

ENVISION ILLINOIS DISABILITY RESPONSIVENESS ASSESSMENT TOOL FOR DOMESTIC VIOLENCE PROGRAMS

The Mission of Envision Illinois is to transform services in Illinois into a survivor-centered, seamless, responsive, and sustainable system that fully meets the needs of Deaf people and people with disabilities who are survivors of domestic violence. We ENVISION a culture in Illinois in which Deaf people and people with disabilities who experience domestic violence are empowered by a system of inclusive, accessible, person-centered, services that result in equal access to healing, safety, and justice.

Envision Illinois focuses upon people with mental illnesses, intellectual and/or developmental disabilities, vision/hearing loss, chemical sensitivities, and physical disabilities. For purposes of this review tool, **Deaf**: refers to all categories of hearing loss: deaf, hard of hearing, late deafened, and deafblind. **People with disabilities** refers to people with mental illnesses, intellectual and/or developmental disabilities, chemical sensitivities, and physical disabilities.

This is not a site visit, but rather, the disability responsiveness/accessibility assessment process is designed to assist domestic violence programs in identifying their strengths and challenges in serving survivors with disabilities and learning about resources available to enhance responsiveness. The assessment tool is divided into three areas: Connections and readiness; Policies and practices and Physical Access. Each of these areas influences the experience of survivors with disabilities when seeking domestic violence services.

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|-------------------------------------|-------------------|
| ➤ Connections and Readiness Section | Questions 1 – 10 |
| ➤ Policies and Practices Section | Questions 11 – 27 |
| ➤ Physical Access Section | Questions 28 – 59 |

DISABILITY RESPONSIVENESS/ACCESSIBILITY ASSESSMENT TOOL FOR DOMESTICE VIOLENCE PROVIDERS

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ASSESSMENT DATE: _____

AGENCY NAME: _____

Service	Yes/No	Location
Counseling for survivor		
Counseling for children And others who have family like relationships with the victim		
Shelter		
If applicable, are children allowed to stay in shelter		
Crisis Line		
Chat Line		
Text Line		
Wheelchair accessible transportation between services		

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ADDRESS: _____

TELEPHONE: _____ E-MAIL: _____

STAFF INTERVIEWED: _____

INTERVIEWERS: _____

SEND REPORT TO: _____

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CONNECTION AND READINESS

1. Does your agency provide outreach and education:
- To invite the involvement of people with disabilities and Deaf people as employees, volunteers, and Board members?
 - To reach survivors with disabilities and Deaf people through organizations that provide services (e.g., CILs, mental health centers, disability service agencies, Deaf service agencies) and/or community gathering places (e.g., Walmart, doctors' offices, accessible transportation stations)?

Please describe activities and efforts.

2. Some of the people I work with receive services from many agencies. I wonder if your domestic violence program works with disability service organizations in our community, such as:

Community Mental Health Centers	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Centers for Independent Living	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Vocational Services/Day Program (Job Training, Supportive Employment, Sheltered Workshops)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
State Operated Developmental Centers	Yes	No

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Community Residential Services ☐ Yes ☐ No
(CILA, Intermediate Care Facility,
Group Home, Day Program)

Adult Protective Services ☐ Yes ☐ No

Community Group Supports ☐ Yes ☐ No

Deaf Services Organization ☐ Yes ☐ No

Other (please list) ☐ Yes ☐ No

Please briefly describe these relationships:

3. Some of the people I work with are on a strict schedule and rely on picture schedules to remind them when to take medicine and other important activities throughout the day. How can we work together to develop picture-based schedules for shelter services, counseling appointments, etc.?

4. Can you tell me how you make your services and environment welcoming and accessible to clients, staff, board and volunteers with disabilities and Deaf people (e.g., artwork and other décor, magazines and books in public areas, arrangement of furniture)?

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5. How do you create or would create a trauma informed environment for people with disabilities and Deaf people?

6. I have learned about the Envisions Illinois resource corner, and am wondering if you have accessed it or would this be the first time? I can show you.

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7. How does your agency convey to survivors with disabilities and/or Deaf people, disability service agencies, Deaf service agencies and the public that your services are available and accessible to people with disabilities and Deaf people? Describe awareness/networking efforts and materials provided to the public. Do agency materials indicate that accommodation will be provided? I am wondering about exchanging agency flyers so we each have one in our lobbies. Perhaps you could make one that says, what accommodations you offer people with disabilities and Deaf people. We could schedule a time for me to help with that if this agency would like assistance .

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8. Have staff/volunteers received training in the following areas?
Centers for Independent Living and self-advocates provide training on most of the following topics. If we don't provide some training on a topic, we can work together to find an agency that does.

Training Topics		Number of Hours Per Year
People with disabilities/Deaf people and domestic violence incidence/impact/general information	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Types of disabilities	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Accommodations for different abilities	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Service planning and delivery with people with disabilities and Deaf people	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Agency capacity to serve people with disabilities and Deaf people	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Agency policies & procedures guiding service to people with disabilities and Deaf people	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Specific laws and fact sheets	<input type="checkbox"/> Yes <input type="checkbox"/> No	
History of oppression, segregation, and treatment of people with disabilities and Deaf people	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Counseling survivors with disabilities and Deaf people	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Trauma informed care and people with	<input type="checkbox"/> Yes <input type="checkbox"/>	

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disabilities and/or Deaf people	No	
Myths and facts about people with disabilities/Deaf people and considerations for legal advocacy		
Other		

9. If your agency cannot meet items listed in this section, how will you plan to accommodate survivors with disabilities or Deaf survivors?

11. CONNECTIONS AND READINESS SUMMARY

Strengths: _____

Obstacles: _____

Resources Needed: _____

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POLICIES AND PRACTICES

12. How do agency policies, practices and budget demonstrate commitment to serving people with disabilities and/or Deaf people?

13. How are people with disabilities and Deaf people involved in developing agency policies, plans and programs? We have always had people with disabilities and Deaf people who have created agency policies, plans and programs. How can we help you include survivors with disabilities and Deaf people to help develop new policies, plans and programs for when people with disabilities and Deaf people need your services. This will speed up the process for when this population needs domestic violence services as you will already have policies, plans, and programs in place.

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14. How do current policies and practices accommodate the various needs of people with disabilities and/or Deaf people (e.g., communication tools, ASL interpreters, service animals, personal assistants, medications, assistive devices)? Centers for Independent Living help with finding ASL Interpreters and personal assistants. The deaf and hard of hearing website has an interpreter directory listing.

15. How do emergency evacuation procedures ensure safety of people with disabilities and/or Deaf people? What if there was a fire and a client on the second floor? Do you have fire chairs or sheets to help evacuate people? Are staff trained to use equipment? Are there flashing lights to alert Deaf people? What do your current policies say? Does staff evacuate people who cannot walk, or do you wait for firemen?

16. How do policies and practices create challenges in serving people with disabilities and/or Deaf people? How could these challenges be removed? What ideas do you have in removing challenges to serve people with disabilities and Deaf people?

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17. Some people with disabilities or Deaf people might request or require that services be provided in a location other than the agency site. How would this be accommodated? How would a survivor with disabilities or a Deaf survivor be made aware that service might be available in another location? Maybe your domestic violence program can put this on the brochure that lists accommodations for people with disabilities and death people.
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18. **Are** there particular intake questions that invite survivors to disclose and/or discuss any disability and need for accommodation? How would staff know if a person has a disability, if not obvious, and needs in relation to any disability? My clients would simply want to be asked.
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19. What specific guidance and supervision does staff receive regarding survivor-centered service planning and delivery for a person with a disability and/or Deaf person (e.g., communication techniques, empowering the survivor, working with guardians)? We encourage client-centered planning, with input from staff. You can find more information on the Envision Illinois resource corner, if your local

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Center for Independent Living cannot answer your questions.

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20. How are client materials/paperwork (e.g., intake form, service plan, evaluation of services) made available in alternative formats such as large print, pictures, simplified language? Do staff offer to assist people with paperwork if needed? We make materials into large print, make words into picture cards, and use simplified language. Would you like our center to create alternative formats, so you have them at hand?

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21. How would you inform me of where to go and of any barriers I may face getting in around the building? (e.g., accessible entrance in a different location than front door; accessible parking)?
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22. How do you inform people of parking, public transportation stops nearby, other information which makes it easier to access your location? The people that Centers for Independent Living often rely on public transportation including buses, cabs, and other transportation depending on what it offered in the area. Where do cab drivers park for easy access to the building? How could you describe where the nearest bus stop is? Could you help a person from the bus stop to the domestic violence program? Do you offer transportation?

23. How are you proactively ready to provide accommodation, such as Braille materials and ASL interpreters? Do you have working relationships with interpreter services, etc.? Do you have working agreements with ASL interpreters and caregiver agencies? How long does it take to get these services in place? How can you have papers in big print and in simple language prepared for me ahead of time for survivors? How can your local Center Independent Living support you in helping a victim with a disability or Deaf person quickly?

24. How does your does your domestic violence program support the environment one of doing 'with' and not doing 'for'? Share an example. Some Centers for Independent Living do financial benefits

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paperwork with a person we work with, but we will not do it for the person.

25. Is feedback sought from people with disabilities/Deaf people to assure accommodations available are appropriate and useful? In individual cases, are individuals asked if accommodation is working? If yes, describe how this feedback is gathered.

26. Some of the people that Centers of Independent Living work with take medication on a strict time schedule. Our policy is that they keep and take medicine on their own. What is your policy on medication?

27. Do you have plans in place for accommodating people with chemical sensitivity disabilities chemical to have a chemical free,

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sound free, textual , and other sensory sensitive in a client's environment? If yes, describe essential components of plan. If there is not a plan, do you want to make one together? How could we work together to make such an environment?

- `28. Do you have additional resources for people with disabilities of Deaf people that you can offer to my agency or other agencies?

Know how and where to arrange back-up caregivers/support people.

- ☐ Have proper over the counter medication.
- ☐ medications available/accessable
- ☐ Know accessible transportation options/routes.
- ☐ Have mobility/communication/adaptive equipment available like a wheelchair, Hoyer lift, ASL, interpreters, and alternative formats.
- ☐ What are your community resources? It could be a relationship with a durable medical equipment provider. What are some other resources you have?
- ☐ Know how to protect themselves from financial abuse if they have a guardian or representative payee.
- ☐ knows how to prevent client from further abuse.
- ☐ Other strategies, specify: _____

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29. What are some ways that we can continue to work together?

30. POLICIES AND PRACTICES SUMMARY

Strengths: _____

Obstacles: _____

Resources Needed: _____

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PHYSICAL ACCESS

31. Does your agency have a parking lot?

☐ Yes ☐ No _____ number of spaces

Is at least one parking space 8' wide and have an additional 8' of clearance on the side of the space (e.g., for a van). ☐ Yes ☐ No

Are accessible spaces identified with signage? ☐ Yes ☐ No

Is there at least at least 8ft by 8ft or 11ft by 5ft in accessible?

28. Are the accessible parking spaces closest to the accessible entrance? ☐ Yes ☐ No

32. If you do not have a parking lot, is there accessible parking nearby (i.e., designated accessible street parking located near a curb ramp)?
Are the accessible parking spaces closest to the accessible entrance?

☐ Yes ☐ No

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33. Is at least one entrance to the building accessible without using stairs?

☐ Yes ☐ No

34. Is there a sign at any inaccessible entrances indicating where accessible entrance(s) is located?

☐ Yes ☐ No

35. Does the accessible entrance provide direct access to the main floor or lobby?

☐ Yes ☐ No

36. If the building has ramps to entrances, is the grade no steeper than one inch of slope for every 12 inches of ramp and is there a level platform free of obstructions (i.e., planters, garbage cans, etc.) at the entrance? If the building has ramps to entrance, do they have rails to hold on to?

☐ Yes ☐ No

37. Do all doors used by clients have at least a 36-inch clear opening (including restrooms and offices)?

☐ Yes ☐ No

38. Is there a threshold edge on each door that is less than 1/4inch high, or a beveled edge no more than 1/2inch high?

☐ Yes ☐ No

39. Are door handles no more than 48 inches from the floor?

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☐ Yes ☐ No

40. Can doors be opened without having to grasp, twist, or turn a doorknob?

☐ Yes ☐ No

41. Can doors be opened without too much force (8.5lb for exterior and 5lb for interior)?

☐ Yes ☐ No

42. Are all pathways to service areas at least 36 inches wide and free of any obstructions (i.e., boxes, planters, garbage cans, etc.)?

☐ Yes ☐ No

40. If there are stairs between any essential public areas, are there also ramps or elevators to those areas?

☐ Yes ☐ No

41. If there is an elevator in the building, is the call button no higher than 42 inches from the floor?

☐ Yes ☐ No

42. Do the buttons in the elevator cab have raised/Braille lettering?

☐ Yes ☐ No

43. Are the restroom signs Braille/Tactile and mounted 60" to the centerline of the sign from the floor mounted on the latch side of the door?

☐ Yes ☐ No

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44. Are there signs on the inaccessible restrooms indicating where the accessible restrooms are located?

☐ Yes ☐ No

45. Are restroom doors and stall doors operable from both sides without grasping, twisting, or turning a handle or knob?

☐ Yes ☐ No

46. Is there an accessible stall with a clear area of at least 5ftX5ft from the door swing? Or is there a stall that is less accessible, but offers more space than a standard stall (at least 48" wide)?

☐ Yes ☐ No

47. Is the toilet seat at least 17" high when measured from the floor to the top of the toilet seat in the accessible stall?

☐ Yes ☐ No

48. Are there grab bars secured onto the wall behind the toilet and on the side wall nearest to it in the accessible stall? The side grab bar should be 42" long and mounted between 33-36" from the door.

☐ Yes ☐ No

49. Is there a roll-in shower with grab bars and either a permanent attached bench or a sturdy removable shower bench, OR a tub with a shower, grab bars and a sturdy removable shower bench?

☐ Yes ☐ No

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50. Is there clearance space beneath at least 1 sink for someone using a wheelchair to roll safely up to the sink? (24" minimum when measured from the floor to the bottom of the sink and/or cabinetry)

☐ Yes ☐ No

51. Is there insulation around the drainpipes at the accessible sink or are they configured so that they would not touch a person in a wheelchair's skin?

☐ Yes ☐ No

52. Can the faucets be operated without grasping, twisting, or turning?

☐ Yes ☐ No

53. Are soap dispensers, hand dryers or towel dispensers no more than 48 in. from the floor and operable without grasping, twisting or turning?

☐ Yes ☐ No

54. Is there clear floor space for easy approach to these features (i.e., free garbage cans, plants, etc.)

☐ Yes ☐ No

55. Is there at least one bedroom on the first floor, or higher floors served by an elevator, with the following:

- A wide and unobstructed path between beds, desks, tables, and other furniture
- Accessible (reachable) electrical outlets, with one near the bed for charging a motorized wheelchair, and one within four feet of a telephone connection for use with a text phone
- Accessible storage areas

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☐ Yes

☐ No

56. During times of inclement weather, are ice and snow removed from sidewalks, curb cuts and accessible building entrances?

☐ Yes

☐ No

<https://www.adachecklist.org/doc/fullchecklist/ada-checklist.pdf>

action plan 3

57. PHYSICAL ACCESS SUMMARY

Strengths: _____

Obstacles: _____

Resources Needed: _____

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ADDITIONAL RESOURCES

58. What resources do you need to enhance agency response to people with disabilities and/or Deaf people who experience domestic violence?

59. COMMENTS:

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