Focus Groups and Interview Questions

The prompts are included to assist the facilitator in probing for understanding. They will be utilized only when necessary.

Consumers/Survivors

1. Who in your community serves you well? What do they do to serve you well?
   a. Disability organization?
   b. Community agency?
   c. Other?

2. If you need help, how do you know where to go? What organizations do you rely on for help?
   a. Who would you call?
   b. Who would you talk to?
   c. How would you get there?

3. When you are asking for help from a new place, what makes you feel welcome and comfortable?
   a. What can people who work there do to make you feel welcome and comfortable?
   b. What about the building, the kind of room etc?

4. What can an agency/organizations/staff person do to show you that they respect your wants/needs/choices?
   a. What do they do?
   b. What do they say?
   c. How do they treat you?

5. What might stop you from asking for help when you need it?
   a. How would your willingness to ask for help be affected if you felt your request will be shared with others?
   b. What if the place was not accessible?

6. What makes you feel uncomfortable/unwelcome when asking for help from a new place?
   a. What about the people who work there?
   b. What about the building?
   c. Anything else?

7. What is the best way to get or find information about organizations/agencies when you need help?
Disability Organizations/Line Staff

1. Tell us about a time you worked with someone who disclosed abuse that worked out well.
   a. How did you find out about the abuse? How did you know it was abuse?
   b. Did you assess for abuse (sexual, physical, psychological etc.)
   c. Did they disclose spontaneously?
   d. How did you respond?

2. Tell us about a time when it did not work out.
   a. What barriers did you encounter?
   b. What did you wish you had that you didn’t? (resources/referrals, skills, etc.)

3. How do you know if someone you are supporting has safety concerns?
   a. Do you assess for safety?
   b. At what point do you respond?
   c. Is there a protocol? How are staff members made aware of it?
   d. Do you involve other entities?

4. What resources are you aware of in your community for people who have experienced abuse and/or who have safety concerns?
   a. How do you know if these resources are accessible? (attitudinally, physically, programatically & culturally)
   b. Do staff receive training from these resources?
   c. Have you given or received a referral from these resources?
   d. What worked or didn’t about these resources?

5. What resources are available to you to work with and support someone who has experienced abuse?
   a. Trainings?
   b. Staff knowledge/ problem solving with other staff members?
   c. Policies?
   d. Referrals? (directory)

6. What resources would be helpful to have that you don’t currently have for addressing issues of safety and abuse?
Disability Organizations – Leadership Interview questions

1. What are your organization’s strengths around safety?

2. How are safety and abuse defined? (include different forms of abuse i.e. sa/dv, stalking etc.)
   a. Describe how safety applies to staff
   b. Describe how safety applies to consumers
   c. Describe how abuse applies to staff
   d. Describe how it applies to consumers

3. What resources/supports are available around safety and abuse?
   a. How does your organization share this information with the larger staff?
   b. How do you support the staff in understanding this issue?
   c. How do you share this information with consumers?

4. Describe what your organization does to create a welcoming and accessible environment. How is it reflected in:
   a. Publications (i.e. do they display pictures of people with disabilities?)
   b. Websites
   c. Phone system (i.e. is there a TTY?)
   d. Internal and external training (i.e. training on accommodations for people with disabilities?)
   e. Personnel policies
   f. Physical location
   g. Service delivery
   h. Community connections (i.e. partnering with disability orgs.?)

5. What are your policies and practices around maximizing safety? How are they reflected in:
   a. Personnel policies (i.e is there anything in place if someone discloses DV or SA?)
   b. Confidentiality
   c. Hiring practices (background checks)
   d. Strategic planning (prioritizing safety?)
   e. Board selection
   f. Outreach (publications, websites…)
   g. Internal and external trainings (on safety, DV, SA)
   h. Other protocols
   i. Website (does the website contain information about safety and/or what to do in situations when safety is a problem etc.?)
   j. Physical location
   k. Budgets (security systems, locks, building security, ID…)

6. How does your staff know how to appropriately respond to abuse and sexual violence? How are these responses/protocols reflected in:
a. Personnel policies
b. Confidentiality
c. Budgets
d. Hiring practices
e. Strategic planning
f. Board selection
g. Outreach
h. Trainings
i. Other protocols
j. Collaboration (relationship with VAW providers)

7. What improvements do you think are needed around ensuring safety and responding to abuse?
   a. What’s the best way to make those improvements?
   b. What are some obstacles and how can you overcome them?

8. What else do you think we need to know related to safety, accessibility and disabilities?
SA/DV Line Staff Focus Group Questions

1. Tell us about instances when you worked with people who had a disability that went well.
   a. Describe any creative techniques you used
   b. How did you problem solve as issues arose?
   c. What were the unique circumstances related to safety planning, counseling/advocacy, referrals, confidentiality?
   d. What were the internal resources you had available?
   e. What were the external resources you had available?

2. Tell us about a time when it did not work out.
   a. What were the barriers to fully providing services?
   b. What did you wish you had that you didn’t? (resources/referrals, skills, etc.)

3. How do you know if a person needs an accommodation? Do you:
   a. Assess/screen
   b. Rely on appearances
   c. Self-disclosures
   d. Other (probe for all of these: Physical, Intellectual, Developmental, Age related, Sensory, Psychiatric, Emotional, Learning, Other {D&A, MH/MR})

4. What do you do if someone requests an accommodation?
   a. Are there policies and procedures in place? What do they address?
   b. Is there a particular staff person assigned this area of service provision? The role of this individual?

5. What resources are available to you to work with and support a survivor with disabilities?
   a. Trainings?
   b. Assistive Technology, funding for ASL interpreters?
   c. Referrals? (directory)
   d. What are the gaps?
   e. What would be helpful?
   f. Collaborations (with Disability providers)
   g. Accessible location and facility
   h. Accessible housing

6. What else do you think we need to know related to safety, accessibility and disabilities?
SA/DV- Leadership (Interview questions)

1. What are your organization’s strengths around accessibility and serving survivors with disabilities?

2. How does your organization define accessibility? How does your organization define disability?
   a. How is this information disseminated among staff, volunteers etc.?

3. Describe what your organization does to create a welcoming and accessible environment. How is it reflected in:
   a. Publications (alternative format, reading level etc)
   b. Websites (accessible)
   c. Phone system
   d. Internal and external training
   e. Personnel policies
   f. Physical location
   g. Service delivery
   h. Community Connections

4. What are your policies and practices around providing accommodations? How are they reflected in:
   a. Orientation (training new staff on accommodations etc.)
   b. Personnel Policies
   c. Budgets (line item for interpreters, accessible housing options, AT devices)
   d. Hiring practices
   e. Board selection
   f. Trainings
   g. Strategic planning
   h. Outreach
   i. Other protocols

5. What improvements do you think are needed around accessibility?
   a. What would you like to see happening?
   b. What’s possible?
   c. What would it take for that to happen?

6. Please tell us anything else you think we should know related to safety, accessibility and disabilities.
DRN Staff Survey

The following questions are intended to give us information about your understanding of safety within your/the organization. The information collected will assist us in improving policies and procedures as they relate to this important area. Thank you in advance for taking the time to complete this survey!

1. How would you rate your/the organization in each of the following areas?

   **Safety of the building:**
   
<table>
<thead>
<tr>
<th>1</th>
<th>3</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td>not safe</td>
<td>Somewhat</td>
<td>Very Safe</td>
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</table>

   **Safety of staff:**
   
<table>
<thead>
<tr>
<th>1</th>
<th>3</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td>not safe</td>
<td>Somewhat</td>
<td>Very Safe</td>
</tr>
</tbody>
</table>

   **Safety of consumers:**
   
<table>
<thead>
<tr>
<th>1</th>
<th>3</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>not safe</td>
<td>Somewhat</td>
<td>Very Safe</td>
</tr>
</tbody>
</table>

   For any of the above that reflect “Somewhat Safe”, please provide an explanation:

2. Check all that apply. Which of the following promote and address safety within your organization?
   a. Publications
   b. Website
   c. Phone system
   d. Internal and external training
   e. Technical assistance
   f. Physical location
   g. Response to consumers
   h. Outreach
   i. Events/Conferences

3. Check all that apply. Which of the following policies and procedures address safety?
   a. Staff Orientation
   b. Personnel Policies
   c. Practices related to confidentiality of staff identity
   c. Budgets
   d. Hiring practices
   f. Trainings
   g. Strategic planning


i. Collaborations
j. Events/Training/Conferences
h. Policies related to identities of consumers

4. What improvements do you think are needed around safety?
   a. What would you like to see happening?
   b. What’s possible?
   c. What would it take for that to happen?

5. What are some of the obstacles and how can you overcome them?

6. Please, tell us anything else you think we should know related to issues of safety accessibility and disabilities.
SA/DV- Coalition Staff Survey

The following questions are intended to give us information about your understanding of accessibility within your organization. The information collected will assist us in making recommendations for the improvement of policies and procedures as they relate to this important area. Thank you in advance for taking the time to complete this survey!

1. How would you rate your organization in each of the following areas?

   **Physical accessibility:**
   1. Inaccessible
   3. Somewhat
   5. Fully
   Accessible
   
   **Attitudinal Accessibility:**
   1. Inaccessible
   3. Somewhat
   5. Fully
   Accessible
   
   **Programmatic Accessibility:**
   1. Inaccessible
   3. Somewhat
   5. Fully
   Accessible

   For any of the above that reflect “Somewhat Accessible”, please provide an explanation:

2. Check all that apply. Which of the following are accessible within your organization?
   a. Publications
   b. Websites
   c. Phone system
   d. Internal and external training
   e. Technical assistance
   f. Physical location
   g. Response to victims
   h. Outreach/Campaigns
   i. Events/Conferences
   j. Recruitment

3. Check all that apply. Which of the following address accommodations?
   a. Staff Orientation
   b. Personnel Policies
   c. Budgets
d. Hiring practices  
f. Trainings  
g. Strategic planning  
i. Collaborations  
j. Events/Training/Conferences

4. What improvements do you think are needed around accessibility?  
   a. What would you like to see happening?  
   b. What’s possible?  
   c. What would it take for that to happen?

5. What are some of the obstacles to achieving accessibility and how can you overcome them?

6. Please, tell us anything else you think we should know related to safety, accessibility and disabilities.
Survey Questions-Board of Directors SA/DV Coalitions

The following questions are intended to give us information about your understanding of accessibility within the coalition. The information collected will assist us in making recommendations for the improvement of policies and procedures as they relate to this important area. Thank you in advance for taking the time to complete this survey!

1. How would you rate the coalition in each of the following areas?

   **Physical accessibility:**
   
   1  3  5  
   Inaccessible Somewhat Fully Accessible

   **Attitudinal Accessibility:**
   
   1  3  5  
   Inaccessible Somewhat Fully Accessible

   **Programmatic Accessibility:**
   
   1  3  5  
   Inaccessible Somewhat Fully Accessible

   For any of the above that reflect “Somewhat Accessible”, please provide an explanation:

2. Check all that apply. Which of the following are accessible within the coalition?
   a. Publications
   b. Websites
   c. Phone system
   d. Technical assistance
   f. Physical location
   g. Response to victims
   h. Outreach/Campaigns
   i. Events/Conferences
   j. Recruitment

3. Check all that apply. Which of the following address accommodations?
   a. Personnel Policies
   b. Budgets
   c. Hiring practices
   d. Strategic planning
e. Collaborations
f. Events/Training/Conferences

4. What improvements do you think are needed around accessibility?

5. What are some of the obstacles and how can you overcome them?

6. Please, tell us anything else you think we should know related to issues of safety, accessibility and disabilities.
Survey Questions - Board of Directors DRN

The following questions are intended to give us information about your understanding of safety within DRN. The information collected will assist us in making recommendations for the improvement of policies and procedures as they relate to this important area. Thank you in advance for taking the time to complete this survey!

1. How would you rate the organization in each of the following areas?

   **Safety of the building:**
   - 1: not safe
   - 3: Somewhat
   - 5: Very Safe

   **Safety of staff:**
   - 1: not safe
   - 3: Somewhat
   - 5: Very Safe

   **Safety of consumers:**
   - 1: not safe
   - 3: Somewhat
   - 5: Very Safe

   For any of the above that reflect “Somewhat Safe”, please provide an explanation:

2. Check all that apply. Which of the following promote and address safety within your organization?
   a. Publications
   b. Website
   c. Phone system
   d. Physical location
   g. Response to consumers
   h. Outreach
   i. Events/Conferences

3. Check all that apply. Which of the following policies and procedures address safety?
   a. Personnel Policies
   c. Practices related to confidentiality of staff identity
   c. Budgets
   d. Hiring practices
   f. Strategic planning
   i. Collaborations
   j. Events/Conferences
   h. Policies related to identities of consumers

4. What improvements do you think are needed around safety?
a. What would you like to see happening?
b. What’s possible?
c. What would it take for that to happen?

5. What are some of the obstacles and how can you overcome them?

6. Please, tell us anything else you think we should know related to issues of safety, accessibility and disabilities.
PCAR/PCADV Leadership (Interview questions)

1. What are your organization’s strengths around accessibility?

2. How does your organization define accessibility? How does your organization define disability?
   a. How is this information disseminated among staff, consultants and others etc.?
   b. How does the organization prioritize accessibility?
   a. Is it reflected in the strategic plan?
   b. Are there line items in the budget?
   c. What about personnel policies? (i.e. hiring practices…etc.)

3. Describe what your organization does to create a welcoming and accessible environment. How does it reflect in:
   a. Publications (alternative format, reading level etc)
   b. Websites (accessible)
   c. Phone system
   d. Internal and external training
   e. Personnel policies
   f. Physical location
   g. Service delivery
   h. Community Connections

4. What are your policies and practices around providing accommodations? How are they reflected in:
   a. Orientation-
   b. Personnel Policies
   c. Budget (line item for interpreters, accessible housing options, AT devices)
   d. Hiring practices (job descriptions accessible to all, hiring people with disabilities)
   e. Board selection (reaching out to the disability community)
   f. Trainings (on disability culture etc.)
   g. Strategic planning
   h. Outreach
   i. Other protocols

5. What improvements do you think are needed around accessibility? And to disability leadership?
   a. What would you like to see happening?
   b. What’s possible?
   c. What would it take for that to happen?

6. Please tell us anything else you think we should know related to issues of safety accessibility, and disabilities.
DRN Leadership (Interview questions)

1. What are your organization’s strengths around safety?

2. How does your organization define safety? How does your organization define accessibility?
   c. How is this information disseminated among staff, consultants and others etc.?
   d. How does the organization prioritize safety?
   d. Is it reflected in the strategic plan?
   e. Are there line items in the budget?
   f. What about personnel policies? (i.e. protections for victims if disclosures.)

3. Describe what your organization does to create a safe and accessible environment. How does it reflect in:
   i. Publications (safety information)
   j. Websites (accessible and with safety alerts, avoiding employees’ names etc.)
   k. Phone system (screening for safety?)
   l. Internal and external training (info on DV/SA?)
   m. Personnel policies (policies to support survivors?)
   n. Physical location (building with limited access, work site assignments etc.)
   o. Service delivery (safety and accessibility focused?)
   p. Community Connections (partnership with VAW org.)

4. What are your policies and practices around providing safety? How are they reflected in:
   a. Orientation- (what info is provided to new hires)
   b. Personnel Policies (what’s in place to protect a staff member in case of abuse?)
   c. Budget (line item for counseling services if abuser is insurance carrier)
   d. Hiring practices (screening-criminal checks)
   e. Board selection
   f. Trainings (SA/DV)
   g. Strategic planning (prioritizing accessibility and safety)
   h. Outreach (to and with sa/dv orgs)
   i. Other protocols

5. What improvements do you think are needed around safety?
   a. What would you like to see happening?
   b. What’s possible?
   c. What would it take for that to happen?

6. Please tell us anything else you think we should know related to safety, accessibility and disabilities.