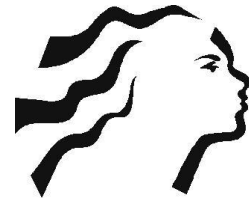


Needs Assessment Plan

PAH! **“Partners Advocating for Healing”**

HAVEN
Deaf Community Advocacy Network
Deaf Women’s Advocacy Services



March 2010
Oakland County, Michigan
U.S. Department of Justice Office on Violence Against Women
Grant # 2008-FW-AX-K005)

TABLE OF CONTENTS

Introduction.....	3
Needs Assessment.....	5
Purpose.....	5
Goals.....	6
Data Collection.....	6
Existing Information.....	6
New Information.....	7
Focus Groups.....	8
Interviews.....	10
Summary of Data Collection.....	11
Recruitment of Participants.....	13
Agency Staff and Board of Directors.....	13
Deaf Community Participants.....	15
Confidentiality Guidelines.....	16
Safety Considerations.....	18
Consent Process.....	18
Incentives.....	19
Tools Appendix (A-N).....	20-40
A. Focus Group/Interview Process for Deaf Participants	
B. Script for Deaf Participant Focus Group / Interview	
C. Focus Group/Interview Questions for Deaf Participants	
D. Interview Questions for Deaf Survivors	
E. Focus Group Process for Staff / Board of Directors of HAVEN and DEAF C.A.N.!	
F. Script for Agency related Focus Group/Interview	
G. Focus Group Questions for All Staff – DEAF C.A.N.!	
H. Focus Group Questions for Board of Directors - DEAF C.A.N.!	
I. Focus Group Questions for All Staff – HAVEN	
J. Focus Group Questions for Board of Directors- HAVEN	
K. Focus Group Confidentiality Statement	
L. RSVP Form	
M. PAH! Frequently Asked Questions document	
N. Focus Group Debrief Form	

Introduction

PAH!: *Partners Advocating for Healing* is a community collaborative effort to increase responsiveness and accessibility of the service delivery system to Deaf and Hard of Hearing survivors of domestic and sexual violence. Our name comes from the American Sign Language sign of “PAH”, which is used to represent the attainment of a desired result or outcome. Simply put, “PAH” represents success or achievement. We thought it was only appropriate to name our collaboration PAH! , thus incorporating both the hearing and Deaf communities, and symbolizing the bridge we are building between these communities to combat domestic and sexual violence. PAH! is a collaboration consisting of three community programs located in Oakland County, Michigan: HAVEN, Deaf Community Advocacy Network (DEAF C.A.N.!) and Deaf Women’s Advocacy Services (DWAS).

This collaborative was created to improve access to domestic and sexual violence services within the Deaf and Hard of Hearing communities in Oakland County, MI and its surrounding cities. It is funded by a three year, multi-phase grant from the U.S. Department of Justice, Office on Violence Against Women (Grant # 2008-FW-AX-K005) received in October of 2008. The collaborative partners have been working together since December of 2008, meeting weekly to establish the goals, values and mission of the group. The PAH! collaboration charter, which was developed throughout the first year of the grant, outlines the vision, mission, goals and philosophy of PAH!

The collaboration of HAVEN, DEAF C.A.N.!, and DWAS is the first and only partnership in Southeast Michigan that brings together the skills, leadership and experiences of both Deaf and hearing advocates. All members of the collaborative are committed to create sustained systems change within their organizations that will extend well beyond the parameters of this three year, federally funded grant. Each agency and individual member is committed to learning from one another and their agencies collective experiences in order to plan, evaluate, develop, and eventually implement culturally sensitive services for Deaf and Hard of Hearing victims of domestic and sexual violence.

Agency Descriptions

HAVEN believes that all people have a right to violence –free lives. Domestic violence, sexual assault and child abuse should not be tolerated or condoned. HAVEN believes these acts have a devastating effect on victims, their families and the entire society. HAVEN believes abusive acts are acts of power and control that the victim does not provoke, enjoy or deserve. Moreover, HAVEN believes victims can regain control of their lives through appropriate support services.

HAVEN recognizes that women, children and men have a right to their own identities and need not define themselves according to cultural traditions, some of which tolerate abuse. The aim of HAVEN is to eliminate root causes of abuse and to believe education is a vital component in working toward the prevention of physical and sexual violence.

HAVEN provides a full spectrum of services to survivors of domestic and sexual violence including but not limited to residential shelter, counseling, court and legal advocacy, 24 hours crisis and support, education and prevention services.

Deaf Women's Advocacy Services (DWAS) is a volunteer agency, which provides services to Deaf, Hard of Hearing and Deaf-Blind victims of domestic and sexual violence. Their mission is to provide empowerment to victims through a 24 hour crisis network, counseling, and medical, legal and systems advocacy. DWAS is also committed to changing cultural attitudes which foster and perpetuate violence.

Currently, DWAS is experiencing a state of transition. The economy in Michigan has forced president, Kate Slosar, to relocate for employment, and she will be leaving the state in June 2010. Currently, DWAS does not have a dedicated, committed board of directors, or a representative from the Deaf community willing to lead DWAS. At this time, it is unclear who will be leading this volunteer organization, and if the organization will be able to sustain itself and continue on with their mission. Therefore, the involvement of DWAS in this Needs Assessment Plan will be limited.

DEAF C.A.N.! offers a wide range of services that focus on narrowing health, economic, legal, and educational disparities that occur due to the communication barriers that Deaf and Hard of Hearing people face. The majority of DEAF C.A.N.! clients are chronically underserved and face discrimination based on their deafness. Their services do not center on "fixing" the individual's deafness; they believe Deaf people are members of a linguistic minority, and as such services are provided from a cultural perspective utilizing American Sign Language. Wherever possible, this agency works to create systematic, institutional change to better serve the community.

PAH! Vision and Mission Statements

Vision Statement

Deaf and Hard of Hearing victims of domestic and sexual violence will receive immediate services from PAH! agencies that are fully responsive, accessible and free from communication and cultural barriers. They will feel supported and empowered to move forward in their lives. Our advocates will support Deaf and Hard of Hearing victims in their journeys from crisis to healing in a competent and trusting environment.

Mission Statement

PAH! will ensure the delivery of fully accessible and responsive services for Deaf and Hard of Hearing victims of domestic and sexual violence, which will include crisis intervention, counseling, advocacy and shelter. PAH! will accomplish this mission through the following actions:

- Sharing our individual experience and expertise in our respective fields, to build a strong and trusting relationship with one another.
- Sharing experiences in our agencies and our communities.
- Increasing knowledge and awareness within our agencies regarding the differences between Deaf and hearing cultures.
- Increasing awareness and knowledge of domestic and sexual violence within DEAF C.A.N.! and DWAS.
- Increasing our communication capacity to appropriately and effectively communicate with Deaf and Hard of Hearing survivors utilizing Certified American Sign Language interpreters and the latest communication technologies.
- Changing our existing policies, procedures, job descriptions, practices and budgets within our agencies to reflect our learned best practices in providing services to the Deaf and Hard of Hearing victims of domestic and sexual violence.
- Advocating for external systems change in areas such as criminal justice, health care, education and the legal arena, to make services accessible and responsive to Deaf and Hard of Hearing victims of domestic and sexual violence.

Needs Assessment

Purpose of Needs Assessment

The purpose of this needs assessment is to explore how PAH! agencies are currently delivering services to the Deaf community, and how they can improve their delivery and accessibility of services to Deaf and Hard of Hearing clients that have experienced domestic and/or sexual violence. Ultimately, the information collected through this needs assessment will assist in establishing better programs and protocols within HAVEN, making HAVEN services more accessible to Deaf and Hard of Hearing clients; and assist DEAF C.A.N.! and DWAS in creating and establishing services more responsive to the needs of Deaf and Hard of Hearing survivors.

Information will be gathered from collaborative agency staff, Board of Directors, clients, Deaf community groups associated with DEAF C.A.N.!, Deaf and hearing family members, and certified American Sign Language interpreters.

With the information obtained in the needs assessment PAH! is seeking to make the participating agencies more comfortable, accessible, and responsive to Deaf survivors. The compiled results will serve as support in developing tactics for the strategic plan, and chart a realistic and manageable course for the implementation phase.

Needs Assessment Goals

Listed below are four areas that summarize the PAH! assessment goals. As a collaborative, each agency has committed to making the internal systems changes required to enhance services and fill gaps in service. The goals are to answer the following questions:

1. What are our current practices in terms of domestic violence services for our Deaf clients? What works? What doesn't work? How can they be improved?
2. What are the gaps in our programs and services and how can we address them?
3. What do Deaf consumers want in terms of services in general? Who? What? Where? When and How?
4. What are our organizational capacities to serve Deaf and Hard of Hearing clients in a more inclusive, engaging and safe way?
 - a. Staff knowledge and comfort
 - b. Formalized policies, practices and procedures
 - c. Budgets

DATA COLLECTION

EXISTING INFORMATION

Unfortunately, there are limited research findings available that address the needs of Deaf and Hard of Hearing survivors/victims of domestic/sexual violence. In 2005, a study funded by the National Institute of Justice researched the unique needs of Deaf victims/survivors of sexual violence. PAH! will be utilizing the findings in the NIJ study as a baseline to compare our Needs Assessment findings to the NIJ findings.

<http://www.ncjrs.gov/pdffiles1/nij/grants/212867.pdf>

The Michigan Uniform Crime Report stated there were 7,944 domestic violence and related offenses reported in Oakland County in 2006; over 100 domestic violence related homicides occur in Michigan each year; and one in three Michigan families experience domestic violence.

www.michigan.gov/msp/0,1607,7-123-1645_3501_4621---,00.html

The Department of Human Services in Michigan released the latest estimate of Deaf/Hard of Hearing populations in Michigan by county. PAH! is focused on Oakland County, MI, which is currently the home to an approximate 10,870 Deaf individuals, and 93,000 Hard of Hearing individuals. The Department of Justice and Center for Disease control state that one of every four women will experience domestic/sexual violence in their lifetime. This equation would result in an approximate 22,000 Deaf/Hard of Hearing women experiencing domestic/sexual violence in Oakland County. Most of these cases will go unreported.

http://www.michigan.gov/documents/Estimate_Report_02-05_119430_7.pdf
www.cdc.gov/mmwr/preview/mmwrhtml/mm5705a1.htm

There are several Deaf and Hard of Hearing Domestic/Sexual Violence programs in the United States. Three states in particular have been on the forefront of designing domestic/sexual violence programs for Deaf and Hard of Hearing clients: Washington, California and Vermont. PAH! will be referring to the resources of Abused Deaf Women's Advocacy Services (ADWAS), Deaf Vermonters Advocacy Services and DeafHOPE to examine existing gaps in services, policies and procedures at each of our agencies.

www.adwas.org

www.dvas.org

www.deaf-hope.org

NEW INFORMATION

PAH! will be gathering new data from our agencies and the Deaf and Hard of Hearing community through focus groups, and interviews. During this process collaborators will ensure a safe, accessible environment, while paying close attention to confidentiality and mandated reporting requirements. The information collected and analyzed will hopefully answer questions in regards to gaps in the collaboratives ability to increase their collective capacity to serve Deaf victims of domestic and sexual violence.

Focus Groups

PAH! will be utilizing focus groups and one on one interviews to gather information for this needs assessment.

Focus groups will be used to bring together 4-10 participants, who will be asked 6-8 open ended questions about the accessibility of services provided by hearing agencies to the Deaf and Hard of Hearing community residing in Oakland County, MI. There will be no questions asked regarding domestic or sexual violence. The groups will last approximately 1 ½ to 2 hours depending on the time it takes to get the group settled and the appropriate information is communicated.

Focus groups will be conducted with HAVEN, DEAF C.A.N.! staff and Board of Directors, and for the following Deaf community groups: Older Deaf adults, Communities of Color, Hard of Hearing fluent in American Sign Language (ASL), Deaf and Hard of Hearing not fluent in ASL; certified ASL interpreters; and Deaf professionals.

These audiences were chosen to participate in focus groups because they are the providers and end users of service provision, and who better to dialogue about service provision than service providers and consumers. Focus groups will be held at either the HAVEN Counseling Center located in Bingham Farms, MI, or at the DEAF C.A.N.! offices located in Sylvan Lake, MI. **Anyone** who does not feel comfortable in a focus group setting will be offered a one on one interview. All consumers will receive a \$20 Meijer gift card upon arrival to the group. Staff and board members will not receive any incentive for participating.

Each focus group will have a group facilitator, a recorder, support person, and two certified ASL interpreters (for Deaf and Hard of Hearing participants). The recorder will always be the project manager, Christine Giresi who will utilize a computer for note taking, as well as a voice recording device (when permitted by group participants) as to not miss any pertinent information. The facilitators will either be Marcy Colton (DEAF C.A.N.!) or Emily Matuszczak (HAVEN). For the staff focus groups, Marcy Colton will be facilitating the HAVEN staff focus groups, and Emily Matuszczak will be facilitating the DEAF C.A.N.! staff focus groups. The support person will be a HAVEN employed licensed counselor.

At the end of each focus group, a debriefing form will be filled out by the facilitator and recorder. The completed debriefing form will be used to summarize information discussed in the group, as well as record trends and common threads observed. The information on the debriefing form will be discussed with members of the collaborative, be incorporated into the needs assessment report and the strategic plan.

Definition of focus group team members:

Focus Group Facilitator

The group facilitator keeps the discussion on track by asking a series of open-ended questions meant to stimulate discussion. The facilitator is the key to the focus group discussion. The facilitator must direct the discussion without being a part of it. The facilitator must create a relaxed, informal atmosphere where people feel free to express their opinions, and let them know they can leave at any time if they feel uncomfortable. She should allow the discussion to lead in new directions as long as the topics pertain to the subject of the focus group interview. PAH! has developed a script along with 6-8 open-ended questions for the facilitator to follow for each focus group. The group facilitators for PAH! will be either Emily Matuszczak, Senior Director of Programs for HAVEN, or Marcy Colton, Executive Director of DEAF C.A.N.!. With the assistance of the recorder, the facilitator will also keep track of time and ensure the interpretation of information is accurate.

Focus Group Recorder

The recorder is responsible for capturing what is said during the focus group. Identifying trends or making note of important statements, the recorder has to be objective, open minded, and accurate. The recorder does not partake in the group discussion, but must be an attentive listener. All records and information captured by the recorder will be kept confidential. All focus group notes will be taken and stored on a laptop computer. The recorder will always be the project manager Christine Giresi.

Focus Group Support Person (licensed counselor)

For anyone needing emotional support during the participant focus groups/interviews, HAVEN will provide access to one of its licensed counselors' during each focus group. This person will be located outside of the group room, in a private, safe location ensuring confidentiality. All of HAVEN's counselor's are licensed in the state of Michigan, and are therefore mandated reporters. Please see the section on Michigan mandated reporting laws.

Focus Group Certified ASL Interpreters

Each Deaf focus group or interview will have in attendance a certified ASL interpreter for the entire focus group. Certified ASL interpreters are bound by confidentiality clauses when licensed and certified. Please refer to the appendix for further explanation on confidentiality clauses for Certified ASL interpreters.

Interviews

Interviews will be conducted with agency leadership of PAH! : Beth Morrison, CEO of HAVEN; Emily Matuszczak, Senior Director of Programs, HAVEN; Marcy Colton, Executive Director, DEAF C.A.N.!, and Kate Slosar, President, DWAS. They will be asked a combination of the same questions posed to their staff and board of directors. Interviews will be held at DEAF C.A.N.! and HAVEN administrative offices, and facilitated by Emily Matuszczak and Marcy Colton.

PAH! will also be interviewing Deaf and Hard of Hearing survivors of domestic violence; Deaf Blind individuals; Deaf individuals and their hearing family members; and Children of Deaf Adults to gain their insight to barriers the Deaf community faces when acquiring services from hearing agencies. Since the Deaf community is relatively small and isolated, confidentiality is a concern. **Due to confidentiality and safety concerns, we feel these specific populations are better suited in an interview environment.**

Interviews will be recorded by Christine Giresi, who will be taking notes on a computer, but no audio recording will be utilized during the interviews.

To reduce the risk of a breach of confidentiality, the Deaf participants listed above will be interviewed individually, as opposed to partaking in a focus group. With the exception of Deaf and Hard of Hearing survivors, the interview questions will be the same questions posed in a Deaf participant focus group. Deaf survivors of domestic violence will be asked specific questions pertaining to accessibility to domestic violence services. PAH! will not be asking any questions that will require disclosure – confidentiality and safety is this situation is truly a precaution.

Interviews with Deaf survivors of domestic violence will be held at HAVEN Counseling Center in Bingham Farms, Michigan. All other interviews with Deaf community participants will be held at DEAF C.A.N.! in Sylvan Lake, Michigan. Interviews will be scheduled at a time that is acceptable to both interviewer and interviewee. They will be scheduled no earlier than 9:00 am EST and no later than 7:00 pm EST, Monday through Friday. Interviews with the Deaf community will be conducted by either Marcy Colton, Executive Director of DEAF C.A.N.!, and/or Kate Slosar and Marika Blumerick of DWAS. Each interview will last between one and one and one half hours. A certified ASL interpreter will be present at each interview, and Christine Giresi, PAH! project manager, will record each interview. A licensed professional counselor will be accessible if needed. All Deaf participants will receive a \$20 Meijer gift card upon arrival to the interview.

Summary of Data Collection:

Staff/BOD Focus Groups				
<i>Audience</i>	<i>Recruitment Source</i>	<i># of groups</i>	<i># of participants</i>	<i>Total</i>
DEAF C.A.N.!	DEAF C.A.N.!	2		15
HAVEN	HAVEN	9		50-85
DWAS	DWAS	1		4-8
Total Staff Focus Groups				34-50
Staff Interviews				
<i>Audience</i>	<i>Recruitment Source</i>	<i># of groups</i>	<i># of participants</i>	<i>Total</i>
DEAF C.A.N.!	DEAF C.A.N.!		1	1
HAVEN	HAVEN		2	2
DWAS	DWAS		1	1
Total Staff Interviews				4

Deaf Community—Focus Groups				
<i>Audience</i>	<i>Recruitment Source</i>	<i># of groups</i>	<i># of participants</i>	<i>Total</i>
Older Deaf Adults	DEAF C.A.N.!	1		8-10
Black Deaf Advocates	DEAF C.A.N.!	2		10-15
Hard of Hearing fluent in ASL	DEAF C.A.N.!	1		4-8
Deaf & Hard of Hearing not fluent in ASL	DEAF C.A.N.!	1		4-6
Deaf Professionals	DEAF C.A.N.!	2		8-10
Certified ASL Interpreters	DEAF C.A.N.!	1		4-6
Total Deaf Community Focus Groups				38-56
Deaf Community—Interviews				
<i>Audience</i>	<i>Recruitment Source</i>	<i>Total # of interviews</i>		
Deaf Survivors of Domestic Violence	DEAF C.A.N.! & DWAS	2-4		
Individuals who are Deaf/Blind	DEAF C.A.N.! & DWAS	2-4		
Hearing Family Members	DEAF C.A.N.!	2-6		
Children of Deaf Adults (CODA's)	DEAF C.A.N.!	2-4		
Total Deaf Community Interviews			10-20	

Recruitment of Participants

Staff Recruitment

Focus groups will be held with the staff of DEAF CAN!; each individual department at HAVEN; the upper management of HAVEN; and the Board of Directors of both HAVEN and DEAF CAN!. Interviews will be held with Marcy Colton, executive director of DEAF CAN!; Beth Morrison, CEO of HAVEN; Kate Slosar, President of DWAS and Emily Matuszczak, Senior Director of Programs for HAVEN. *Participating staff and board of directors will not be receiving a gift card for their participation.* (All survey, focus group/interview questions are located in the Appendix).

Recruitment Process for HAVEN staff for Focus Groups

- Project director will speak face to face with HAVEN Department directors to schedule a focus group with their departmental staff.
- Staff focus group will be held during one of the scheduled departmental meetings, where direct service staff will participate.
- Departments are as follows: Advocacy, Social Action, Personal Protection Office, Counseling, Shelter/Residential, Crisis and Support Line, Prevention Education and Volunteer coordination.
- HAVEN Directors will not be in attending the focus groups with direct service staff. Supervisors and Directors will be required to attend a separate focus group, which will take place during an existing Quality Assurance group meeting.
- Optional interviews will be offered to those who cannot attend a focus group, or who feel uncomfortable in a focus group setting.
- No RSVP is required of staff because the focus group will be held during a regularly scheduled department meeting.

Recruitment Process for HAVEN Board of Directors Focus Group

- HAVEN Board of Directors focus group will be held during an existing Board of Directors meeting planned for July 2010.
- At the May 2010 board meeting, board members will be briefed on PAH!, told of an upcoming email newsletter regarding PAH! and that the July 2010 board meeting will consist of a focus group to collect information for the PAH! needs assessment.
- An Email will be sent out to all Board of Directors members immediately after the May 2010 meeting from the CEO of HAVEN. The email will include an electronic newsletter outlining information about the collaboration and an invitation to the forthcoming focus group. The email will explain that the focus group will be conducted by Emily Matuszczak, Senior Director of Programs for HAVEN. Email will also include RSVP instructions and FAQ sheet.
- RSVP will be handled by Linda Fountain, Administrative Liaison for HAVEN's Board of Directors.
- Linda Fountain will relay RSVP's to Project Director, Christine Giresi.

- Christine Giresi will ensure accommodations are made.

Recruitment Process for HAVEN upper management staff Focus Group

- A face to face conversation will be used to recruit HAVEN department directors to participate in a focus group regarding the PAH! initiative.
- All recruitment will be done by the PAH! project director, Christine Giresi.
- The focus group will take place during an already established bi-monthly Quality Assurance meeting, in which all upper management are required to attend.
- Facilitation of these focus groups will be handled by Marcy Colton and Christine Giresi.

Recruitment Process for DEAF C.A.N.! staff for Focus Group

- Recruitment will be done by Marcy Colton, Executive Director of DEAF C.A.N.!
- Marcy Colton will invite her staff (5 individuals) to participate in the focus group, which will be held during a regularly scheduled agency meeting.
- Facilitation of this focus group will be handled by Emily Matuszczak.
- No RSVP is required of staff because the focus group will be held during a regularly scheduled agency meeting.

Recruitment Process for DEAF C.A.N.! Board of Directors for Focus Group

- Yearly DEAF C.A.N.! Board of Director meeting schedule is distributed in January, 2010 outlining subjects to be discussed at each bi-monthly meeting, held at DEAF C.A.N.!
- DEAF C.A.N.! Board of Directors focus group will be held during an existing Board of Directors meeting planned for June, 2010.
- At the May 2010 board meeting, board members will be briefed on PAH!, told of an upcoming email newsletter regarding PAH! and that the July, 2010 board meeting will consist of a focus group to collect information for the PAH! needs assessment.
- An E-mail will be sent out to all Board of Directors members immediately after the May 2010 meeting from the Executive Director of DEAF C.A.N.! The email will include an electronic newsletter outlining information about the collaboration and asking board members to participate in the forthcoming focus group. The email will explain that the focus group will be conducted by Marcy Colton, Executive Director of DEAF C.A.N.! and will include RSVP instructions.
- RSVP will be handled by Marcy Colton, Executive Director of DEAF C.A.N.!
- Marcy Colton will relay RSVP's to Project Director, Christine Giresi.
- Marcy Colton will ensure any accommodations that need to be made for this focus group.

Deaf Participant Recruitment

Program participants will consist of several different groups within the Deaf and Hard of Hearing community. Participants will either take part in a focus group or an interview. Every participant will have the option to have a one on one interview if they are not comfortable in a focus group setting. All participation is voluntary. Each participant will receive a \$20 gift card to Meijer at the beginning of each focus group or interview. If the participant does not feel comfortable receiving the card at that time, arrangements will be made for the delivery of the card.

DEAF C.A.N.! and DWAS will be contacting and recruiting each of these groups. Recruitment of Deaf program participants will be done through Marcy Colton from DEAF C.A.N.! and Kate Slosar/Marika Blumerick from DWAS. A face-to-face conversation will be used to recruit participants.

The following items pertain to the recruitment process and what is to be discussed between recruiter and recruitee:

- The focus of the group/interview.
- Date, time and location of the focus group/interview
- An RSVP form will be filled out and kept with the recruiter, identifying only the attendee's first name, the date and time of the interview/focus group, and any accommodations required by the attendee. This form will be kept in a safe, locked file cabinet, and will subsequently be shredded after the focus group/interview has taken place.
- Explain that the participant will be given a \$20 Meijer Gift card for attending a focus group/interview. It will be given to them at the beginning of the group/interview.
- Ask participant if they would like a reminder appointment card/email/text or VP/phone call in regards to the date and time they are scheduled to participate. If participant would like a reminder, a reminder will be furnished using an agreed upon method of communication, which will come from DEAF C.A.N.!
- If the participant is obliged, they will be given an appointment card to remind them of the set time and date of focus group/interview. Card will be a generic DEAF C.A.N.! appointment card, with no identifying information about the focus group/interview, just a time and date.
- Ask participant if they require any specific accommodations.
- Recruiter will answer any and all questions.
- Recruiter will offer all focus group participants an optional interview if they are not comfortable in a focus group setting.
- All participant focus groups and interviews will be held at DEAF C.A.N.! with the exception of the Deaf and Hard of Hearing Survivors of domestic violence.
- Marcy Colton is responsible for attending to any accommodation requirements for participants.

The Deaf and Hard of Hearing Survivors of domestic violence interviews will be held at HAVEN Counseling Center in Bingham Farms. These interviews will be scheduled at a time that is acceptable to both interviewer and interviewee. They will be scheduled no earlier than 9:00Am EST and no later than 7:00pm EST, Monday through Friday.

Confidentiality Guidelines

The PAH! Collaboration is committed to the confidentiality of our focus group and interview participants. A number of steps will be taken to ensure the privacy of the participants:

- No personal information will be collected other than the information needed to confirm attendance to either a focus group or interview. Only first names will be recorded (RSVP form). None of the information on the RSVP form will be shared or analyzed. At no other time will during the need assessment will any identifying information be recorded.
- During the focus groups, participants will not be identified by name.
- Participants will be given a copy of PAH!'s Confidentiality statement during the focus group check-in. Facilitators will review the statement with the group prior to the beginning of the session
- Following the focus groups, RSVP forms will be shredded and disposed of immediately.
- The recorder will not identify any participant in focus group/interview notes. The recorder will be responsible for filling out all focus group and interview debriefing forms and distributing to the PAH! team. All information collected by the recorder will be kept in a locked file cabinet at HAVEN. Any written documents such as debriefing forms, RSVP forms, and drafts of the Needs Assessment report will also be kept in a locked file cabinet at HAVEN.
- Data collected will be stored in a locked file cabinet in the HAVEN office. Data will only be accessible to PAH! members and is prohibited from being copied or distributed to other parties. Data will be compiled by the project director and members of PAH!
- When the grant cycle has ended, all data collected will be shredded and destroyed.
- The needs assessment data and subsequent report will contain no individual level of identifying information. The report will contain only aggregate data, qualitative and quantitative information and some participant quotations. When participant quotations are used the "speaker" will remain anonymous and no raw data will be available for public consumption. Prior to their participation, participants will receive full disclosure in writing of how information will be used. The report will be available for any participant who wishes to have a copy and will

be sent to the Office of Violence against Women (OVW), Vera Institute, and the partner organizations. Should any participant subsequently seek or receive victim services, information regarding their participation shall remain strictly confidential.

- The PAH! Collaboration will discuss information contained on debriefing forms for the purpose of future planning to enhance service delivery. Information received from agency staff and participants will be discussed among the team, including current policies, procedures, knowledge, strengths, weaknesses and any other information deemed appropriate by the team. From this information, broader trends and themes will be identified, and used to formulate the needs assessment report, and ultimately the strategic plan for implementation.
- If a participant discloses in an interview or group setting, ALL survivor information collected and recorded will be protected to the fullest extent, as all survivor/client information will be kept confidential at HAVEN, DWAS and DEAF C.A.N.!
- Members of PAH! are mandatory reporters for the state of Michigan, and as such are required by law to report suspected abuse. If participants share any information in regards to child abuse or abuse of a vulnerable adult, PAH! members will be required to report the incidence to either Child Protective Services or Adult Protective Services of Michigan. Confidentiality will be surrendered if abuse is disclosed due to mandatory reporting laws of Michigan. This information will be communicated to participants during focus group and interview check-in so that participants may make informed decisions about what they choose to disclose.

Concerns

During the needs assessment phase, PAH! will encounter situations in which confidentiality will not be under our full control. If a participant or a survivor discloses an experience, PAH! advocates can assist victims that disclose within the group setting by processing in private the pros/cons of their disclosure and the need for safety planning and/or further follow up. But, the PAH! collaborative cannot guarantee another participant in the group will not share the information outside of the focus group. And due to the small size of the Deaf community in general, it is most likely the survivor's disclosure may become public knowledge among the Deaf community.

It is also possible that an interpreter may discuss their experience with another interpreter, or Deaf individual. Although PAH! only utilizes Certified Interpreters, and they are held to very high standards of professionalism and ethical conduct, we cannot 100% guarantee confidentiality.

Safety Considerations

Safety of participants is top priority in designing this needs assessment. A number of factors were taken into consideration in the development of this plan including:

- Participant recruitment will be done in person, face to face, with only first names being captured on RSVP forms; the only piece of documentation to be distributed will be a generic appointment card from DEAF C.A.N.! with the time and date of the participants interview or focus group.
- The questions developed are about service delivery by the agency and are designed to minimize disclosure. To ensure safety of participants, survivors of domestic and sexual violence, and staff, questions are not designed to elicit any personal information and avoid mentioning people's personal experience with violence. Questions are focused on people's experience with receiving or providing services.
- Focus groups will be conducted by a facilitator, a recorder a floater. The floater will be present if for any reason a participant is triggered and needs to leave the focus group.
- A licensed counselor will be available during the focus group or interview to provide emotional support requested by a participant. If the counselor is requested, the participant will be escorted to her at an undisclosed location, to ensure confidentiality and safety.
- Focus groups and interviewees will be made aware of Michigan mandated reporting requirements during the introduction portion of the focus group or interview. Therefore, before any issues are disclosed by a client, he/she will be clearly and effectively informed of applicable mandatory reporting requirements and their implications so as to continue in an informed and comfortable manner.
- PAH! Focus groups and interviews will take place at HAVEN headquarters in Bingham Farms and at DEAF C.A.N.! in Sylvan Lake. Both locations will provide a safe and comfortable environment for our participants.
- At both agencies, all management personnel will be in separate focus groups from staff to avoid any judgment, criticism or retribution for staff input or opinions.

Consent Process for Deaf Community Participants

A passive consent will be utilized for both focus groups and interviews. At the beginning of each, the facilitator or interviewer will explain confidentiality, mandated reporting, safety, and consent. The facilitator/interviewer will ask for a verbal consent. If the participant leaves the group or interview after consent has been explained and asked for, it will be clear that the participant has not given consent and wishes to discontinue their participation. If the participant remains after consent has been explained and asked for, then passive consent is confirmed with that participant.

Regardless of consent, the participant will still receive their \$20 Meijer card, meaning they will receive the card whether they stay and participate or whether they decide to leave. PAH! is not interviewing any individuals under guardianship, so written consent will not be required.

Incentives

All Deaf participants will be receiving a \$20.00 Meijer gift card when checking in at the focus group or interview. Participants will be informed that they will be receiving the gift card whether they choose to stay at the focus group/interview or not. Survivors who participate in a one-on-one interview will be given the gift card at the time of check-in for the interview. Interviewees will be informed that acceptance of the gift card does not mandate their participation. Refreshments will be provided at all focus groups and interviews.

APPENDIX - A

FOCUS GROUP/ INTERVIEW PROCESS FOR DEAF PARTICIPANTS

As program participants enter the room they will:

- Be welcomed.
- Be offered a snack.
- Be given a \$20 Meijer gift card. If they do not feel safe keeping the gift card arrangements will be made for them to access the gift card at another time.

At the beginning of each focus group/ interview the facilitator will introduce herself and others in the room (facilitator, recorder, interpreters and floater). The facilitator will be from the same agency as the program participants. The floater will be a Team member.

The facilitator will explain **(Please refer to Appendix-B for detailed script):**

- The purpose of the focus group/interview and that they are being called upon as experts to assist us.
- The recording process and ask if the group minds if the information is audio recorded.
- The process of the focus group/interview and guidelines to encourage respect and safety for others in the group including confidentiality and mandated reporting.
- Questions are intended to elicit information about the agencies, the services they provide, and access to services for those served by the agency. All participants will be told that questions are not to gather personal experiences relating to violence, abuse or neglect.
- Anyone can discontinue at any point if they are feeling uncomfortable. It will be made clear that leaving before the conclusion will not have any impact on the services they receive from the agency.
- No one will be forced to answer questions that make them uncomfortable.
- A counselor will be available at each focus group meeting to provide emotional support for anyone needing it either during or just following. The individual will be outside of the room. Focus group participants will be told that this individual is available, where to find her and that someone is available to escort them to the individual if requested. An accessible space will be made available that will allow for confidentiality and safety.

APPENDIX – B

FOCUS GROUP / INTERVIEW - SCRIPT – DEAF COMMUNITY

Thank you so much for volunteering to help us with our project! We appreciate the time that you have taken and want you to know that the information that you give to us will help us to improve services for Deaf and Hard of Hearing people in the Metropolitan Detroit area. We will be asking you some general questions and some specific questions as well. Please give us your honest answers. We will be taking the comments that you have very seriously and it will help us to shape future services for our community. Our ultimate goal is to understand how the community feels so that we can improve our services.

For those of you who don't know me, I am _____ and I'll be conducting the interview today. In the room with us is Christine Giresi, and she will be taking notes on her computer for us today. We will not be identifying you individually when you make a comment; rather Christine will be capturing the essence of what you are saying. We also have a Sign Language Interpreter in the room with us. Our Interpreters have been specially trained for this process and will maintain all confidentiality. Please allow me to introduce _____.

Most of the things we will be talking about today are general. However, we might touch upon a few things that are sensitive. If at any point in time we discuss something that bothers or upsets you, please let us know. We have a licensed counselor present, who can meet up with you and take you to another room where you can sit and talk.

(FG ONLY) Please feel free to enjoy the drinks and snacks. We want you to be as comfortable as possible. If there is anything you need, please do ask. Remember that we have an Interpreter in the room so we ask that only one person speak at a time. Please let me recognize you before you begin speaking so that everyone can participate in the process. It might take us just a little longer, but that's ok. We want everyone to have an equal opportunity to participate.

(ALL) Again, we need you to be completely honest in your comments and in the answers to the questions we will present today. ***There are no right answers. There are no wrong answers.*** We want you to draw upon your experience and expertise and tell us how you are thinking and how you are feeling. If you do this, your honest opinions will help us improve our systems and services. In front of you is a \$20 gift card. This is our gift to you for participating. If for any reason you cannot take this gift card home, please let us know and we will make other arrangements that are suitable for you.

Before we start I want to mention that Christine will be using a tape recorder to help her capture your responses. No one will have access to the tape of the group except Christine. After she captures the information she needs, the tape will be erased. Is there anyone who is uncomfortable having this discussion taped?

We may pause every so often so that Christine can catch up in her note taking. This is in no way a reflection on you. We just want to make sure we are getting everything down.

We've allowed an hour and a half for the interview, but if we're done sooner, that's OK, too.

(FG ONLY)

Okay. I want to talk briefly about confidentiality and group guidelines before we get started. By staying and contributing to our discussion today you are giving your consent to participate.

(CONFIDENTIALITY STATEMENT DISTRIBUTED HERE – please see Appendix XX))

You are also agreeing to the following focus group guidelines:

1. That you are voluntarily participating in this process.
2. You are responsible for keeping all information shared within the group confidential
4. The information you do share will not be connected to you as an individual

Please read the Confidentiality Statement I just gave to you.

You are responsible for keeping all information shared within the group confidential. The information you do share here in the group will not be connected to you as an individual. Please be as honest and forthright as possible, as we encourage you to share your comments and ideas. Your comments and ideas will have no reflection on any services you may receive from PAH! agencies.

Is everyone clear on confidentiality guidelines?

(ALL) Now, I just need to mention a few words about Michigan's Mandatory reporting policies.

DEAFKAN/ HAVEN staff complies with Michigan's Mandatory reporting policies. If information is disclosed that may indicate child abuse; abuse to a vulnerable adult; or threat of homicide or suicide that this information would have to be forwarded to the proper authorities if it has not been done previously.

Are there any questions?

Let's begin with our questions – remember there are no wrong answers.

Again, thank you for taking the time to be with us and help us improve services. Let's begin.

CONCLUSION

Thank you for today and helping to make a difference for Deaf and Hard of Hearing victims.

If you would like to add additional thoughts or want to talk about the process before you leave, one of us will gladly meet with you.

PAH! Thanks you again for your time and insight.

APPENDIX - C

FOCUS GROUP/INTERVIEW QUESTIONS FOR DEAF PARTICIPANTS

1. What makes you trust a service provider? Why? Is it reputation? Is it an individual?
2. What makes you feel safe when you receive services from a hearing service provider? What about a deaf provider?
3. What are positive experiences that you have had with Deaf agencies and with hearing agencies?
4. Set up “what if” or “imagine if” scenarios... Would you go to a Deaf friendly hearing agency or would you go to a Deaf agency?
 - a. Imagine – You have lost your job. You can’t afford to make the house payment. You will probably lose your home. You have gone to family, friends and your church and they can’t help you anymore. The Deaf program is there to help; the hearing agency has all of the services you need. Where will you go first? Why?
 1. If you went to the Deaf agency, would you be worried your friends would find out you might lose your house? Why?
 2. When and why would you go to a hearing organization?
 3. When you go to the hearing organization, what support do you expect from the Deaf program to work with the hearing organization?
 - a. What would make you feel comfortable?
 - b. What would make you feel welcome?
 4. What would you expect the Deaf organization to do for you to get services from the hearing organization?
5. Imagine you have lost your house and you have no place to go. Friends and family cannot help you. You have to go to the shelter run by a hearing organization.
 - a. What concerns do you have? What are they?
 - b. What could the shelter do to address your concerns?
 - i. What would the hearing staff need to know and do to help you?
 - a. What would make you feel comfortable?
 - b. What would make you feel welcome?
6. How could the Deaf program help you work with the hearing program while staying at the shelter?

7. To make programs and services Deaf/Hard of Hearing friendly, what are the three most important things that you would need?

- a. Acceptance of the Deaf Community
- b. Assistive Listening Devices
- c. Closed Captioning
- d. Deaf Community Involvement
- e. Deaf only programming
- f. Deaf Staff
- g. Deaf Volunteers
- h. Sign Language Interpreting
- i. Staff Knowledge of the Deaf Community
- j. Staff Knowledge of Deaf Resources
- k. Videophones/TTY's/FAX

(These will be listed on a white board in the room for all to see. The recorder will place a tally next to the choices from the group.)

8. What is the best way to get information about available resources to the Deaf community?

APPENDIX- D

INTERVIEW QUESTIONS FOR DEAF SURVIVORS

1. Did you reach out to an agency for support for domestic and sexual violence?
 - a. If yes, which agencies did you contact? Why did you contact them?
 - i. What was your experience at this agency?
 - ii. What services did you get at the agency?
 1. What worked well at the agency? Please give specifics.
 - a. What did they do to improve your safety?
 - b. What else could/should they have done to make you feel safer? More comfortable?
 2. What didn't work well at the agency? What could they do to improve services for Deaf survivors?
 - a. How could they be more "welcoming"?
 - b. What barriers did you encounter?
 - b. If you didn't reach out to an agency for support, why not?
 - i. What could be done so you feel comfortable seeking supportive services?
2. Do you know what HAVEN is? DEAF C.A.N.!,? DWAS?
 - a. If yes, what do they do?
 - b. Would you/have you used their services? (if they don't know the agencies ... explain the services and then ask if they would use the services).
 - c. If you have used their services, what was your experience like?
 - d. If you haven't used their services, why not?
3. Imagine if you could design DV/SA services for HAVEN, DEAF C.A.N.! and DWAS, how would you do it?
 - a. What would be the most important things you would provide to Deaf survivors?
 - b. What would you need as a Deaf person?
 - c. What would you want the staff of the agency to know and DO to be able to serve a Deaf survivor? (if we don't get the responses that we desire, then we can lead and prompt them with the questions below)
 - i. Domestic violence within the Deaf community
 - ii. Communication
 - iii. Assistive devices/accommodations
 - iv. Deaf community/Deaf culture
 - v. How to get an Interpreter
 - vi. Safety and confidentiality within the Deaf community
4. What do Interpreters need to know and do for you so that you can be provided with the best services for DV/SA?

APPENDIX- E

FOCUS GROUP PROCESS FOR BOARD OF DIRECTORS AND STAFF OF HAVEN AND DEAF C.A.N.!

As focus group participants enter the room they will:

- Be welcomed.
- Be offered a snack and beverage.

At the beginning of each focus group the facilitator will introduce herself and others in the room (in this case, the facilitator and recorder – there is no need for a licensed counselor to be present – please refer to Appendix – F for detailed script).

The facilitator will explain:

- The purpose of the focus group and that they are being called upon as experts to assist us.
- She will also explain the process of the focus group and guidelines to encourage respect, confidentiality and safety for others in the group.
- The questions being asked are intended to elicit information about the agencies, the services they provide, and access to services for those served by the agency. Participants will be told that questions are not to gather personal experiences relating to violence, abuse or neglect.
- Participating staff at both agency locations will not encounter any judgment, criticism, or retribution for their input or opinions
- Anyone can discontinue at any point if they are feeling uncomfortable.
- No one will be forced to answer questions that make them uncomfortable.

APPENDIX - F

FOCUS GROUP/INTERVIEW SCRIPT FOR HAVEN/DEAF C.A.N.! STAFF AND BOARD OF DIRECTORS

INTRODUCTIONS

First thank you for sharing your valuable time with us, my name is ----- . I will be the facilitator for our conversation today. _____ will be taking notes during this process I want to assure you at this time that any information and feedback you share will become part of a collection of aggregate data. This means we are looking for themes and phrases that represent your thoughts but your input will not be linked back to you as an individual.

For those that may not know this already, HAVEN , DEAF C.A.N.!, and Deaf Women's Advocacy Services received a three year grant from the Department of Justice to enhance services for victims of domestic and sexual violence that are Deaf or Hard of Hearing. Our collaboration is called PAH! – A symbol in ASL that means AT LAST! In English, the acronym stands for Partners Advocating for Healing. We consider ourselves a hearing ally collaboration.

Today we hope to get your input on what HAVEN's (or DEAF C.A.N.!s) strengths and weaknesses are when addressing the needs of this community. I invite you to call upon your experiences both within the agency and through other work and life experiences that you have had. The information you share today will be added to the experiences of staff from the other agencies and board members, ASL translators, Deaf/Hard of Hearing victims themselves as well as individuals within the Deaf community at large. PAH! will then use the learning's to develop a strategic plan to determine what internal systems change each of the PAH! agencies need to implement in order to ensure quality services for Deaf and Hard of Hearing victims.

OUTLINE OF PROCESS

Our conversation today will last about an hour and a half. We want to keep this process comfortable and informal. This is not a formal research project.

Please feel free to help yourself to refreshments at any time. Most importantly remember there is no right or wrong answers. We really want to learn from your feedback. You might also find you did not share everything today because we ran out of time or you did not remember an important contribution until later. You can always e-mail Christine or put a hand written note in her mail box if you want to add additional information later.

Before we start I want to mention that Christine will be using a tape recorder to help her capture your responses. No one will have access to the tape of the group except

Christine. After she captures the information she needs, the tape will be erased. Is there anyone who is uncomfortable having this discussion taped?

Assume no one objects – if so precede WITHOUT taping.

Okay. I want to talk briefly about confidentiality and group guidelines before we get started. By staying and contributing to our discussion today you are giving your consent to participate.

You are also agreeing to the following focus group guidelines:

- * That you are voluntarily participating in this process by providing information that will build capacity to serve Deaf and Hard of Hearing victims.
- * You understand this group will focus on services and client needs not on your personal experiences (if any) with being a sexual or domestic violence survivor.
- * You are responsible for keeping all information shared within the group confidential
- * The information you do share will not be connected to you as an individual but will be grouped into aggregate data that reflects trends or unmet needs.
- * To understand that HAVEN staff complies with Michigan's Mandatory reporting policies and if information is disclosed that may indicate child abuse, vulnerable adult abuse, or threat of homicide or suicide that this information would have to be forwarded to the proper authorities if it has not been done previously.

Are there any questions?

Let's begin with our focus group questions – remember there are no wrong answers or stupid ideas.

ADD QUESTIONS HERE

CONCLUSION

Thank you for today and helping to make a difference for Deaf and Hard of Hearing victims.

If you would like to add additional thoughts or want to talk about the process before you leave, one of us will gladly meet with you.

PAH! Thanks you again for your time and insight.

APPENDIX - G

FOCUS GROUP QUESTIONS -DEAF C.A.N.! STAFF (Interpreters will only be asked questions in RED)

1. Have you ever worked with a Deaf client who has experienced domestic or sexual abuse?
2. What is your skill and training in identifying Domestic Violence and Sexual Assault?
3. If a client came into the office and disclosed that she was a victim of domestic violence or sexual assault, what would you do?
 - a. Where would you call?
 - b. What would you do?
 - c. Do you know how to keep the person safe?
4. Tell us about your work with Deaf survivors.
 - a. What resources (policies, training, technology, connections, etc.) do you draw upon when serving them?
 - b. Are there policies for how to respond to Deaf survivors?
 - c. Have you received training on Deaf culture? Domestic Violence?
 - d. What works well?
 - e. What could be improved?
 - f. What do you need to better serve Deaf survivors?
5. Have you been in situations when you are also serving the batterer?
 - a. What do you do in this situation?
6. What barriers exist inside of your agency to serving Deaf survivors?
 - a. How can these barriers be overcome?
 - b. What barriers exist outside of your agency to serving Deaf survivors?
 - c. How can these barriers be overcome?
7. In your opinion, what do Deaf service providers need to know and do to provide the most welcoming, responsive and accessible services to Deaf survivors?
 - a. How can Deaf service providers and hearing service provider's best work together when supporting a Deaf survivor?
 - b. What are Interpreter considerations?
8. How can Deaf and Hearing service providers work together when supporting a Deaf survivor?

Interpreter additional questions: (this will be the second question asked to Interpreters)

1. What qualities/capacities are needed by an Interpreter who is working with a Deaf survivor?

APPENDIX – H

FOCUS GROUP QUESTIONS – DEAF C.A.N.! BOARD

1. Do you know of any domestic violence and sexual assault support service providers in Oakland County? Do you know what HAVEN is, and what services it provides? Do you know what DWAS is and what services it provides?
2. Are you aware of any policies and procedures that DEAF C.A.N.! has for serving the Deaf and Hard of Hearing community who are victims of domestic violence and sexual assault?
3. Do you think it is important for DEAF C.A.N.! to form a working relationship with HAVEN? Why or why not?
4. What role, if any, should DEAF C.A.N.! play in the implementation of services for Deaf and Hard of Hearing women who are victims of domestic violence/sexual assault? What changes need to be made within DEAF C.A.N.! to make this a reality?
5. How do you see serving Deaf and Hard of Hearing victims of domestic violence fitting into DEAF C.A.N.!’s strategic plan?
6. How interested are you as a board member in learning more about Deaf and Hard of Hearing survivors of domestic violence and sexual assault? Why or why not?
7. How do you think you can/cannot personally commit to increasing DEAF C.A.N.! and HAVEN’s collaborative capacity to serve Deaf and Hard of Hearing survivors?
9. How does change happen within your organization? What is the process? Do you believe it is efficient and timely?

APPENDIX I

FOCUS GROUP QUESTIONS – HAVEN STAFF

1. Have you ever worked with a Deaf or Hard of Hearing survivor?
 - a. If yes, what went well? Not so well?
 - b. How did you determine the client's communication preferences?
 - c. What could have been improved upon?
 - d. Are you aware of procedures for getting Sign Language Interpreting services?
 - e. Are you aware of general policies to responding to Deaf survivors?
 - f. Are you aware of specific safety issues that are unique to Deaf survivors?
 - g. How comfortable are you working with a Deaf client?
 1. How skilled do you feel you are?
 2. Have you had any training on Deaf culture or any type of training in serving a Deaf client?
2. Are you aware of any policies and procedures that HAVEN has for serving the Deaf and Hard of Hearing communities who are victims of DV/SA?
3. What do you think HAVEN needs to do in order to increase our ability to serve Deaf and Hard of Hearing victims of DV/SA?
4. How would you make Deaf survivors feel safe, comfortable and welcome?
 - a. How would you reduce feelings of isolation?
5. What barriers exist to supporting Deaf Survivors?
 - a. Inside the agency?
 - b. Outside of the agency?
6. Are you aware of accommodations needed to better serve Deaf survivors?
 - a. Technology
 - b. Interpreters
 - c. Cultural considerations
7. How can Deaf and Hearing service provider's work together when supporting a Deaf survivor?

APPENDIX – J

FOCUS GROUP QUESTIONS – HAVEN BOARD

1. Do you think there is a need for HAVEN to offer Deaf/Hard of Hearing services? Why or why not? Do you think it would be possible for HAVEN to offer services that are inclusive of Deaf and Hard of Hearing survivors? How difficult do you think it would be for HAVEN to establish services particular to the Deaf and Hard of Hearing community?
2. What do you imagine as the top two barriers faced by Deaf and Hard of Hearing survivors? Why do you feel these are barriers?
3. Do you think it is important for HAVEN to form a working relationship with Deaf or Hard of Hearing service providers? Why? Do you know of any Deaf or Hard of Hearing service providers in Oakland County? Do you know what DEAF C.A.N.! is and what they do? Do you know what DWAS is and what they do?
4. Do you know the per hour cost of a certified ASL interpreter? How important do you think it is for HAVEN to budget money for interpreters?
5. Do you believe it is necessary for HAVEN to seek funding for increasing its capacity to serve Deaf and Hard of Hearing survivors? If so, why? If not, why?
6. Do you think it is necessary for HAVEN to employ Deaf or Hard of Hearing employees? Volunteers?
7. How do you see increasing HAVEN's capacity to serve Deaf and Hard of Hearing survivors fitting into future strategic planning?
8. How interested are you as a board member in learning more about Deaf and Hard of Hearing survivors? Why or why not?
9. How do you think you can/cannot personally commit to increasing HAVEN's capacity to serve Deaf and Hard of Hearing survivors?
10. How does change happen within your organization? What is the process? DO you believe it is efficient and timely?

APPENDIX - K

Focus Group Confidentiality Statement

Needs Assessment focus groups will operate under the following confidentiality principals:

1. We will do everything possible to keep your information private. Any information you share will be kept in a locked cabinet and destroyed when the project is completed. Reports produced from the needs assessment will contain no identifying information.
2. In order to protect people's privacy please refrain from using people's names in the focus group.
3. We are mandated reporters under the Michigan's Child Abuse and Vulnerable Adult laws. If you share anything regarding abuse or neglect of a child or a vulnerable adult, we cannot keep that private and will report any information to the Michigan State Office of Child Protective Services or Adult Protective Services.
4. We cannot guarantee confidentiality among participants but we request that everyone respect each other's privacy. Please keep the conversations discussed today confidential and do not share information you heard with people outside the group.
5. If you are not comfortable sharing with the group please remember that we will have a licensed counselor available to speak with privately. All matters discussed privately with a *PAH!* Team Member will be kept private. We are mandated reporters under Michigan Child Abuse and Vulnerable Adult laws. See number two for more information.
6. All information shared will be used to improve services for the Deaf and Hard of Hearing community.

APPENDIX - L

RSVP Form Deaf Program Participant Focus Group/Interview RSVP Form

(To be reviewed with program participant, completed, and returned to recruiter)

*I will complete this form to confirm your participation in a focus group/interview.
The group/interview will be held at either HAVEN in Bingham Farms or DEAF C.A.N.! in Sylvan Lake.
All the information you provide on this form is confidential.
Please let us know how we can make the session accessible for you.*

You will receive a \$20 gift card from Meijer for participating. If you cannot safely take it home we will make an arrangement so you can access it when you want it.

First name only: _____
Gender: F M

___ I agree to participate in a focus group on
_____ at _____ at _____
(date) (time) (location)

___ I do not agree to participate.

Please check all of the following that apply:

You can follow up with me by:

___ Email. If yes, my email is _____

___ Phone. If yes,

My home phone number is _____

Is this a safe place to leave a message? Yes ___ No ___

My cell phone number is _____

Is this a safe place to leave a message? Yes ___ No ___

I prefer TTY ____. I prefer other: _____

Through program staff _____

___ You don't need to contact me with a reminder of the date, time, location of the group.

To attend, I need the following accommodations:

- American Sign Language (ASL) interpreter
- Other language interpreter
Please specify language: _____
- Listening device
- Alternate format for print materials
 - I need someone to read to me
 - Braille
 - Large print
 - Other (Please specify format: _____)
- Other accommodation needs?
Please specify: _____

Other:

- Dietary concerns/food allergies (for snacks) (focus group only)
Please specify: _____
- I have a PCA (Personal Care Attendant).
- I have a Guardian.

APPENDIX M

FAQ

PAH! Collaborative

Frequently Asked Questions about the Initiative

(This document will be used when recruiting for focus groups and interviews to ensure a consistent message. It will not be distributed to any participants.)

Thank you for agreeing to help HAVEN, DEAF C.A.N.!, and DWAS learn how we can provide better services to you and others in the Deaf community. We thought you might want to know more about why we are doing this and answer a few questions that others like you have asked.

What is the PAH! Collaborative?

HAVEN received a grant from the federal government to work together with DEAF C.A.N.! and DWAS to improve services for Deaf people who have experienced domestic violence and/or sexual assault. Our agencies want Deaf people who come to their agencies to feel safe, to be able to access the services that already exist, and to feel welcome. This cooperation between the three agencies is called PAH! – Partners Advocating for Healing.

Why are you talking to me?

We want to talk to you because you are one of the people that can best tell us about what services and supports you want or need from the agencies. You are the expert on your own services and what you need.

Do I have to talk if I don't want to?

No, you don't have to say anything during the group/interview if you don't want to. Participating in this process will not have any impact on any services that you receive and you can leave if you are uncomfortable staying. But we hope you will try to talk about how we can be sure you feel safe, that you can access the services that already exist, and that you feel welcome at the agency when you come.

If I talk, will you use my name?

We will not use your name in anything that we write about the meeting. We may use something you tell us in our report, but it will not say who said it.

Will you be giving me something for being here?

As a thank you for coming you will receive a \$20 gift card for Meijer.

What happens if I lose the gift card?

Once we give you the gift card it will up to you to keep it safe. We cannot give you a new one if it is lost or stolen.

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

It is up to you to decide if it is safe to take the gift card with you. If you do not feel safe taking it home, a staff person from PAH! will keep it for you until you feel that it is safe. Tell us who you want us to give the gift card to. She will give it to you when you want it.

What are you going to do with the information?

We will put all of the information together into a report. The report will help us develop a plan to make changes at the agencies to provide better services for the Deaf community. Talking with us will not have any effect on the services that you already receive.

Who are you going to share the information with?

The report will be shared with people who work at the agencies so they will know what needs to be done to make a safe, welcoming and accessible environment for people like you who come to the agencies. Then we will develop a plan so that we can begin to make the changes needed to meet those needs.

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

You can tell them that you are helping HAVEN, DEAF C.A.N.!, and DWAS by providing information on what you need and how we can provide better services for everyone. But, we ask you not to tell other people what anyone talked about in the (interview/focus group). You wouldn't want anyone to tell what you said and others feel the same way.

What if I can't come? Who do I tell?

If you say yes and find out that you can't come, you can let the person that invited you know or one of the agency Team members. If you still would like to be in (a/an interview/focus group) we can see if there is another time for you to participate.

Thank you. We greatly appreciate your time and willingness to help us in providing better services for people in the Deaf community.

APPENDIX - N

PAH! Focus Group Debriefing Form

Group: _____

Date: _____ **Time:** _____

Location: _____

Facilitator: _____ **Recorder:** _____

Number of Participants: _____

Make brief notes (phrases, sentence fragments, any memorable quotes) about key points. Note issues which generated animated group response (chaining) or conflict/secondary tension.

Memorable Quotes:

Chaining:

Conflict/Secondary Tension:

Record your impressions and reactions to the group discussion.

What was surprising to you? Not surprising?

What was new information for you?

What were the two or three most valuable things you've learned in this focus group?

Identify what went well; what went wrong, what can be changed to make future groups more successful:
