



a program of
Alliance for HOPE
International



FOCUS GROUP TOOLKIT

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Our Mission

The mission of Alliance for HOPE International is to create pathways to hope for women, children, and men who are victims of domestic violence and related sexual assault through collaborative, integrated multi-disciplinary centers, teams, and initiatives in order to break the generational cycle of violence and abuse in families across the United States and around the world.

Our Vision

Our vision is a future where all the needs of victims are met, children are protected, batterers are held accountable, violence fades, economic justice increases, families heal and thrive, hope is realized, and we ALL work together.

H O P E

is an ever

lasting

gift

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INTRODUCTION

Feedback is critical to improving and evaluating services at a Center. It is what propels Centers to keep innovating, growing and being survivor-centered. Alliance for HOPE International highly recommends Centers solicit feedback from survivors and partner agencies on a consistent basis, preferably at least once a year. Feedback ensures that all processes and protocols adhere to the [Family Justice Center Guiding Principles](#) and provides stakeholders with a meaningful way to engage with Centers.

Focus groups, surveys, and exit interviews with survivors, staff, and volunteers are all methods for collecting feedback and should be part of the ongoing evaluation of the Center, its services, partners, processes, and protocols. The Alliance recommends that all of these methods

be institutionalized and written into the operations manuals of Centers. It is critical that feedback from survivors and staff be used from the creation of the Center to its expansion, as it not only builds accountability to those developing and running a Center, but it also allows community members to have ownership of the Center.

While focus groups are only one way to integrate regular feedback into a Center, this toolkit is designed to assist Family Justice Centers with the preparation, implementation, and analysis of data collected from focus groups. This toolkit contains procedures, sample forms, and questions that may be used to facilitate the focus group process. The following content is organized into four important components: Preparation, Recruitment, Implementation, and Follow-Up.

- Why Conduct Focus Groups?**
- To listen to what survivors are saying
- To listen to onsite partner agencies
- To learn more about the type of services and support survivors want
- To gather feedback in order to adjust onsite services to meet the needs of partners and survivors
- To learn what is going on in the DV community from the survivor’s perspective
- To gather quotes, stories, and facts that support annual reporting and ongoing fundraising and outreach for your Center

INTRODUCTION

Focus groups provide a great venue for discussion and feedback at all stages of a Family Justice Center, whether it is developing or open, and as such identifying the goal of your focus group

and the information you hope to gain is a critical step in facilitating a successful focus group. Below are some questions to help you identify the goal of your focus group:

Identify the Goal of Your Focus Group

Are you aiming to identify services that are missing at your Center?

Would you like to gather feedback from survivors about what they want your Center to look like?

Are you striving to improve services provided at your Center?

Would you like to gain insight from survivors about their experiences at your Center?

Once the desired outcomes and goals have been determined, preparation can begin. Adequate preparation will

maximize the feedback gathered, provide a smooth flow, and foster rich discussions.



FAMILY JUSTICE CENTER PHASES

1

PLANNING PHASE

Occurs before a Center opens; the planning team is engaging in strategic planning; creating forms and policies and procedures for the Center.

2

EARLY OPERATIONAL PHASE

The period shortly after a Center opens; leadership staff is still editing, reviewing and updating policies and procedures as needed.

3

ESTABLISHED OPERATIONAL PHASE

Center has been open and operating for a period of time; policies and procedures are in place.

PLANNING PHASE

Centers in the planning phase should conduct focus groups with survivors and professionals to develop buy-in, ownership, and true shared decision making. Prior to opening, seek input from staff, partners, and clients on:

FAMILY JUSTICE CENTER ENVIRONMENT AND LOCATION

- What should it look like?
- What should it feel like?
- How do we make this Center comfortable?
- Where should it be located?
- What are the partners' shared values and language?
- What defines the organizational culture of the FJC?

FAMILY JUSTICE CENTER OUTREACH AND AWARENESS

- What is the best way to notify clients about the Center?
- How can professionals be made aware of the Center?

FAMILY JUSTICE CENTER SAFETY AND SECURITY CONCERNS

- How will the Center protect clients and staff?
- What will help clients and staff feel safe?

FAMILY JUSTICE CENTER SERVICES

- What professional services should be onsite?
- What personal services should be offered? (food, clothes, shelter, etc.)
- How will we characterize the services and the way in which we provide them?

OPERATIONAL PHASES

Centers in the operational phase should conduct focus groups to continue growing as an organization, refining service provision, and hearing from the community. Focus groups are one way to foster dialogue and organizational learning in order to increase the lifelong health of a Center. After the FJC opens, focus groups can provide input on the following:

PROCESS IMPROVEMENTS

- Is the Center fulfilling its shared mission and goals?
- Are clients satisfied with the current services being offered?
- Should Center operations be adjusted to better serve clients? If so, how?
- Are partners collaborating, changing the way agencies do their work, and making the system efficient for survivors and their families?
- Are policies and procedures documented and being implemented in the way that they were intended to?

SERVICES

- What services could be added?
- What services can be improved?
- What other processes need to be in place in order to create a more hope-centered organization?

SUCCESSSES

- What is the Center doing well?
- Which changes have had the most impact on partner's day to day activities? (This can be in terms of efficiency or working with clients, to name a few.)
- How has the Center simplified the way survivors access services in your community?
- Collect client and staff quotes.

RECRUITING

It is important to recruit a diverse group of participants for your focus group. The goal of a focus group is to receive accurate feedback that can then be used to plan an FJC or adjust current service delivery and operations of an existing FJC. These goals can only be achieved if you have input from individuals who accurately represent the thoughts and opinions in your Center's community. Finding individuals with diverse backgrounds will ensure that

you receive well-rounded feedback that can then be used in the development or improvement of your Center, making your Center responsive to the needs of all people in your community. Centers are also encouraged to work with their culturally specific partner organizations at all stages of evaluation and development in order to maximize collaboration and provide well-rounded services to survivors.

In this section:

Who should participate: survivors, volunteers, partners, and staff

How to recruit

Considerations

Perks and benefits



RECRUITING

Survivors should be regular participants of your focus groups to ensure the Center is adequately and effectively meeting their needs. Community partner agencies, volunteers, and staff should

also be key participants, as they are able to offer valuable information on how the Center is operating and suggestions for how it can be improved.

SURVIVORS **Former, Current and Potential Clients**

As service providers, we are accountable to survivors. They guide our work, and as a result it is critical that we infuse survivor feedback into all of our decisions and changes. Survivor focus groups provide Centers with a way to:

ENSURE YOUR CENTER IS TRAUMA-INFORMED AND HOPE-CENTERED

- Listen to what survivors are saying
- Learn what services and support survivors want
- Use survivor feedback to adjust services

LEARN WHAT IS GOING ON IN THE DV COMMUNITY FROM THE SURVIVOR'S PERSPECTIVE

- How different partners are providing services to survivors
- Where there is a lack of resources

TELL THE STORY

- Gather quotes, stories and facts that tell the story of your Center in your community (successes, challenges, gaps and impact of your Center)

COMMUNITY PARTNER AGENCIES

When asking partner agencies to join a focus group, keep the following in mind:

- Listen to their hopes, fears, concerns, and expertise with an open mind
- Facilitate the dialogue to gain buy-in and create ownership among partners
- Tailor focus group questions to apply to service providers

VOLUNTEERS

When asking volunteers to join a focus group, consider the following:

- They will tell you things that no one else will.
- Tailor the focus group questions to apply to volunteers.
- Oftentimes, volunteers will share what they see and hear while working at the Center. Because they are not employees and partners, they can be more likely to provide honest and succinct feedback.

HOW TO RECRUIT

Volunteers, community partners and a service delivery committee can all help recruit survivors to participate in a focus group, as well as participate in groups themselves. Below are examples

of how volunteers, partner agencies, and committees can be involved in the focus group process, both by recruiting survivors and by offering their own unique and valuable feedback.

VOLUNTEERS CAN ENGAGE IN FOCUS GROUPS BY:

- Making phone calls to former/current FJC clients to seek their participation
- Creating focus group flyers to post in the FJC or at partner agencies
- Offering their feedback to FJC Leadership on service delivery, operations, and organizational culture at the Center

COMMUNITY PARTNER AGENCIES CAN ENGAGE IN FOCUS GROUPS BY:

- Recruiting former/current clients to participate in focus groups
- Offering their support in conducting a focus group (translating, facilitating, etc.)
- Offering their feedback to FJC Leadership on service delivery, operations, and organizational culture at the Center

SERVICE DELIVERY COMMITTEE CAN ENGAGE IN FOCUS GROUPS BY:

- Identifying the focus group purpose (in collaboration with FJC Leadership)
- Identifying the focus group's target population
- Designing the focus group questions
- Offering their feedback to FJC Leadership on service delivery, operations, and organizational culture at the Center



CONSIDERATIONS

DIVERSE REPRESENTATION FROM THE COMMUNITY

It is important to select a diverse group of participants in order to receive accurate and well-rounded information. The Alliance encourages Centers to work with culturally specific organizations who are serving survivors in order to ensure that all voices are heard. Below are a few things to consider when setting up a focus group, as they may affect attendance and the type of information gleaned from them:

Language

- Bilingual or separate monolingual groups
 - Bilingual: May be lengthy (translation)
 - Monolingual Group: Participants may feel more comfortable

Special Populations

- Culturally specific survivors (LGBTQA+, African American, Latino, etc.)
- Incarcerated Women
- Sexual Assault Survivors
- Elder Abuse Survivors
- Survivors with/without Children
- Onsite/Offsite Partners

Geographic Considerations

- Choose a safe location
- Make it accessible by choosing a central location and/or a location near public transportation
 - Ensure there is free, ample parking and access to the building
 - Consider holding focus groups in multiple locations
 - Ensure participants are from diverse geographic areas



DATE AND TIME

The date and time of the focus group can greatly affect the diversity of voices and the number of people who can attend. Therefore, it is important to take into consideration who will attend and what information you are gathering before deciding on a date and time. Focus groups with partners may be easier to conduct during the work day as they are already present at the Center. However, when conducting focus groups with survivors, facilitators should carefully consider the time and location. The Alliance has found early evening focus groups to be the most successful with survivors when both childcare and food are provided, but needs may vary based on the community. It is critical that the designated meeting time be well thought out and significant advance notice given to all participants in order to maximize the diversity of voices in the focus group.

RECRUITING

PERKS AND BENEFITS

In addition to ensuring diverse representation, providing certain perks and support for those participating in the focus group may increase participation:

OFFER CHILDCARE

Lack of childcare is a common reason why some may not participate or have to cancel. Offering childcare increases participation and offers a safe environment for children.

PROVIDE REFRESHMENTS

Provide food and beverages, both as a thank you and as an incentive to attend. Focus groups may last a while, it is easier to gather feedback if participants are not hungry.

OFFER BENEFITS FOR PARTICIPATION

As a token of gratitude to survivors for their participation, the Alliance recommends Centers offer the following benefits to participants:

- Monetary Stipend
- Gift cards/certificates
- Transportation assistance (tokens, mileage reimbursement)
- Certificate of participation



CONDUCTING A FOCUS GROUP

Focus groups provide a great opportunity to listen, to learn, and to update processes. In the Planning Phase, focus groups are helpful for gathering the necessary input to guide the Center’s development, as well as create buy-in from staff, community partners, and clients. When their shared ideas are implemented in the Center’s design, participants will see

their thumbprint and feel proud of their contribution. In the Operational Phase, focus groups will help to identify issues and gaps in existing Centers, providing insight on how to refine operational procedures to improve service provision. Holding focus groups on a regular basis will help to ensure the Center is running at its peak performance and not on the verge of a “breakdown”.

HOW TO CONDUCT A FOCUS GROUP

Typically, focus groups are facilitated in a roundtable format. It is best to use one facilitator and one note-taker. If at all possible, we strongly recommend an independent individual facilitator – not a direct service provider – as it may skew the information provided.

PROCEDURES

- Provide a Consent Form for each of the survivors participating in the focus group
- Provide name badges for participants
- Have printed copies of any documents that participants will need to reference during the focus group
- Print out a copy of discussion questions for each facilitator
- Review the meeting purpose
- Establish ground rules for the discussion
- Address the importance of respecting one another’s confidentiality
- Consider note-taking methods (tape recorders allow for easy documentation and transcription of comments)

FOCUS GROUP LENGTH

- Aim for one hour, with an hour and a half maximum.

FOCUS GROUP SIZE

- Keep the group size between 3 to 10 people.
- Larger groups usually run longer and are more difficult to facilitate.

DO’S AND DON’TS

- Do listen, listen, listen
- Do politely keep participants on task
- Do offer support and encouragement
- Do not talk, interrupt, or justify

FOLLOW UP AND DATA ANALYSIS

Analysis of the data gathered will often depend on the initial goal of the focus group. However, regardless of how the data is analyzed, it is critical that the information presented during a focus group be used to create real change in a Center or a community. Centers should also have feedback processes in place for presenting the feedback to partner agencies, stakeholders, and the community as a whole.

Results from focus groups can be presented in quotes, reports and other findings. If your Center is working with a university partner, focus groups can be central to qualitative evaluation at your Center. In addition, your Center can use results when:

- Designing or updating Center policies and procedures or service delivery (aesthetics, programs, partners etc.)
 - Developing Centers: you can use the information gathered to inform your strategic planning process, to engage partners for onsite services, and to guide the development of your facility.
 - Open Centers: you can use the information to evaluate the services your partners provide, identify which partners or services are still needed, and understand how trauma-informed your current building, processes and staff are when working with survivors.

- Applying for grants or working with the media
 - Stories and anecdotes from focus groups can be used to humanize the work you are doing at your Center and create a compelling story of support. Be sure participants have given the appropriate consent for you to share these stories.
- Working with current and potential community partners
 - Survivor stories and feedback are often helpful when discussing difficult subjects with partners, and qualitative data may be used to provide feedback for the improvement of partner services and collaboration. Similarly, survivor feedback can be a compelling way to engage new and potential partners and bring them onsite.



APPENDIX: SUPPLEMENTARY RESOURCES

Enclosed within this toolkit are several sample forms and templates that you can use for your Center. This section contains a list of those resources, as well as a brief description of each.



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APPENDIX

SAMPLE CONSENT TO PARTICIPATE IN FOCUS GROUP

TITLE: Family Justice Center Focus Group

FACILITATORS: XXX

CONTACT TELEPHONE NUMBER: XXX-XXX-XXXX

CONTACT EMAIL: XXXXXX

GENERAL INFORMATION

You are invited to take part in a voluntary focus group. You may refuse to join, or withdraw your consent to be in the focus group, for any reason at any time, without penalty. Any information and feedback you provide during the focus group will have no impact on the services you receive at our Center. You will receive a copy of this consent form. You can ask the facilitators named above any questions you have about this focus group at any time.

PURPOSE

The purpose of this focus group is to gather feedback on services provided at the Family Justice Center and to find out how to improve those services.

NUMBER OF PARTICIPANTS?

You will be one of approximately xx people in this focus group.

TIME COMMITMENT

Your participation in this focus group will last for approximately 1 to 1.5 hours.

PARTICIPATION

The facilitator will ask the group what their experience has been when accessing domestic violence services. Specifically, they will ask you to discuss how services were provided and how services could have been more helpful. You may choose to respond or not respond at any point.

POSSIBLE BENEFITS

The information collected during this focus group will be used to improve services at the Family Justice Center. It will also provide us with information about other partner agencies and systems that may need improvement in our community.

POSSIBLE RISKS OR DISCOMFORT

We do not anticipate any risks or discomfort from participating in this focus group. However, topics surrounding domestic violence, sexual abuse, and or child abuse may arise during conversation. Facilitators will make every effort to reduce the number of triggers, graphic stories, and descriptions of violence, and we will provide advocacy support to any participants if necessary. We will also emphasize to the group that comments made during the focus group session should be kept confidential.

PRIVACY PROTECTION

Every effort will be taken to protect your identity. Your name will not be identified in any report or publication, and at no time in the future will your identifying information be released without your written and/or verbal consent. It is possible that your words, quotes, and/or stories may be used by the parties above to achieve the goals of this focus group and in written materials highlighting the findings, such as reports. In an effort to protect others privacy and identity we ask that you to keep all information about other participants confidential.

FOCUS GROUP PARTICIPANT **SIGNATURE**

FOCUS GROUP PARTICIPANT **PRINTED NAME**

DATE

FACILITATOR OBTAINING CONSENT **SIGNATURE**

FACILITATOR OBTAINING CONSENT **PRINTED NAME**

DATE

APPENDIX

SAMPLE FJC FOCUS GROUP RECRUITMENT FLYER

**MEETING LOCATION:
123 MAIN STREET
ANYTOWN, CA 90000**

**MEETING DATE
AND TIME:**

**PARKING:
LIST ANY
RESTRICTIONS**

A children's playroom is available if children need to come. If you need childcare to attend, please notify us of how many children will be coming and what their ages are. We will plan accordingly and appreciate your willingness to join the focus group.

**MONEY / FAMILY
LOVE
COMM
HOPE / NEED
FOCUS GROUP**

The purpose of this focus group is to get your opinion on services offered at the Family Justice Center and/or to listen to suggestions for improving domestic violence services in the xxxxx region. [gift card, stipend, etc] will be offered for participation and a light dinner will be served. All comments are confidential and will not be linked to your name. We expect to have a total of at least xx participants.

**QUESTIONS?
PLEASE CONTACT XXXXX
AT XXX-XXX-XXXX OR XXXX@XXXXX.COM**

APPENDIX

SAMPLE SCRIPT FOR RECRUITING FOCUS GROUP PARTICIPANTS

Is **survivor name** available?

My name is **volunteer name**. I am a volunteer at the Family Justice Center. Is now a safe time for you to talk? I am calling to invite you to participate in a focus group we are holding next week. The purpose of the focus group is to get your opinion on domestic violence services offered in the community and how we can improve. We are offering a **[gift card, stipend, etc.]** and will be serving **[lunch/dinner/snack]**. The focus group is on **Date** from **Time**. If you choose to participate, all of your comments will be confidential and will not be linked to your name. Would you be interested in participating in the focus group?

THE LOCATION OF THE MEETING IS:

**123 Main Street
Anytown, CA 98765**

DO YOU HAVE NEED FOR CHILDCARE?

If yes, how many children would be coming and what are their ages? A children's playroom is available if childcare is needed.

PARKING/TRAVEL CONCERNS?

List any parking restrictions (location, time, cost, etc).

QUESTIONS?

You can call **xxxx** at **xxx-xxx-xxxx** for more questions.

SAMPLE STIPEND RECEIPT FORM



Date: _____ Amount Received: \$ _____

Recipient Name: _____

Recipient Signature: _____

I certify that I have received a **\$XX** stipend for participation in the Family Justice Center Focus Group on **XXX**.

SAMPLE CLIENT FOCUS GROUP QUESTIONS – DEVELOPING CENTER

We are planning to create a Family Justice Center, a Center with all key services in a single location:

1 When you experienced abuse, did you interact with a crisis center, social services, civil court or criminal justice system?

2 Can you tell me what services you needed at the time of the abuse?

3 How did you find out about those services?

4 Where was the first place you went for help?

5 How many places were you referred to or told to call/contact? (approximate is okay)

a. How many did you call? (approximate is okay)

b. How many did you not call, why not?

6 Was it hard to get to all the places? (survey by hand)

7 What was the biggest challenge/obstacle of getting to all of the agencies you were told to contact?

8 Did your partner make it difficult for you to get help? How?

9 Where did you find the most help/least help?

10 Was it hard to find someone to talk to at some of those agencies?

11 Where did you feel the safest?

12 Where did you feel you were in the most danger?

13 How many of you were “choked”?

a. Did you know how serious it was?

b. Was it treated seriously by anyone you told?

14 How many filed for a restraining order?

a. Did anyone help you? Describe what that process was like for you.

b. What if you didn’t have to go to court to file? Would that help? Why/Why not?

15 What difference would it have made for you to have all services in one location?

16 Do you support the idea of having all services that someone needs in one place?

17 What are there any benefits or disadvantages to having services in one place?

18 If all the services for a domestic violence victim could be in one place, what services or agencies would be important to have at that location?

19 Where would you like services to be provided?

a. Police station, prosecutor’s office, courthouse, stand-alone location, anonymous location?

20 When you receive services, would you want to choose who you talk to or would you want to be told who others think you should see?

21 Anything you would like to say to the professionals who are seeking to launch a Family Justice Center?

SAMPLE CLIENT FOCUS GROUP QUESTIONS – OPERATIONAL CENTER (PAGE 1 OF 2)

1 Will you introduce yourself and tell us a little about yourself and your children?

2 How did you find out about the Family Justice Center?

3 When did you come to the Family Justice Center?

4 Have you come more than once?

5 Generally, what was your experience like at the Center when you visited?

6 What were you hoping to accomplish when you came to the FJC?

7 Were you able to get what you wanted?

8 What was the most helpful service you received?

9 What services did you need/do you need that are not available at the FJC?

10 How can the Center improve its services?

11 What other services can the FJC provide that would be helpful?

12 Did you call 911?

13 Have you had contact with the prosecutor's office?

14 Have you interacted with the civil justice system? (Did you file for a restraining order, separation, divorce, child custody, etc.?)

15 In what ways did the Center provide you with services to address needs identified by the conversation?

16 Do you feel that the services you received were tailored to your individual needs?

17 How many of you were asked a wide range of questions about your life experiences outside of the event that originally brought you to the Center? This could include questions around community violence, natural disasters, bullying, your childhood, and symptoms such as anxiety and jumpiness.

a. Follow-Up: How were these questions asked? For example, was it in conversation or reading off a list, etc.? What did you think about the way these questions were asked?

b. Follow-Up: What was the process like for you?

18 Do you feel like the conversation accurately and completely captured your life experiences?

a. Follow-Up: What was your experience in being asked such a broad number of questions even if they didn't directly relate to what you brought into the Center?

b. Follow-Up: Do you have suggestions for how interactions asking about your entire life experiences could have been improved?

19 Did you feel supported and heard during your interactions at the Center? Why or why not?

SAMPLE CLIENT FOCUS GROUP QUESTIONS – OPERATIONAL CENTER (PAGE 2 OF 2)

20 What would have improved your experience while providing this type of sensitive information?

21 Did the FJC help you assess the level of danger you were in?

23 Did the FJC help you make a plan for your safety?

24 Did the FJC help you make a plan for your children's safety?

25 Did an FJC advocate schedule a follow-up call or appointment with you?

26 In what ways did the Center provide you with services to address needs identified by the conversation?

27 Do you feel that the services you received were tailored to your individual needs?

28 What was the most helpful service you received?

29 Would you be interested in attending a class through the FJC that will help you build your strength in money management and other life skills?

30 Are you interested in a program that will help your children manage their fears and safety concerns and also provide a support group for you?

31 Prior to coming to the FJC, how hopeful were you about your future on a scale of 1-4 (with 1 being hopeless and 4 being very hopeful)?

32 After coming to the FJC, how hopeful were you about your future on a scale of 1-4 (with 1 being hopeless and 4 being very hopeful)?

33 Prior to coming to the FJC, rate the level of assistance you were receiving from service providers on a scale of 1-4 (with 1 being no assistance and 4 being a lot of assistance)?

34 After coming to the FJC, rate the level of assistance you have received on a scale of 1-4 (with 1 being no assistance and 4 being a lot of assistance)?

35 Prior to coming to the FJC, what was your stress level on a scale of 1-4 (with 1 being no stress and 4 being extreme stress)?

36 After coming to the FJC, what was your stress level on a scale of 1-4 (with 1 being no stress and 4 being extreme stress)?

37 If you needed services in the future would you go to the FJC?

APPENDIX

SAMPLE COMMUNITY PARTNER AGENCY FOCUS GROUP QUESTIONS

1 What do you think about the idea of having all of the services that someone needs in one place, under one roof?

2 What difference would it make to you as a provider to have more services for your clients in one place?

3 Would you see your agency as being an onsite or offsite partner?

4 What difficulties would an FJC create for your organization?

5 How could those challenges be addressed?

6 What would you recommend for the design of the Family Justice Center?

7 How should it feel when victims and their children enter the center for help?

8 Are there any other suggestions or questions you have about services for families and children?

9 Where should the FJC be located?

a. Near courthouse?

b. Mixed use location?

c. Stand alone building?

10 How should it be configured?

SAMPLE QUESTIONS FOR INACTIVE CLIENTS (PAGE 1 OF 2)



1 Let's begin with your decision to come to the Family Peace Center.

- a.** Before you came to Sojourner, what was your opinion of the Center? What did you know about the Center?
- b.** What kinds of services did you think the Family Peace Center provided?
- c.** When were you ready to reach out to the Family Peace Center?
 - What, if anything, led to your decision?
 - If you delayed seeking help from the Center in the past, what was occurring in your life at that time?

2 Now let's talk about your experience with the Family Peace Center.

- a.** When you think about your contact with staff at the Peace Center – how would you describe your interactions with them?
- b.** Overall, do you think the staff you worked with and the Family Peace Center treated you with respect? Did they show respect for your culture and your background?
 - If so, why, how? If not, what could they have done differently?
- c.** How about when you first came to the Center—how did you feel about the intake process?
 - Were you asked any questions that made you uncomfortable?
 - Did the room and the building feel like a comfortable and safe place?
 - What else can the Center do to make people feel safe and comfortable?

SAMPLE QUESTIONS FOR INACTIVE CLIENTS (PAGE 2 OF 2)



3 I'd like to talk a bit more about the intake process. The Peace Center is developing a centralized intake system so that from the moment a referral is made or someone comes into contact with the Center, staff know how to assist families in receiving the services they need as soon as possible.

- a.** Would you prefer to only have to share your information once during intake and then have that information shared with other agencies that you'll be working with?
- b.** When it comes to sharing your information, do you have any concerns about privacy and confidentiality?
- c.** During intake, staff have to ask some sensitive questions. For instance, you may have been asked about violence you experienced. What can staff do to help clients feel safe sharing this kind of personal information?
 - Do you think a conversation, a paper form, or a tablet would be best for staff to use during intake?
- d.** What do you think is the most important information to collect at intake? Are there any questions that staff should wait to ask later?

4 Now let's talk about the service referrals you may have received.

- a.** When you described your situation and needs, did staff recommend services that matched your needs?
 - If so, what groups and services were you referred to?
- b.** Did you follow up on the referrals? If not, why?
 - Were there any barriers that influenced your decision, such as transportation, childcare, or taking time off work?
 - Were there any other reasons that you decided to not use services and referrals provided by the Family Peace Center?
- c.** Is there anything else that you wish that the Family Peace Center agencies could provide that would help you meet your needs and goals?

5 Finally, I'd like to talk about healing and hope.

- a.** What does healing look like to you?
- b.** How important is hope to the healing process?
- c.** What gives you hope for the future?

**UNDERSTANDING POLY-VICTIMIZATION
FOCUS GROUP PARTICIPANT INFORMED CONSENT FORM**



Office of Victims of Crime (OVC) Grant:
UNDERSTANDING POLY-VICTIMIZATION
Focus Group Participant Informed Consent

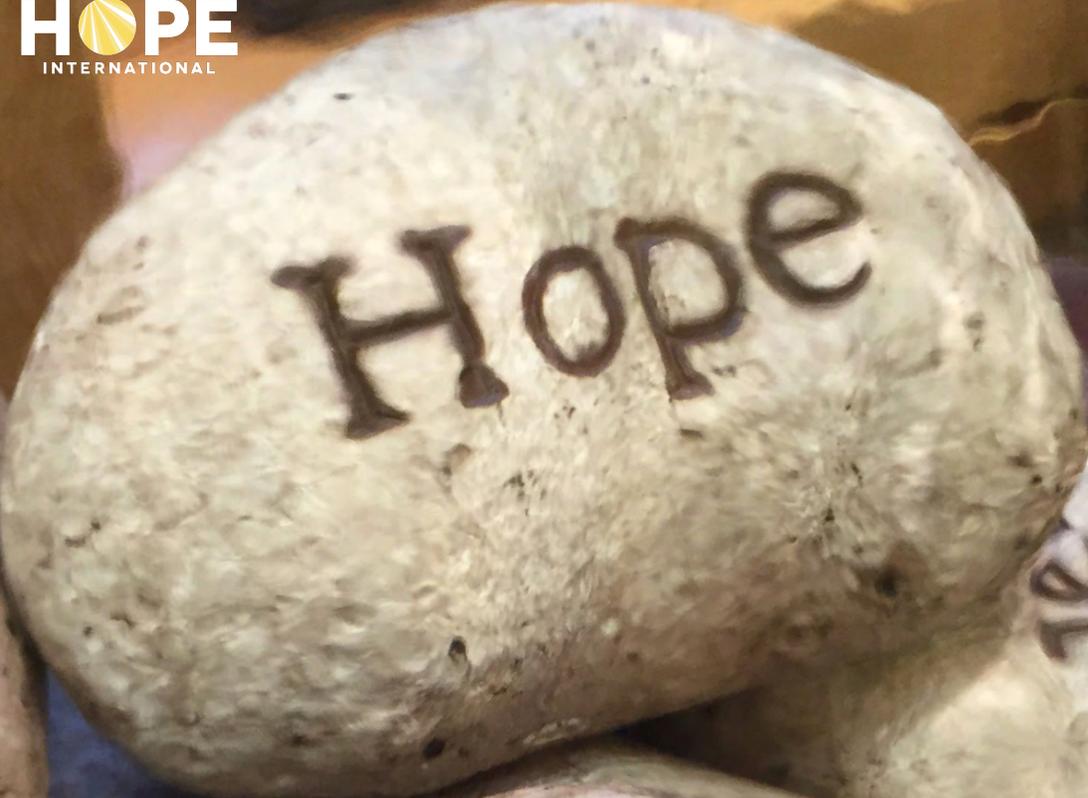
I, _____, voluntarily agree to participate in a focus group held at the New Orleans Family Justice Center in partnership with the Family Justice Center Alliance and the Institute of Women and Ethnic Studies, to help these parties better understand domestic violence and sexual assault survivors' experiences with 'poly-victimization' (i.e. multiple traumas). I understand that my identity and the identity of all participants will be held confidential and that at no time in the future will my identifying information be released without my written and/or verbal consent.

I understand that my words, quotes, and/or stories may be used by the parties above towards the goals of this project and in written materials produced by this project, such as reports. I agree to allow the parties to audio record me in the focus group for the purposes of capturing accurate quotes and that after a transcript is produced, the audio recording will be destroyed. I understand that the audio recording and transcript from it will not contain my full name or other identifying information. I agree to keep all information about the other participants confidential in order to protect their right to privacy. I understand that my participation will in no way affect my ability to access services at the New Orleans Family Justice Center and that I may rescind this consent at any time.

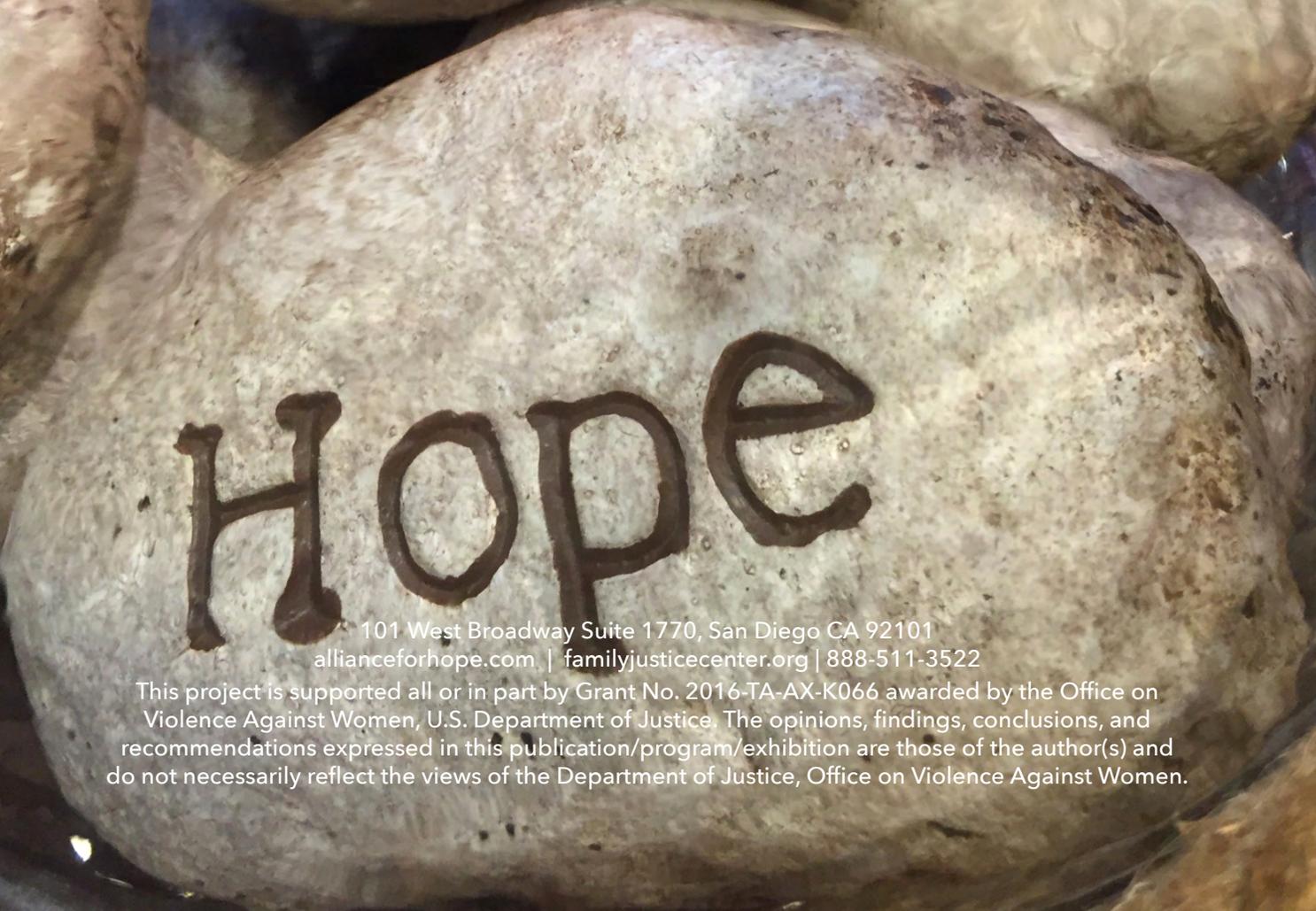
SIGNATURE

DATE

PRINTED NAME



HOPE



HOPE

101 West Broadway Suite 1770, San Diego CA 92101
allianceforhope.com | familyjusticecenter.org | 888-511-3522

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