comfortable and safe for consumer to disclose their experience of DV/SA?
 - a. What might prevent a consumer from feeling comfortable or safe to disclose at The Lighthouse.
 - b. What do you think would make consumers feel more comfortable and safe to disclose?
 6. Do you feel you have the capacity (knowledge, skills, resources, comfort) to handle consumer's disclosure that they have experienced DV/SA?
 - a. Knowledge about the impact of trauma on survivors who are Deaf and/or blind.
 - b. Knowledge of reporting procedures or to even know if that applies to you or the situation disclosed.
 7. We understand that you may not know this yet, but what do you think are the most important changes The Lighthouse can make to build capacity to sensitively handle disclosures of DV/SA from clients.
 - a. What resources are needed?
 - b. Are there any barriers you anticipate to making those changes?

5.12 Questions - The Lighthouse Deaf Services Staff

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)

- a. Be candid, difference of opinion is welcome.
 - b. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.
2. Everyone here has experience working with Deaf individuals. Let's start by asking what is the most important thing you think someone needs to know about doing this work?
- a. Tell us about a time when things went well when you were working with a Deaf client?
3. What types of training do you receive at The Lighthouse?
- a. Do you receive training regarding domestic violence and sexual assault? Who provides the training? How often does it occur?
 - b. What training have you received on the unique needs of individuals with IDD? Who provides the training? How often does it occur?
 - c. What makes it easy or difficult to obtain training?
4. Tell us about a time you suspected you might be working with a student or client who was experiencing DV/SA. How did you assist that individual? If this has not yet happened, consider what you *would* do.
- a. What made you suspect the individual was experiencing DV/SA?
 - b. What steps did you take to respond to this consumer's needs?
 - c. How comfortable are you working with a survivor of sexual and domestic violence? What makes you feel comfortable, or uncomfortable?
 - d. If the person committing DV/SA was also a client of The Lighthouse (or imagine if that had been the case), how does that impact your ability to assist both clients?
 - e. Are there policies and practices to guide you? What works well? What needs to be improved?

5. What are some factors at The Lighthouse that might make it feel comfortable and safe for consumer to disclose their experience of DV/SA?
 - a. What might prevent a consumer from feeling comfortable or safe to disclose at The Lighthouse.
 - b. What do you think would make consumers feel more comfortable and safe to disclose?

6. Do you feel you have the capacity (knowledge, skills, resources, comfort) to handle consumer's disclosure that they have experienced DV/SA?
 - a. Knowledge about the impact of trauma on Deaf and/or blind victims.
 - b. Knowledge of reporting procedures or to even know if that applies to you or the situation disclosed.

7. We understand that you may not know this yet, but what do you think are the most important changes The Lighthouse can make to build capacity to sensitively handle disclosures of DV/SA from clients.
 - a. What resources are needed?
 - b. Are there any barriers you anticipate to making those changes?

5.13 Questions - The Lighthouse Employment Services Staff

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)
 - a. Be candid, difference of opinion is welcome.
 - b. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.

2. Everyone here has experience working with Deaf and/or blind clients. Let's start by asking what is the most important thing you think someone needs to know about doing this work?
 - a. Tell us about a time when things went well when you were working with a client?

3. What types of training do you receive at The Lighthouse?
 - a. Do you receive training regarding domestic violence and sexual assault? Who provides the training? How often does it occur?
 - b. What training have you received on the unique needs of individuals with IDD? Who provides the training? How often does it occur?
 - c. What makes it easy or difficult to obtain training?

4. Tell us about a time you suspected you might be working with a student or client who was experiencing DV/SA. How did you assist that individual? If this has not yet happened, consider what you *would* do.
 - a. What made you suspect the individual was experiencing DV/SA?
 - b. What steps did you take to respond to this consumer's needs?
 - c. How comfortable are you working with a survivor of sexual and domestic violence? What makes you feel comfortable, or uncomfortable?
 - d. If the person committing DV/SA was also a client of The Lighthouse (or imagine if that had been the case), how does that impact your ability to assist both clients?
 - e. Are there policies and practices to guide you? What works well? What needs to be improved?

5. What are some factors at The Lighthouse that might make it feel comfortable and safe for consumer to disclose their experience of DV/SA?
 - a. What might prevent a consumer from feeling comfortable or safe to disclose at The Lighthouse.
 - b. What do you think would make consumers feel more comfortable and safe to disclose?

6. Do you feel you have the capacity (knowledge, skills, resources, comfort) to handle consumer's disclosure that they have experienced DV/SA?
 - a. Knowledge about the impact of trauma on Deaf and/or blind victims.
 - b. Knowledge of reporting procedures or to even know if that applies to you or the situation disclosed.

7. We understand that you may not know this yet, but what do you think are the most important changes The Lighthouse can make to build capacity to sensitively handle disclosures of DV/SA from clients.
 - a. What resources are needed?
 - b. Are there any barriers you anticipate to making those changes?

5.14 Questions - The Lighthouse Staff Who Are Blind/Low Vision

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)

- a. Be candid, difference of opinion is welcome.
- c. If you have a comment, please raise your hand and I will call on you.

2. SERVICE AWARENESS

To start,

- a. What services in the community are you familiar with that are available for people who are blind or low vision?
- b. How did you learn about these services?
- c. Who, if anyone, helps you find information about services in the community? (Probe for family, friend, staff, co-worker or someone else)
- d. What are good ways to spread the word about what services are available for people who are blind or low vision?
- e. Of all the outreach methods, which do you think is the best way to reach the blind community?

3. SERVICE EXPERIENCE

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

- a. First, the positive side. Think about positive experiences and what made it that way. What kinds of things do service providers do that make you feel comfortable accessing services?
 - i. What do they do with physical space to make it easier for you to get around?
 - ii. What do they do to make it easier for you to find what you need?
 - iii. What accommodations are most helpful? Accessibility? Materials and resources in different formats?
 - iv. What else would help a person who is blind or low vision get the information that they need?

- v. What do staff members do to make you feel comfortable and trust them?
 - vi. Have you ever gone somewhere for services where you really felt that someone understood you and your blindness or low vision and was especially helpful?
 - 1. How did that make you feel?
 - 2. What did the person do that made you feel understood?
 - 3. Can you think of any other positive staff behavior examples?
- b. On the flip side, what has an agency or service provider done that contributed to making any part of your experience less than ideal? What could they improve?
- i. Anything about the physical space/location that negatively impacted your experience? Anything that made it hard for you to get around? Describe.
 - ii. Anything make it hard for you to find what you were looking for? Describe.
 - iii. Anything about the overall atmosphere, comfort level, and approachability that could be improved?
 - iv. Have you ever gone somewhere for services and felt that the people did not understand you and your blindness or low vision?
 - 1. Describe the situation and how it made you feel. What made you feel misunderstood or uncomfortable?
 - 2. What could they have done differently.
4. Is there anything else really important you want us to know about what makes you feel welcome, or what went really well for you, in getting services?

5.15 Questions - The Lighthouse Deaf Clients

[Begin with Consent Script 5.2]

1. PARTICIPANT GUIDELINES (Via Zoom)

- a. Be candid, difference of opinion is welcome.
- b. Please change your name on your screen to your first initial and last name.
- d. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.

2. SERVICE AWARENESS

To start,

- a. How do you learn about services available for the Deaf community?
- b. Who, if anyone, helps you find information about services in the community? (Probe for family, friend, staff, co-worker or someone else)
- c. What are good ways to spread the word about what services are available for Deaf individuals?
- d. Of all the outreach methods, which do you think is the best way to reach the Deaf community? (i.e. library, internet, church, businesses, social media, websites, etc.)

3. SERVICE EXPERIENCE

I'd like you to think about your own experience with mainstreamed (hearing) agencies or service providers and what worked well and should be continued and what could be improved to help make your experience more positive when accessing services.

- a. First, the positive side. Think about positive experiences and what made it that way. What kinds of things do service providers do that make you feel comfortable accessing services?
 - i. What do they do with physical space to make it easier for you to get around?

- ii. What do they do to make it easier for you to find what you need?
 - iii. What accommodations are most helpful? Accessibility? Materials and resources in different formats?
 - iv. What else would help a person who is Deaf get the information that they need?
 - v. What do staff members do to make you feel comfortable and trust them?
 - vi. Have you ever gone somewhere for services where you really felt that someone understood Deaf culture and was especially helpful?
 1. How did that make you feel?
 2. What did the person do that made you feel understood?
 3. Can you think of any other positive staff behavior examples?
- b. On the flip side, what has an agency or service provider done that contributed to making any part of your experience less than ideal? What could they improve?
- i. Anything about the physical space/location that negatively impacted your experience? Anything that made it hard for you to get around? Describe.
 - ii. Anything make it hard for you to find what you were looking for? Describe.
 - iii. Anything about the overall atmosphere, comfort level, and approachability that could be improved?
 - iv. Have you ever gone somewhere for services and felt that the people did not understand Deaf culture?
 1. Describe the situation and how it made you feel. What made you feel misunderstood or uncomfortable?
 2. What could they have done differently.
4. Think about a good experience you have had with Deaf-centered agencies for assistance.
- a. What makes you trust a Deaf-centered agency?

5. Are you satisfied with the quality of interpreters through The Lighthouse?
 - a. Is there anything you think that the interpreters may need more of in regards to training or other?
 - b. What do you like or not like about the process of requesting interpreters?

6. How can Deaf-centered 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?

7. If you could help us design the very best way for agencies to provide the highest quality 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?

8. 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?

5.16 Questions - The Lighthouse ASL Interpreters

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)
 - a. Be candid, difference of opinion is welcome.
 - b. Please change your name on your screen to your first initial and last name. Please let me know if you need help doing that.
 - c. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.

2. What types of training do you receive at interpreting agencies you are contracted with?
 - a. Would you benefit from training on trauma-informed interpreting, sexual and domestic 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?

3. Think about a time when you provided interpreting services with a domestic violence and/or sexual assault 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?

4. Think about a time when you have interpreted for an individual in a domestic violence or sexual assault situation.
 - a. How comfortable are you interpreting for assignments involving domestic violence and sexual assault? What would increase your level of comfort/confidence? What would interfere.
 - b. How do you generally receive assignments involving a domestic violence or sexual assault situation? Have you ever turned down an assignment involving a domestic violence or sexual assault 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?

5. 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 individuals impacted by domestic violence and sexual assault?
 - a. What about a Deaf survivor who has a disability?

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)
 - a. Be candid, difference of opinion is welcome.
 - b. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.

2. Let's start by asking what are some positive things MCCA currently does to ensure for survivors of domestic violence and sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability feel welcome and respected?
 - a. Do you feel staff have what they need to adequately meet the needs of survivors who are Deaf, blind and/or have an intellectual and/or developmental disability?
 - b. What factors might demonstrate that MCCA is not accessible, welcoming or able to serve survivors who are Deaf, blind and/or have an intellectual and/or developmental disability? (i.e., lack of policies, training, etc.)
 - c. Are there any policies and procedures that impact your organization's ability to serve this population?
 - i. Are there any formal protocols or practices in place for staff to determine if someone needs an accommodation?
 - ii. Is there anything regarding your organization's culture that creates challenges to serving people, such as bias or assumptions?
 - iii. What are some changes that you think should be made to meet any of the challenges noted to give your organization more support in responding and providing services to survivors who are Deaf, blind and/or have an intellectual and/or developmental disability?
 - iv. What barriers do you foresee to making those changes?

3. How does change happen at your organization?
 - a. What is the decision-making process?
 - b. How are policies and procedures created or changed?
 - c. How are decisions made about resource allocations?

- d. What can be a barrier to organizational change within MCCA? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)
4. (a) How familiar are MCCA staff with the issue of DV/SA among individuals with an IDD?
(b) How familiar are MCCA staff with the issue of DV/SA with Deaf individuals?
(c) How familiar are MCCA staff with the issue of DV/SA with blind individuals?
5. In relation to MCCA providing services to Deaf, blind, and/or intellectually and/or developmental disability, what currently exists?
 - a. What policies and practices are in place?
 - b. What does the intake process look like?
 - c. What about staff training?
6. Is there anything about the organization's culture that could create a barrier to Deaf survivors or survivors of domestic violence and/or sexual assault who are blind, and/or have an intellectual or developmental disability?
7. Would you be willing to dedicate further resources to enhance safety for Deaf survivors or survivors who are blind, and/or have an intellectual and/or developmental disability?
8. Would you consider adding to your data collection process to include information about Deaf survivors or survivors who are blind, and/or have an intellectual and/or developmental disability?
9. Do you have any additional comments or feedback about what your agency needs to adequately provide services for Deaf, survivors or survivors who are blind, and/or have an intellectual and/or developmental disability?

5.18 Questions - MCCA Program Staff

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)
 - a. Be candid, difference of opinion is welcome.
 - b. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.

2. Everyone here has experience working with DV/SA survivors. Let's start by asking what is the most important thing you think someone needs to know about doing this work?

3. What types of training do you receive at MCCA?
 - a. What training have you received on Deaf culture and unique safety issues? Who provides the training? How often does it occur?
 - b. Do you receive training regarding domestic violence and sexual assault? Who provides the training? How often does it occur?
 - c. What training have you received on the unique needs of the blind community? Who provides the training? How often does it occur?
 - d. What training have you received on the unique needs of individuals with IDD?
 - e. What makes it easy or difficult to obtain training?

4. Tell us about a time you provided services to a (a) Deaf survivor, (b) survivor who is blind, (c) survivor who is IDD. How did you assist that individual? If this has not yet happened, consider what you *would* do.
 - a. What steps did you take to respond to this survivor's needs?
 - b. How comfortable are you working with Deaf, blind and/or intellectually and/or developmentally disabled survivor? What makes you feel comfortable, or uncomfortable?
 - c. What do you need in order to better serve Deaf, blind and/or intellectually and/or developmentally disabled survivors?

5. What type of things impacted your ability to respond to the needs of Deaf individuals and/or individuals who are blind, and/or have a disability impacted by domestic violence and/or sexual assault? (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 MCCA, DRLA, The Lighthouse and NOFJC work together to provide the highest quality of services?
 - a. How can they help each other? How does that help you?
 - b. What do you want DRLA and The Lighthouse to know about DV/SA in order to adequately serve survivors?**
 - c. If you were going to train DRLA and The Lighthouse staff, what would you put in the training curriculum to ensure they had the basics for responding to clients who are experiencing DV/SA?**
7. 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 to Deaf individuals and individuals who are blind, and/or have a disability in general as well as survivors of DV/SA?

5.19 Questions - MCCA Current Shelter Residents

[Begin with Consent Script 5.2]

We are going to ask you some questions today to listen to your ideas and wisdom as survivors of DV/SA. We ask that when you answer, please think about these questions through your own experience as a survivor of DV/SA. We recognize and appreciate that you all have experiences that shape who you are, but as much as possible during our limited time together today, please try and focus through the lens of being a survivor of DV/SA.

1. PARTICIPANT GUIDELINES (In-person)

- a. Be candid, difference of opinion is welcome.
- b. If you have a comment, please raise your hand and I will either call your initials on the tent card placed in front of you, or point to you to share your thoughts.

2. SERVICE AWARENESS

To start . . .

- a. What services are you familiar with in our area that are available to survivors of DV/SA?
- b. How did you learn about these services?
- c. What are good ways to spread the word about what services are available for survivors of DV/SA? Where did you look for information?
- d. Of all these outreach methods, which do you think is the best way to reach people who are looking for services?
- e. Did you understand the variety of services available to you? Is there anything that service providers could do to make this clearer? Is it ever overwhelming?

3. SERVICE EXPERIENCE

I'd like you to think about your experiences with MCCA and what worked well and should be continued and what could be improved to help make your experience more positive when accessing services.

- a. First, the positive side. If it was a positive experience, what made it that way? What should MCCA focus on when

supporting survivors of DV/SA? (*Allow all to contribute ideas and if not offered on open ended basis, probe for ...*)

- i. What about the physical space/location of shelter?
 - ii. What about staff behavior, their skills, and their knowledge.
 - iii. How about the overall atmosphere, comfort level, and approachability?
 - iv. And the materials and resources? (brochures or any info that they give out?)
- b. On the flip side, what has MCCA done that contributed to making any part of your experience less than ideal? What could they improve?
- i. Anything about the physical space/location that negatively impacted your experience?
 - ii. The staff behavior, competency, and knowledge?
 - iii. Any privacy concerns not addressed?
 - iv. Anything about the overall atmosphere, comfort level, and attitude that could be improved?
 - v. Any suggestions for better materials and resources? (like any written info or website?)

4. SAFETY

- a. What does safety mean to you?
- b. What has MCCA done to make you feel safe?
- c. What have other organizations or service providers done that helped you feel comfortable disclosing or talking about your personal experiences?

5. CONFIDENTIALITY

- a. What does confidentiality mean to you?
- b. How important is confidentiality when you're seeking services?

6. SUMMARY QUESTIONS

- a. Of all the things we talked about in our group discussion, what improvements do you think are most important for MCCA to make?
- b. What else would you like service providers to know about how to best support survivors of DV/SA?

5.20 Questions - MCCA Past Shelter Residents

[Begin with Consent Script 5.2]

We are going to ask you some questions today to listen to your ideas and wisdom as survivors of DV/SA. We ask that when you answer, please think about these questions through your own experience as a survivor of DV/SA. We recognize and appreciate that you all have experiences that shape who you are, but as much as possible during our limited time together today, please try and focus through the lens of being a survivor of DV/SA.

1. PARTICIPANT GUIDELINES (In-person)

- a. Be candid, difference of opinion is welcome.
- b. If you have a comment, please raise your hand and I will either call your initials on the tent card placed in front of you, or point to you to share your thoughts.

2. SERVICE AWARENESS

To start . . .

- a. What services are you familiar with in our area that are available to survivors of DV/SA?
- b. How did you learn about these services?
- c. What are good ways to spread the word about what services are available for survivors of DV/SA? Where did you look for information?
- d. Of all these outreach methods, which do you think is the best way to reach people who are looking for services?
- e. Did you understand the variety of services available to you? Is there anything that service providers could do to make this clearer? Is it ever overwhelming?

3. SERVICE EXPERIENCE

I'd like you to think about your experiences with MCCA and what worked well and should be continued and what could be improved to help make your experience more positive when accessing services.

- a. First, the positive side. If it was a positive experience, what made it that way? What should MCCA focus on when

- supporting survivors of DV/SA? (*Allow all to contribute ideas and if not offered on open ended basis, probe for ...*)
- i. What about the physical space/location of shelter?
 - ii. What about staff behavior, their skills, and their knowledge.
 - iii. How about the overall atmosphere, comfort level, and approachability?
 - iv. And the materials and resources? (brochures or any info that they give out?)
- b. On the flip side, what has MCCA done that contributed to making any part of your experience less than ideal? What could they improve? (*If not mentioned probe for ...*)
- i. Anything about the physical space/location that negatively impacted your experience?
 - ii. The staff behavior, competency, and knowledge?
 - iii. Any privacy concerns not addressed?
 - iv. Anything about the overall atmosphere, comfort level, and attitude that could be improved?
 - v. Any suggestions for better materials and resources? (like any written info or website?)

4. SAFETY

- a. What does safety mean to you?
- b. What has MCCA done to make you feel safe?
- c. What have other organizations or service providers done that helped you feel comfortable disclosing or talking about your personal experiences?

5. CONFIDENTIALITY

- a. What does confidentiality mean to you?
- b. How important is confidentiality when you're seeking services?

6. SUMMARY QUESTIONS

- a. Of all the things we talked about in our group discussion, what improvements do you think are most important for MCCA to make?

b. What else would you like service providers to know about how to best support survivors of DV/SA?

5.21 Questions - NOFJC Leadership Team

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)
 - a. Be candid, difference of opinion is welcome.
 - c. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.

2. Let's start by asking what are some positive things NOFJC currently does to ensure survivors of domestic violence and sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability feel welcome and respected?
 - a. Do you feel staff have what they need to adequately meet the needs of survivors who are Deaf, blind and/or have an intellectual and/or developmental disability?
 - b. What factors might demonstrate that NOFJC is not accessible, welcoming or able to serve survivors who are Deaf, blind and/or have an intellectual and/or developmental disability? (i.e., lack of policies, training, etc.)
 - c. Are there any policies and procedures that impact your organization's ability to serve this population?
 - i. Are there any formal protocols or practices in place for staff to determine if someone needs an accommodation?
 - ii. Is there anything regarding your organization's culture that creates challenges to serving people, such as bias or assumptions?
 - iii. What are some changes that you think should be made to meet any of the challenges noted to give your staff more support in responding and providing services to survivors who are Deaf, blind and/or have an intellectual and/or developmental disability?
 - iv. What barriers do you foresee to making those changes?

3. How does change happen at your organization?
 - a. What is the decision-making process?
 - b. How are policies and procedures created or changed?
 - c. How are decisions made about resource allocations?

- d. What can be a barrier to organizational change within NOFJC? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)
4. (a) How familiar are NOFJC staff with the issue of DV/SA with individuals who have an IDD?
(b) How familiar are NOFJC staff with the issue of DV/SA with Deaf individuals?
(c) How familiar are NOFJC staff with the issue of DV/SA with blind individuals?
5. In relation to NOFJC providing services to Deaf survivors or survivors who are blind, and/or have an intellectual and/or developmental disability, what currently exists?
 - a. What policies and practices are in place?
 - b. What does the intake process look like?
 - c. What about staff training?
6. Is there anything about the organization's culture that could create a barrier to Deaf survivors or survivors who are blind, and/or have an intellectual and/or developmental disability?
7. Would you be willing to dedicate further resources to enhance safety for Deaf survivors or survivors who are blind, and/or have an intellectual and/or developmental disability?
8. Would you consider adding to your data collection process to include information about Deaf survivors or survivors who are blind, and/or have an intellectual and/or developmental disability?
9. Do you have any additional comments or feedback about what your agency needs to adequately provide services for Deaf survivors or survivors who are blind, and/or have an intellectual and/or developmental disability?

5.22 Questions - NOFJC Program Staff

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)
 - a. Be candid, difference of opinion is welcome.
 - b. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.

2. Everyone here has experience working with DV/SA survivors. Let's start by asking what is the most important thing you think someone needs to know about doing this work?

3. What types of training do you receive at NOFJC?
 - a. What training have you received on Deaf culture and unique safety issues? Who provides the training? How often does it occur?
 - b. Do you receive training regarding domestic violence and sexual assault? Who provides the training? How often does it occur?
 - c. What training have you received on the unique needs of the blind community? Who provides the training? How often does it occur?
 - d. What training have you received on the unique needs of individuals with IDD?
 - e. What makes it easy or difficult to obtain training?

4. Tell us about a time you provided services to a (a) Deaf survivor, (b) survivor who is blind, (c) survivor who is IDD. How did you assist that individual? If this has not yet happened, consider what you *would* do.
 - a. What steps did you take to respond to this survivor's needs?
 - b. How comfortable are you working with Deaf, blind and/or intellectually and/or developmentally disabled survivor? What makes you feel comfortable, or uncomfortable?
 - c. What do you need in order to better serve Deaf, blind and/or intellectually and/or developmentally disabled survivors?

5. What type of things impact your ability to respond to the needs of Deaf survivors or survivors who are blind, and/or have an intellectual and/or developmental disability?? (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 MCCA, DRLA, The Lighthouse and NOFJC work together to provide the highest quality of services?
 - a. How can they help each other? How does that help you?
 - b. What do you want DRLA and The Lighthouse to know about DV/SA in order to adequately serve survivors?
 - c. If you were going to train DRLA and The Lighthouse staff, what would you put in the training curriculum to ensure they had the basics for responding to clients who are experiencing DV/SA?
7. 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 to Deaf survivors or survivors who are blind, and/or have an intellectual and/or developmental disability in general as well as survivors of DV/SA?

5.23 Questions - NOFJC Current and/or Past Shelter Residents

[Begin with Consent Script 5.2]

We are going to ask you some questions today to listen to your ideas and wisdom as survivors of DV/SA. We ask that when you answer, please think about these questions through your own experience as a survivor of DV/SA. We recognize and appreciate that you all have experiences that shape who you are, but as much as possible during our limited time together today, please try and focus through the lens of being a survivor of DV/SA.

1. PARTICIPANT GUIDELINES (In-person)

- a. Be candid, difference of opinion is welcome.
- b. If you have a comment, please raise your hand and I will either call your initials on the tent card placed in front of you, or point to you to share your thoughts.

2. SERVICE AWARENESS

To start . . .

- a. What services are you familiar with in our area that are available to survivors of DV/SA?
- b. How did you learn about these services?
- c. What are good ways to spread the word about what services are available for survivors of DV/SA? Where did you look for information?
- d. Of all these outreach methods, which do you think is the best way to reach people who are looking for services?
- e. Did you understand the variety of services available to you? Is there anything that service providers could do to make this clearer? Is it ever overwhelming?

3. SERVICE EXPERIENCE

I'd like you to think about your experiences with NOFJC and what worked well and should be continued and what could be improved to help make your experience more positive when accessing services.

- a. First, the positive side. If it was a positive experience, what made it that way? What should NOFJC focus on when

supporting survivors of DV/SA? (*Allow all to contribute ideas and if not offered on open ended basis, probe for ...*)

- i. What about the physical space/location of shelter?
 - ii. What about staff behavior, their skills, and their knowledge.
 - iii. How about the overall atmosphere, comfort level, and approachability?
 - iv. And the materials and resources? (brochures or any info that they give out?)
- b. On the flip side, what has NOFJC done that contributed to making any part of your experience less than ideal? What could they improve? (*If not mentioned probe for ...*)
- i. Anything about the physical space/location that negatively impacted your experience?
 - ii. The staff behavior, competency, and knowledge?
 - iii. Any privacy concerns not addressed?
 - iv. Anything about the overall atmosphere, comfort level, and attitude that could be improved?
 - v. Any suggestions for better materials and resources? (like any written info or website?)

4. SAFETY

- a. What does safety mean to you?
- b. What has NOFJC done to make you feel safe?
- c. What have other organizations or service providers done that helped you feel comfortable disclosing or talking about your personal experiences?

5. CONFIDENTIALITY

- a. What does confidentiality mean to you?
- b. How important is confidentiality when you're seeking services?

6. SUMMARY QUESTIONS

- a. Of all the things we talked about in our group discussion, what improvements do you think are most important for NOFJC to make?
- b. What else would you like service providers to know about how to best support survivors of DV/SA?

5.24 Questions - NOFJC Non-Residential Clients

[Begin with Consent Script 5.2]

We are going to ask you some questions today to listen to your ideas and wisdom as survivors of DV/SA. We ask that when you answer, please think about these questions through your own experience as a survivor of DV/SA. We recognize and appreciate that you all have experiences that shape who you are, but as much as possible during our limited time together today, please try and focus through the lens of being a survivor of DV/SA.

1. PARTICIPANT GUIDELINES (In-person)

- a. Be candid, difference of opinion is welcome.
- b. If you have a comment, please raise your hand and I will either call your initials on the tent card placed in front of you, or point to you to share your thoughts.

2. SERVICE AWARENESS

To start . . .

- a. What services are you familiar with in our area that are available to survivors of DV/SA?
- b. How did you learn about these services?
- c. What are good ways to spread the word about what services are available for survivors of DV/SA? Where did you look for information?
- d. Of all these outreach methods, which do you think is the best way to reach people who are looking for services?
- e. Did you understand the variety of services available to you? Is there anything that service providers could do to make this clearer? Is it ever overwhelming?

3. SERVICE EXPERIENCE

I'd like you to think about your experiences with NOFJC and what worked well and should be continued and what could be improved to help make your experience more positive when accessing services.

- a. First, the positive side. If it was a positive experience, what made it that way? What should NOFJC focus on when

- supporting survivors of DV/SA? (*Allow all to contribute ideas and if not offered on open ended basis, probe for ...*)
- i. What about the physical space/location of shelter?
 - ii. What about staff behavior, their skills, and their knowledge.
 - iii. How about the overall atmosphere, comfort level, and approachability?
 - iv. And the materials and resources? (brochures or any info that they give out?)
- b. On the flip side, what has NOFJC done that contributed to making any part of your experience less than ideal? What could they improve? (*If not mentioned probe for ...*)
- i. Anything about the physical space/location that negatively impacted your experience?
 - ii. The staff behavior, competency, and knowledge?
 - iii. Any privacy concerns not addressed?
 - iv. Anything about the overall atmosphere, comfort level, and attitude that could be improved?
 - v. Any suggestions for better materials and resources? (like any written info or website?)

4. SAFETY

- a. What does safety mean to you?
- b. What has NOFJC done to make you feel safe?
- c. What have other organizations or service providers done that helped you feel comfortable disclosing or talking about your personal experiences?

5. CONFIDENTIALITY

- a. What does confidentiality mean to you?
- b. How important is confidentiality when you're seeking services?

6. SUMMARY QUESTIONS

- a. Of all the things we talked about in our group discussion, what improvements do you think are most important for NOFJC to make?
- b. What else would you like service providers to know about how to best support survivors of DV/SA?

5.25 Questions - NOFJC Medical Advocates

[Begin with Consent Script 5.1]

1. PARTICIPANT GUIDELINES (Via Zoom)
 - a. Be candid, difference of opinion is welcome.
 - d. If you have a comment, please use the raise your hand button at the bottom and I will call on you. Please let me know if you need help doing that.

2. Everyone here has experience working with DV/SA survivors. Let's start by asking what is the most important thing you think someone needs to know about doing this work?

3. What types of training do you receive at NOFJC?
 - a. What training have you received on Deaf culture and unique safety issues? Who provides the training? How often does it occur?
 - b. Do you receive training regarding domestic violence and sexual assault? Who provides the training? How often does it occur?
 - c. What training have you received on the unique needs of the blind community? Who provides the training? How often does it occur?
 - d. What training have you received on the unique needs of individuals with IDD?
 - e. What makes it easy or difficult to obtain training?
 - f. Where do you learn about what trainings are available in the community?
 - g. Is there anything you feel like you need more of in regards to training, support, or something else?

4. Tell us about a time you provided services to a (a) Deaf survivor, (b) survivor who is blind, (c) survivor who is IDD. How did you assist that individual? If this has not yet happened, consider what you *would* do.
 - h. What steps did you take to respond to this survivor's needs?

- i. How comfortable are you working with Deaf, blind and/or intellectually and/or developmentally disabled survivors? What makes you feel comfortable, or uncomfortable?
 - j. What do you need in order to better serve Deaf, blind and/or intellectually and/or developmentally disabled survivors? (i.e., training, knowledge of resources, accessibility of services, knowledge of community partnerships, ability to meet the client's accommodation requests, etc.)
5. 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 to Deaf, blind, and/or IDD individuals in general as well as survivors of DV/SA?

Appendix 6

Interview Facilitator Script and Questions

6.1 Interview Facilitator Script #1 (Via Zoom)

(To be used with agency Executive Directors, agency President, agency Board of Directors Chair, & Clinical Case Managers)

Hello! My name is Mary Alexander and I will be conducting today's interview. Thank you for joining me on Zoom. Before we get started, I want to give you a brief overview on why we are here today.

NOLA SEA Project is meeting with different targeted people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

This interview will take approximately one and a half hours; in which I will ask you a series of questions and document the discussion. By participating in this interview, you are giving us permission to anonymously document your responses. 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 of this interview, which will be transcribed for notetaking purposes, will be deleted as soon as all notes have been secured. We will not tie your comments to you personally in any way but will instead try to aggregate your responses in with other leaders, even though we are meeting one-on-one.

Your participation is completely voluntary. You can decide whether or not you want to respond to a question. Our focus today will only be on your knowledge and perspectives on best practices, accessibility of services and agency policies and procedures. We will also ask how you think we can improve services and how the partner agencies of NOLA SEA Project can best work together.

We value your expertise and invite you to contribute to the NOLA SEA Project collaboration. The information gathered during this interview will help us make sustainable changes within our agencies to provide a

safe, accessible, and welcoming environment for survivors of domestic violence and sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability.

Are there questions?

If you would like a copy of this statement, we can email or print one for you in an accessible format at your convenience. If you have questions in the future, or want to learn about our future activities of NOLA SEA Project, you may contact the Program Director: Mary Alexander, 504-899-4501 Ext. 266, maryalexander@lighthouse louisiana.org

At this time, I will assume that if you remain on Zoom you consent to participate. We are about to get started, so if you do not consent you may leave without any consequences.

6.2 Interview Facilitator Script #2 (Telephone Interview)

(To be used with The Lighthouse blind/low-vision clients)

Hello! Thank you for agreeing to take my phone call today. I am Mary Alexander, and I will be conducting today's interview. 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 service providers are accessible and responsive to the needs of people they serve, and in what ways they are not.

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

This interview is scheduled for approximately one and a half hours; in which I will ask you a series of questions. By participating in this session, you are giving us permission to anonymously document your responses. 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 of this phone call, which will be transcribed for notetaking purposes, will be deleted as soon as all notes have been secured. We will not tie your comments 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 end the call 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 \$50 gift card, which is yours to keep even if you choose not to participate or if you need to leave early.

Our focus today will only be on how you think we can improve our services to the blind community.

We value your expertise and look forward to learning from you. The information gathered during this interview will help us make sustainable changes within our agency to provide a safe, accessible, and welcoming environment.

Are there questions?

If you would like a copy of this statement, we can email or print one for you in an accessible format at your convenience. If you have questions in the future, or want to learn about our future activities, you may contact the Program Director: Mary Alexander, 504-899-4501 Ext. 266, maryalexander@lighthouse louisiana.org

At this time, I will assume that if you remain on the call you consent to participate. We are about to get started, so if you do not consent you may leave without any consequences.

6.3 DRLA Executive Director

[Begin with Script #1]

I will start by asking a few questions about the challenges DRLA faces in serving survivors of domestic violence and/or sexual assault.

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

6.4 DRLA Board President

[Begin with Script #1]

1. How does organizational change happen at DRLA?
2. What motivates change? Who initiates it?
3. What is the decision-making process?
4. What can be a barrier to organizational change within DRLA?
(Probe: funding sources, staff resistance, budget constraints, Board support, etc.)
5. Are there any policies and practices in place at DRLA when serving clients impacted by domestic violence and/or sexual assault?
6. To what extent do you see challenges for DRLA to increase awareness of domestic violence and sexual assault?
 - a. What challenges do you see?
7. To what degree would you be willing to support new initiatives for DRLA to better serve survivors of domestic violence and/or sexual assault who have IDD?
(Probe: budget allocations, sourcing new funding, collaboration building, programming changes, etc.)
8. What suggestions do you have to strengthen and sustain successful partnerships among collaboration agencies?
9. To what degree do you see this collaboration as being consistent with the mission statement and initiatives of DRLA?
 - a. If there are any inconsistencies, how can they be addressed?

Do you have any additional comments and/or feedback?

6.5 The Lighthouse President

[Begin with Script #1]

I will start by asking a few questions about the challenges The Lighthouse faces in serving survivors of domestic violence and/or sexual assault.

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

6.6 The Lighthouse Board Chair

[Begin with Script #1]

1. How does organizational change happen at The Lighthouse?
2. What motivates change? Who initiates it?
3. What is the decision-making process?
4. What can be a barrier to organizational change within The Lighthouse?
(Probe: funding sources, staff resistance, budget constraints, Board support, etc.)
5. Are there any policies and practices in place at The Lighthouse when serving clients impacted by domestic violence and/or sexual assault?
6. To what extent do you see challenges for The Lighthouse to increase awareness of domestic violence and sexual assault?
 - a. What challenges do you see?
7. To what degree would you be willing to support new initiatives for The Lighthouse to better serve Deaf and/or blind survivors of domestic violence and/or sexual assault?
(Probe: budget allocations, sourcing new funding, collaboration building, programming changes, etc.)
8. What suggestions do you have to strengthen and sustain successful partnerships among collaboration agencies?
9. To what degree do you see this collaboration as being consistent with the mission statement and initiatives of The Lighthouse?
 - b. If there are any inconsistencies, how can they be addressed?
10. Do you have any additional comments and/or feedback?

6.7 The Lighthouse Clients who are Blind

[Begin with Script #2]

1. SERVICE AWARENESS

To start...

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

2. SERVICE EXPERIENCE

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

- a. First, positive side. Think about positive experiences and what made it that way. What kinds of things do service providers do that make you feel comfortable accessing services? Probe:
 - i. What do they do with the physical space to make it easier for you to get around?
 - ii. What do they do to make it easier for you to find what you need?
 - iii. What accommodations are most helpful? Accessibility? Materials and resources in different formats?
 - iv. What else would help a person who is blind or low vision get the information that they need?
 - v. What do staff members do to make you feel comfortable and trust them?

- vi. Have you ever gone somewhere for services where you really felt that someone understood you and your blindness or low vision and was especially helpful?
 - 1. How did that make you feel?
 - 2. What did the person do that made you feel understood?
 - 3. Can you think of any other positive staff behavior examples?

- b. On the flip side, what has an agency or service provider done that contributed to making any part of your experience less than ideal? What could they improve? (If not mentioned probe for...)
 - i. Anything about the physical space/location that negatively impacted your experience? Anything that made it hard for you to get around? Describe.
 - ii. Anything make it hard for you to find what you were looking for? Describe.
 - iii. Anything about the overall atmosphere, comfort level, and approachability that could be improved?
 - iv. Have you ever gone somewhere for services and felt that the people did not understand you and your blindness or low vision?
 - 1. Describe the situation and how it made you feel. What made you feel misunderstood or uncomfortable?

3. GETTING HELP

- a. How do you feel about asking for help? How easy or difficult is it for you to ask for help?
- b. Anything people can do to make it easier or make you feel more comfortable asking for help?
- c. How do you feel when people ask you if you need help?
- d. Anything people can do to make it easier or make you feel more comfortable accepting help when it's offered?

4. SUMMARY QUESTIONS

- a. Of all the things we talked about today, what are the most important pieces of advice you would give people in the

- community about how to best support people who are blind or low vision?
- b. Anything else you would like to tell me about how to make things better for people who are blind or low vision when they go somewhere in the community for services?

6.8 MCCA Executive Director

[Begin with Script #1]

I will start by asking a few questions about the challenges MCCA faces in serving survivors of domestic violence and/or sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability.

1. Are there any policies or procedures that impact MCCA's ability to serve survivors who are Deaf, blind and/or have an intellectual and/or developmental disability?
2. How familiar are you with frontline processes? For example, if a Deaf survivor is referred to MCCA, how do staff assist that person? If a survivor who is blind or has low-vision is referred to MCCA, how do staff assist that person? If a survivor has an intellectual or developmental disability, how do staff assist that person?
3. Upon reflection, now that we're in this grant program, is there anything in MCCA's culture that creates a barrier for survivors of domestic violence and/or sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability? (i.e. stigma, or assumptions)
4. What are some changes that you think MCCA could make to address these challenges and give staff more support in providing services to this population?
 - a. Changes to the intake process?
 - b. Funding or other resources?
 - c. Policies or procedures?
 - d. Organizational structure?
 - e. Accommodations?
5. What is the decision making process at MCCA?
 - a. How are policies and procedures created or changed?
 - b. How are decisions made regarding hiring personnel?
 - c. How are decisions about resource allocations made?
6. To what extent do you believe the NOLA SEA Project Collaboration aligns with MCCA's vision and strategic goals?

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

7. Do you have any additional comments or feedback?

6.9 MCCA Board Chair

[Begin with Script #1]

1. How does organizational change happen at MCCA?
2. What motivates change? Who initiates it?
3. What is the decision-making process?
4. What can be a barrier to organizational change within MCCA?
(Probe: funding sources, staff resistance, budget constraints, Board support, etc.)
5. Are there any policies and practices in place at MCCA when serving survivors of domestic violence and/or sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability?
6. To what extent do you see challenges for MCCA to increase awareness of the unique needs of survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability?
 - a. What challenges do you see?
7. To what degree would you be willing to support new initiatives for MCCA to better serve survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability?
 - a. (Probe: budget allocations, sourcing new funding, collaboration building, programming changes, etc.)
8. What suggestions do you have to strengthen and sustain successful partnerships among collaboration agencies?
9. To what degree do you see this collaboration as being consistent with the mission statement and initiatives of MCCA?
 - a. If there are any inconsistencies, how can they be addressed?
10. Do you have any additional comments and/or feedback?

6.10 MCCA Clinical Case Managers

[Begin with Script #1]

I will start by asking a few questions about the challenges you face in serving survivors of domestic violence and/or sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability at MCCA.

1. Are there any policies or procedures that impact your ability to serve survivors who are Deaf, blind and/or have an intellectual and/or developmental disability?
2. Please tell me about a time when you provided services to a Deaf survivor of domestic violence and/or sexual assault. What went well? What was challenging? If this has not occurred, think about what you would do in that situation.
 - a. How did you communicate with one another?
 - b. How did you determine the individual's communication preferences?
 - c. Did you seek assistance from other staff or other agencies?
 - d. Are there any MCCA policies or protocols intended to guide staff response to Deaf survivors seeking services? If so, are they effective?
 - e. What policies or protocols would have helped you to respond to Deaf survivors?
3. Please tell me about a time when you provided services to a survivor who was blind. What went well? What was challenging? If this has not occurred, think about what you would do in that situation. (Repeat questions 2.a. thru 2.e. in reference to a survivor who is blind.)
4. Please tell me about a time when you provided services to a survivor who has an intellectual and/or developmental disability. What went well? What was challenging? If this has not occurred, think about what you would do in that situation. (Repeat questions 2.a. thru 2.e. in reference to a survivor has an intellectual and/or developmental disability.)

5. Upon reflection, now that we're in this grant program, is there anything in MCCA's culture that creates a barrier for survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability? (i.e. stigma, or assumptions)
6. What are some changes that you think MCCA could make to address these challenges and give you and MCCA staff more support in providing services for survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability?
 - a. Changes to the intake process?
 - b. Funding or other resources?
 - c. Policies or procedures?
 - d. Organizational structure?
 - e. Accommodations?
7. When you are providing assistance to survivors who have an intellectual and/or developmental disability, do you feel at ease? Anxious?
 - a. Have you received training about disability issues?
 - b. If yes, how frequent is the training held? What kind of training?
8. When you are providing assistance to survivors who are Deaf and/or blind, do you feel at ease? Anxious?
 - a. Have you received training about the unique needs of survivors who are Deaf and/or blind?
 - b. If yes, how frequent is the training held? What kind of training?
9. Do you have any additional comments and/or feedback?

6.11 NOFJC Executive Director

[Begin with Script #1]

I will start by asking a few questions about the challenges NOFJC faces in serving survivors of domestic violence and/or sexual assault who are Deaf, blind and/or have an intellectual and/or developmental disability.

1. Are there any policies or procedures that impact NOFJC's ability to serve survivors who are Deaf, blind and/or have an intellectual and/or developmental disability?
2. How familiar are you with frontline processes? For example, if a Deaf survivor is referred to NOFJC, how do staff assist that person? If a survivor who is blind or has low-vision is referred to NOFJC, how do staff assist that person? If a survivor has an intellectual or developmental disability, how do staff assist that person?
3. Upon reflection, now that we're in this grant program, is there anything in NOFJC's culture that creates a barrier for survivors of domestic violence and/or sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability? (i.e. stigma, or assumptions)
4. What are some changes that you think NOFJC could make to address these challenges and give staff more support in providing services to this population?
 - a. Changes to the intake process?
 - b. Funding or other resources?
 - c. Policies or procedures?
 - d. Organizational structure?
 - e. Accommodations?
5. What is the decision making process at NOFJC?
 - f. How are policies and procedures created or changed?
 - g. How are decisions made regarding hiring personnel?
 - h. How are decisions about resource allocations made?

6. To what extent do you believe the NOLA SEA Project Collaboration aligns with NOFJC's vision and strategic goals?
 - i. If there are any inconsistencies, how can they be addressed?
7. Do you have any additional comments or feedback?

6.11 NOFJC Board President

[Begin with Script #1]

1. How does organizational change happen at NOFJC?
2. What motivates change? Who initiates it?
3. What is the decision-making process?
4. What can be a barrier to organizational change within NOFJC?
(Probe: funding sources, staff resistance, budget constraints, Board support, etc.)
5. Are there any policies and practices in place at NOFJC when serving survivors of domestic violence and/or sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability?
6. To what extent do you see challenges for NOFJC to increase awareness of the unique needs of survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability?
 - a. What challenges do you see?
7. To what degree would you be willing to support new initiatives for NOFJC to better serve survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability?
 - a. (Probe: budget allocations, sourcing new funding, collaboration building, programming changes, etc.)
8. What suggestions do you have to strengthen and sustain successful partnerships among collaboration agencies?
9. To what degree do you see this collaboration as being consistent with the mission statement and initiatives of NOFJC?
 - a. If there are any inconsistencies, how can they be addressed?
10. Do you have any additional comments and/or feedback?

Appendix 7

Survey Questions:

7.1 Survey for DRLA Board of Directors

Below you will find the opening statement as well as the survey questions for the board of directors. The survey will be provided through an online survey tool such as SurveyMonkey or Google Forms. A link to the survey will be shared via email.

Opening Statement

Hello! Thank you for taking the time to fill out this survey for the NOLA SEA Project Needs Assessment.

As stated in the email, DRLA is part of the NOLA SEA Project, which is funded by the Office on Violence Against Women, to focus on improving access to services for survivors of domestic violence and sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability. Our collaboration partners on this grant are Lighthouse Louisiana, Metro Centers for Community Advocacy, and the New Orleans Family Justice Center.

We recognize that the Board of Directors has final approval of policies and budgets and thus feel it is important to engage you. This survey will focus on your perspectives of how change happens at DRLA, the current ability to culturally-respond to and serve survivors of domestic violence and/or sexual assault who have an intellectual and/or developmental disability, in a trauma-informed approach. We are also curious of the capacity and comfort level of being able to serve our clients who are survivors of domestic violence and/or sexual assault at DRLA.

We strongly encourage you to participate in this survey, but also want to assure you that participation is optional and the decision whether or not to participate will not impact your position on the board in any way. Your responses will be anonymous.

Feel free to contact the NOLA SEA Project Director, Mary Alexander (maryalexander@lighthouselouisiana.org) if you require additional information before proceeding.

If you would like and are able to participate, please click the following link. Again, your responses will be anonymous and you may stop at any point in the survey. The survey should take approximately 30 minutes.

We appreciate your input and feedback and look forward to working with you on improving DRLAs' services for individuals who have an intellectual and/or developmental disability impacted by domestic violence and/or sexual assault.

QUESTIONS FOR DRLA BOARD OF DIRECTORS

1. What can be a barrier to organizational change within DRLA?
(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 DRLA for serving individuals with an intellectual and/or developmental disability impacted by domestic violence and sexual assault?

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

3a. To what degree does DRLA meet the needs of survivors of domestic violence and/or sexual assault who have an intellectual and/or developmental disability?

- 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 DRLA in providing the highest quality services for individuals who have an intellectual and/or developmental disability who are impacted by domestic violence and/or sexual assault?

- 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 DRLA should do to increase awareness of domestic violence and/or sexual assault within the IDD population.

- Develop collaborative relationships with domestic and/or sexual assault service providers
- Train all staff on domestic violence and sexual assault and unique safety issues for individuals who have an IDD
- Offer domestic violence and sexual assault information in alternative formats
- 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 DRLA to better serve survivors who have an IDD?

- 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): _____

8a. To what degree do you see this collaboration as being consistent with the mission statement and initiative of DRLA?

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

8b. If there are any inconsistencies, how can they be addressed?

- 1. _____
- 2. _____

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

7.2 Survey for The Lighthouse Board of Directors

Below you will find the opening statement as well as the survey questions for the board of directors. The survey will be provided through an online survey tool such as SurveyMonkey or Google Forms. A link to the survey will be shared via email.

Opening Statement

Hello! Thank you for taking the time to fill out this survey for the NOLA SEA Project.

As stated in the email, The Lighthouse is part of the NOLA SEA Project, which is funded by the Office on Violence Against Women, to focus on improving access to services for survivors of domestic violence and/or sexual assault who are Deaf, blind, and/or have an intellectual and/or a developmental disability. Our collaboration partners on this grant are Disability Rights Louisiana, Metro Centers for Community Advocacy, and the New Orleans Family Justice Center.

We recognize that the Board of Directors has final approval of policies and budgets and thus feel it is important to engage you. This survey will focus on your perspectives of how change happens at The Lighthouse, the current ability to culturally-respond to and serve Deaf and blind survivors of domestic violence and sexual assault, in a trauma-informed approach. We are also curious of the capacity and comfort level of being able to serve Deaf and blind individuals impacted by domestic violence and/or sexual assault at The Lighthouse.

We strongly encourage you to participate in this survey, but also want to assure you that participation is optional and the decision whether or not to participate will not impact your position on the board in any way. Your responses will be anonymous.

Feel free to contact the NOLA SEA Project's Director, Mary Alexander (maryalexander@lighthouselouisiana.org) if you require additional information before proceeding.

If you would like and are able to participate, please click the following link. Again, your responses will be anonymous and you may stop at any point in the survey. The survey should take approximately 30 minutes.

We appreciate your input and feedback and look forward to working with you on improving The Lighthouse's services for Deaf and/or blind individuals impacted by domestic violence and sexual assault.

QUESTIONS FOR THE LIGHTHOUSE BOARD OF DIRECTORS

1. What can be a barrier to organizational change within The Lighthouse? (Please check all that apply)

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

2a. To what degree does The Lighthouse meet the needs of survivors of domestic violence and/or sexual assault who are Deaf and/or blind?

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

2b. If improvement is needed, what do you suggest?

- 1. _____
- 2. _____

3a. To what extent do you see challenges for The Lighthouse in providing the highest quality services for Deaf and blind individuals impacted by domestic violence and/or sexual assault?

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

3b. What challenges do you see?

- 1. _____
- 2. _____

4. From the list below, please select the activities that The Lighthouse should do to increase awareness of domestic violence and/or sexual assault within the Deaf and blind community.

- Develop collaborative relationships with domestic and/or sexual assault service providers
- Train all staff on domestic violence and sexual assault and the unique safety issues for Deaf and blind survivors.
- Offer domestic violence and sexual assault information in alternative formats
- I do not think there is a need for any activities
- Other (please describe): _____

5. To what degree would you be willing to support new initiatives for The Lighthouse to better serve Deaf and blind survivors?

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

6. 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): _____

7a. To what degree do you see this collaboration as being consistent with the mission statement and initiative of The Lighthouse?

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

7b. If there are any inconsistencies, how can they be addressed?

1. _____

2. _____

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

7.3 Survey for MCCA Board of Directors

Below you will find the opening statement as well as the survey questions for the board of directors. The survey will be provided through an online survey tool such as SurveyMonkey or Google Forms. A link to the survey will be shared via email.

Opening Statement

Hello! Thank you for taking the time to fill out this survey for the NOLA SEA Project.

As stated in the email, MCCA is part of the NOLA SEA Project, which is funded by the Office on Violence Against Women, to focus on improving access to services for survivors of domestic violence and/or sexual assault who are Deaf, blind, and/or have an intellectual and/or a developmental disability. Our collaboration partners on this grant are Disability Rights Louisiana, Lighthouse Louisiana, and the New Orleans Family Justice Center.

We recognize that the Board of Directors has final approval of policies and budgets and thus feel it is important to engage you. This survey will focus on your perspectives of how change happens at MCCA, the current ability to culturally-respond to and serve survivors of domestic violence and/or sexual assault who are Deaf, blind, and/or have an intellectual and/or a developmental disability, in a trauma-informed approach. We are also curious of the capacity and comfort level of being able to serve Deaf, blind, and/or individuals with an intellectual and/or developmental disability who are impacted by domestic violence and/or sexual assault at MCCA.

We strongly encourage you to participate in this survey, but also want to assure you that participation is optional and the decision whether or not to participate will not impact your position on the board in any way. Your responses will be anonymous.

Feel free to contact the NOLA SEA Project's Director, Mary Alexander (maryalexander@lighthouseouisiana.org) if you require additional information before proceeding.

If you would like and are able to participate, please click the following link. Again, your responses will be anonymous and you may stop at any point in the survey. The survey should take approximately 30 minutes.

We appreciate your input and feedback and look forward to working with you on improving MCCA's services for survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability at MCCA.

QUESTIONS FOR MCCA BOARD OF DIRECTORS

1. What can be a barrier to organizational change within MCCA?
(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 MCCA for serving survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability?

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

3a. To what degree does MCCA meet the needs of survivors of domestic violence and/or sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability?

- 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 MCCA in providing the highest quality services for Deaf, blind, and/or individuals who have an intellectual and/or developmental disability impacted by domestic violence and/or sexual assault?

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

4b. What challenges do you see?

1. _____
2. _____

5. From the list below, please select activities that MCCA should do to provide quality services to survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability.

- Develop collaborative relationships with Deaf, blind, and disability service agencies
- Provide access to effective communication
- Train all staff on Deaf culture and unique safety issues
- Train all staff on the needs and unique safety issues of individuals who are blind
- Train all staff on the needs and unique safety issues of individuals who have an intellectual and/or developmental disability
- Employ qualified Deaf, blind, and/or individuals who have an intellectual or developmental disability
- Include the cost of American Sign 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 MCCA to better serve survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability?

- 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): _____

8a. To what degree do you see this collaboration as being consistent with the mission statement and initiative of MCCA?

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

8b. If there are any inconsistencies, how can they be addressed?

- 1. _____
- 2. _____

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

7.4 Survey for NOFJC Board of Directors

Below you will find the opening statement as well as the survey questions for the board of directors. The survey will be provided through an online survey tool such as SurveyMonkey or Google Forms. A link to the survey will be shared via email.

Opening Statement

Hello! Thank you for taking the time to fill out this survey for the NOLA SEA Project.

As stated in the email, NOFJC is part of the NOLA SEA Project, which is funded by the Office on Violence Against Women, to focus on improving access to services for survivors of domestic violence and/or sexual assault who are Deaf, blind, and/or have an intellectual and/or a developmental disability. Our collaboration partners on this grant are Disability Rights Louisiana, Lighthouse Louisiana, and Metro Centers for Community Advocacy.

We recognize that the Board of Directors has final approval of policies and budgets and thus feel it is important to engage you. This survey will focus on your perspectives of how change happens at NOFJC, the current ability to culturally-respond to and serve survivors of domestic violence and/or sexual assault who are Deaf, blind, and/or have an intellectual and/or a developmental disability, in a trauma-informed approach. We are also curious of the capacity and comfort level of being able to serve Deaf, blind, and/or individuals with an intellectual and/or developmental disability who are impacted by domestic violence and/or sexual assault at NOFJC.

We strongly encourage you to participate in this survey, but also want to assure you that participation is optional and the decision whether or not to participate will not impact your position on the board in any way. Your responses will be anonymous.

Feel free to contact the NOLA SEA Project's Director, Mary Alexander (maryalexander@lighthouseouisiana.org) if you require additional information before proceeding.

If you would like and are able to participate, please click the following link. Again, your responses will be anonymous and you may stop at any point in the survey. The survey should take approximately 30 minutes.

We appreciate your input and feedback and look forward to working with you on improving NOFJC's services for survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability at NOFJC.

QUESTIONS FOR NOFJC BOARD OF DIRECTORS

1. What can be a barrier to organizational change within NOFJC?

(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 NOFJC for serving survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability?

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

3a. To what degree does NOFJC meet the needs of survivors of domestic violence and/or sexual assault who are Deaf, blind, and/or have an intellectual and/or developmental disability?

- 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 NOFJC in providing the highest quality services for Deaf, blind, and/or individuals who have an intellectual and/or developmental disability impacted by domestic violence and/or sexual assault?

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

4b. What challenges do you see?

1. _____
2. _____

5. From the list below, please select activities that NOFJC should do to provide quality services to survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability.

- Develop collaborative relationships with Deaf, blind, and disability service agencies
- Provide access to effective communication
- Train all staff on Deaf culture and unique safety issues
- Train all staff on the needs and unique safety issues of individuals who are blind
- Train all staff on the needs and unique safety issues of individuals who have an intellectual and/or developmental disability
- Employ qualified Deaf, blind, and/or individuals who have an intellectual or developmental disability
- Include the cost of American Sign 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 NOFJC to better serve survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability?

- f) Definitely would
- g) Likely would
- h) Unsure... I would need more information
- i) Likely would not
- j) 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): _____

8a. To what degree do you see this collaboration as being consistent with the mission statement and initiative of NOFJC?

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

8b. If there are any inconsistencies, how can they be addressed?

- 1. _____
- 2. _____

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

Appendix 8

Follow-Up Surveys:

8.1 Follow-up Survey for ASL Interpreters

Below is the opening statement as well as the survey question. The survey will be provided through an online survey tool such as SurveyMonkey or Google Forms. A link to the survey will be emailed to the participants following the listening session.

Opening Statement

Thank you for participating in the listening session. Your feedback and input is deeply valued.

This survey is an opportunity for you to provide additional feedback that you may have been uncomfortable with sharing in the listening session as well as anything you may have thought of at a later time and feel it is important to share.

This survey is not required and there are no consequences whether you participate or not. Your responses will be anonymous. The survey should take approximately 5-10 minutes but depends on the level of information you wish to share.

You may stop at any time in the process without consequences. If you require additional information before proceeding, feel free to contact the NOLA SEA Project Director, Mary Alexander at maryalexander@lighthouseLouisiana.org.

We ask that if you have any further comments to share them with us by [DATE]. Again, we value your input and thank you for your time.

QUESTION FOR ASL INTERPRETERS

Is there something you have not had a chance to tell us that you want us to know about what you need in order to provide interpreting services for Deaf survivors impacted by sexual and domestic violence?

8.2 Follow-up Survey for Louisiana Developmental Disability Council Members

Below is the opening statement as well as the survey question. The survey will be provided through an online survey tool such as SurveyMonkey or Google Forms. A link to the survey will be emailed to the participants following the focus group.

Opening Statement

Thank you for participating in the listening session. Your feedback and input is deeply valued.

This survey is an opportunity for you to provide additional feedback that you may have been uncomfortable with sharing in the listening session as well as anything you may have thought of at a later time and feel it is important to share.

This survey is not required and there are no consequences whether you participate or not. Your responses will be anonymous. The survey should take approximately 5-10 minutes but depends on the level of information you wish to share.

You may stop at any time in the process without consequences. If you require additional information before proceeding, feel free to contact the NOLA SEA Project Director, Mary Alexander at maryalexander@lighthouseLouisiana.org.

We ask that if you have any further comments to share them with us by [DATE]. Again, we value your input and thank you for your time.

QUESTION FOR LOUISIANA DEVELOPMENTAL DISABILITY COUNCIL MEMBERS

Is there something you have not had a chance to tell us that you want us to know about how to best serve individuals who have an intellectual and/or developmental disability who have been impacted by domestic violence and/or sexual assault?

8.3 Follow-up Survey for Program Staff & Leadership

Below is the opening statement as well as the survey question. The survey will be provided through an online survey tool such as SurveyMonkey or Google Forms. A link to the survey will be emailed to the participants following the focus group.

Opening Statement

Thank you for participating in the listening session. Your feedback and input is deeply valued.

This survey is an opportunity for you to provide additional feedback that you may have been uncomfortable with sharing in the focus group as well as anything you may have thought of at a later time and feel it is important to share.

This survey is not required and there are no consequences whether you participate or not. Your responses will be anonymous. The survey should take approximately 5-10 minutes but depends on the level of information you wish to share.

You may stop at any time in the process without consequences. If you require additional information before proceeding, feel free to contact the NOLA SEA Project Director at maryalexander@lighthouseLouisiana.org.

We ask that if you have any further comments to share them with us by [DATE]. Again, we value your input and thank you for your time.

QUESTION FOR PROGRAM STAFF & LEADERSHIP

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 survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability?

8.4 Follow-up Survey for NOFJC Volunteer Medical Advocates

Below is the opening statement as well as the survey question. The survey will be provided through an online survey tool such as SurveyMonkey or Google Forms. A link to the survey will be emailed to the participants following the focus group.

Opening Statement

Thank you for participating in the listening session. Your feedback and input is deeply valued.

This survey is an opportunity for you to provide additional feedback that you may have been uncomfortable with sharing in the focus group as well as anything you may have thought of at a later time and feel it is important to share.

This survey is not required and there are no consequences whether you participate or not. Your responses will be anonymous. The survey should take approximately 5-10 minutes but depends on the level of information you wish to share.

You may stop at any time in the process without consequences. If you require additional information before proceeding, feel free to contact the NOLA SEA Project Director at maryalexander@lighthouseLouisiana.org.

We ask that if you have any further comments to share them with us by [DATE]. Again, we value your input and thank you for your time.

QUESTION FOR PROGRAM NOFJC VOLUNTEER MEDICAL ADVOCATES

Is there something you have not had a chance to tell us that you want us to know about what your agency needs to assist you in providing frontline services for survivors in general as well as survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability?

Appendix 9

Checklists and Forms:

9.1 Recruitment Session Checklist

Checklist for Recruitment Session Packet

Location: _____

Date: _____

- Scripts
- RSVP Forms
- Accommodation Forms

9.2 Listening Session and Interview Checklist

Listening Session and Interview Checklist (Packet)

Location: _____

Date: _____

Audience: _____

- Passive Consent Statement Script
- Facilitator Script with Audience-Specific Questions
- Gift Cards
- Gift Cards Tracker Form
- Gift Card Distribution Log
- Scheduled ASL Interpreter (If requested)
- Copy of Questions for Notetaker
- Listening Session Debriefing Form
- Snacks for Client Listening Sessions

9.3 Reminder Cards

<p>Just a Reminder:</p> <p>Date: _____</p> <p>Time: _____</p>	<p>Just a Reminder:</p> <p>Date: _____</p> <p>Time: _____</p>	<p>Just a Reminder:</p> <p>Date: _____</p> <p>Time: _____</p>
<p>Just a Reminder:</p> <p>Date: _____</p> <p>Time: _____</p>	<p>Just a Reminder:</p> <p>Date: _____</p> <p>Time: _____</p>	<p>Just a Reminder:</p> <p>Date: _____</p> <p>Time: _____</p>

9.4 Gift Card Tracker Form

Gift Card Tracker Form

Date: _____

Time: _____

Location: _____

Facilitator: _____

Number of Cards Received	Number of Participants	Number of Cards Remaining

Participants who did not want to take their card at this time:

Unique Identifier	Card Retained

Project Director Signature: _____ Date / /

Agency Representative Signature: _____ Date / /

9.6 Listening Session and Interview Debriefing Form

Listening Session/Interview Debriefing Form

FACILITATOR & NOTE TAKER:

Please complete this form together immediately following the focus group and deliver it to the Project Director.

Date: _____ Time: _____

Location: _____

Audience: _____

Number of Participants: _____

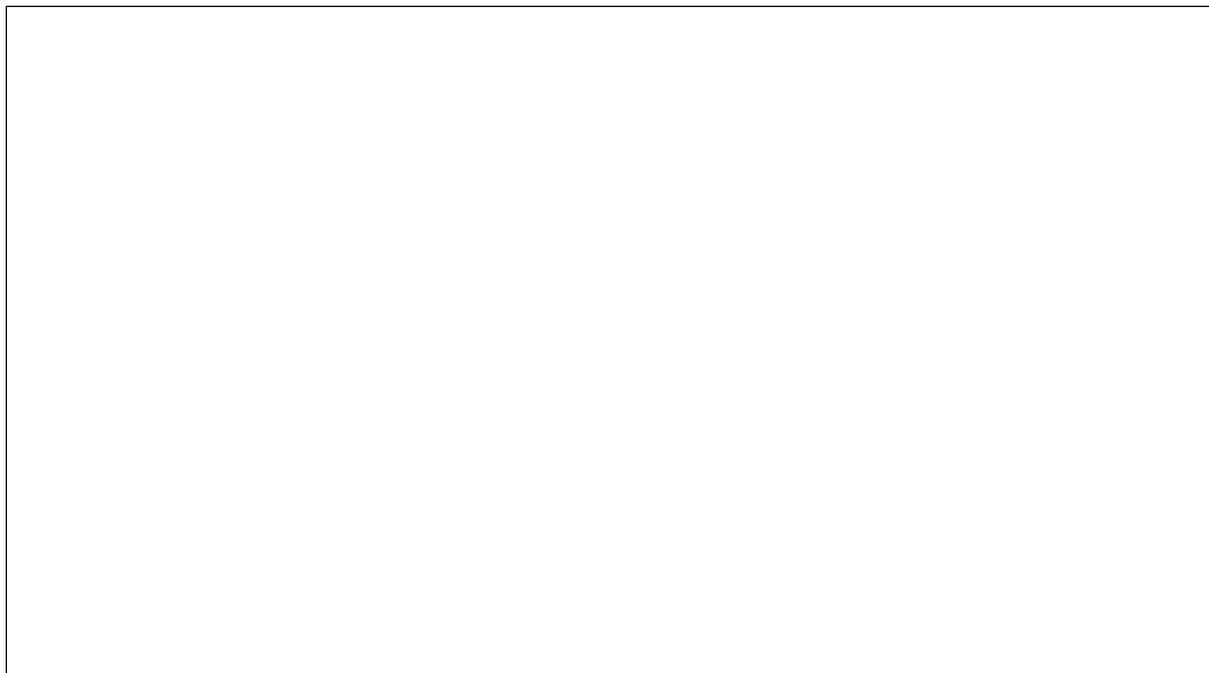
Facilitator: _____

Note Taker: _____

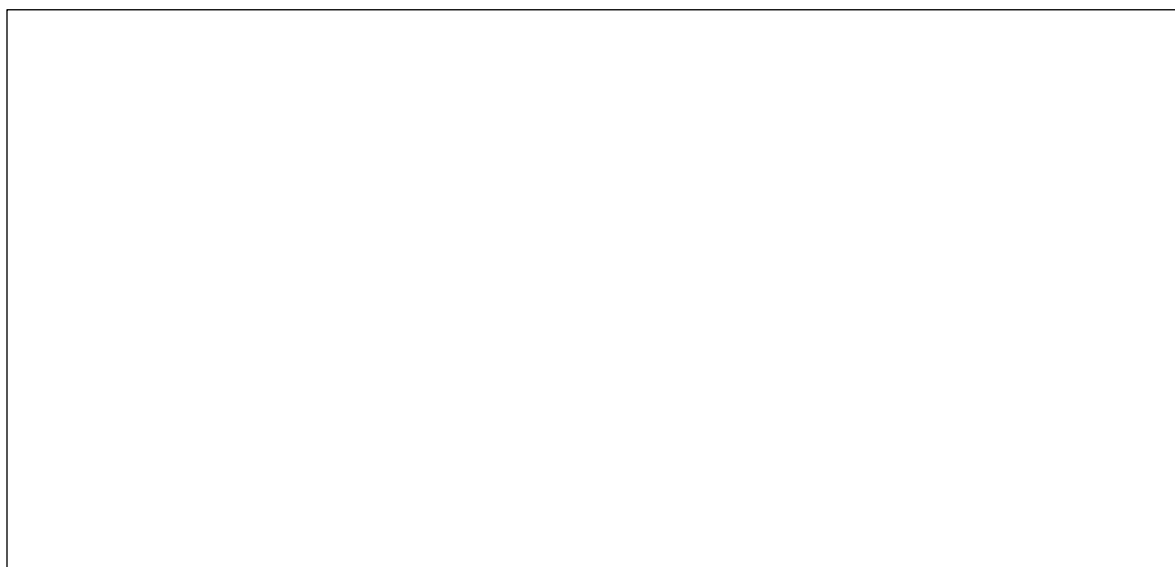
Interpreter (s): _____

- In-person
- Zoom
- Telephone

Common Themes:



Strengths in Services: (Safety and Access, Policies and Procedures, Staff Knowledge, Training)



Gaps in Services: (Safety and Access, Policies and Procedures, Staff Knowledge, Training)

Notable Observations:

Memorable Quotes:

Other Notes: