

Presentation Outline

1. Demographic Information

4. Key Findings

2. Community Perceptions

5. Recomendations

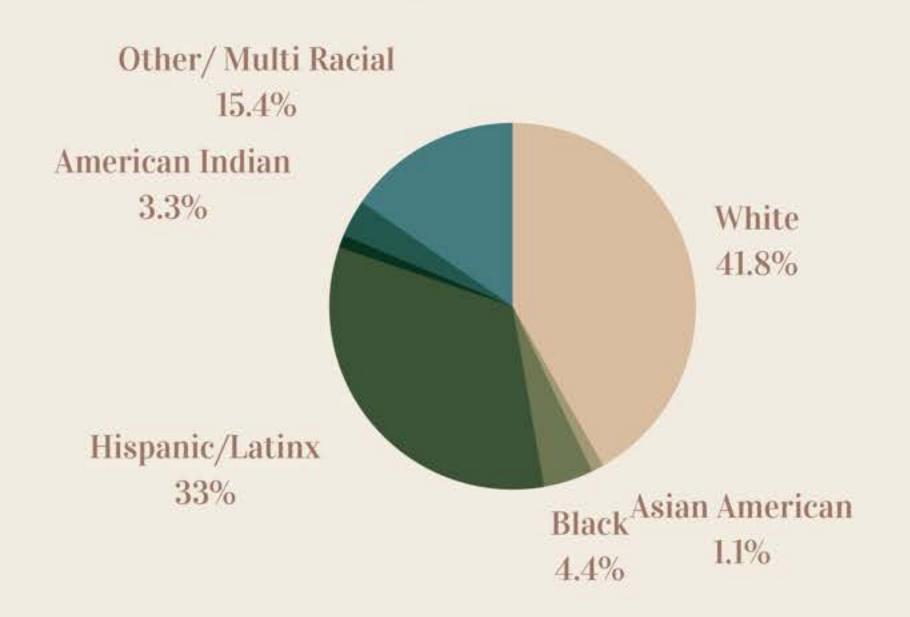
3. Data About Services

6. Questions

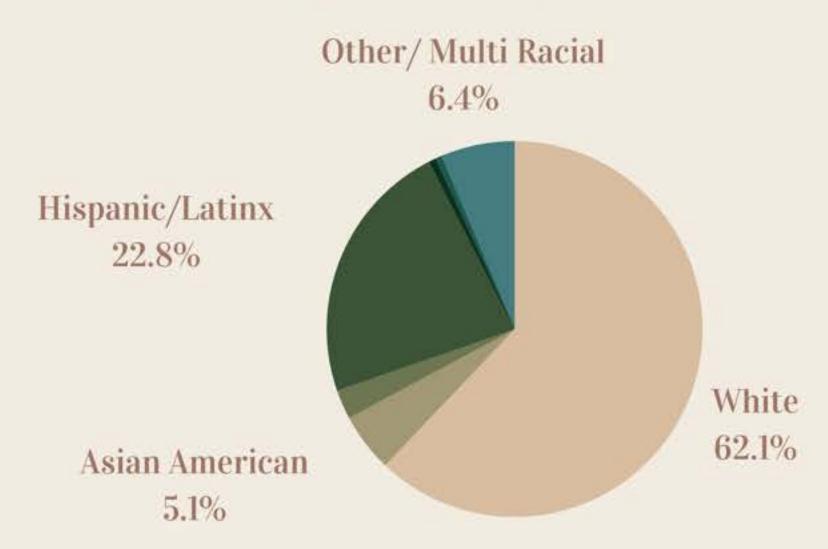
Demographic Information

Race/ Ethnicity

General

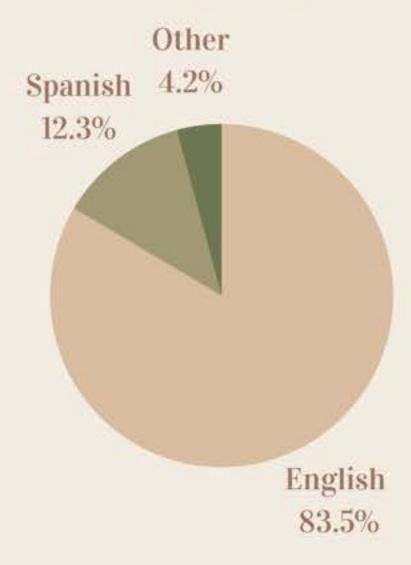


Survey Participants

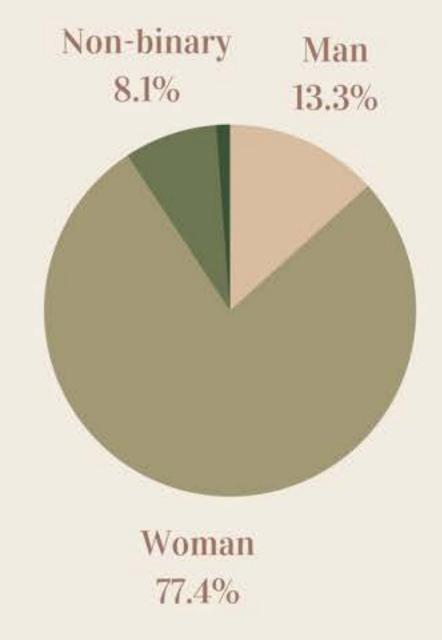


Other Demographics of Survey Participants

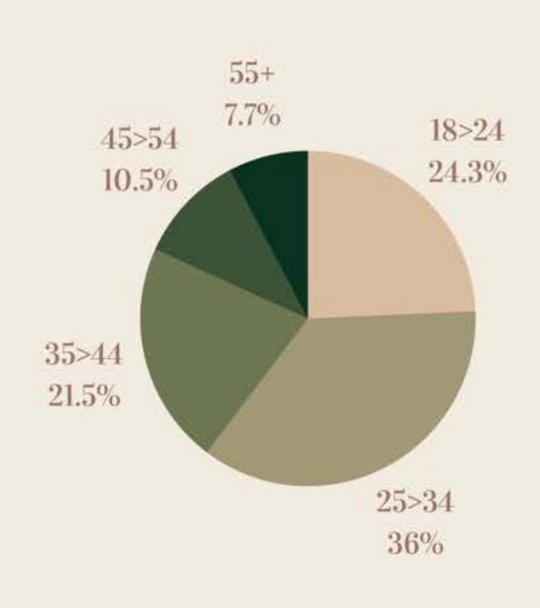
Native Language



Gender

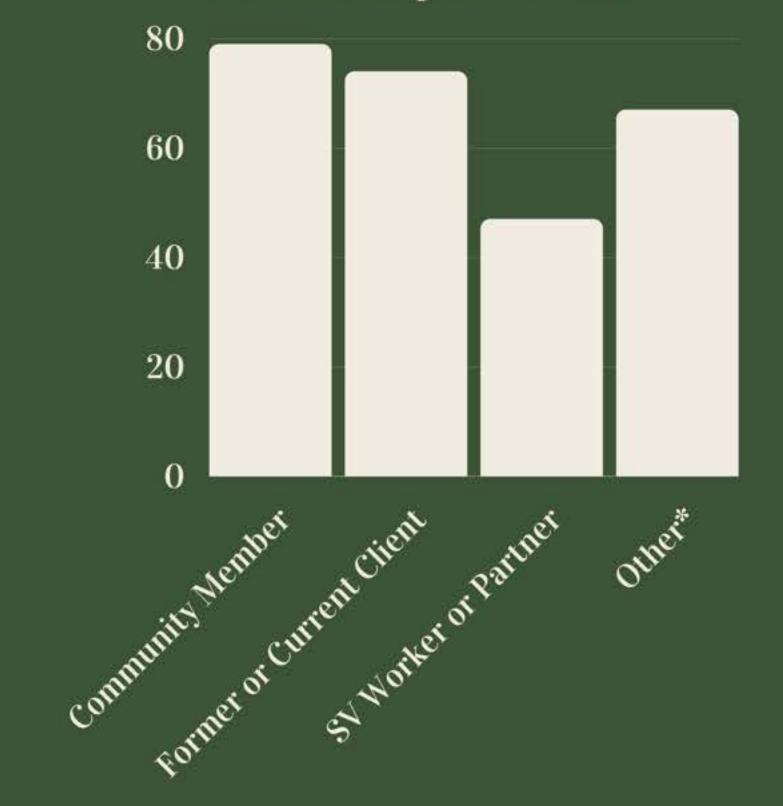


Age



Who Were The Survey Participants?

Relationship to the RRC



252 participants

(January 13-March 1, 2022

*Participants who chose other listed relationships such as donor, volunteer, board member, and people who learned about the organization on the internet

Who Were Focus Group Participants?

Participants in Focus Group



52 participants

(April 11-May 6, 2022

*Not all participants in the English-speaking group were native speakers, but no demographic information was collected to protect the identity of the focus group participants

Community Perceptions

Reasons Clients Choose the RRC

COST



67.6%

STAFF EXPERTISE



55.4%

QUALITY OF SERVICE



54.1%



About the RRC Location

SAFE



72.1%

EASY TO FIND



32.8%

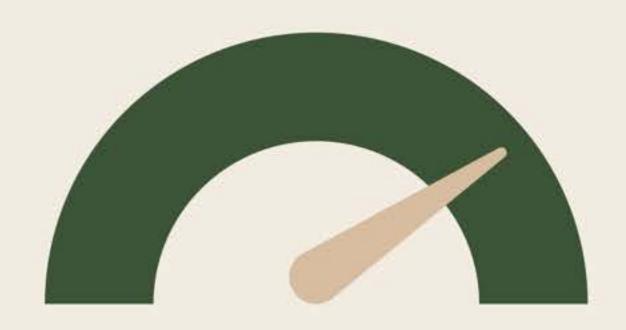
WELCOMING



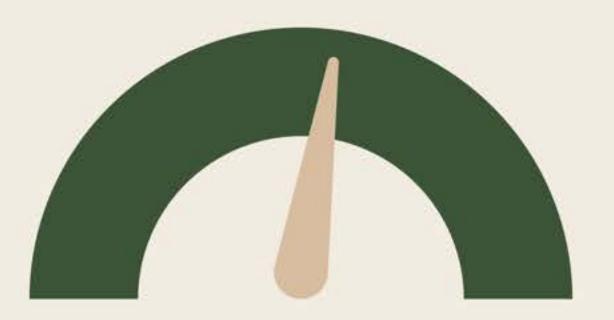
73.8%



Virtual and In-Person Services



Of those who prefer in-person service, 78.6% do so because they feel more connected to the staff



Of those who prefer virtual service, 54.4% do so because it cuts on transportation time

Data About Services

Group Sessions

- Strongly Disagree
- Somewhat Disagree
- Neither agree or disagree
- Somewhat Agree
- Strongly Agree



I was going for connections but when the presenter changed, the girl presenting gave me anxiety so I stopped attending

Survey Respondent

Mobile Response Team

- Strongly Disagree
- Somewhat Disagree
- Neither agree or disagree
- Somewhat Agree
- Strongly Agree



My RRC advocate was a great source of comfort for me when I went to the hospital. I was all alone and scared and they never left my side.

Survey Respondent

Support & Referral

- Strongly Disagree
- Somewhat Disagree

50

125

- Neither agree or disagree
- Somewhat Agree
- Strongly Agree



I only spoke with an advocate virtually once and then had a hard time contacting them. Survey Respondent

Therapy

 Strongly Agree My therapist listens to what I am saying without judging me My therapist validates my fears, feelings, and concerns during our sessions I feel like my therapist sees me as more than my sexual trauma My therapist is well trained to deal with the issues we address during our sessions The tools my therapist gives me to manage my feelings during our sessions are useful in my life If I cannot attend my therapy session, I call to cancel my appointment Cost is a concern for me when it comes to receiving mental health services My therapist respects my gender/sexual identity during our sessions I feel safe expressing my feelings/emotions without fear of being judged I feel like my therapist cares about me I feel welcomed by my therapist My therapist respects my racial/ethnic identity during our sessions I believe that the therapy I receive at the RRC is helping me heal I almost never miss my scheduled therapy appointments I look forward to my therapy appointments If therapy sessions at the RRC had a fee/co-pay I would probably not be able to continue with therapy If I had to pay for therapy sessions missed, I would probably be better at attending

■ Strongly Disagree

■ Somewhat Agree

0

50

100

Somewhat Disagree

Neither agree or disagree

I just wish I had someone to help me figure out the system. I've been trying to get therapy for months, and I just keep getting lost.

Survey Respondent

Workshops

Somewhat Disagree

Neither agree or disagree

Somewhat Agree

Strongly Agree

25

0

50

100

75

I believe the information I received in the RRC workshops is important	
I wish the RRC offered more workshops	
The workshop facilitator respects my gender/sexual identity during our sessions	
The workshop facilitator is well trained to answer questions I might have	
The workshop facilitator creates an atmosphere that is conducive for learning	
The workshop facilitator is very good at managing a group conversation	
The workshop facilitator respects my racial/ethnic identity during our sessions	
The tools I learned on the workshops are useful in my life	
During the workshop, I feel safe expressing my feelings/emotions without fear	
I feel like the workshops offered at the RRC reflect my needs	
If I want to attend another workshop, I know where to find information	
e topics of workshops offered at the RRC do not reflect the needs of the community	
I believe information about upcoming workshops readily available	

The groups they offer and skills based therapy really helped me on my journey to healing. **Focus Group Participant**

Findings

Location of the current building is not an issue but clients would like more satellite locations

While community members recognize the word "rape" can be hard for some, specifically those who have been assaulted recently, most participants appreciate that the name of the organization is direct about who they serve.

Community members think the RRC needs to improve communications both with the broader community and with its own clients

FY21 Needs Assessment 10 Key Findings

For MRT, there is disconnect between given and retained info

Clients are confused about the difference between coping skills class, support group, group sessions, and workshops.

Cost of service is the number one reason clients come to the RRC

Clients spoke highly of their therapists, but believe scheduling process needs improvement

Clients are split between preferring in person and virtual services.

Better connection with the staff during in-person, anonymity with virtual services

Group session facilitators received the lowest ratings of all RRC staff. Clients find it harder to connect to these professionals.

Clients said lack of availability as the main problem with both advocates and therapists

Location of the current RRC building is not an issue, but survey respondents and focus group participants would like to see the RRC open more satellite locations

Community members think the RRC needs to improve communications both with the broader community and with its

own clients

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While members of the community recognize the word "rape" can be hard for some, specifically those who have been assaulted recently, most of the participants appreciate that the name of the organization is direct about who they serve.

4.

Clients are confused about the difference between coping skills class, support group, group sessions, and workshops.

Clients are split between preferring in person and virtual services.

Those who prefer in person services, feel they develop a better connection with the staff that way.

Those who prefer virtual services like the anonymity it provides.

Group session facilitators received the lowest ratings of all RRC staff. Clients find it harder to connect to these professionals.

Cost of service is the number one reason clients come to the RRC.

In the Mobile team, there is disconnect between the information that is given to clients, and what they retain.

Clients spoke highly of their therapists, but believe the process of scheduling appointments needs to improve.

10.

Clients pointed to lack of availability as the main problem with both advocates and therapists.

Recommendations

Recommendations



Anonymous electronic feedback Text message follow-up How to navigate the RRC tutorial

Support

How to navigate the RRC tutorial Peer Support Worker Make information readily available

Presence

Make information readily available Continued engagement with minoritized communities

Recommendations



Improves connection with staff, distribution of information, and addresses issues with scheduling

Support

Addresses scheduling issues, issues of anonymity and stigma that mental health has in some communities

Presence

Addresses stigma of mental health in some communities increases visibility and makes people more comfortable with the topic

Questions?