



NEEDS ASSESSMENT PLAN



TABLE OF CONTENTS

| | |
|---|-----------|
| INTRODUCTION..... | 3 |
| VISION | 4 |
| MISSION | 4 |
| A NOTE ON ACCESSIBILITY | 5 |
| MEMBER AGENCIES..... | 6 |
| NEEDS ASSESSMENT PURPOSE | 9 |
| PROGRESS | 9 |
| NEEDS ASSESSMENT GOALS | 12 |
| INFORMATION SOURCES | 14 |
| EXISTING DATA..... | 14 |
| NEW DATA | 15 |
| OVERVIEW OF METHODS | 16 |
| WHO ARE WE TALKING TO AND WHY? | 16 |
| HOW WILL WE TALK TO PEOPLE..... | 20 |
| RECRUITMENT PLAN | 25 |
| HOW WE WILL RECRUIT PEOPLE TO PARTICIPATE | 25 |
| RECRUITMENT PROCESS | 26 |
| RECRUITMENT TOOLS | 31 |
| CONSENT PROCESS:..... | 32 |
| GUARDIANSHIP:..... | 32 |
| CONFIDENTIALITY:..... | 33 |
| WORK PLAN..... | 38 |
| APPENCICES..... | 39 |

INTRODUCTION

THE COLLABORATION AND ITS PARTNERS

The Winnebago County Coalition for Barrier-Free Survivor Services is a collaboration among:

- RAMP
- Rockford Mayor's Office of Domestic and Community Violence Prevention
- Rockford Sexual Assault Counseling (RSAC)
- Remedies Renewing Lives
- Adult Protective Services (APS)
- Self-advocates

Leaders at RAMP, Mayor's Office, Remedies, Rockford Sexual Assault Counseling, and the Winnebago County 17th Judicial Circuit Court created a partnership in December 2018 to accomplish a shared goal. The goal was to make internal, systematic changes among the collaborating partner's organizations. The group began meeting in 2019 to discuss the intersection and ways to work together. Since being awarded the OVW Disability Grant, the funding has allowed the group to meet formally and address the issues at hand. This project is a 3-year grant funded by the Department of Justice, Office on Violence Against Women (OVW), Disability Grant Program.

INTRODUCTION

VISION

Winnebago County Coalition for Barrier-Free Survivor Services envisions a community free of domestic and sexual violence and other forms of abuse. All agencies and systems are inclusive, accessible, and collaborative, so survivors with disabilities and Deaf survivors live safely, with dignity and respect.

MISSION

Our mission is to create partner services that eliminate barriers, stigmas, and myths that interfere with the recovery process for survivors with disabilities and Deaf survivors of domestic and sexual violence in Winnebago County.

We will accomplish this by:

- Creating and improving lasting partner policies, procedures, and expectations that remove barriers and demand follow-through
- Creating and maintaining working relationships with collaboration partners
- Leading by example and recognizing that we can do better

INTRODUCTION

A NOTE ON ACCESSIBILITY

The collaboration strives to create accessibility and has decided to write the Needs Assessment Plan in plain language. The group has decided on the following accessibility features:

- Plain language
- Bulleted lists
- Plain font
- 16-point font
- Images

INTRODUCTION

MEMBER AGENCIES

RAMP (REGIONAL ACCESS & MOBILIZATION PROJECT) CENTER FOR INDEPENDENT LIVING

About:

- Opened in 1980
- Serves individuals in Boone, DeKalb, Stephenson, and Winnebago Counties
- Serves over 1000 people annually
- Over 51 % of RAMP's staff and board of directors are individuals with disabilities
- Provides services and skills to assist individuals with disabilities or Deaf individuals to live to their fullest potential



THE ROCKFORD MAYOR'S OFFICE ON DOMESTIC AND COMMUNITY VIOLENCE PREVENTION

About:

- Opened in 2018
- Find strategies to close gaps in system-level and root causes that support the existence of domestic and sexual violence



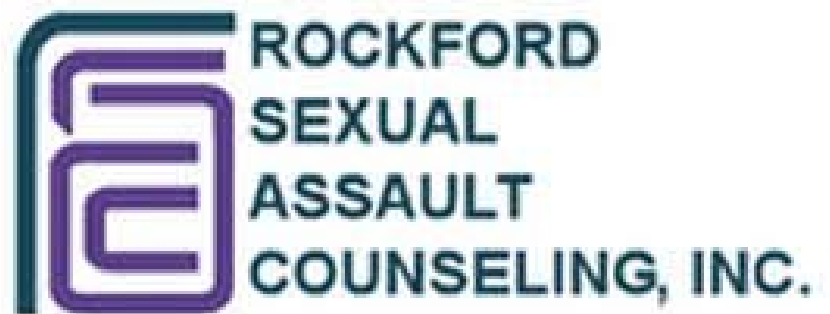
INTRODUCTION

- Interviewed people with lived experience of violence to develop a community gap document to end domestic and sexual violence in Winnebago County
- Established a community-wide Task Force to close gaps to end domestic and sexual violence
- Developed and opened the Family Peace Center, a survivor informed agency
 - The Family Peace Center is a co-located agency that serves individuals in Winnebago and surrounding counties who are survivors of domestic violence, sexual assault, child abuse, elder abuse, and human trafficking

ROCKFORD SEXUAL ASSAULT COUNSELING

About:

- Opened in 1977
- Provides comprehensive services to sexual assault and abuse victims and significant others
- Sexual assault program and outreach organization in Winnebago, Boone, and Ogle Counties
- Provides direct services to 950-1000 individuals a year



INTRODUCTION

REMEDIES RENEWING LIVES

About:

- Opened in 1955 and began domestic violence services in 1978
- Serves survivors of domestic violence in Boone and Winnebago Counties
- Provides services to adults struggling with substance abuse and to victims of domestic violence and their children or vulnerable family members
- Serves approximately 2000 adult and child survivors of domestic violence each year



MERCYHEALTH AT HOME ADULT PROTECTIVE SERVICES (APS)

About:

- APS began in 1989 and added services for individuals with disabilities in 2013
- Designated Adult Protective Services provider agency through the Illinois Department on Aging
- Serves individuals in Boone and Winnebago Counties
- Conducts over 600 investigations per year



NEEDS ASSESSMENT PURPOSE

PROGRESS

The Winnebago County Coalition for Barrier-Free Survivor Services is on track to complete the 5 deliverables as a part of the planning and development parts of the Disability Grant Program.

| Deliverable | Submitted | Approved |
|-----------------------|--------------------|------------------|
| Collaboration Charter | September 23, 2021 | November 9, 2021 |
| Needs Assessment Plan | March 21, 2022 | |
| Key Findings Report | | |
| Focus Memo | | |
| Strategic Plan | | |

Our first deliverable, the **Collaboration Charter**, provides a starting point for our work by showing 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, commitments, and contributions to the Winnebago County Coalition for Barrier-Free Survivor Services. The charter outlines how the collaboration team members communicate, make decisions, and manage conflict. It further describes how we will maintain the boundaries of confidentiality and mandatory reporting related to the work around activities of the grant moving forward, including this Needs Assessment Plan.

NEEDS ASSESSMENT PURPOSE

Over the past few months, the 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 compile the key findings of our assessment into a **Key Findings Report**. When the timing is right, we will use this or other data to create our **Focus Memorandum**. Finally, we will use the results to build a **Strategic Plan** that generates needed sustainable organizational change.

The purpose of this Needs Assessment specifically, and as described by OVW generally, is to provide practical information on the strengths and gaps in our services for survivors of domestic and sexual violence and for people who are Deaf, blind, or have an intellectual/developmental disability (I/DD). The data we collect from our Needs Assessment will be used to create a Key Findings report which will in turn drive a strategic plan. The plan will guide the development of sustainable organizational change during the implementation phase of the OVW Disability Grant Program and beyond. 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.

NEEDS ASSESSMENT PURPOSE

Our 9 core values will guide our Needs Assessment Plan: Survivor-Centered, Choice, Empowerment, Autonomy, Right to Independent Living, Inclusive, Respect, Kindness, and Dignity.

NEEDS ASSESSMENT PURPOSE

NEEDS ASSESSMENT GOALS

To accomplish the mission of the collaboration, we need to better understand the issues that survivors of sexual violence and domestic violence and people who are Deaf/deaf or have I/DD when seeking services. Our team hopes to do this by asking people with disabilities, Deaf/deaf individuals, survivors of sexual violence and domestic violence. Additionally, we will ask for input from the people who work with these groups, what helps and what stops or at least slows down people from getting the services they need, and how we can remove these barriers and increase the helpful practices. We hope to get from this process:

- Practical information on what works in services for survivors of sexual violence and domestic violence and those who have a disability or Deaf/deaf individuals and how to improve services
- Information on what we can do to improve our agencies and services, and to implement activities based on that information
- Increase agency commitment and ability to provide help and services to survivors with disabilities and Deaf/deaf individuals
- To ensure all participants within the project are excited about our project and our success now and years to come

NEEDS ASSESSMENT PURPOSE

The member agencies are fully committed to working together to identify, develop, and implement needed sustainable organizational changes, which will create full access to quality trauma-informed and culturally responsive services.

1. Identify current organizational structures, barriers, and gaps about policies, procedures, protocols, screening processes, and practices that address responding to, serving, and supporting individuals with disabilities or Deaf and Hard of Hearing survivors of domestic and sexual abuse.
2. Identify the willingness, comfort level, and capacity of staff members to utilize resources, assess needs and deliver quality services.
3. Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide safe, accessible, and responsive service delivery systems.
4. Identify positive existing policies, procedures, protocols, screening tools, and practices in each organization, as well as any barriers that may exist that affect accessibility, safety, and the ability of each agency to respond to an acute crisis.
5. Identify primary needs for staff and the supports and resources the collaboration will need to continue collaborative efforts to foster sustainability after the grant project ends.

INFORMATION SOURCES

EXISTING DATA

In October 2021, the collaboration participated in the Vera Institute of Justice's Performance Indicator Assessment to evaluate each agency's baseline capacity to serve survivors with disabilities and Deaf/deaf survivors of domestic and sexual abuse. The Project Coordinator compiled each agency's, except Adult Protective Services, written policies and documents, measured aspects of the building infrastructure, and collected staff interview questions. Another assessment will take place in March 2022, and it is not expected to change greatly; however, there are possible changes due to RSAC moving locations. The results are displayed below:

| Agency | Overall Score | Commitment | Capacity |
|------------------------------------|---------------|------------|----------|
| RAMP | 23.4% | 32.4% | 12.5% |
| Remedies Renewing Lives | 37.9% | 36.8% | 39.3% |
| Rockford Sexual Assault Counseling | 34.2% | 37.5% | 30.4% |
| Family Peace Center | 39.7% | 48.3% | 30.4% |

Commitment – A willingness and determination to serve survivors of domestic and sexual violence who have disabilities.

Capacity – The knowledge, skills, programmatic capabilities, and resources to effectively serve survivors with disabilities.

INFORMATION SOURCES

NEW DATA

The Winnebago County Coalition for Barrier-Free Survivor Services wants to know the needs for survivors of sexual and domestic violence and people with disabilities and Deaf/deaf individuals in Winnebago County. To find this out, we will be talking to:

- Survivors of sexual violence
- Survivors of domestic violence
- People with disabilities
- Deaf individuals
- Staff and leaders of our member agencies

OVERVIEW OF METHODS

WHO ARE WE TALKING TO AND WHY?

SURVIVORS OF SEXUAL AND DOMESTIC VIOLENCE

We will talk to survivors of sexual and domestic violence because they are people who have lived experience. They are the experts, and our team can learn from them directly. We will be asking them what they think about (Appendix 5):

- What makes services safe, accessible, and comfortable
- What gets in the way of feeling comfortable
- What are the best ways to reach out to survivors; and to introduce services; so that people feel safe to seek out services
- What are best practices for providing services and support to survivors
- How does trauma impact all of these issues

We need to be careful how we ask survivors to participate in our focus groups and interviews. Remedies Renewing Lives, Rockford Sexual Assault Counseling, and the Family Peace Center work with survivors who tend to be in crisis when they start receiving services. Our collaboration wants to emphasize their emotional safety. Survivors may be in a vulnerable state. We have set up a specific process to ensure people are safe, only participating if they want to, and have supports in place if needed (See Recruitment Plan). We will not ask legal advocacy

OVERVIEW OF METHODS

and crisis intervention clients at RSAC since they can not be asked to participate safely.

While each agency wants to improve on every level of their organization, there are a few limitations for Rockford Mayor's Office of Domestic and Community Violence Prevention and Adult Protective Services. Rockford Mayor's Office of Domestic and Community Violence Prevention is a community-wide initiative to create an effective strategic response to domestic violence and human trafficking under prevention, protection, prosecution, and partnerships. From the community GAPS document, the Family Peace Center (FPC) was created to focus on survivor-centered services that we are engaging. Therefore, only the Family Peace Center's staff and clients will be included during the Key Findings. Some of the GAPS include:

- Need a space to share experience, strength, and hope and focus on a solution, hope, and recovery, not just the problem.
- Every person we touch must be trained to understand trauma and respond accordingly.
- Teach about the escalation of the violence early.
- Long term care and healing.
- Survivors need:

OVERVIEW OF METHODS

- Protection
- Transportation
- Housing
- Encouragement

PEOPLE WITH INTELLECTUAL AND/OR DEVELOPMENTAL DISABILITIES

Our team will also be talking to RAMP consumers who identify as having a disability. Since people with disabilities are not a single group but are made up of many sub-groups, we want to try to hear from as many of those groups as possible. To do this, we have decided to ask the consumer who receive the following service areas at RAMP:

- Individuals living advocacy (ILA) skills
- Advocacy
- Community reintegration
- Traumatic Brain Injury (TBI)
- Personal Assistant (PA)
- Peer support
- Employment
- Information and Referral (I&R)
- ITAC – free phone equipment

OVERVIEW OF METHODS

Adult Protective Services does not service clients the same way as the other agencies. By definition, APS clients are not often referred without their knowledge or consent. We do not want to ask involuntary clients to participate. We will reach that population, just not directly through APS.

STAFF AND LEADERS OF OUR MEMBER AGENCIES

To better understand how each of our agencies is working, the positive parts and the areas that are lacking or need improvement, we will be asking staff from our member agencies to help our collaboration. Those groups include:

- Vice President of APS and Remedies Renewing Lives
- CEO at RAMP and Remedies Renewing Lives
- Executive Directors at the FPC and RSAC
- Supervising staff at APS, Remedies Renewing Lives, RAMP, and the FPC
- Direct services and front-line staff at the FPC, RAMP, APS, RSAC, and Remedies Renewing Lives
- Program directors at RSAC and Remedies Renewing Lives
- Volunteer Coordinator at RSAC
- Volunteers at RSAC
- Legal advocate at RSAC

OVERVIEW OF METHODS

- Board of Directors at RAMP, Remedies Renewing Lives, RSAC, and the FPC
- Voices committee at the FPC
- Chaplains at the FPC

HOW WILL WE TALK TO PEOPLE

FOCUS GROUPS

The collaboration will use focus groups the most often for gathering information from survivors of sexual and domestic violence, people with disabilities, and Deaf/deaf individuals. We believe that a group of people can add to ideas that individual interviews may not bring up. We can also meet more people in a group, so it will be a better way to reach more people in a shorter amount of time. Suppose someone cannot join a group or is uncomfortable being part of a group. In that case, we will also offer surveys (See Recruitment Plan). A group can be held in Spanish if requested and will offer an interview if only one person requests Spanish. Each focus group will start with a beginning script. Then questions will be asked based on that specific group of people. The beginning scripts (Appendix 5.1 and 5.2) includes a thank you message, a reminder of the conversation limits, forms discussing the limits of confidentiality, and what to expect during the groups. People will be allowed to leave if they have changed their minds.

OVERVIEW OF METHODS

The structure of the group is as follows:

- Each group will have a paid facilitator to ask the questions
- The project coordinator will be the note-taker
- Each group will have a support person available outside of the group for support
- The group will last approximately one to one and a half hours
- Each group will be run in an ADA - accessible location
- Every client participant will be given a \$20.00 gift card
- Every client participant who will be given a gift card will be told they do not have to stay for the entire group to get the gift card
- After each group, the facilitator, note-taker, and any other collaboration member involved with the group will meet to debrief and make sure we have captured all the information from each group to be collected

INDIVIDUAL INTERVIEWS

There may be people who cannot attend a group for practical issues.

The individual interviews will be the same as focus groups with a beginning script and then questions to follow. There will be an interviewer asking the questions, and each session will be recorded. Once these sessions have been transcribed the recordings will be deleted.

OVERVIEW OF METHODS

SURVEYS

The collaboration will use surveys to collect information from the boards and those who are uncomfortable or unable to attend focus groups. Surveys will be sent to individuals by their preferred methods. Surveys are completely anonymous and sent to a secured location which will be deleted once data is recorded.

TABLE OF METHODS

| Focus Groups | | |
|--|-------------------------|---------------------|
| Who we will be talking to | Number of people | Agency |
| Caseworkers | 1 group of 6 | APS |
| Admin team/Grant managers/training and self-care coordinator | 1 group of 5 | Family Peace Center |
| Direct Services Staff/Chaplains | 1 group of 9 | Family Peace Center |
| Voices Committee | 1 group of 8-10 | Family Peace Center |
| Board | 1 group of 5 | Family Peace Center |
| Clients | 2 groups of 6 | Family Peace Center |
| Board of Directors | 1 group of 12 | RAMP |
| Admin staff/managers/QAM | 1 group of 8 | RAMP |
| Direct Services/office assistance | 1 group of 8-10 | RAMP |
| Coordinators | 1 group of 2 | RAMP |
| ILA / Peer Support/ Advocacy/ Employment Consumers | 1 group of 6-8 | RAMP |
| Community reintegration/PA Consumers | 1 group of 6-8 | RAMP |
| TBI Consumers | 1 group of 6 | RAMP |

OVERVIEW OF METHODS

| | | |
|--------------------------------------|---------------|------------------------------------|
| Direct Services Staff | 2 groups of 6 | Remedies Renewing Lives |
| Senior Advocates | 1 group of 2 | Remedies Renewing Lives |
| Shelter/transitional housing clients | 1 group of 6 | Remedies Renewing Lives |
| Legal Advocacy | 1 group of 6 | Remedies Renewing Lives |
| Counseling/Advocacy clients | 1 group of 6 | Remedies Renewing Lives |
| Office managers | 1 group of 2 | Rockford Sexual Assault Counseling |
| Therapists | 1 group of 8 | Rockford Sexual Assault Counseling |
| Therapy clients | 1 group of 6 | Rockford Sexual Assault Counseling |

Total projected: Max: 149 Min: 141

| Interviews | | |
|------------------------------------|------------------|------------------------------------|
| Who we will be talking to | Number of people | Agency |
| Caseworker Supervisor | 1 | Adult Protective Services |
| Executive Director | 1 | Family Peace Center |
| CEO | 1 | RAMP |
| CEO | 1 | Remedies Renewing Lives |
| Vice President | 1 | Remedies Renewing Lives |
| Domestic Violence Program Director | 1 | Remedies Renewing Lives |
| Executive Director | 1 | Rockford Sexual Assault Counseling |

OVERVIEW OF METHODS

| | | |
|-----------------------|---|------------------------------------|
| Clinical Director | 1 | Rockford Sexual Assault Counseling |
| Legal Advocate | 1 | Rockford Sexual Assault Counseling |
| Volunteer Coordinator | 1 | Rockford Sexual Assault Counseling |

Total projected: 10

| Surveys | | |
|---------------------------|------------------|------------------------------------|
| Who we will be talking to | Number of people | Agency |
| Vice President | 1 | Adult Protective Services |
| Volunteers | 1 | Rockford Sexual Assault Counseling |
| Board of Directors | 3 | Rockford Sexual Assault Counseling |
| Board of Directors | 8 | Remedies Renewing Lives |

Total projected: 13

Overall Total Projected: Max: 172 Min: 164

RECRUITMENT PLAN

HOW WE WILL RECRUIT PEOPLE TO PARTICIPATE

STAFF AND LEADERS OF OUR MEMBER AGENCIES

| Agency | Method and to who | Appendix |
|------------------------------------|--|--|
| Adult Protective Services | Email: Vice President, Supervisor, Caseworker | 3.32 3.33 3.34 |
| Mayor's Office/ FPC | Email: Executive Director, Admin team/Grant managers/Training and self-care coordinator, Direct Services, Chaplains, Voices - Advocacy committee | 3.13 3.14 3.15 3.16 3.17 |
| RAMP | Announcement/Email: CEO, admin staff/managers/QAM, Direct Services/office assistance, Coordinator Email: Board Flyers hung up and case managers: Clients | 3.8 3.9 3.10 3.11 3.12 |
| Remedies Renewing Lives | Announcement/Email: DV Program director, Senior advocates, Direct Services Staff Email: CEO, Board, Vice President | 3.26 3.27 3.28 3.39 3.33 3.31 |
| Rockford Sexual Assault Counseling | Announcement/Email: Board, Clinical Director, Office managers, Legal Advocate, Volunteer Coordinator, Therapist Email: Executive Director Mail/Text-app: Volunteers | 3.18 3.19 3.20 3.21 3.22 3.23 3.24 3.25 |

RECRUITMENT PLAN

RECRUITMENT PROCESS

What we will do when we get people who do want to participate:

Each agency representative has been keeping agency staff up-to-date about grant activities. However, an official announcement will be made during a staff meeting at RAMP, Remedies Renewing Lives, and RSAC, FPC, APS to inform staff that the next phase of the grant will be taking place which includes needed support from agency staff. This announcement will provide staff with information about the grant and ask for support in recruitment, including information about staff focus groups and how they can sign up. Staff will be recruited to assist with recruitment of client and consumers of the agencies as follows:

- RAMP – All Winnebago county direct services staff and office assistants will be provided training during an already occurring weekly meeting
- FPC – Navigators, front line crisis, program managers will be trained during their 3rd Thursday of the month meeting
- RSAC – All Winnebago county therapists, coordinators, and front office staff will be trained at an already occurring Wednesday meeting held from 12-2
- Remedies – All Winnebago Counselors, advocates, and front office staff will be trained. Trainings will be scheduled during separate meetings times as employees work on varying shifts

RECRUITMENT PLAN

Staff will be recruited for agency focus groups during the announcement and following the announcements an email will be sent to staff by the agency representative and the Project Coordinator (Appendix 3). Staff will reply to the Project Coordinator if they express interest or simply complete the survey attached in the email.

All recruiters will follow the recruitment process carefully and ensure that each potential participant is comfortable with what they agree to do. The pre-selected focus group questions are designed to engage survivors, individuals with disabilities, Deaf and Hard of Hearing individuals in conversation around the quality and accessibility of services, *not* on personal experiences with domestic or sexual violence.

However, facilitators cannot always guarantee that the focus group participants will stay on topic. We will review the recruitment materials during recruitment. The Project Coordinator will review the RSVP and accommodations form. The consent guide will be reviewed during the meeting by the facilitator. This will include covering the following:

1. Tell participants that all focus groups will be transcribed by the note-taker and recorded.
2. Let participants know about mandated reporting status and what that means under Illinois State law.

RECRUITMENT PLAN

3. Discuss the gift cards client participants will receive.
4. Review the focus groups' date, time, and location. If the participant requests a reminder, confirm the best way to provide that reminder, considering safety concerns.
5. Inform all participants that services or employment are not affected positively or negatively by participating or choosing not to participate.
6. Review accommodation requests.
7. Let participants know we can offer a survey for those who do not want to participate in a focus group.

STAFF OF OUR MEMBER AGENCIES

Staff interested in participating will contact the Project Director for more information to make sure participation is voluntary. Staff will be informed that there are no negative consequences for participating or not participating in a focus group or interview. Staff will not receive compensation for participation in the interviews/groups, as we anticipate all focus groups and interviews to occur during paid staff time. The Project Coordinator will send consent forms and RSVPs by email to staff interested in participating. Dates for focus groups will be set during the usual staff meeting times for RAMP and Rockford Sexual Assault Counseling staff to not complicate agency schedules. The staff at the FPC, APS, and Remedies Renewing Lives focus group will not be

RECRUITMENT PLAN

during staff meeting and instead another time suitable to staff and the facilitators.

The APS VP and volunteers at RSAC will be sent an email asking if they are willing to participate in an anonymous online survey. If they are interested, the email will have the link to the survey.

CLIENTS OF OUR MEMBER AGENCIES

RAMP

During meetings, RAMP staff will use the recruitment script (Appendix 2.1) to recruit consumers. Staff will have access to FAQ (Appendix 1) to answer any questions consumers may have. Fliers (Appendix 3.1) will be posted in the office to offer passive recruitment for clients. If recruitment occurs during July, fliers will be included in mailed surveys that are already scheduled to be mailed out at that time. Recruitment will end one week prior to the start of focus groups to leave time for getting any accommodations.

FPC

The FPC staff will use the recruitment script (Appendix 2.2) during therapy or client meetings to recruit clients. Staff will have access to FAQ (Appendix 1) to answer any questions clients may have. Fliers (Appendix 3.2 & 3.3) will be placed in informational folders to recruit clients. This is still a form of passive recruitment since clients get a

RECRUITMENT PLAN

variety of information at the beginning of services. They can decide what they would like based on what they are ready for, including the focus group. Recruitment will start a month before focus groups and last for 2-3 weeks to allow clients to make decisions about services and whether they would like to participate. Fliers will also be posted in the office. Recruitment will end one week before the start of focus groups to leave time for meeting accommodations requests.

Rockford Sexual Assault Counseling

RSAC staff will use the recruitment script (Appendix 2.3) during therapy or client meetings to recruit clients. Staff will have access to FAQ (Appendix 1) to answer any questions clients may have. Fliers (Appendix 3.4 & 3.5) will also be posted in the office to offer passive recruitment for clients.

Remedies Renewing Lives

Remedies Renewing Lives staff will use the recruitment script (Appendix 2.4) during meetings to recruit clients. Staff will have access to FAQ (Appendix 1) to answer any questions clients may have. Fliers (Appendix 3.6 & 3.7) will also be posted in the office to offer passive recruitment for clients.

RECRUITMENT PLAN

RECRUITMENT TOOLS

FREQUENTLY ASKED QUESTIONS SHEET

The Frequently Asked Questions (FAQ) sheet will answer general questions about the listening sessions and optional interviews and how they will work (Appendix 1). This sheet will be provided to all participants during the recruitment process. There is also a version in Spanish so individuals can have the information in their language. If there is a request for a Spanish we will offer a focus group or individual interview, depending on the number of people who request this.

RSVP

The Project Coordinator will receive calls from any participant. An RSVP form (Appendix 4) will be completed for all people who want to attend our focus groups or complete a survey. Along with the RSVP, a section also asked questions about accommodations if someone needs accommodations. The RSVP includes the person's first name and first initial of their last name. Information will be kept on a spreadsheet (Appendix 8.3). It asks if the person will come to a group or fill out a survey and how that person would like to be reminded, if at all. We will offer meeting reminder cards to be mailed, emailed, phone calls, or texts as options. We will ask to make sure that these are safe ways to get the reminders.

RECRUITMENT PLAN

MEETING REMINDERS

Because we recognize that participants may want a meeting reminder, we will provide all invitees with the option of choosing how (Appendix 4.10). The phone number listed on fliers will be to the Project Coordinator's direct voicemail. The voicemail recording will not state anything about the project nor domestic or sexual violence. If the person wants to be reminded, they will select the method.

CONSENT PROCESS:

CONSENT

It is important to the Winnebago County Coalition for Barrier-Free Survivor Services that participants in the Needs Assessment each consent to their involvement in the process. We will provide consent information during the recruitment process. We will provide this information again during the focus groups (Appendix 5.1 & 5.2).

GUARDIANSHIP:

We will speak to both the person being recruited and their guardian about the project for individuals with guardians. We will use the same frequently asked questions sheet, consent form, and answer any questions either person has before participating. The guardian is free to be present at the group's location but will not attend the group. There

RECRUITMENT PLAN

will be a focus group for guardians and non-guardian parents if they would like to participate in the Needs Assessment.

CONFIDENTIALITY:

PRESERVING CONFIDENTIALITY

The following are the specific ways we will make sure to keep things as confidential as the law allows:

- Minimal personally identifying information will only be collected during the RSVP process. People will be asked their first name and the first letter of their last name to link them with any requests for accommodations.
- The Project Coordinator will keep a list of individuals who request accommodations and their first names.
- This information will be brought to each focus group/interview as needed. It will be destroyed within 2 weeks after the focus group/interview.
- Contact information will only be collected if they are requesting meeting reminders. This information will be destroyed within 2 weeks after the focus group/interview.
- In focus groups and interviews, participants will be asked not to provide any identifying information about themselves, specific staff, or program participants.
- Any RSVPs not already destroyed from the above procedure will

RECRUITMENT PLAN

be destroyed after each focus group/interview.

- There will be no negative consequences for participants who receive services, whether they participate or not.
- For staff there will be no adverse effects on employment for not knowing a policy except in instances where there is harm to clients or when breaking the law
- Focus group participants will be asked to keep confidential any information discussed or shared during the focus group with anyone who did not participate in their specific focus group.
- Participants will be asked not to discuss what is said in the group with other participants once the group is over. However, because we cannot ensure that participants will not share, participants will also be encouraged to be mindful of what they share.
- The note taker will not link personal identifying information to comments made during focus groups or interviews. However, she may link comments as being from the same person.
- The final Needs Assessment report will identify trends, themes, barriers, and strengths linked to what each organization and group as a whole stated during the Needs Assessment process as a summary.
- The Project Coordinator will keep any information gathered through the Needs Assessment process in a locked cabinet or

RECRUITMENT PLAN

stored in password-protected computers that only the Project Coordinator has access to.

- If the note taker is someone other than the Project Coordinator, the Project Coordinator will receive all notes and recordings from the note taker to create the summary.
- The Project Coordinator will try to ensure anonymity in quotes and summaries from the focus groups, interviews, and surveys.
- Draft copies of the Needs Assessment report will be kept in a locked cabinet and stored in a password-protected computer that only the collaboration team members can access.
- The report will not be shared with anyone outside of the collaboration until it has been reviewed and approved by the collaboration, the Vera Institute of Justice, and the Office on Violence Against Women.
- All notes, records, and anything else in writing that is related to the Needs Assessment that has not already been destroyed will be destroyed after the strategic plan has been approved by Office on Violence Against Women and all collaborative agencies have signed off on it.

RECRUITMENT PLAN

THE LIMITS

Although our focus groups and interviews are not designed to ask about a person's history of abuse, there is a possibility that someone may make a disclosure. Working staff may be mandated to report under Illinois law. The law states certain groups are protected, and requires a report to a state protective service agency if abuse is known or suspected to be occurring. All participants will be told about the limitations during the recruitment and consent process before starting focus group or interview.

The collaboration highly values people's rights to determine how they disclose information. To support this, we have the following in place:

- During recruitment, people will be told about how each group and interview will run including the limits of confidentiality
- The limits of confidentiality can be found on the frequently asked questions sheet that will be given to all people recruited for the project (unless there is a safety concern or the person declines the handout.)
- Before starting each group or interview, the participants will be reminded of the limits of confidentiality.
- Facilitators will make every effort to intervene and redirect participants before stories are shared that could lead to any disclosure happening.

RECRUITMENT PLAN

- If a mandatory report is required from something said in a focus group or interview, we will involve the survivor in reporting to the Relevant regulatory agency. This can involve a person making a self-report or making a report with involvement from the survivor. Suppose the survivor does not wish to be involved; in that case, the mandated reporter will still need to make the report, but without the survivor. The survivor will be told the report will be filed before it is reported unless there is some specific safety concern that would make this dangerous. Once the report has been filed, the survivor will be told about it if they choose not to be part of the process.
- If a guardian disclosed abuse or neglect of an eligible adult, the reporting staff will consult with APS.
- If the perpetrator of abuse is disclosing, we may not inform them of the report if there is a risk for danger. We will attempt to notify the adult child that a report is being made.
- Survivors will be provided support, resources, and referrals as needed.

WORK PLAN

| Deliverable | Action Item | Timeframe |
|--|---|-------------------------|
| Mission & Vision Collaborative Name Collaborative Logo | One day collaborative site visit facilitated by Vera Institute of Justice | March 4, 2021 |
| Project Charter | Development, Internal Review & Team Approval | |
| | Submit to Vera for Review & Approval | August-September 2011 |
| | Submit to OVW for Approval | September 23, 2021 |
| | Approval from OVW | November 9, 2021 |
| Needs Assessment Plan | Development, Internal Review & Team Approval | |
| | Submit to Vera for Review & Approval | January – February 2022 |
| | Submit to OVW | March 21, 2022 |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Appendix 1

Staff Training Sessions Scripts and Materials:

- 1.1 Training Script for RAMP Staff
- 1.2 Training Script for The Family Peace Center Staff
- 1.3 Training Script for Rockford Sexual Assault Counseling Staff
- 1.4 Training Script for Remedies Renewing Lives Staff
- 1.5 Clients/Consumers Frequently Asked Questions
- 1.6 Clients/Consumers Frequently Asked Questions with Pictures
- 1.7 Clients/Consumers Frequently Asked Questions in Spanish

Appendix 2

Client Recruitment Scripts:

- 2.1 Recruitment Script for RAMP Consumers
- 2.2 Recruitment Script for The Family Peace Center Clients
- 2.3 Recruitment Script for Rockford Sexual Assault Counseling Clients
- 2.4 Recruitment Script for Remedies Renewing Lives Clients

Appendix 3

Announcements:

- 3.1 Announcement Flyer for RAMP Consumers
- 3.2 Announcement Flyer for The Family Peace Center Clients
- 3.3 Announcement Flyer for The Family Peace Center Clients (Spanish)
- 3.4 Announcement Flyer for Rockford Sexual Assault Counseling Clients
- 3.5 Announcement Flyer for Rockford Sexual Assault Counseling Clients (Spanish)
- 3.6 Announcement Flyer for Remedies Renewing Lives
- 3.7 Announcement Flyer for Remedies Renewing Lives (Spanish)
- 3.8 Email Announcement to RAMP CEO
- 3.9 Email Announcement to RAMP Board of Directors

- 3.10 Email Announcement to RAMP Admin & Management Staff
- 3.11 Email Announcement to RAMP Direct Services and Office Assistant Staff
- 3.12 Email Announcement to RAMP Coordinator Staff
- 3.13 Email Announcement to the FPC Executive Director
- 3.14 Email Announcement to the FPC Admin Team & Grant Managers
- 3.15 Email Announcement to the FPC Direct Services Staff
- 3.16 Email Announcement to the FPC Voices Committee
- 3.17 Email Announcement to the FPC Board
- 3.18 Email Announcement to RSAC Executive Director
- 3.19 Email Announcement to RSAC Clinical Director
- 3.20 Email Announcement to RSAC Board
- 3.21 Email Announcement to RSAC Office Managers
- 3.22 Email Announcement to RSAC Legal Advocate
- 3.23 Email Announcement to RSAC Volunteer Coordinator
- 3.24 Email Announcement to RSAC Therapists
- 3.25 Email Announcement to RSAC Volunteers
- 3.26 Email Announcement to Remedies Renewing Lives CEO
- 3.27 Email Announcement to Remedies Renewing Lives Board
- 3.28 Email Announcement to Remedies Renewing Lives VP
- 3.29 Email Announcement to Remedies Renewing Lives Domestic Violence Program Director
- 3.30 Email Announcement to Remedies Renewing Lives Senior Advocates
- 3.31 Email Announcement to Remedies Renewing Lives Direct Services Staff
- 3.32 Email Announcement to APS VP
- 3.33 Email Announcement to APS Supervisor
- 3.34 Email Announcement to APS Lead Caseworker/Caseworkers

Appendix 4

RSVP & Accommodations Request Forms:

- 4.1 RSVP & Accommodations Request Forms for RAMP Staff
- 4.2 RSVP & Accommodations Request Forms for RAMP Consumers
- 4.3 RSVP & Accommodations Request Forms for the FPC Staff
- 4.4 RSVP & Accommodations Request Forms for the FPC Clients
- 4.5 RSVP & Accommodations Request Forms for RSAC Staff
- 4.6 RSVP & Accommodations Request Forms for RSAC Clients
- 4.7 RSVP & Accommodations Request Forms for Remedies Renewing Lives Staff
- 4.8 RSVP & Accommodations Request Forms for Remedies Renewing Lives Clients
- 4.9 RSVP & Accommodations Request Forms for APS Staff
- 4.10 Reminders

Appendix 5

Listening Session Facilitator Script and Questions:

- 5.1 Consent Statement Script for Non-Clients/Consumers
- 5.2 Consent Statement Script for Clients/Consumers
- 5.3 Zoom How-to Guide
- 5.4 RAMP Consumer Questions
- 5.5 RAMP Board of Directors Questions
- 5.6 RAMP Admin & Management Staff Questions
- 5.7 RAMP Direct Services and Office Assistant Questions
- 5.8 The FPC Clients Questions
- 5.9 The FPC Admin Team & Grant Managers Questions
- 5.10 The FPC Direct Services Staff Questions
- 5.11 The FPC Voices Committee Questions
- 5.12 The FPC Board Questions

- 5.13 RSAC Therapy Clients
- 5.14 RSAC Office Managers Questions
- 5.15 RSAC Therapists Questions
- 5.16 Remedies Renewing Lives Client Questions
- 5.17 Remedies Renewing Lives Senior Advocates Questions
- 5.18 Remedies Renewing Lives Direct Services Staff Questions
- 5.19 APS Lead Caseworker/Caseworkers Questions

Appendix 6

Interview Facilitator Scripts and Questions:

- 6.1 RAMP CEO
- 6.2 The FPC Executive Director Questions
- 6.3 RSAC Executive Director Questions
- 6.4 RSAC Clinical Director Questions
- 6.5 RSAC Legal Advocate Questions
- 6.6 RSAC Volunteer Coordinator Questions
- 6.7 Remedies Renewing Lives CEO Questions
- 6.8 Remedies Renewing Lives VP Questions
- 6.9 Remedies Renewing Lives DV Program Director Questions
- 6.10 APS Supervisor Questions

Appendix 7

Survey Questions:

- 7.1 RSAC Board of Directors Survey Questions
- 7.2 RSAC Volunteer Survey Questions
- 7.3 Remedies Renewing Lives Board of Directors Survey Questions
- 7.4 APS VP Survey Questions

Appendix 8

Checklists and Forms:

8.1 Gift Card Tracker Form

8.2 Listening Session and Interview Debriefing Template

1.1 Training Scripts for RAMP Staff

As many of you know, RAMP is participating in an OVW-funded collaboration with Rockford Sexual Assault Counseling, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services. This three-year multidisciplinary collaboration, called Winnebago County Coalition for Barrier-Free Survivor Services, 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 coalition 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 for individuals who utilize RAMP services to gather information about their experiences with our agency. Each session will be approximately one-hour to one-hour and a half long. We are asking each of you to help participate in the recruitment process by announcing the opportunity during your appointments. At the office, we will place flyers [pass around sample flyers to training participants in the building. Staff will be provided a questions and answer sheet to provide information to the consumers. Participants will be provided with the Project Coordinator's contact information to RSVP and

complete the accommodations form. The coalition Project Coordinator's name, email, and phone number will be available on these flyers.

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

- Clients must be able to provide consent to participate and be between ages 18-64
- All information shared in these listening sessions will be confidential
- Do not bring up or mention Rockford Sexual Assault Counseling, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services. We don't want to confuse anyone, and we will be asking specifically about 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 \$20 gift card for their participation.
- There will be a support person available in a private, accessible space near the listening session room or in a Zoom 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 2.1]

We will now open up the training for questions.

1.2 Training Scripts for The Family Peace Center Staff

As many of you know, the FPC is participating in an OVW-funded collaboration with RAMP, Rockford Sexual Assault Counseling, Remedies Renewing Lives, and Adult Protective Services. This three-year multidisciplinary collaboration, called Winnebago County Coalition for Barrier-Free Survivor Services, 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 coalition 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 for individuals who utilize the FPC services to gather information about their experiences with our agency.

Each session will be approximately one-hour to one-hour and a half long. We are asking each of you to help participate in the recruitment process by announcing the opportunity during your appointments where you feel it is appropriate to ask, using your professional discretion. At the office, we will place flyers [pass around sample flyers to training participants] in the building. Staff will be provided a

questions and answer sheet to provide information to the consumers. Participants will be provided with the Project Coordinators contact information to RSVP and complete the accommodations form. The coalition Project Coordinator's name, email, and phone number will be available on these flyers.

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

- Clients must be able to provide consent to participate and be between ages 18-64
- All information shared in these listening sessions will be confidential
- Do not bring up or mention RAMP, Rockford Sexual Assault Counseling, Remedies Renewing Lives, and Adult Protective Services. We don't want to confuse anyone, and we will be asking specifically about 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 \$20 gift card for their participation.
- There will be a support person available in a private, accessible space near the listening session room or in the case that focus groups cannot be held in-person. In that case, sessions will be held outdoors. 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 2.2]

We will now open up the training for questions.

1.3 Training Scripts for Rockford Sexual Assault Counseling Staff

As many of you know, Rockford Sexual Assault Counseling is participating in an OVW-funded collaboration with RAMP, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services. This three-year multidisciplinary collaboration, called Winnebago County Coalition for Barrier-Free Survivor Services, 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 coalition 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 for individuals who utilize Rockford Sexual Assault Counseling services to gather information about their experiences with our agency.

Each session will be approximately one-hour to one-hour and a half long. We are asking each of you to help participate in the recruitment process by announcing the opportunity during your appointments where you feel it is appropriate to ask, using your professional discretion. At the office, we will place flyers [pass around sample flyers to training participants] in the building. Staff will be provided a

questions and answer sheet to provide information to the consumers. Participants will be provided with the Project Coordinator's contact information to RSVP and complete the accommodations form. The coalition Project Coordinator's name, email, and phone number will be available on these flyers.

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

- Clients must be able to provide consent to participate and be between ages 18-64
- All information shared in these listening sessions will be confidential
- Do not bring up or mention RAMP, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services. We don't want to confuse anyone, and we will be asking specifically about 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 \$20 gift card for their participation.
- There will be a support person available in a private, accessible space near the listening session room or in the case that focus groups cannot be held in-person. In that case, sessions will be held over the phone. 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 2.3]

We will now open up the training for questions.

1.4 Training Scripts for Remedies Renewing Lives Staff

As many of you know, Remedies Renewing Lives is participating in an OVW-funded collaboration with RAMP, Rockford Sexual Assault Counseling, the Family Peace Center, and Adult Protective Services. This three-year multidisciplinary collaboration, called Winnebago County Coalition for Barrier-Free Survivor Services, 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 coalition 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 for individuals who utilize Remedies Renewing Lives services to gather information about their experiences with our agency.

Each session will be approximately one-hour to one-hour and a half long. We are asking each of you to help participate in the recruitment process by announcing the opportunity during your appointments where you feel it is appropriate to ask, using your professional discretion. At the office, we will place flyers [pass around sample flyers to training participants] in the building. Staff will be provided a questions and answer sheet to provide information to clients.

Participants will be provided with the Project Coordinator's contact information to RSVP and complete the accommodations form. The coalition Project Coordinator's name, email, and phone number will be available on these flyers.

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

- Clients must be able to provide consent to participate and be between ages 18-64
- All information shared in these listening sessions will be confidential
- Do not bring up or mention RAMP, Rockford Sexual Assault Counseling, the Family Peace Center, and Adult Protective Services. We don't want to confuse anyone, and we will be asking specifically about 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 \$20 gift card for their participation.
- There will be a support person available in a private, accessible space near the listening session room or in the case that focus groups cannot be held in-person. In that case, sessions will be held over the phone. 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 2.4]

We will now open up the training for questions.

1.5 Clients/Consumers Frequently Asked Questions

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

1. What is Winnebago County Coalition for Barrier-Free Survivor Services?

The Coalition was established in 2020 due to a collaborative effort among various agencies in Rockford to improve services for lots of people, including you. The agency you have come to for services is a part of this collaboration.

2. Why have you been invited?

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

3. Do I have to say something?

No. You do not have to say anything during the session. Your participation is strictly voluntary. You can leave if you feel

uncomfortable staying. We sincerely hope you will tell us about your experiences with organizations. We want information about how they can be accessible, welcoming, and safe while providing you with the quality services you need.

4. If I do say something, will you use my name?

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

5. Will this impact my services?

No. These sessions are entirely separate from the services you are receiving from your service provider. If you participate, the agency will never know what you said.

6. Do I receive anything for participating?

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

7. What if I lose the gift card or never receive it?

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

8. What if I do not feel safe taking the gift card home?

You decide whether or not it is safe for you to take the gift card home. If you decide it is not safe for you to take it home, the card can be held until you can pick it up safely.

9. How are you going to use the information I share with you?

We will put all of the information we gather into a report. The report will help us develop a plan that will guide us in making necessary changes to services at all of our organizations.

10. Who will see the report?

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

11. What should I tell people if they ask about this group?





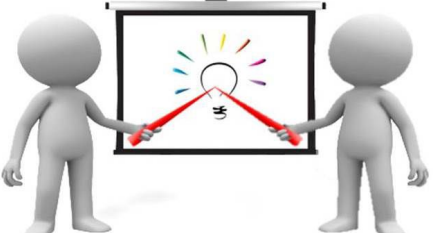
How much information you want to give someone asking you about this group is your decision. You can tell people that you are sharing information about your experiences to help our organizations provide the best and most needed services. If you decide to participate, we ask that you respect everyone's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








12. If I agree to participate and then, for some reason, cannot come, who should I contact?

If you agree to participate and then find out that you cannot come to the session, you can contact the Project Coordinator. If you still want to participate, we will see if we can re-schedule to speak with you another time.

Thank you. We truly appreciate your time and interest in helping us!

1.6 Clients/Consumers Frequently Asked Questions with Pictures

| | |
|---|---|
| <p>Winnebago County Coalition for Barrier Free Survivor Services wants to find out...</p> | |
| <p>What can organizations do to support you?</p> |  |
| <p>How do you look for services you need?</p> |  |
| <p>What is helpful or not helpful when getting services?</p> |  |
| <p style="text-align: center;">Some things to know...</p> | |
| <p>Each group of 6-8 people will last about one hour and will be held in a ADA-accessible location.</p> |  |
| <p>Each group will have a facilitator who will ask you questions and a note-taker to write down thoughts.</p> |  |

| | |
|---|---|
| <p>You will get a \$20 gift card (even if you don't stay for the entire group).</p> |  |
| <p>You can answer only the questions that you feel comfortable answering.</p> |  |
| <p>If you start to answer a question, you can change your mind and stop at any time.</p> |  |
| <p>You can take a break or leave the group at any time.</p> |  |
| <p>Some answers might be shared later but no names will be used.</p> |  |
| <p>No one will know what you said, and nothing bad will happen because you participated in the group.</p> |  |
| <p>If our questions make you think of personal stories, please don't share them in the group.</p> |  |

There will be someone available that you can talk to during or after the group. We will also have support for you to reach out to if you need someone to talk to after you leave the group.



We will keep what you say confidential unless by law we have to tell if you are not safe.



There will be a consent guide to review before you agree to join the groups.



You can request accommodations and say if you want to come on the RSVP form.



If you have more questions, please contact the Project Coordinator at or email at

1.7 Clients/Consumers Frequently Asked Questions in Spanish

Gracias por su interés en participar en nuestra Evaluación de Necesidades. Quizá te interese saber más sobre nuestro proyecto. Tomaremos este tiempo para responder algunas preguntas hechas por personas invitadas a participar en este proyecto.

1. ¿Qué es la Coalición del Condado de Winnebago para Servicios para Sobrevivientes sin Barreras?

La Coalición se estableció en 2020 debido a un esfuerzo de colaboración entre varias agencias en Rockford para mejorar los servicios para muchas personas, incluido usted. La agencia a la que acudió para obtener servicios es parte de esta colaboración.

2. ¿Por qué te han invitado?

Te hemos invitado a que nos cuentes tus experiencias con las agencias de servicios sociales. Queremos saber qué funciona bien, qué no funciona bien y cualquier sugerencia que pueda tener para mejorar. Usted es el experto en conocer sus experiencias de servicio y lo que funciona bien para usted. Le pedimos que comparta esa información con nosotros.

3. ¿Tengo que decir algo?

No. No tienes que decir nada durante la sesión. Su participación es estrictamente voluntaria. Puedes irte si te sientes incómodo

quedándote. Esperamos sinceramente que nos cuente sus experiencias con las organizaciones. Queremos información sobre cómo pueden ser accesibles, acogedores y seguros mientras le brindan los servicios de calidad que necesita.

4. Si digo algo, ¿usarás mi nombre?

No. No usaremos su nombre en nada de lo que escribamos sobre el sesión. Podemos usar algo que nos diga en nuestro informe final, pero no indicaremos quién lo dijo.

5. ¿Esto afectará mis servicios?

No. Estas sesiones son completamente independientes de los servicios que recibe de su proveedor de servicios. Si participa, la agencia nunca sabrá lo que dijo.

6. ¿Recibo algo por participar?

Si. Para agradecerle su participación, recibirá una tarjeta de regalo VISA de \$20.

7. ¿Qué sucede si pierdo la tarjeta de regalo o nunca la recibo?

Si no podemos reunirnos en persona, le enviaremos la tarjeta de regalo a la dirección que proporcionó en su RSVP. No podemos garantizar que no habrá complicaciones o retrasos en el envío. Una vez que reciba la tarjeta de regalo, es su responsabilidad guardarla en un lugar seguro. No podemos darle una nueva tarjeta de regalo si la pierde o la roban.

8. ¿Qué pasa si no me siento seguro llevándome la tarjeta de regalo a casa?

Tú decides si es seguro o no llevarte la tarjeta de regalo a casa. Si decide que no es seguro llevársela a casa, se puede retener la tarjeta hasta que pueda recogerla de manera segura.

9. ¿Cómo vas a utilizar la información que comparto contigo?

Pondremos toda la información que recopilamos en un informe. El informe nos ayudará a desarrollar un plan que nos guiará para realizar los cambios necesarios en los servicios de todas nuestras organizaciones.

10. ¿Quién verá el informe?

El financiador del proyecto porque están financiando nuestra subvención para trabajar en este proyecto. Instituto de Justicia de Vera porque nos están ayudando dando soporte técnico durante todo el proyecto. Además, las personas que trabajan con nosotros en nuestras organizaciones. Queremos que sepan lo que cree que hará que nuestras organizaciones sean accesibles, acogedoras y seguras para las personas que vienen en busca de información y apoyo. La información del informe ayudará a nuestras organizaciones a saber qué cambios se necesitan. Los líderes de nuestras organizaciones también pueden optar por compartir el informe con otros. Le invitamos a ponerse en

contacto con nosotros para revisar el informe final después de que el financiador lo haya aprobado.

11. ¿Qué debo decirle a la gente si preguntan por este grupo?

La cantidad de información que desea dar a alguien que le pregunte sobre este grupo es su decisión. Puede decirles a las personas que está compartiendo información sobre sus experiencias para ayudar a nuestras organizaciones a brindar los mejores y más necesarios servicios. Si decide participar, le pedimos que respete la privacidad de todos y no discuta lo que nadie dice durante la sesión de grupo.

Queremos que todos se sientan cómodos y seguros para compartir sus experiencias e ideas sin preocuparse de que alguien hable de ellas fuera del grupo.

12. Si acepto participar y luego, por alguna razón, no puedo asistir, ¿a quién debo contactar?

Si acepta participar y luego descubre que no puede venir a la sesión, puede comunicarse con el Coordinador del Proyecto. Si aún desea participar, veremos si podemos reprogramar para hablar con usted en otro momento.

Gracias. ¡Realmente apreciamos su tiempo e interés en ayudarnos!

2.1 Recruitment Script for RAMP Consumers

RAMP is part of a collaboration working together to create more accessible, safe and welcoming services. 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 in services. We are asking you to share that information with us. Are you interested in learning more about this opportunity?

[If yes, continue.] Project overview: We are part of a multi-agency group in Winnebago, where we are all seeking to improve our services. 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: RAMP will be holding listening sessions at our facility. There will be about 5 to 7 people in each listening session.

We want to learn what makes services at RAMP welcoming, safe and easy to use and where we need to make changes.

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. We are asking that everyone involved keep the information about the listening session confidential, but we can't guarantee that other participants will keep everything confidential.
- There will be a \$20 gift card for all participants. You can choose to take the gift card or ask to have it saved for you to get 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 other than your experience with the services you received at RAMP or other services you receive. We want to hear what you think we can do better, so it is okay to say things you do not like about RAMP.

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 the Project Coordinator will review 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.
- 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 children which means if they hear about abuse and neglect they may need to make a report to DCFS.
- Staff at the listening session may be mandated reporters and may need to report instances of abuse or neglect of eligible adults. This

includes instances where you may be the victim, as well as, instances where you might be the person causing harm:

- Illinois law states that any adult with a disability qualifies as an eligible adult or a person 60 and older
- Abuse is current or within the last year
- The individual cannot report on their own
- Staff at listening sessions have a duty to warn if you are a harm to yourself or others (typically suicidal or homicidal).
- If you feel that being in the listening session will make you feel unsafe or uncomfortable there is an option to participate by survey. You always have the option to not 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 the Project Coordinator if they decide they are interested (via the flyer).
- 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.

2.2 Recruitment Script for The Family Peace Center Clients

The FPC is part of a collaboration working together to create safer and more welcoming services for survivors of domestic violence and sexual assault. To learn how to improve services, we will be conducting listening sessions to gather information. You are the expert in knowing your experiences in receiving services 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: We are part of a multi-agency group in Winnebago, where we are all seeking to improve our services. 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: The FPC will be holding listening sessions at our facility. There will be about 5 to 7 people in each listening session. We want to learn what makes services at the FPC welcoming, safe, easy to use and where we can improve.

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. We will ask that everyone involved keep the information about the listening session confidential, but we can't guarantee that other participants will keep everything confidential.
- There will be a \$20 gift card for all participants. You can choose to take the gift card or ask to have it saved for you to get 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 the FPC or other DV/SA services. We want to hear what you think we can do better, so it is okay to say things you do not like about the FPC.
- There will be a support person available at each listening session. Even though we will not be discussing personal experiences about domestic violence and/or sexual assault we know that the discussion may bring up feelings for you. You can speak to the support person any time during or right after the listening session.
- 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 the Project Coordinator will review 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.
- 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 children which means if they hear about abuse and neglect they may need to make a report to DCFS.
- Staff at the listening session may be mandated reporters and may need to report instances of abuse or neglect of eligible adults. This includes instances where you may be the victim, as well as, instances where you might be the person causing harm:
 - Illinois law states that any adult with a disability qualifies as an eligible adult or a person 60 and older
 - Abuse is current or within the last year
 - The individual cannot report on their own
- Staff at listening sessions have a duty to warn if you are a harm to yourself or others (typically suicidal or homicidal).
- If you feel that being in the listening session will make you feel unsafe or uncomfortable there is an option to participate by survey. You always have the option to not 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 the Project Coordinator if they decide they are interested (via the flyer).
- 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.

2.3 Recruitment Script for Rockford Sexual Assault Counseling Clients

RSAC is part of a collaboration working together to create safer and more welcoming services for survivors of domestic violence and sexual assault. 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: We are part of a multi-agency group in Winnebago, where we are all seeking to improve our services. 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: RSAC will be holding listening sessions at our facility. There will be about 5 to 7 people in each listening session. We want to learn what makes services at RSAC welcoming, safe, easy to use and where we can improve.

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. We are asking that everyone involved keep the information about the listening session confidential, but we can't guarantee that other participants will keep everything confidential.
- There will be a \$20 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 RSAC or other services. We want to hear what you think we can do better, so it is okay to say things you do not like about RSAC.
- There will be a support person available at each listening session. Even though we will not be discussing personal experiences about domestic violence and/or sexual assault we know that the discussion may bring up feelings for you. You can speak to the support person any time during or right after the listening session.
- 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 the Project Coordinator will review 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.

- 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 children which means if they hear about abuse and neglect they may need to make a report to DCFS.
- Staff at the listening session may be mandated reporters and may need to report instances of abuse or neglect of eligible adults. This includes instances where you may be the victim, as well as, instances where you might be the person causing harm:
 - Illinois law states that any adult with a disability qualifies as an eligible adult or a person 60 and older
 - Abuse is current or within the last year
 - The individual cannot report on their own
- Staff at listening sessions have a duty to warn if you are a harm to yourself or others (typically suicidal or homicidal).
- If you feel that being in the listening session will make you feel unsafe or uncomfortable there is an option to participate by survey. You always have the option to not 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 the Project Coordinator if they decide they are interested (via the flyer).
- 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.

2.4 Recruitment Script for Remedies Renewing Lives Clients

Remedies Renewing Lives is part of a collaboration working together to create safer and more welcoming services for survivors of domestic violence and sexual assault. 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: We are part of a multi-agency group in Winnebago, where we are all seeking to improve our services. 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: Remedies Renewing Lives will be holding listening sessions at our facility. There will be about 5 to 7 people in each listening session. We want to learn what makes services at the Remedies Renewing Lives welcoming, safe, easy to use and where we can improve.

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. We are asking that everyone involved keep the information about the listening session confidential, but we can't guarantee that other participants will keep everything confidential.
- There will be a \$20 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 Remedies Renewing Lives or other services. We want to hear what you think we can do better, so it is okay to say things you do not like about Remedies Renewing Lives.
- There will be a support person available at each listening session. Even though we will not be discussing personal experiences about domestic violence and/or sexual assault we know that the discussion may bring up feelings for you. You can speak to the support person any time during or right after the listening session.
- 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 the Project Coordinator will review 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.

- 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 children which means if they hear about abuse and neglect they may need to make a report to DCFS.
- Staff at the listening session may be mandated reporters and may need to report instances of abuse or neglect of eligible adults. This includes instances where you may be the victim, as well as, instances where you might be the person causing harm:
 - Illinois law states that any adult with a disability qualifies as an eligible adult or a person 60 and older
 - Abuse is current or within the last year
 - The individual cannot report on their own
- Staff at listening sessions have a duty to warn if you are a harm to yourself or others (typically suicidal or homicidal).
- If you feel that being in the listening session will make you feel unsafe or uncomfortable there is an option to participate by survey. You always have the option to not 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 the Project Coordinator if they decide they are interested (via the flyer).
- 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.

3.1 Announcement Flyer for RAMP Consumers



We want to talk to YOU about your experiences and what YOU think about the services we provide at RAMP! We are holding focus groups to gather information.



Things we talk about in our focus group will be confidential and private. We want to hear how you think we can make services better.

Your services will not change (good or bad) for coming to a focus group. You can tell us what we need to do better. Thanks OK! You can tell us exactly what you think.

All participants will receive a \$20 gift card.

If you are interested in participating, please contact: PD at (xxx)xxx-xxxx or at email.

3.2 Announcement Flyer for The Family Peace Center Clients



We want to talk to YOU about your experiences and your perspective on the services we provide at The Family Peace Center.

The FPC 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 call or email: (xxx)xxx-xxxx or email.

All participants will receive a \$20 gift card.

3.3 Announcement Flyer for The Family Peace Center Clients (Spanish)



Queremos hablar con USTED acerca de sus experiencias y su perspectiva sobre los servicios que brindamos en The Family Peace Center.

El FPC está revisando nuestros servicios existentes para crear un mejor sistema de servicios para todos los miembros de nuestra comunidad.

Estamos buscando sobrevivientes para compartir sus pensamientos. Si está interesado en participar en una sesión de escucha confidencial que analizará la calidad de los servicios, llame o envíe un correo electrónico: (xxx) xxx-xxxx o envíe un correo electrónico.

Todos los participantes recibirán una tarjeta de regalo de \$20.

3.4 Announcement Flyer for Rockford Sexual Assault Counseling Clients



The Winnebago County Coalition for Barrier Free Survivor Services wants to talk to YOU about your experiences and your perspectives on the services provided at Rockford Sexual Assault Counseling.

The focus group will be confidential and private. Feedback will be used to help RSAC know what they are doing right and what needs to be improved for survivors' services.

All participants will receive a \$20 gift card. The focus group will take approximately 1-1.5 hours.



**If you are interested in participating, please contact:
PD at (xxx)xxx-xxxx or at [email](#).**

3.5 Announcement Flyer for Rockford Sexual Assault Counseling Clients (Spanish)



La Coalición de Servicios para Sobrevivientes sin Barreras del Condado de Winnebago quiere hablar con USTED sobre sus experiencias y sus perspectivas sobre los servicios prestados en Rockford Sexual Assault Counseling.

El grupo de enfoque será confidencial y privado. Los comentarios se utilizarán para ayudar a RSAC a saber qué están haciendo bien y qué se debe mejorar para los servicios de los sobrevivientes.

Todos los participantes recibirán una tarjeta de regalo de \$20. El grupo de enfoque tomará aproximadamente 1-1.5 horas.



**Si está interesado en participar, comuníquese con:
PD al (xxx)xxx-xxxx o al correo electrónico.**

3.6 Announcement Flyer for Remedies Renewing Lives



The Winnebago County Coalition for Barrier-Free Survivor Services is holding focus groups to hear what **YOU** think about providing services that people need!

Things we talk about in the focus group will be confidential and private.



There will not be any negative consequences for your services. You can tell us exactly what you think.

All participants will receive a \$20 gift card.
If you are interested in participating, please contact: PD at (xxx)xxx-xxxx or at email.

3.7 Announcement Flyer for Remedies Renewing Lives (Spanish)



¡La Coalición de Servicios para Sobrevivientes sin Barreras del Condado de Winnebago está organizando grupos de enfoque para escuchar lo que USTED piensa acerca de brindar los servicios que la gente necesita!

Las cosas de las que hablemos en el grupo de enfoque serán confidenciales y privadas.



No habrá ninguna consecuencia negativa para sus servicios. Puedes decirnos exactamente lo que piensas. Todos los participantes recibirán una tarjeta de regalo de \$20.

Si está interesado en participar, comuníquese con: PD al (xxx)xxx-xxxx o al correo electrónico.

3.8 Email Announcement to RAMP CEO

To: CEO

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear _____,

As you know, RAMP is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 Rockford Sexual Assault Counseling, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. 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 about the services provided at RAMP – what makes them positive and what can be improved, so we are inviting you to participate in an interview via Zoom on _____ [insert date and time]. 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 to an hour and half for the interview.

Please let me know if you have questions.

Sincerely,

Project Coordinator

3.9 Email Announcement to RAMP Board of Directors

To: [RAMP Board of Directors]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear ,

As you know, RAMP is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 Rockford Sexual Assault Counseling, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. 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 about the services provided at RAMP – what makes them positive, what can be improved, and how decisions are made at RAMP, so we are inviting you to participate in a listening session with your peers via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the listening session. We kindly ask that you block this time on your calendar so that we can fully engage with you on these vital services.

Please confirm the scheduled date: _____ and time: _____ works for you to participate. We will hold the listening session via (Zoom/ in-person) and a facilitator will run the listening session. The meeting will be recorded. Once the session has been transcribed the recording will be deleted. Please let me know if you have questions.

Sincerely,

Project Coordinator and [RAMP OVW Representative]

3.10 Email Announcement to RAMP Admin & Management Staff

To: [RAMP Admin & Management Staff]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear ,

As you know, RAMP is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 Rockford Sexual Assault Counseling, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. 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 about the services provided at RAMP – what makes them positive and what can be improved, so we are inviting you to participate in a listening session with your peers via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the listening session. We kindly ask that you block this time on your calendar so that can fully engage with you on these vital services.

Please confirm the scheduled date: _____ and time: _____ works for you to participate. We will hold the listening session via (Zoom/ in-person) and a facilitator will run the listening session. The meeting will be recorded. Once the session has been transcribed the recording will be deleted. Please let me know if you have questions.

Sincerely,

Project Coordinator and [RAMP OVW Representative]

3.11 Email Announcement to RAMP Direct Services and Office Assistant Staff

To: [Direct Services and Office Assistant Staff]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear ,

As you know, RAMP is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 Rockford Sexual Assault Counseling, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. 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 about the services provided at RAMP – what makes them positive and what can be improved, so we are inviting you to participate in a listening session with your peers via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the listening session. We kindly ask that you block this time on your calendar so that can fully engage with you on these vital services.

Please confirm the scheduled date: _____ and time: _____ works for you to participate. We will hold the listening session via (Zoom/ in-person) and a facilitator will run the listening session. The meeting will be recorded. Once the session has been transcribed the recording will be deleted. Please let me know if you have questions.

Sincerely,

Project Coordinator and [RAMP OVW Representative]

3.12 Email Announcement to RAMP Coordinator Staff

To: [RAMP Coordinator Staff]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear ,

As you know, RAMP is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 Rockford Sexual Assault Counseling, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. 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 about the services provided at RAMP – what makes them positive and what can be improved, so we are inviting you to participate in a listening session with your peers via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the listening session. We kindly ask that you block this time on your calendar so that can fully engage with you on these vital services.

Please confirm the scheduled date: _____ and time: _____ works for you to participate. We will hold the listening session via (Zoom/ in-person) and a facilitator will run the listening session. The meeting will be recorded. Once the session has been transcribed the recording will be deleted. Please let me know if you have questions.

Sincerely,

Project Coordinator and [RAMP OVW Representative]

3.13 Email Announcement to The FPC Executive Director

To: [The FPC Executive Director]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear _____,

As you know, the FPC is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, Rockford Sexual Assault Counseling, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. 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, where we can improve, how decisions are made at the FPC, and how to respond effectively to survivors with disabilities and Deaf survivors. We are inviting you to participate in an interview via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the interview.

Please let me know if you have questions.

Sincerely,

Project Coordinator

3.14 Email Announcement to The FPC Admin Team & Grant Managers

To: [The FPC Admin Team & Grant Managers]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear ,

As you know, the FPC is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, Rockford Sexual Assault Counseling, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. 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, survivors with disabilities, Deaf individuals and blind individuals, so we are inviting you to participate in a listening session with your peers via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the listening session. We kindly ask that you block this time on your calendar so that can fully engage with you on these vital services.

Please confirm the scheduled date: _____ and time: _____ works for you to participate. We will hold the listening session via (Zoom/ in-person) and a facilitator will run the listening session. The meeting will be recorded. Once the session has been transcribed the recording will be deleted.

Please let me know if you have questions.

Sincerely,

Project Coordinator and [The FPC OVW Representative]

3.15 Email Announcement to The FPC Direct Services Staff

To: [The FPC Direct Services Staff]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear ,

As you know, the FPC is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, Rockford Sexual Assault Counseling, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. 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, survivors with disabilities, Deaf individuals and blind individuals, so we are inviting you to participate in a listening session with your peers via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the listening session. We kindly ask that you block this time on your calendar so that can fully engage with you on these vital services.

Please confirm the scheduled date: _____ and time: _____ works for you to participate. We will hold the listening session via (Zoom/ in-person) and a facilitator will run the listening session. The meeting will be recorded. Once the session has been transcribed the recording will be deleted.

Please let me know if you have questions.

Sincerely,

Project Coordinator and [The FPC OVW Representative]

3.16 Email Announcement to The FPC Voices Committee

To: [The FPC Voices Committee]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear ,

As you may know, the FPC is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, an Office on Violence Against Women funded project focused in large part on improving access to services for survivors of domestic violence and sexual assault in Winnebago County. We have been collaborating with various agencies in Winnebago County throughout this project since October 2020. 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, and also what makes an agency ineffective. We are open to hearing critical feedback! So we are inviting you to participate in a listening session with your peers via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the

listening session. You will receive a \$20 Visa gift card for your time, we will provide child care and ask that you fill out an accommodations form so that we can meet any accommodation requests you have. 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/ in-person) and a facilitator will run the listening session. The meeting will be recorded. Once the session has been transcribed the recording will be deleted.

Please let me know if you have questions.

Sincerely,

Project Coordinator and [The FPC OVW Representative]

3.17 Email Announcement to The FPC Board

To: [The FPC Board]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear ,

As you know, the FPC is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, Rockford Sexual Assault Counseling, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. One of our required activities is to conduct a Needs Assessment of our services at each agency.

We would like to know what you think makes an agency effective and responsive, what makes them positive, what can be improved, and how decisions are made at the FPC for survivors with disabilities, Deaf individuals, and blind individuals. We are inviting you to participate in a listening session with your peers via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the listening session. We kindly ask that you block this time on your calendar so that can fully engage with you on these vital services.

Please confirm the scheduled date: _____ and time: _____ works for you to participate. We will hold the listening session via (Zoom/ in-person) and a facilitator will run the listening session. The meeting will be recorded. Once the session has been transcribed the recording will be deleted.

Please let me know if you have questions.

Sincerely,

Project Coordinator and [The FPC OVW Representative]

3.18 Email Announcement to RSAC Executive Director

To: [The RSAC Executive Director]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear _____,

As you know, RSAC is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. 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, survivors with disabilities, Deaf individuals and blind individuals, so we are inviting you to participate in an interview via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the interview.

Please let me know if you have questions.

Sincerely,

Project Coordinator

3.19 Email Announcement to RSAC Clinical Director

To: [The RSAC Clinical Director]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear _____,

As you know, RSAC is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. 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 with disabilities, Deaf individuals and blind individuals, so we are inviting you to participate in an interview via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the interview.

Please let me know if you have questions.

Sincerely,

Project Coordinator and [RSAC OVW Representative]

3.20 Email Announcement to RSAC Board

To: [The RSAC Board]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear _____,

As you may know, RSAC is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. One of our required activities is to conduct a Needs Assessment of our services at each agency.

We would like to know what you think makes an agency effective and responsive, what makes them positive, what can be improved, and how decisions are made at RSAC for survivors with disabilities, Deaf individuals, and blind individuals.

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 five collaborative partners of the Winnebago County Coalition for Barrier-Free Survivor Services. Because the goal of this grant is to create impactful and meaningful changes at RSAC, 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 click the following link. Your participation will be anonymous, and your position will not be affected by your responses or lack thereof.

The deadline to submit your responses is [DATE]. If you have any questions about this survey, please (contact me or, the Winnebago County Coalition for Barrier-Free Survivor Services Project Coordinator, at [email]).

Sincerely,

Project Coordinator and [RSAC OVW Representative]

3.21 Email Announcement to RSAC Office Managers

To: [RSAC Office Managers]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear,

As you know, RSAC is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. One of our required activities is to conduct a Needs Assessment of our services at each agency.

We understand that every part of our service experience is important, starting with our clients' first interaction. We would like to know more about what you think makes an agency effective and responsive for survivors with disabilities, Deaf individuals, and blind individuals, so we are inviting you to participate in a listening session with your peers via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the listening session. We kindly ask that you block this time on your calendar so that can fully engage with you on these vital services.

Please confirm the scheduled date: _____ and time: _____ works for you to participate. We will hold the listening session via (Zoom/ in-person) and a facilitator will run the listening session. The meeting will be recorded. Once the session has been transcribed the recording will be deleted.

Please let me know if you have questions.

Sincerely,

Project Coordinator and [RSAC OVW Representative]

3.22 Email Announcement to RSAC Legal Advocate

To: [The RSAC Legal Advocate]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear _____,

As you know, RSAC is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. 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, survivors with disabilities, Deaf individuals and blind individuals, so we are inviting you to participate in an interview via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the interview. We kindly ask that you block this time on your calendar so that can fully engage with you on these vital services.

Please let me know if you have questions.

Sincerely,

Project Coordinator and [RSAC OVW Representative]

3.23 Email Announcement to RSAC Volunteer Coordinator

To: [The RSAC Volunteer Coordinator]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear _____,

As you know, RSAC is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. 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, survivors with disabilities, Deaf individuals and blind individuals, so we are inviting you to participate in an interview via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the interview. We kindly ask that you block this time on your calendar so that can fully engage with you on these vital services.

Please let me know if you have questions.

Sincerely,

Project Coordinator and [RSAC OVW Representative]

3.24 Email Announcement to RSAC Therapists

To: [RSAC Therapists]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear ,

As you know, RSAC is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. 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, survivors with disabilities, Deaf individuals and blind individuals, so we are inviting you to participate in a listening session with your peers via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the listening session. We kindly ask that you block this time on your calendar so that can fully engage with you on these vital services.

Please confirm the scheduled date: _____ and time: _____ works for you to participate. We will hold the listening session via (Zoom/ in-person) and a facilitator will run the listening session. The meeting will be recorded. Once the session has been transcribed the recording will be deleted.

Please let me know if you have questions.

Sincerely,

Project Coordinator and [RSAC OVW Representative]

3.25 Email Announcement to RSAC Volunteers

To: [The RSAC Volunteers]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear _____,

As you may know, RSAC is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services on this grant since October 2020. 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 with disabilities, Deaf individuals and 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 RSAC – what makes them positive and what can be improved. We might ask about your experiences with serving survivors, and some specific questions or hypotheticals about serving survivors with disabilities or Deaf survivors, don't worry if you don't have direct experience there.

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 five collaborative partners of the Winnebago County Coalition for Barrier-Free Survivor Services. Because the goal of this grant is to create impactful and meaningful changes at RSAC, we recognize the vital importance of hearing from the volunteers 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 position will not be affected by your responses or lack thereof.

The deadline to submit your responses is [DATE]. If you have any questions about this survey, please (contact me or, the Winnebago County Coalition for Barrier-Free Survivor Services Project Coordinator, at [email]).

Sincerely,

Project Coordinator and [RSAC OVW Representative]

3.26 Email Announcement to Remedies Renewing Lives CEO

To: [Remedies Renewing Lives CEO]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear _____,

As you know, Remedies Renewing Lives is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Rockford Sexual Assault Counseling, and Adult Protective Services on this grant since October 2020. 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, survivors with disabilities, Deaf individuals and blind individuals, so we are inviting you to participate in an interview via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the interview.

Please let me know if you have questions.

Sincerely,

Project Coordinator and [Remedies Renewing Lives Representative]

3.27 Email Announcement to Remedies Renewing Lives Board of Directors

To: [Remedies Renewing Lives Board of Directors]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear ,

As you know, Remedies Renewing Lives is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Rockford Sexual Assault Counseling, and Adult Protective Services on this grant since October 2020. One of our required activities is to conduct a Needs Assessment of our services at each agency.

We would like to know what you think makes an agency effective and responsive, what makes them positive, what can be improved, and how decisions are made at Remedies Renewing Lives for survivors with disabilities, Deaf individuals, and blind individuals.

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. If you would like and are able to participate, please click the following link. Your participation will be anonymous, and your position will not be affected by your responses or lack thereof.

The deadline to submit your responses is [DATE]. If you have any questions about this survey, please (contact me or, the Winnebago County Coalition for Barrier-Free Survivor Services Project Coordinator, at [email]).

Sincerely,

Project Coordinator and [Remedies Renewing Lives Representative]

3.28 Email Announcement to Remedies Renewing Lives VP

To: [Remedies Renewing Lives VP]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear _____,

As you know, Remedies Renewing Lives is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Rockford Sexual Assault Counseling, and Adult Protective Services on this grant since October 2020. 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, survivors with disabilities, Deaf individuals and blind individuals, so we are inviting you to participate in an interview via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the interview.

Please let me know if you have questions.

Sincerely,

Project Coordinator

3.29 Email Announcement to Remedies Renewing Lives Domestic Violence Program Director

To: [Remedies Renewing Lives Domestic Violence Program Director]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear _____,

As you know, Remedies Renewing Lives is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Rockford Sexual Assault Counseling, and Adult Protective Services on this grant since October 2020. 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, survivors with disabilities, Deaf individuals and blind individuals, so we are inviting you to participate in an interview via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the interview.

Please let me know if you have questions.

Sincerely,

Project Coordinator and [Remedies Renewing Lives Representative]

3.30 Email Announcement to Remedies Renewing Lives Senior Advocates

To: [Remedies Renewing Lives Senior Advocates]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear ,

As you know, Remedies Renewing Lives is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Rockford Sexual Assault Counseling, and Adult Protective Services on this grant since October 2020. 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, survivors with disabilities, Deaf individuals and blind individuals, so we are inviting you to in a listening session with your peers via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the listening session. We kindly ask that you block this time on your calendar so that can fully engage with you on these vital services.

Please let me know if you have questions.

Sincerely,

Project Coordinator and [Remedies Renewing Lives Representative]

3.31 Email Announcement to Remedies Renewing Lives Direct Services Staff

To: [Remedies Renewing Lives Direct Services Staff]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear ,

As you know, Remedies Renewing Lives is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Rockford Sexual Assault Counseling, and Adult Protective Services on this grant since October 2020. 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, survivors with disabilities, Deaf individuals and blind individuals, so we are inviting you to in a listening session with your peers via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the listening session. We kindly ask that you block this time on your calendar so that can fully engage with you on these vital services.

Please let me know if you have questions.

Sincerely,

Project Coordinator and [Remedies Renewing Lives Representative]

3.32 Email Announcement to APS VP

To: [APS VP]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear _____,

As you may know, APS is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, Rockford Sexual Assault Counseling, Remedies Renewing Lives, and the Family Peace Center on this grant since October 2020. 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 with disabilities, Deaf individuals and 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 APS – what makes them positive, what’s challenging, 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 five collaborative partners of the Winnebago County Coalition for Barrier-Free Survivor Services. Because the goal of this grant is to create impactful and meaningful changes at APS, 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 click the following link. Your participation will

be anonymous, and your position will not be affected by your responses or lack thereof.

The deadline to submit your responses is [DATE]. If you have any questions about this survey, please (contact me or, the Winnebago County Coalition for Barrier-Free Survivor Services Project Coordinator, at [email]).

Sincerely,

Project Coordinator and [APS Representative]

3.33 Email Announcement to APS Supervisor

To: [APS Supervisor]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear _____,

As you know, APS is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, The Family Peace Center, Remedies Renewing Lives, and Rockford Sexual Assault Counseling on this grant since October 2020. 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 with disabilities, Deaf individuals and blind individuals, so we are inviting you to participate in an interview via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the interview.

Please let me know if you have questions.

Sincerely,

Project Coordinator

3.34 Email Announcement to APS Lead Caseworker/Caseworkers

To: [APS Lead Caseworker/Caseworkers]

Subject: Input Requested! Winnebago County Coalition for Barrier-Free Survivor Services Needs Assessment

Message: Dear ,

As you know, APS is part of a collaboration known as the Winnebago County Coalition for Barrier-Free Survivor Services, 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 RAMP, the Family Peace Center, Remedies Renewing Lives, and Rockford Sexual Assault Counseling on this grant since October 2020. 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 or investigative services effective and responsive for survivors with disabilities, Deaf individuals and blind individuals, so we are inviting you to in a listening session with your peers via (Zoom/in-person) on _____ [insert date and time].

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 to an hour and half for the listening session. We kindly ask that you block this time on your calendar so that can fully engage with you on these vital services.

Please let me know if you have questions.

Sincerely,

Project Coordinator and [APS Representative]

4.1 RSVP & Accommodations Request Forms for RAMP Staff

First Name: _____ Last Initial: _____

Please let us know what type of accommodation you will need during the session, date/time _____. All accommodations are provided free of charge.

Accommodations:

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

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

Reminders

Preferred method of communication?

- phone call - phone number _____
- text - phone number _____
- email - email address _____
- mail - address _____

May we send a follow up reminder closer to the date?

yes

no

If yes, how would you like to receive your reminder?

phone call

text

email

mail

4.2 RSVP & Accommodations Request Forms for RAMP Consumers

First Name: _____ Last Initial: _____

Please let us know what type of accommodation you will need during the session, date/time _____. All accommodations are provided free of charge.

Accommodations:

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

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

Reminders

Preferred method of communication?

- phone call - phone number _____
- text - phone number _____
- email - email address _____
- mail - address _____

May we send a follow up reminder closer to the date?

yes

no

If yes, how would you like to receive your reminder?

phone call

text

email

mail

Gift Card

Preferred method of delivery?

pick-up _____

mail - address _____

4.3 RSVP & Accommodations Request Forms for The FPC Staff

First Name: _____ Last Initial: _____

Please let us know what type of accommodation you will need during the session, date/time _____. All accommodations are provided free of charge.

Accommodations:

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

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

Reminders

Preferred method of communication?

- phone call - phone number _____
- text - phone number _____
- email - email address _____
- mail - address _____

May we send a follow up reminder closer to the date?

yes

no

If yes, how would you like to receive your reminder?

phone call

text

email

mail

4.4 RSVP & Accommodations Request Forms for The FPC Clients

First Name: _____ Last Initial: _____

Please let us know what type of accommodation you will need during the session, date/time _____. All accommodations are provided free of charge.

Accommodations:

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

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

Reminders

Preferred method of communication?

- phone call - phone number _____
- text - phone number _____
- email - email address _____
- mail - address _____

May we send a follow up reminder closer to the date?

yes

no

If yes, how would you like to receive your reminder?

phone call

text

email

mail

Gift Card

Preferred method of delivery?

pick-up _____

mail - address _____

4.5 RSVP & Accommodations Request Forms for RSAC Staff

First Name: _____ Last Initial: _____

Please let us know what type of accommodation you will need during the session, date/time _____. All accommodations are provided free of charge.

Accommodations:

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

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

Reminders

Preferred method of communication?

- phone call - phone number _____
- text - phone number _____
- email - email address _____
- mail - address _____

May we send a follow up reminder closer to the date?

yes

no

If yes, how would you like to receive your reminder?

phone call

text

email

mail

4.6 RSVP & Accommodations Request Forms for RSAC Clients

First Name: _____ Last Initial: _____

Please let us know what type of accommodation you will need during the session, date/time _____. All accommodations are provided free of charge.

Accommodations:

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

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

Reminders

Preferred method of communication?

- phone call - phone number _____
- text - phone number _____
- email - email address _____
- mail - address _____

May we send a follow up reminder closer to the date?

yes

no

If yes, how would you like to receive your reminder?

phone call

text

email

mail

Gift Card

Preferred method of delivery?

pick-up _____

mail - address _____

4.7 RSVP & Accommodations Request Forms for Remedies Renewing Lives Staff

First Name: _____ Last Initial: _____

Please let us know what type of accommodation you will need during the session, date/time _____. All accommodations are provided free of charge.

Accommodations:

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

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

Reminders

Preferred method of communication?

- phone call - phone number _____
- text - phone number _____
- email - email address _____
- mail - address _____

May we send a follow up reminder closer to the date?

yes

no

If yes, how would you like to receive your reminder?

phone call

text

email

mail

4.8 RSVP & Accommodations Request Forms for Remedies Renewing Lives Clients

First Name: _____ Last Initial: _____

Please let us know what type of accommodation you will need during the session, date/time _____. All accommodations are provided free of charge.

Accommodations:

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

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

Reminders

Preferred method of communication?

- phone call - phone number _____
- text - phone number _____
- email - email address _____
- mail - address _____

May we send a follow up reminder closer to the date?

yes

no

If yes, how would you like to receive your reminder?

phone call

text

email

mail

Gift Card

Preferred method of delivery?

pick-up _____

mail - address _____

4.9 RSVP & Accommodations Request Forms for APS Staff

First Name: _____ Last Initial: _____

Please let us know what type of accommodation you will need during the session, date/time _____. All accommodations are provided free of charge.

Accommodations:

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

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

Reminders

Preferred method of communication?

- phone call - phone number _____
- text - phone number _____
- email - email address _____
- mail - address _____

May we send a follow up reminder closer to the date?

yes

no

If yes, how would you like to receive your reminder?

phone call

text

email

mail

4.10 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 PD at XXX-XXX-XXXX.

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 PD at XXX-XXX-XXXX.

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 PD at XXX-XXX-XXXX.

Reminder Cards

| |
|---|
| <p style="text-align: center;">Meeting Reminder</p> <p>Date: _____</p> <p>Time: _____</p> <p>For any changes or cancellations, contact PD at XXX-XXX-XXXX</p> |
|---|

5.1 Consent Statement Script for Agency Staff and Volunteers

Hello! Welcome to _____ listening session. I am _____, and I will be facilitating 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. 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 leave the room. Before we get started, I want to give you a brief overview on why we are here today.

[Listening sessions via Zoom]

This is _____, and she/he will be our observer and note taker today, but we are also recording. 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.

RAMP, Rockford Sexual Assault Counseling, the Family Peace Center, Remedies Renewing Lives, and Adult Protective Services are part of a collaboration called Winnebago County Coalition for Barrier-Free Survivor Services. 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. During this time, 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 the Winnebago County Coalition for Barrier-Free Survivor Services can best work together.

We value your expertise and invite you to contribute to the Winnebago County Coalition for Barrier-Free Survivor Services 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 the Winnebago County Coalition for Barrier-Free Survivor Services, you may contact the Project Coordinator: Project Coordinator, xxx-xxx-xxxx, email.

[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 sessions 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.

5.2 Consent Statement Script for Clients

Hello! Welcome to _____ listening session. I am _____, 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 work or 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. (Pause to ask if everyone understands)

[LISTENING SESSION VIA ZOOM]

This is _____, and she/he will be our observer and note taker today, but we are also recording. We ask that for the privacy of the other participants please do not allow others to be in the room for the duration of the listening session. 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 but ask that if you do need to respond to a phone call, please first mute your video. Before we get started, I want to give you a brief overview on why we are here today. (Pause to ask if everyone understands)

_____ [Collaborative Partner Agency] 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. (Pause to ask if everyone understands)

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. (Pause to ask if everyone understands)

This session is scheduled for approximately one and a half hours. During this time, 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. (Pause to ask if everyone understands)

Your participation is completely voluntary. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have no effect on your eligibility for services or the quality of services you receive. To show our appreciation, you will be compensated with a \$20 gift card, which is yours to keep even if you choose not to participate or if you need to leave early. (Pause to ask if everyone understands)

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.

Illinois has very strong mandatory reporting laws. We are here to talk about services. However, if you tell us about sexual violence or abuse that is happening to you or your child, staff may need to report it. Staff may be required by law to report suspected abuse of children, elder and eligible adults. We strongly discourage it, but if anyone discusses abuse of a child or eligible adult during this session, staff will determine, after careful consideration of the safety and autonomy of the individuals involved, whether a mandatory report needs to be filed. (Pause to ask if everyone understands)

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 our collaboration, you may contact the Project Coordinator: PD, xxx-xxx-xxxx, email.

[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.

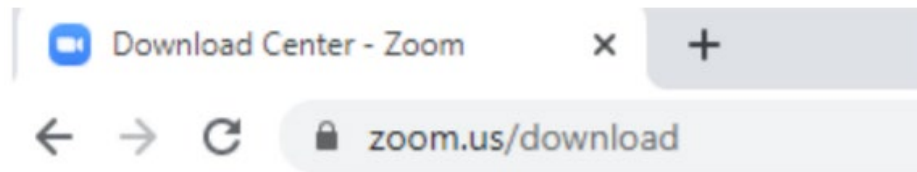
[LISTENING SESSION VIA ZOOM]

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 Zoom How-to Guide

How to download Zoom on your computer

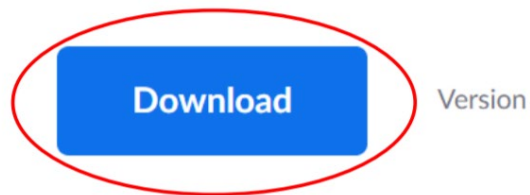
1. Open your computer's internet and go to Zoom.us/download



This will show on your screen:

Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.



2. Select (click) on the word "DOWNLOAD" and Zoom will begin downloading.

You only have to "download" Zoom 1 time - not every time.

CONGRATULATIONS!

You are now ready to connect to others using Zoom.

HOW TO JOIN A MEETING

1. You will get an email from the host, the person who invited you to the meeting.

Example of what the email might say:

Maddie Smith is inviting you to a scheduled Zoom meeting.

Topic: How to Use Our Zoom Guide
Time: May 55, 2020 09:00 AM Central Time (US and Canada)

Join Zoom Meeting
<https://zoom.us/j/234567?xyz=NOTaREALlink1VadJJUdajNQQT09>


Meeting ID: 111 222 3344
Password: 123456

One tap mobile
+14562347799,,3116557700#,,1#,900003# US (Houston)
+17788008833,,3116557700#,,1#,900003# US (San Jose)

Dial by your location
+1 234 567 8900 US (Houston)
+1 456 789 1011 US (San Jose)
+1 789 123 4567 US (Tacoma)
+1 456 789 1112 US (Chicago)
+1 789 123 4567 US (New York)
+1 123 789 4567 US (Germantown)

Meeting ID: 111 222 3344
Password: 123456
Find your local number: <https://zoom.us/u/ad6quG0sYI>

2. From the email, select (click) the link provided. The link will have the word “Zoom” in it. (Below is an example of a fake meeting link and it will not work. It is just an example)

 Join Zoom Meeting
<https://zoom.us/j/234567?xyz=NOTaREALlink1VadJJUdajNQQT09>

When joining the meeting, if it requires the Meeting ID number, you can copy and paste it from the email into the box on your computer.

Meeting ID: 111 222 3344
Password: 123456

3. If your computer does not have a microphone, you will need to use a phone and call one of the phone numbers and enter the Meeting ID number for you to talk in the meeting.

4. If you only have a phone, you will need to call the phone number and enter Meeting ID number for you to listen and talk in the meeting.

There will be a list of phone numbers to call. You can pick any number.

The image shows a screenshot of Zoom's phone dial-in options. It is divided into three main sections:

- One phone option is using "One tap mobile" to automatically dial the Zoom meeting phone number and meeting ID number. Using your cell phone, select any "one tap mobile" number.** This section is in a box on the top left.
- One tap mobile**
 - +14562347799,,3116557700#,1#,900003# US (Houston)
 - +17788008833,,3116557700#,1#,900003# US (San Jose)
- Dial by your location**
 - +1 234 567 8900 US (Houston)
 - +1 456 789 1011 US (San Jose)
 - +1 789 123 4567 US (Tacoma)
 - +1 456 789 1112 US (Chicago)
 - +1 789 123 4567 US (New York)
 - +1 123 789 4567 US (Germantown)

Two callout boxes provide additional instructions:

- A box on the left says: "Pick any of these numbers to call and join the meeting. You will need to enter the meeting ID and maybe the password." A red line connects this box to the "Dial by your location" list.
- A box on the top left (part of the "One phone option" section) explains the "one tap mobile" feature.

5. Below is a picture of what you should see on your computer screen after you select (click) the link from the email.

Select (click) "Open Zoom Meetings" OR "Open Zoom"

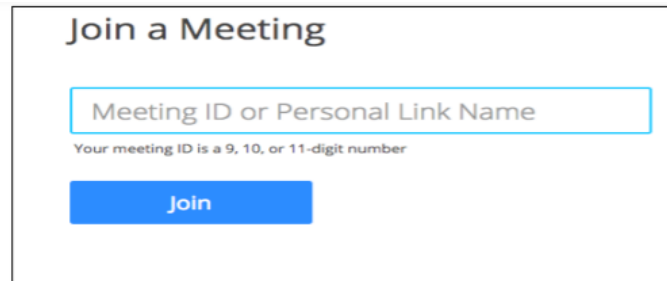
The image shows two screenshots of operating system security prompts:

- The top screenshot is titled "Open Zoom Meetings?". It shows the URL "https://name.zoom.us" and the text "want to open application." Below this, there are two buttons: "Open Zoom Meetings" (highlighted with a red circle) and "Cancel".
- The bottom screenshot is titled "Open Zoom?". It shows the same URL and text. Below this, there are two buttons: "Open Zoom" (highlighted with a red circle) and "Cancel".

Launching...

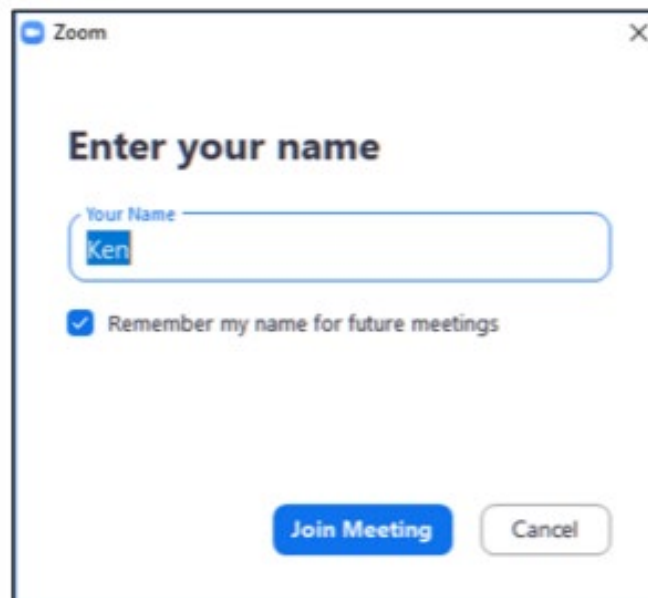
Sometimes a box opens and asks you to enter a Meeting ID. This number will be in the email you received from the host of the meeting. The meeting ID is set of numbers.

Example: Meeting ID 111 222 3344



The image shows a 'Join a Meeting' dialog box. At the top, it says 'Join a Meeting'. Below that is a text input field with the placeholder text 'Meeting ID or Personal Link Name'. Underneath the input field, it says 'Your meeting ID is a 9, 10, or 11-digit number'. At the bottom of the dialog is a blue button labeled 'Join'.

Sometimes a box will open, and you may need to enter your name. What you put as your name is what everyone in the meeting will see.



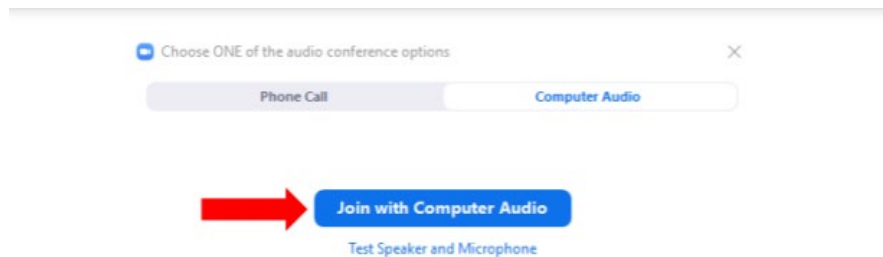
The image shows a 'Zoom' window titled 'Enter your name'. It has a text input field with the placeholder 'Your Name' and the text 'Ken' entered. Below the input field is a checked checkbox labeled 'Remember my name for future meetings'. At the bottom are two buttons: 'Join Meeting' (blue) and 'Cancel' (grey).

This message may show up on your screen.

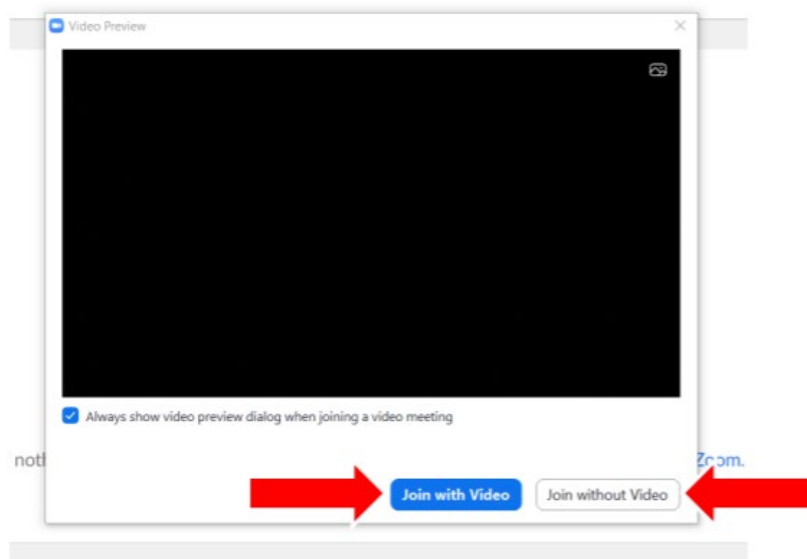
Please wait, the meeting host will let you in soon.

6. The next box that will show on your computer screen will ask if you want to “Join with Computer Audio.” Here is an example of what you might see on your screen.

If you are using your computer to listen, chose “Join with Computer Audio”



If you have a web camera, select (click) “Join with Video.” If you do not have a web camera, select (click) “Join without Video.”

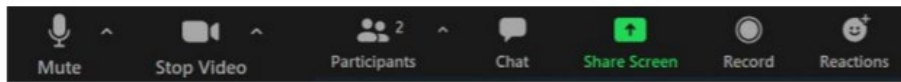


7. You are now in the meeting!

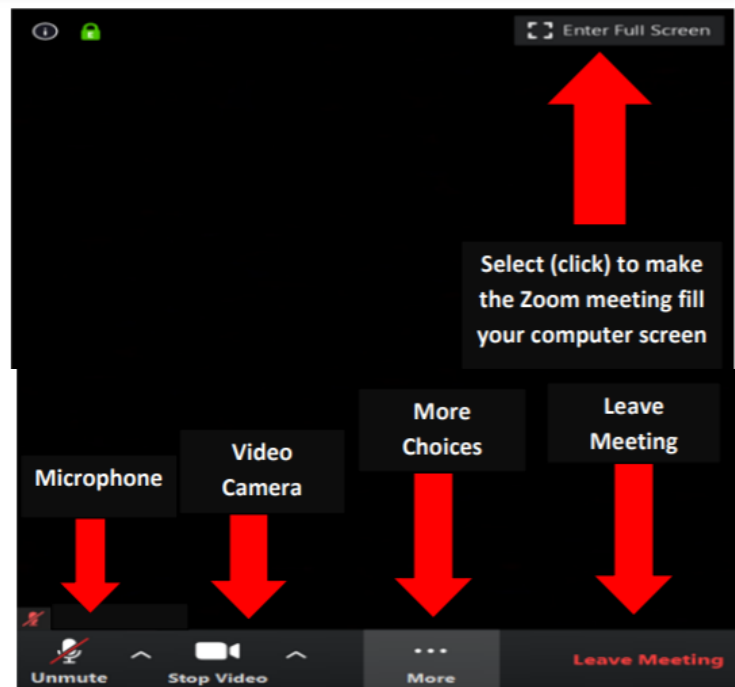
You will see other people on your screen using their video to join the meeting. It may look like this. Some people may join the meeting by phone, so you will only be able to hear them, but not see them.



Pictures designed by studiodstock / Freepik

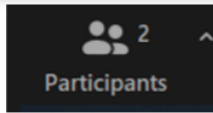


Options While You Are in a Zoom Meeting



A red line across the microphone means you cannot be heard by other people. A red line across the video camera means you cannot be seen by other people.

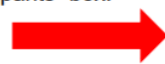
To select what you want to do, put your cursor over the picture and select (click).



If you select (click) "Participants," this will show a box with the names of all the people who are attending the meeting.



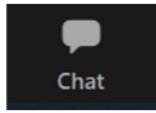
You have options in the "Participants" box.




Ask the host about using this option. To use this option, select (click) on the hand if you have a question or comment.

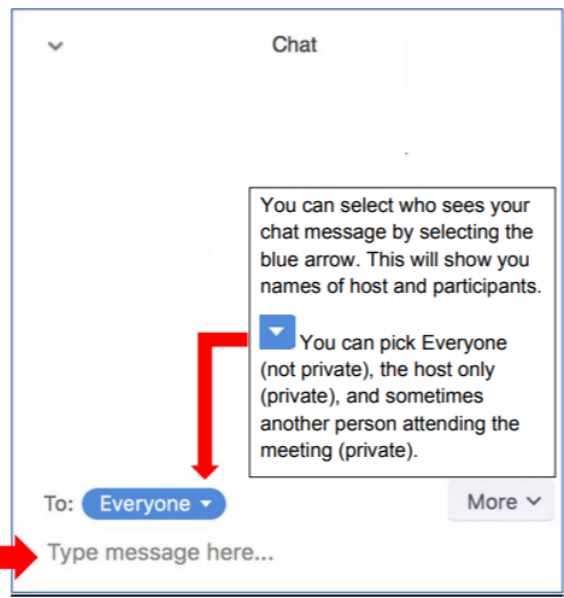
The host may ask you to use these to answer a question. Select (click) on one to answer.

Select (click) on one of these to let the host know you need them to go slower or faster.



If you select (click) "Chat," you can leave a comment for everyone (not private), the host only (private), and sometimes another person attending the meeting (private).

When you select (click) on "Chat,"  a box will show on your screen.

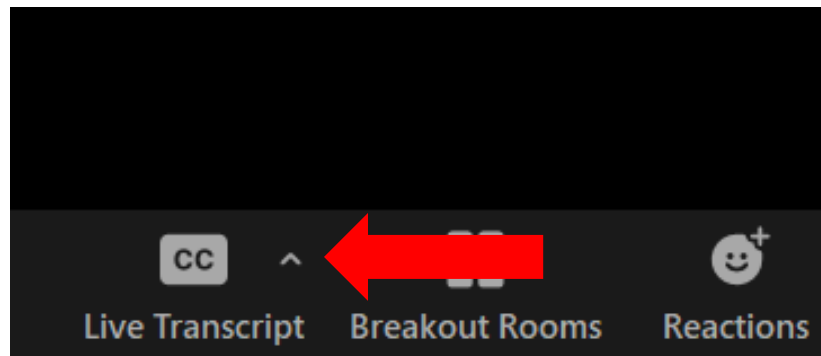


You can select who sees your chat message by selecting the blue arrow. This will show you names of host and participants.

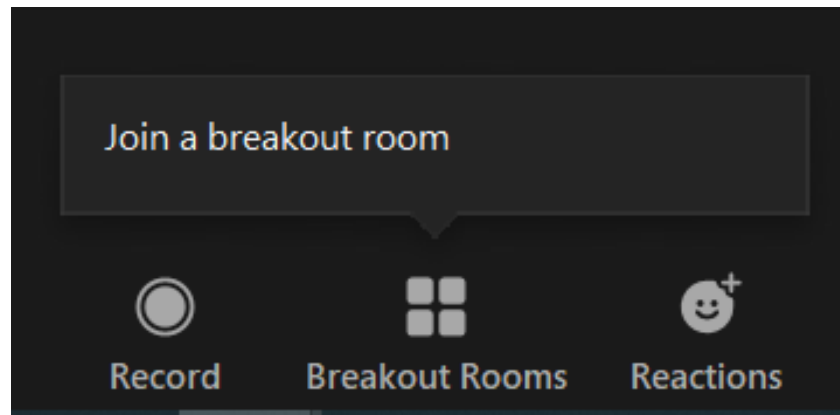
You can pick Everyone (not private), the host only (private), and sometimes another person attending the meeting (private).



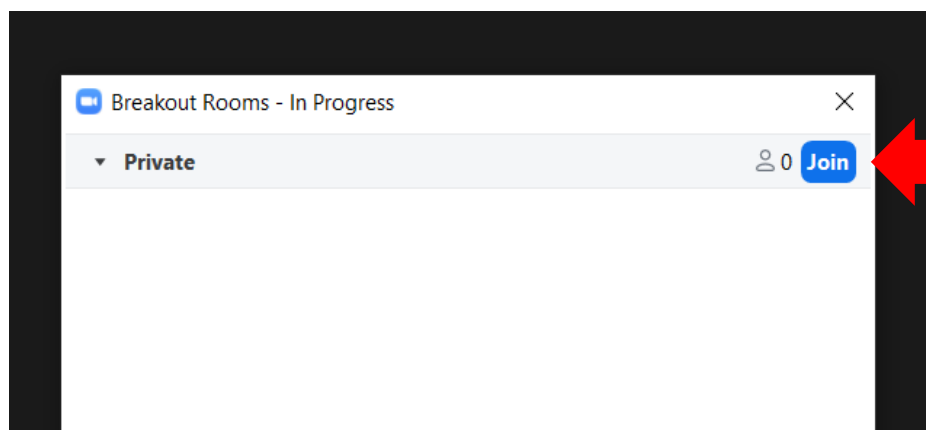
If you are need of closed captions or transcript select (click) the arrow next to CC above Live Transcript



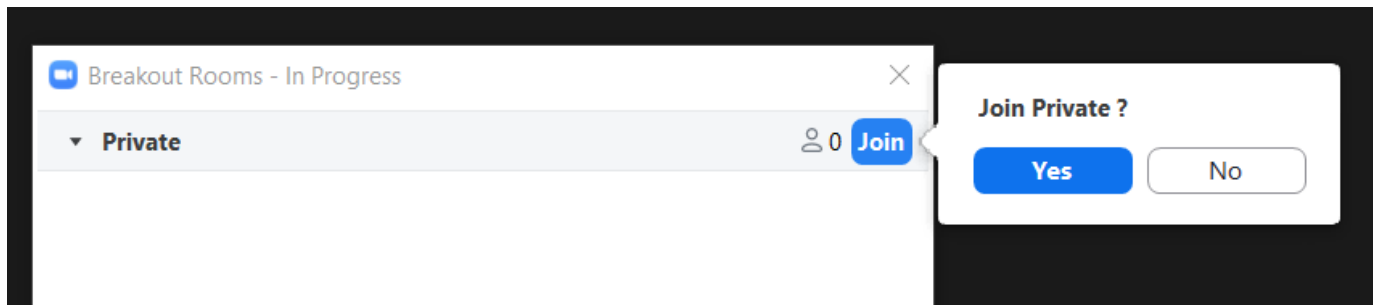
If you need to speak to someone in private select (click) breakout rooms.



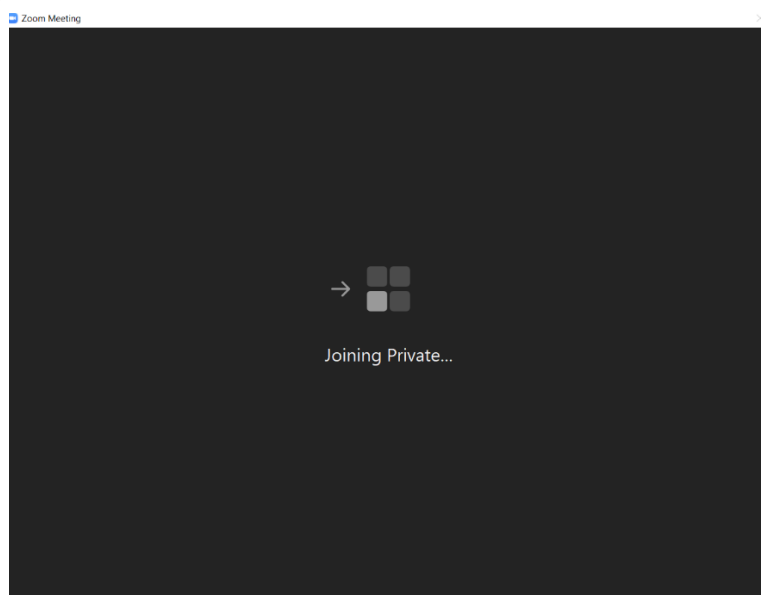
A new box will pop-up. Select (click) Join.



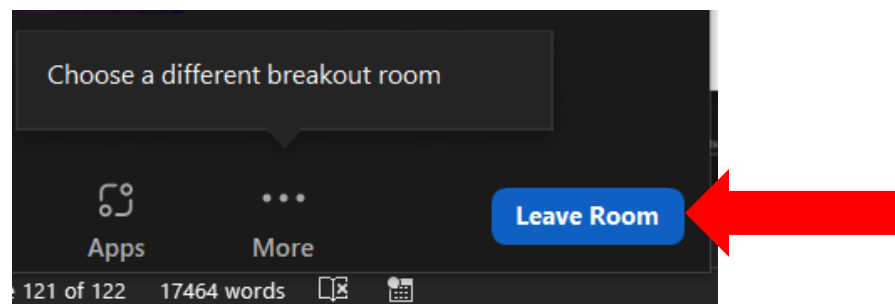
A new box will pop-up asking if you want to Join Private? Select (click) yes if you want to join, no if you want to go back.



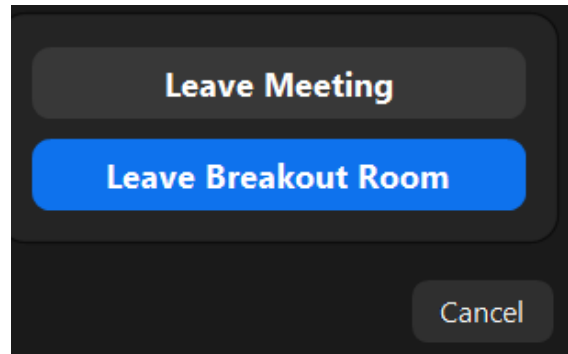
A new screen will pop-up, which means you are being moved to the Private room.



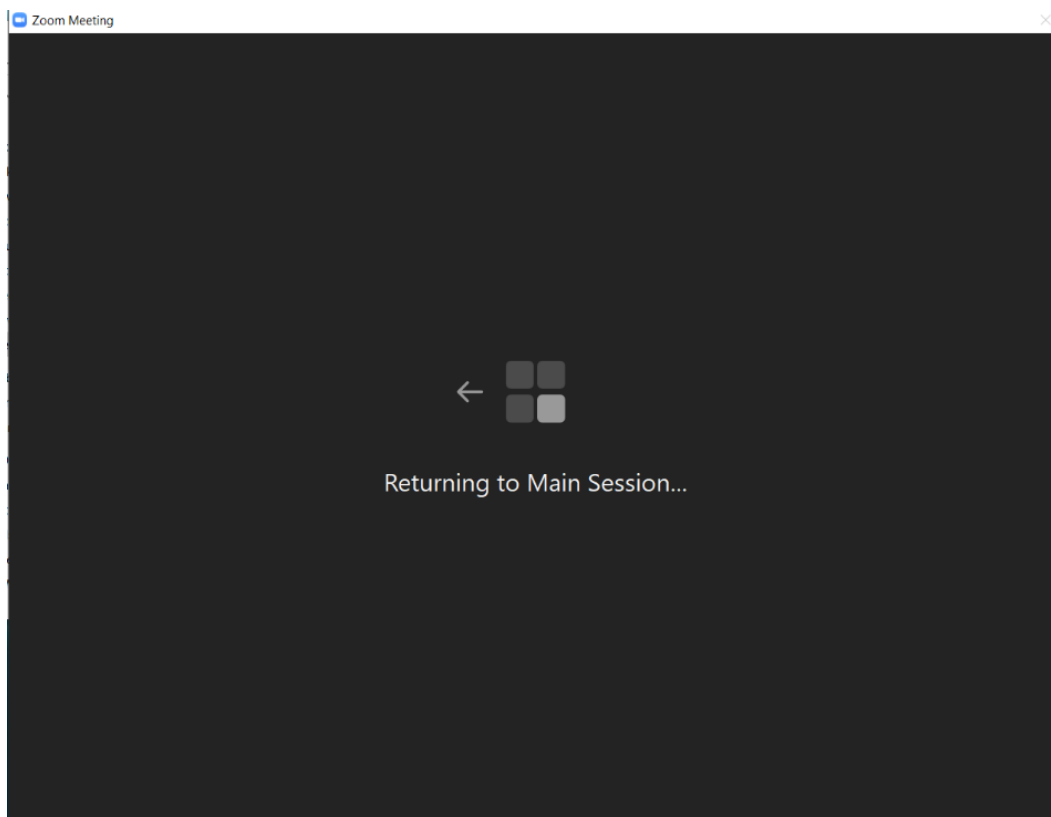
To exit the Private room, select (click) Leave Room.



A new box will appear. If you would like to re-join the listening session, select (click) Leave Breakout Room. If you would like to exit the entire sessions select (click) Leave Meeting.



If you choose to re-join the meeting a new screen will be displayed.



If you are using a phone:

- Push star (*) and the number 6 on phone keypad. You will hear “your line is now MUTED.” No one can hear you talk.
- If you are muted, other noises around you cannot be heard, like a dog barking, other people talking, the TV, or the radio.
- It is nice to keep your phone on mute unless you are speaking.
- Muted phones help everyone in the meeting to hear the person who is speaking.
- Push star (*) and 6 again and your phone will be “UNMUTED.” People can hear you. There may be a few seconds of delay, but you may speak after you hear “your line is unmuted.”
- If you need to speak to someone privately please call (xxx) xxx-xxxx

5.4 RAMP Consumer Questions

1. Consent (Appendix 5.2)

2. We understand that there are a lot of experiences that make you who you are, but today we will ask questions to listen to your ideas and wisdom as a person with a disability.

What do you like about RAMP?

- a. Think about the people who work there. What do they do to make you feel comfortable?
- b. Is there anything about the space you like?
 - i. Accessible space, Accessible materials, Arrangement of furniture, Sounds, Colors used to decorate, Temperature of the room, etc.Virtual Space
- c. *Prompt:* What materials and information would be helpful to have available?

Let's talk about getting help. We all need help sometimes, but it can be hard to ask for help from others. For these questions, think about the last time you needed help from someone (such as help calling someone, reading papers, or getting somewhere).

3. How did you get the help that you needed?

- a. How did you know to get help from that person or agency?

4. When you go somewhere in the community for services and people do not understand you and your disability, what is that like?
 - a. What would help them better understand you?

5. Did the staff talk to you about confidentiality? Privacy?
 - a. How do you feel about an agency sharing your information?
 - b. How important is confidentiality when you're receiving services?
 - c. Is it ever okay for a staff person or agency to share information about you with others?
 - d. Did they require you to sign a release of information when you first met with them?
 - i. If yes: Do you feel you had to sign that release?
 - ii. Did they explain what a release is and whom they would share information with, and how you could control that information?

6. Do you know what your human rights are? (The right to be whom you want to be and live how you want to live.) If yes, how did you find out about them?

7. Sometimes, the way agencies do things makes it hard for people to get the information they need about available services. Can you think of things agencies do that make it hard to get information?
Such as: How they communicate? Did they provide

accommodations? Was it accessible for you? Were the materials available to you the way you needed them to be?

8. What would you like people in the community to know about how to best support you?
9. What would be the most important thing you would teach them?
10. Where are some places that you think would be good to share information for people with disabilities about services?
11. Who, if anyone, helps you find this information?
12. Is there anything else we should know or tell others about helping people with disabilities and Deaf individuals get good services?

5.5 RAMP Board of Directors Questions

1. Consent (Appendix 5.1)

2a. How does organizational change happen at RAMP?

2b. What motivates change? Who initiates it?

2c. What is the decision-making process?

2d. What can be a barrier to organizational change within the agency?

(Funding sources, staff resistance, budget constraints, board support, organizational communication)

3a. Are there any policies and practices in place at RAMP when serving individuals with disabilities and Deaf individuals who are survivors of domestic violence, sexual assault, and human trafficking?

3b. To what degree does RAMP meet the communication needs of individuals with disabilities and Deaf individuals?

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

4a. To what extent do you see challenges for RAMP in providing the highest quality services for individuals with disabilities and Deaf individuals impacted by domestic violence, sexual assault, and human trafficking?

4b. What specific challenges do you see?

5. What activities should RAMP do to provide quality services to individuals with disabilities and Deaf individuals?
6. To what degree would you be willing to support new initiatives for RAMP to better serve individuals with disabilities and Deaf individuals of domestic violence, sexual assault, and human trafficking?
7. If you would be willing to support such initiatives, in what ways would you commit to supporting them? (budget allocations, sourcing new funding, public support/advocacy, collaboration building activities, programming changes, policy changes, media campaigns)
8. What suggestions do you have to strengthen and sustain successful partnerships among collaboration agencies? (Adult Protective Services, Remedies Renewing Lives, Rockford Sexual Assault, and the Family Peace Center)
- 9a. To what degree do you see this collaboration as being consistent with the mission statement and initiative of RAMP?
- 9b. If there are any inconsistencies, how can they be addressed?
10. Do you have any additional comments or feedback?

5.6 RAMP Admin & Management Staff Questions

1. Consent (Appendix 5.1)

2. Let's start by asking positive things RAMP currently does to ensure individuals with disabilities feel welcome and respected?

a. Do you feel staff have what they need to adequately meet the needs of individuals with disabilities?

b. What factors might demonstrate that RAMP is not accessible, welcoming, or able to serve individuals with disabilities? (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 RAMP? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)

4. How familiar is RAMP/are you with the issue of domestic violence/sexual assault/human trafficking for survivors who have a disability?

5. In relation to RAMP providing services to individuals with disabilities experiencing domestic violence, sexual assault, and human trafficking, 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 barriers to persons with disability(s) who are also survivors of domestic violence, sexual assault, or human trafficking?

7. Would you be willing to dedicate further resources to enhance safety for survivors with disabilities?

8. Would you consider adding to your data collection process to include information about survivors with disabilities?

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, sexual assault, and human trafficking?

10. Do you have any additional comments or feedback?

5.7 RAMP Direct Services and Office Assistant Questions

1. Consent (Appendix 5.1)

2. Everyone here has experience working with individuals with intellectual disabilities. 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 individual with a disability? Not blind or Deaf.

3. What types of training do you receive at RAMP?

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 domestic violence, sexual assault, and human trafficking training? 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 consumer experiencing domestic violence, sexual assault, or human trafficking. 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 domestic violence, sexual assault, or human trafficking?

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 and human trafficking? What makes you feel comfortable or uncomfortable?

d. If the person committing domestic violence, sexual assault, or human trafficking was also a client of RAMP (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 factors at RAMP might make it feel comfortable and safe for a consumer to disclose their experience of domestic violence, sexual assault, or human trafficking?

a. What might prevent a consumer from feeling comfortable or safe to disclose at RAMP?

b. What do you think would make consumers feel more comfortable and safer to disclose?

6. Do you feel you have the capacity (knowledge, skills, resources, comfort) to handle consumers' disclosure that they have experienced domestic violence, sexual assault, and human trafficking?

- a. Knowledge about the impact of trauma on Deaf or blind survivors?
- b. Knowledge of reporting procedures?

7. We understand that you may not know this yet, but what do you think are the essential changes RAMP can make to build capacity to sensitively handle disclosures of domestic violence, sexual assault, and human trafficking from clients.

- a. What resources are needed?
- b. Are there any barriers you anticipate to making those changes?

8. Do you have any additional comments or feedback?

5.8 The FPC Clients Questions

We will 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; please try and focus through the lens of being a survivor of DV/SA.

1. Consent (Appendix 5.2)

2. SERVICE AWARENESS

To start . . .

- a. What services are you familiar with in our area 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 the Family Peace Center. We want to know what worked well, what 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 the Family Peace Center focus on when supporting survivors of DV/SA? (Allow all to contribute ideas and, if not offered on an open-ended basis, probe for ...)
 - i. What about the physical space?
 - 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 the Family Peace Center 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 the Family Peace Center 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?
- d. What have they done to make you feel less than safe?

5. CONFIDENTIALITY

- a. What does confidentiality mean to you?
- b. How important is confidentiality when you're seeking services?
- c. How do you feel your confidentiality is protected and maintained?
- d. Do you understand how your information can be shared?
- e. Do you feel like it was under your control?

6. SUMMARY QUESTIONS

- a. Of all the things we talked about in our group discussion, what improvements do you think are most important for the Family Peace Center to make?

b. What else would you like service providers to know about how to best support survivors of DV/SA?

5.9 The FPC Admin Team & Grant Managers Questions

1. Consent (Appendix 5.1)

2. Let's start by asking what positive things the FPC currently does to ensure that survivors of domestic violence and sexual assault feel welcome and respected?

a. What about those who are Deaf, blind, or have an intellectual or developmental disability feel welcome and respected?

b. 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?

c. What factors might demonstrate that the FPC 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.)

d. Are there any policies and procedures that impact your organization's ability to serve this population?

i. Are there any formal protocols or practices 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 changes do 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 the FPC? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)

4. (a) How familiar are the FPC staff with the issue of DV/SA among individuals with an IDD?

(b) How familiar are the FPC staff with the issue of DV/SA with Deaf individuals?

(c) How familiar are the FPC staff with the issue of DV/SA with blind individuals?

5. In relation to the FPC 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?
10. Do you have any additional comments or feedback?

5.10 The FPC Direct Services Staff Questions

1. Consent (Appendix 5.1)
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 the FPC?
 - 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 a survivor who is Deaf or a survivor who is blind or who has an intellectual or developmental disability? 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 and survivors of 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 Remedies Renewing Lives, RAMP, Rockford Sexual Assault Counseling, the Family Peace Center and Adult Protective Services 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 RAMP and APS to know about DV/SA in order to adequately serve survivors?

c. If you were going to train RAMP and APS 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?
8. Do you have any additional comments or feedback?

5.11 The FPC Voices Committee Questions

1. Consent (Appendix 5.1)
2. What would you like people to know about how to best support survivors of domestic and sexual violence?
3. What does safety look like?
4. How are decisions made at the FPC? (Such as: Operationally? Financially? Administratively? Programmatically? Leadership?)
5. How are policies made and/or changed?
 - a. When was the last time you changed a major policy?
 - b. What was that process like?
6. What do you think is the FPC biggest obstacle for reaching survivors?
7. What is your biggest resource challenge? (Such as: Financially, Human Resources, Materials, Networking, etc.)
8. How should the physical space of the agency “feel” to help survivors feel safe/comfortable? *Some examples: Accessible space, accessible materials, arrangement of furniture, sounds, colors used to decorate, temperature of the room, etc.*

9. What would you as a Voices member like to know about how to best support individuals with disabilities and Deaf individuals?
10. What policies does the FPC have, or need to have in place, to best support survivors with disabilities or Deaf individuals?
 - a. What kinds of trainings would you need to learn more about survivors who have a disability or an individual who is Deaf?
 - b. What trainings would we need for staff to learn more about survivors who have a disability or an individual who is Deaf?
11. Where are some places that you think it would be good to share resources about the FPC who have a disability or an individual who is Deaf?
11. Is there anything else you would like to add or share?

5.12 The FPC Board Questions

1. Consent (Appendix 5.1)

2a. How does organizational change happen at the FPC?

b. What motivates change? Who initiates it?

c. What is the decision-making process?

d. What can be a barrier to organizational change within the agency?

(Example: funding sources, staff resistance, budget constraints, board support, organizational communication)

3. What are the policies and practices in place at the FPC when serving individuals with disabilities and Deaf individuals who are survivors of domestic violence, sexual assault, and human trafficking?

4a. To what degree does the FPC meet the communication needs of individuals with disabilities and Deaf individuals?

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

5a. To what extent do you see challenges for the FPC in providing the highest quality services for individuals with disabilities and Deaf individuals impacted by domestic violence, sexual assault, and human trafficking?

b. What challenges do you see?

6. What activities should the FPC do to provide quality services to survivors? (Example: provide access to effective communication, train all staff on survivor culture, trauma, and unique safety issues, employ qualified individuals with lived experiences, include the cost of language interpreters in the budget, offer agency information in alternative formats (i.e., videos in ASL), have a working knowledge of the IL DV Act, self-care resources/tools).

7. To what degree would you be willing to support new initiatives for the FPC to better serve individual with disabilities and Deaf individuals of domestic violence, sexual assault, and human trafficking?

8. If you would be willing to support such initiatives, in what ways would you commit to supporting them? (Examples: budget allocations, sourcing new funding, public support/advocacy, collaboration building activities, programming changes, policy changes, media campaigns)

9. What suggestions do you have to strengthen and sustain successful partnerships among collaboration agencies? (Adult Protective Services, RAMP, Remedies Renewing Lives, and Rockford Sexual Assault Counseling)

10a. To what degree do you see this collaboration as being consistent with the mission statement and initiative of the FPC?

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

11. Do you have any additional comments or feedback?

5.13 RSAC Therapy Clients

We will 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; please try and focus through the lens of being a survivor of DV/SA.

1. Consent (Appendix 5.2)

2. SERVICE AWARENESS

To start . . .

- a. What services are you familiar with in our that are area 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 Rockford Sexual Assault Counseling. We want to know what worked well, what 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 the Rockford Sexual Assault Counseling focus on when supporting survivors of DV/SA? (Allow all to contribute ideas and, if not offered on an 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 Rockford Sexual Assault Counseling 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 Rockford Sexual Assault Counseling 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?

d. What have they done to make you feel less than safe?

5. CONFIDENTIALITY

a. What does confidentiality mean to you?

b. How important is confidentiality when you're seeking services?

c. How do you feel your confidentiality is protected and maintained?

d. Do you understand how your information can be shared?

e. Do you feel like it was under your control?

6. SUMMARY QUESTIONS

- a. Of all the things we talked about in our group discussion, what improvements do you think are most important for Rockford Sexual Assault Counseling to make?
- b. What else would you like service providers to know about how to best support survivors of DV/SA?

5.14 RSAC Office Managers Questions

1. Consent (Appendix 5.1)

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 RSAC?
 - 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 a survivor who is Deaf or a survivor who is blind or who has an intellectual or developmental disability? 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 and survivors of 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 Remedies Renewing Lives, RAMP, Rockford Sexual Assault Counseling, the Family Peace Center and Adult Protective Services 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 RAMP and APS to know about DV/SA in order to adequately serve survivors?

c. If you were going to train RAMP and APS 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?
8. Do you have any additional comments or feedback?

5.15 RSAC Therapists Questions

1. Consent (Appendix 5.1)
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 RSAC?
 - 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 a survivor who is Deaf or a survivor who is blind or who has an intellectual or developmental disability? 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 and survivors of 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 Remedies Renewing Lives, RAMP, Rockford Sexual Assault Counseling, the Family Peace Center and Adult Protective Services 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 RAMP and APS to know about DV/SA in order to adequately serve survivors?

c. If you were going to train RAMP and APS 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?

8. Do you have any additional comments or feedback?

5.16 Remedies Renewing Lives Client Questions

We will 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; please try and focus through the lens of being a survivor of DV/SA.

1. Consent (Appendix 5.2)

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 Remedies Renewing Lives. We want to know what worked well, what 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 Remedies Renewing Lives focus on when supporting survivors of DV/SA? (Allow all to contribute ideas and, if not offered on an open-ended basis, probe for ...)
 - i. What about the physical space?
 - 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 Remedies Renewing Lives 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 Remedies Renewing Lives 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?

d. What have they done to make you feel less than safe?

5. CONFIDENTIALITY

a. What does confidentiality mean to you?

b. How important is confidentiality when you're seeking services?

c. How do you feel your confidentiality is protected and maintained?

d. Do you understand how your information can be shared?

e. Do you feel like it was under your control?

6. SUMMARY QUESTIONS

- a. Of all the things we talked about in our group discussion, what improvements do you think are most important for Remedies Renewing Lives to make?
- b. What else would you like service providers to know about how to best support survivors of DV/SA?

5.17 Remedies Renewing Lives Senior Advocates Questions

1. Consent (Appendix 5.1)

2. Let's start by asking what positive things Remedies Renewing Lives currently does to ensure that survivors of domestic violence and sexual assault feel welcome and respected?

a. What about those who are Deaf, blind, or have an intellectual or developmental disability feel welcome and respected?

b. 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?

c. What factors might demonstrate that RRL 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.)

d. Are there any policies and procedures that impact your organization's ability to serve this population?

i. Are there any formal protocols or practices 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 changes do 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 RRL? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)

4. (a) How familiar are RRL staff with the issue of DV/SA among individuals with an IDD?

(b) How familiar are RRL staff with the issue of DV/SA with Deaf individuals?

(c) How familiar are RRL staff with the issue of DV/SA with blind individuals?

5. In relation to RRL 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 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?

8. 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?

9. Do you have any additional comments or feedback?

5.18 Remedies Renewing Lives Direct Services Staff Questions

1. Consent (Appendix 5.1)
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 RRL?
 - 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 a survivor who is Deaf or a survivor who is blind or who has an intellectual or developmental disability? What makes you feel comfortable or uncomfortable?

c. What do you need 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 and survivors of 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 Remedies Renewing Lives, RAMP, Rockford Sexual Assault Counseling, the Family Peace Center and Adult Protective Services 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 RAMP and APS to know about DV/SA to adequately serve survivors?

c. If you were going to train RAMP and APS staff, what would you put in the training curriculum to ensure they had the basics for responding to clients 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?

8. Do you have any additional comments or feedback?

5.19 APS Lead Caseworker/Caseworkers Questions

1. Consent (Appendix 5.1)
2. Everyone here has experience working with individuals with disabilities who are 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 APS?
 - 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. What are your biggest challenges of working at the intersect?
5. Does the law provide or constrict you with delivering services?
6. Do you feel that clients are safer after APS intervention?

a. Has anyone ever expressed they are in more danger? What did you do/what was your response?

7. What types of safety planning do you do?

8. What are typical investigative results?

9. Are there things you wish you could do but can't?

10. What policies do you wish you could change?

11. (a) When does having a disability impact survivorship service?

(b) When does being a survivor impact disability service?

12. Is there anything we haven't asked you that you want us to know?

6.1 RAMP CEO

1. Consent (Appendix 5.1)
2. Are there any policies or procedures that impact RAMP's ability to serve survivors of domestic violence, sexual assault, and human trafficking?
3. How familiar are you with frontline processes? For example, if someone discloses domestic violence, sexual assault, human trafficking at RAMP, how do staff assist that person?
4. Upon reflection, now that we're in this grant program, is there anything in RAMP's culture that creates a barrier for survivors? (i.e., stigma or assumptions)
5. What are some changes that you think RAMP could make to address these challenges and give staff more support in providing services for survivors?
 - a. Changes to the intake process?
 - b. Funding or other resources?
 - c. Policies or procedures?
 - d. Organizational structure?
 - e. Accommodations?

6. What is the decision-making process at RAMP?
 - 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?

7. To what extent do you believe the Winnebago County Coalition for Barrier-Free Survivor Services aligns with RAMP's vision and strategic goals?

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

9. Do you have any additional comments or feedback?

6.2 The FPC Executive Director Questions

1. Consent (Appendix 5.1)
2. Are there any policies or procedures that impact the FPC's ability to serve survivors who have a disability, a Deaf individual or, a person who is blind?
3. How familiar are you with frontline processes? For example, if a Deaf survivor is referred to the FPC, how do staff assist that person? If a survivor who is blind or has low vision is referred to the FPC, how do staff assist that person? If a survivor has an intellectual or developmental disability, how do staff assist that person?
4. Upon reflection, now that we're in this grant program, is there anything in the FPC's culture that creates a barrier for domestic violence and/or sexual assault survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability? (i.e. stigma, or assumptions)
5. What are some changes that you think the FPC 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?
6. What is the decision-making process at the FPC?
- 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?
7. To what extent do you believe the Winnebago County Coalition for Barrier-Free Survivor Services aligns with the FPC's vision and strategic goals?
8. If there are any inconsistencies, how can they be addressed?
9. Do you have any additional comments or feedback?

6.3 RSAC Executive Director Questions

1. Consent (Appendix 5.1)
2. Are there any policies or procedures that impact RSAC's ability to serve survivors who have a disability, a Deaf individual or, a person who is blind?
3. How familiar are you with frontline processes? For example, if a Deaf survivor is referred to RSAC, how do staff assist that person? If a survivor who is blind or has low vision is referred to RSAC, how do staff assist that person? If a survivor has an intellectual or developmental disability, how do staff assist that person?
4. Upon reflection, now that we're in this grant program, is there anything in RSAC's culture that creates a barrier for domestic violence and/or sexual assault survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability? (i.e. stigma, or assumptions)
5. What are some changes that you think RSAC 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?

6. What is the decision-making process at RSAC?

- 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?

7. To what extent do you believe the Winnebago County Coalition for Barrier-Free Survivor Services aligns with RSAC's vision and strategic goals?

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

9. Do you have any additional comments or feedback?

6.4 RSAC Clinical Director Questions

1. Consent (Appendix 5.1)

2. Let's start by asking what positive things RSAC currently does to ensure that survivors of domestic violence and sexual assault feel welcome and respected?

a. What about those who are Deaf, blind, or have an intellectual or developmental disability feel welcome and respected?

b. 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?

c. What factors might demonstrate that RSAC 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.)

d. Are there any policies and procedures that impact your organization's ability to serve this population?

i. Are there any formal protocols or practices 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 changes do 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 RSAC? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)

4. (a) How familiar are RSAC staff with the issue of DV/SA among individuals with an IDD?

(b) How familiar are RSAC staff with the issue of DV/SA with Deaf individuals?

(c) How familiar are RSAC staff with the issue of DV/SA with blind individuals?

5. In relation to RSAC 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?
10. Do you have any additional comments or feedback?

6.5 RSAC Legal Advocate Questions

1. Consent (Appendix 5.1)
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 RSAC?
 - 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 a survivor who is Deaf or a survivor who is blind or who has an intellectual or developmental disability? 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 and survivors of 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, lack of legal forms/materials in accessible formats, etc.)

6. How can Remedies Renewing Lives, RAMP, Rockford Sexual Assault Counseling, the Family Peace Center and Adult Protective Services 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 RAMP and APS to know about DV/SA in order to adequately serve survivors?

c. If you were going to train RAMP and APS staff, what would you put in the training curriculum to ensure they had the basics for responding to the legal needs for 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?
8. Do you have any additional comments or feedback?

6.6 RSAC Volunteer Coordinator Questions

1. Consent (Appendix 5.1)
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 and provide to volunteers at RSAC?
 - a. What training have you and volunteers 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 worked with a volunteer to provided services to a (a) Deaf survivor, (b) survivor who is blind, (c) survivor who is IDD. How did you assist that volunteer and 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 a survivor who is Deaf or a survivor who is blind or who has an intellectual or developmental disability? 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 and survivors of 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 Remedies Renewing Lives, RAMP, Rockford Sexual Assault Counseling, the Family Peace Center and Adult Protective Services 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 RAMP and APS to know about DV/SA in order to adequately serve survivors?
- c. If you were going to train RAMP and APS 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?

8. Do you have any additional comments or feedback?

6.7 Remedies Renewing Lives CEO Questions

1. Consent (Appendix 5.1)
2. Are there any policies or procedures that impact Remedies Renewing Lives' ability to serve survivors?
 - a. What about those who have a disability, a Deaf individual or, a person who is blind?
3. How familiar are you with frontline processes? For example, if a Deaf survivor is referred to Remedies Renewing Lives, how do staff assist that person? If a survivor who is blind or has low vision is referred to Remedies Renewing Lives, how do staff assist that person? If a survivor has an intellectual or developmental disability, how do staff assist that person?
4. Upon reflection, now that we're in this grant program, is there anything in Remedies Renewing Lives' culture that creates a barrier for domestic violence and/or sexual assault survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability? (i.e. stigma, or assumptions)
5. What are some changes that you think Remedies Renewing Lives 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?
6. What is the decision-making process at Remedies Renewing Lives'?
- 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?
7. To what extent do you believe the Winnebago County Coalition for Barrier-Free Survivor Services aligns with Remedies Renewing Lives' vision and strategic goals?
8. If there are any inconsistencies, how can they be addressed?
9. Do you have any additional comments or feedback?

6.8 Remedies Renewing Lives VP Questions

1. Consent (Appendix 5.1)
2. Are there any policies or procedures that impact Remedies Renewing Lives' ability to serve survivors?
 - a. What about those who have a disability, a Deaf individual or, a person who is blind?
3. How familiar are you with frontline processes? For example, if a Deaf survivor is referred to Remedies Renewing Lives, how do staff assist that person? If a survivor who is blind or has low vision is referred to Remedies Renewing Lives, how do staff assist that person? If a survivor has an intellectual or developmental disability, how do staff assist that person?
4. Upon reflection, now that we're in this grant program, is there anything in Remedies Renewing Lives' culture that creates a barrier for domestic violence and/or sexual assault survivors who are Deaf, blind, and/or have an intellectual and/or developmental disability? (i.e. stigma, or assumptions)
5. What are some changes that you think Remedies Renewing Lives 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?
6. What is the decision-making process at Remedies Renewing Lives'?
- 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?
7. To what extent do you believe the Winnebago County Coalition for Barrier-Free Survivor Services aligns with Remedies Renewing Lives' vision and strategic goals?
8. If there are any inconsistencies, how can they be addressed?
9. Do you have any additional comments or feedback?

6.9 Remedies Renewing Lives DV Program Director Questions

1. Consent (Appendix 5.1)

2. Let's start by asking what positive things Remedies Renewing Lives currently does to ensure that survivors of domestic violence and sexual assault feel welcome and respected?

a. What about those who are Deaf, blind, or have an intellectual or developmental disability feel welcome and respected?

b. 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?

c. What factors might demonstrate that RRL 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 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 changes do 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 RRL? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)

4. (a) How familiar are RRL staff with the issue of DV/SA among individuals with an IDD?

(b) How familiar are RRL staff with the issue of DV/SA with Deaf individuals?

(c) How familiar are RRL staff with the issue of DV/SA with blind individuals?

5. In relation to RRL 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?
10. Do you have any additional comments or feedback?

6.10 APS Supervisor Questions

1. Consent (Appendix 5.1)
2. Everyone here has experience working with individuals with disabilities who are 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 APS?
 - 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. What are your biggest challenges of working at the intersect?
5. Does the law provide or constrict you with delivering services?
6. Do you feel that clients are safer after APS intervention?

a. Has anyone ever expressed they are in more danger? What did you do/how did you respond?

7. What types of safety planning do you do?

8. What are typical investigative results?

9. Are there things you wish you could do but can't?

10. What policies do you wish you could change?

11. (a) When does having a disability impact survivorship service?

(b) When does being a survivor impact disability service?

12. Is there anything we haven't asked you that you want us to know

7.1 RSAC Board of Directors Survey Questions

1a. How does organizational change happen at RSAC?

1b. What motivates change? Who initiates it?

1c. What is the decision-making process?

1d. What can be a barrier to organizational change within the agency?

(Select 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 RSAC when serving survivors of domestic violence, sexual assault, and human trafficking with disabilities or Deaf individuals?

a) Yes

b) No

c) Not sure

3a. To what degree does RSAC meet the communication needs of survivors?

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?

4a. To what extent do you see challenges for RSAC in providing the highest quality services for survivors of domestic violence, sexual assault, and human trafficking who have disabilities or Deaf individuals?

a) Significant

b) Moderate

c) Minimal

d) None

4b. What challenges do you see?

5. Please select the activities RSAC should do to provide quality services to survivors?

- Provide access to effective communication
- Train all staff on survivor culture, trauma, and unique safety issues
- Include the cost of language interpreters in the budget
- Offer agency information in alternative formats (i.e., videos in ASL)
- Have a working knowledge of the IL DV Act
- Have knowledge of self-care resources/tools
- 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 RSAC to better serve survivors of domestic violence, sexual assault, and human trafficking who have disabilities and Deaf individuals?

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

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

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

8. What suggestions do you have to strengthen and sustain successful partnerships among collaboration agencies? (Adult Protective Services, RAMP, Remedies Renewing Lives, and the Family Peace Center)

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

a) Completely consistent

b) Somewhat consistent

c) Not consistent

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

10. Do you have any additional comments or feedback?

7.2 RSAC Volunteer Survey Questions

1. 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?

2. Trainings

a. Do you receive training regarding domestic violence and sexual assault?

i. Who provides the training?

ii. How often does it occur?

b. What training have you received on Deaf culture and unique safety issues?

i. Who provides the training?

ii. How often does it occur?

c. What training have you received on the unique needs of the blind community?

i. Who provides the training?

ii. How often does it occur?

d. What training have you received on the unique needs of individuals with intellectual/developmental disabilities?

i. Who provides the training?

ii. How often does it occur?

e. What makes it easy or difficult to obtain training?

3. Services

a. How comfortable are you working with a survivor who is Deaf or a survivor who is blind or who has an intellectual or developmental disability? (select one)

- Strongly agree
- Agree
- Disagree
- Strongly disagree

b. 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?

d. 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 and survivors of domestic violence and/or sexual assault?

(select as many that apply) If this has not yet happened, consider what you *would* impact your ability.

- Lack of training
- Knowledge of resources
- Accessibility of services
- Knowledge of community partnerships
- Ability to meet the client's accommodation requests

Other: _____

e. To what degree does RSAC meet the communication needs of survivors?

- Completely
- Somewhat... we can improve in this area
- Poorly... we need extensive improvement in this area
- I am unaware

f. If improvement is needed, what do you suggest?

g. To what extent do you see challenges for RSAC in providing the highest quality services for survivors of domestic violence, sexual assault, and human trafficking who have disabilities or Deaf individuals?

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

4. Collaborate

As, you may or may not know, Remedies Renewing Lives, RAMP, Rockford Sexual Assault Counseling, the Family Peace Center, and Adult Protective Services are working together through on a grant provided by the Office on Violence Against Women.

- a. What can they do to work together to provide the highest quality of services?
- b. How can they help each other?
- c. How does that help you?
- d. What do you want RAMP and APS to know about DV/SA in order to adequately serve survivors?
- e. If you were going to train RAMP and APS staff, what would you put in the training curriculum to ensure they had the basics for responding to clients who are experiencing DV/SA?

5. Anything else

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?

8. Do you have any additional comments or feedback?

7.3 Remedies Renewing Lives Board of Directors Questions

1a. How does organizational change happen at Remedies Renewing Lives?

1b. What motivates change? Who initiates it?

1c. What is the decision-making process?

1d. What can be a barrier to organizational change within the agency?

(Select 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 Remedies Renewing Lives when serving survivors of domestic violence, sexual assault, and human trafficking with disabilities or Deaf individuals?

a) Yes

b) No

c) Not sure

3a. To what degree does Remedies Renewing Lives meet the communication needs of survivors?

- 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?

4a. To what extent do you see challenges for Remedies Renewing Lives in providing the highest quality services for survivors of domestic violence, sexual assault, and human trafficking who have disabilities or Deaf individuals?

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

4b. What challenges do you see?

5. Please select the activities Remedies Renewing Lives should do to provide quality services to survivors?

- Provide access to effective communication
- Train all staff on survivor culture, trauma, and unique safety issues
- Include the cost of language interpreters in the budget
- Offer agency information in alternative formats (i.e., videos in ASL)
- Have a working knowledge of the IL DV Act

- Have knowledge of self-care resources/tools
- 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 Remedies Renewing Lives to better serve survivors of domestic violence, sexual assault, and human trafficking who have disabilities and Deaf individuals?

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

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

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

8. What suggestions do you have to strengthen and sustain successful partnerships among collaboration agencies? (Adult Protective Services, RAMP, Rockford Sexual Assault Counseling, and the Family Peace Center)

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

a) Completely consistent

b) Somewhat consistent

c) Not consistent

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

10. Do you have any additional comments or feedback?

7.3 APS VP Survey Questions

1a. Are there any policies or procedures that impact APS's ability to serve survivors of domestic violence, sexual assault, and human trafficking?

b. If yes, what?

2a. Are there any policies or procedures that impact APS's ability to serve survivors who have a disability, a Deaf individual or, a person who is blind?

b. If yes, what?

3a. How familiar are you with frontline processes? For example, if a Deaf survivor is referred to APS, how do staff assist that person?

b. If a survivor who is blind or has low vision is referred to APS, how do staff assist that person?

c. If a survivor has an intellectual or developmental disability, how do staff assist that person?

4. What are some changes that you think APS could make to address these challenges and give staff more support in providing services to this population? If you checked any of the follow please provide any suggestions you may have.

Changes to the intake process

- Funding or other resources
- Policies or procedures
- Organizational structure
- Accommodations

5. What is the decision-making process at APS?

- 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 Winnebago County Coalition for Barrier-Free Survivor Services aligns with APS vision and strategic goals?

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

8. Do you have any additional comments or feedback?

8.1 Gift Card Tracker Form

Gift Card Tracker Form

Date: _____ Time: _____

Location: _____

Facilitator: _____

| Number of Cards Received | Number of Participants | Number of Cards Remaining |
|--------------------------|------------------------|---------------------------|
| | | |

| Unique Identifier | Card Retained |
|-------------------|---------------|
| | |
| | |
| | |
| | |
| | |
| | |

Project Coordinator Signature: _____ Date: _____

Agency Representative Signature: _____ Date: _____

8.2 Listening Session and Interview Debriefing Template

FACILITATOR & NOTE TAKER: Please complete this form together immediately following the focus group.

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:
