



2021-2022 Needs Assessment The Rape Recovery Center

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Presentation Outline

1. Demographic Information

2. Community Perceptions

3. Data About Services

4. Key Findings

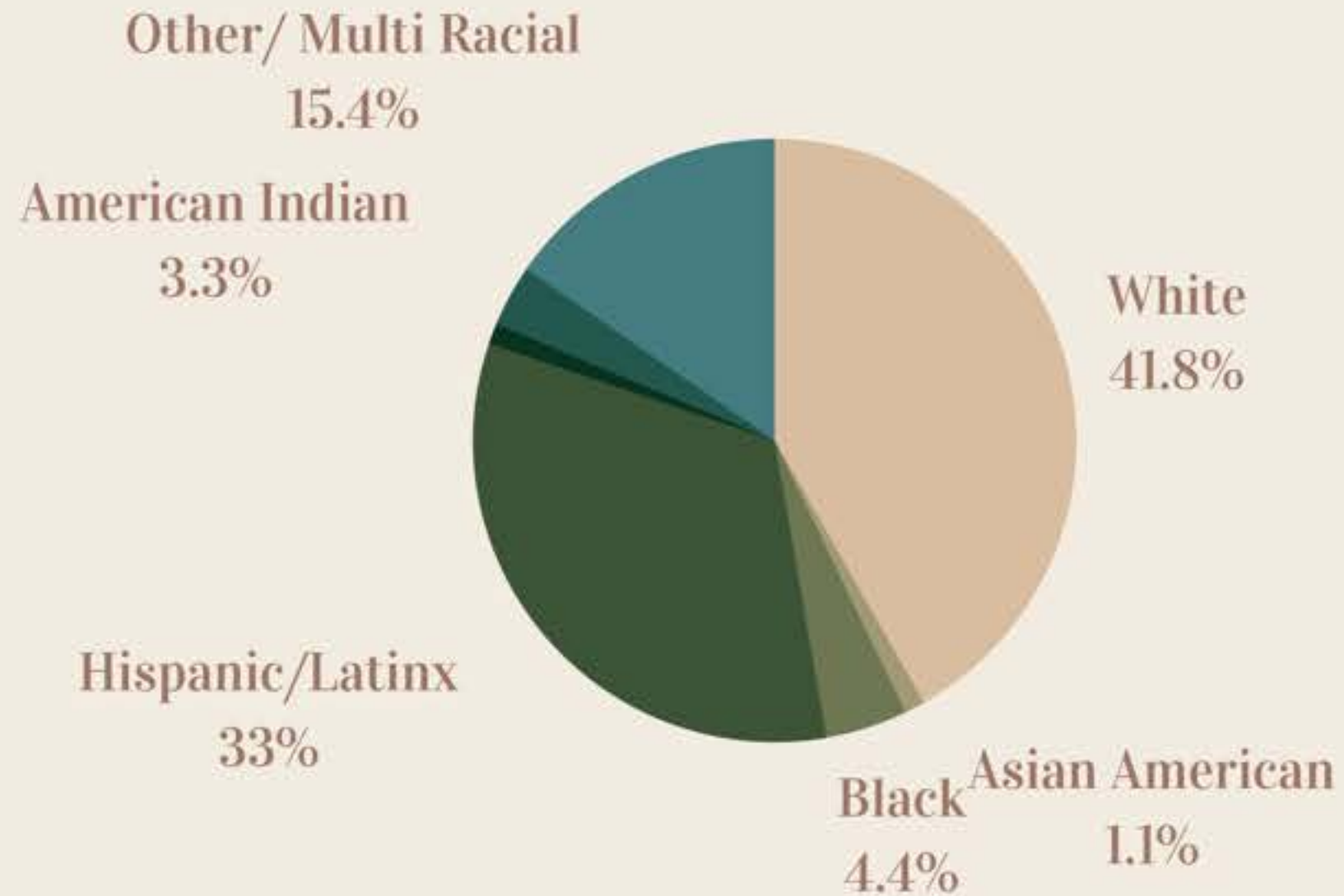
5. Recommendations

6. Questions

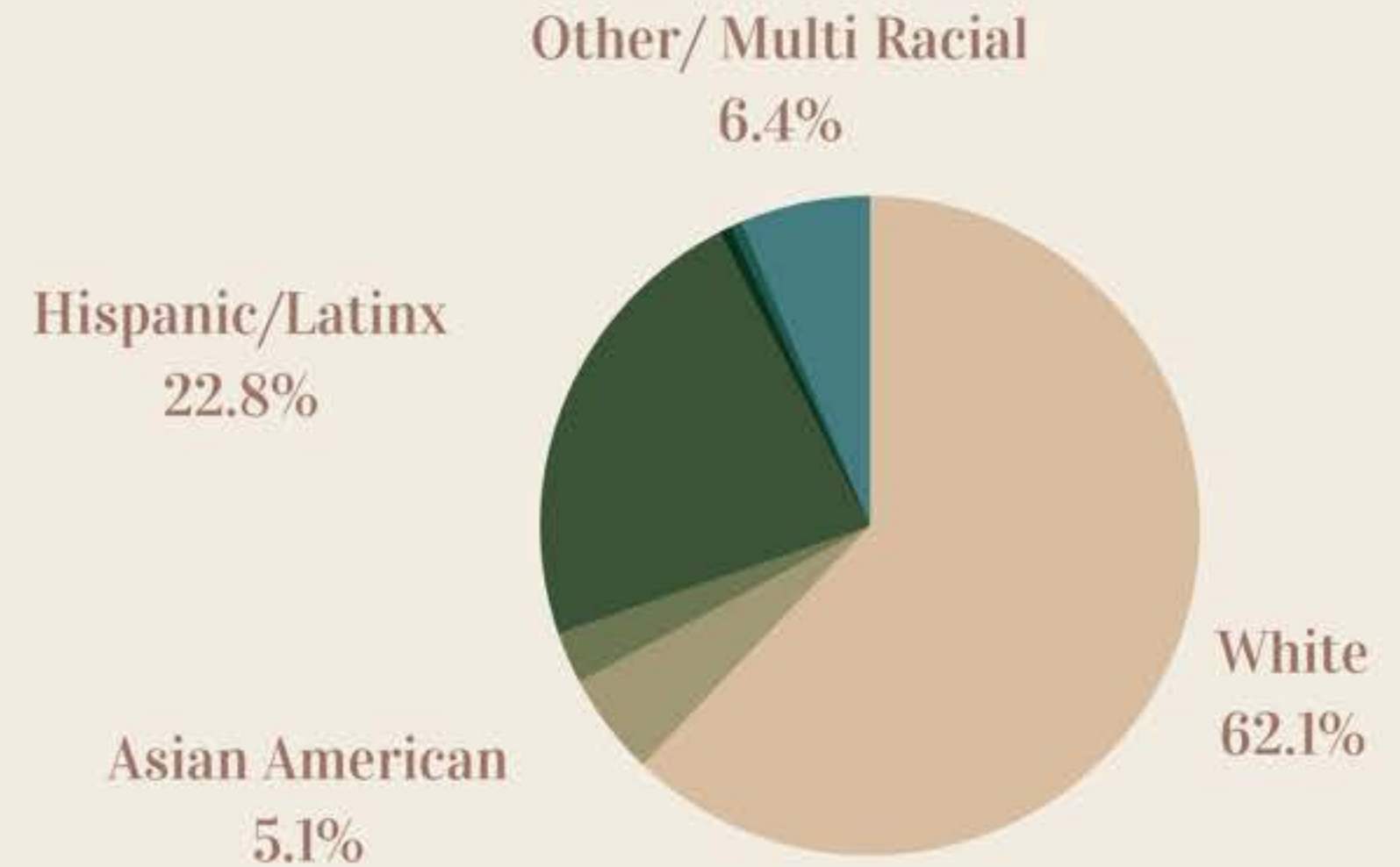
Demographic Information

Race / Ethnicity

General

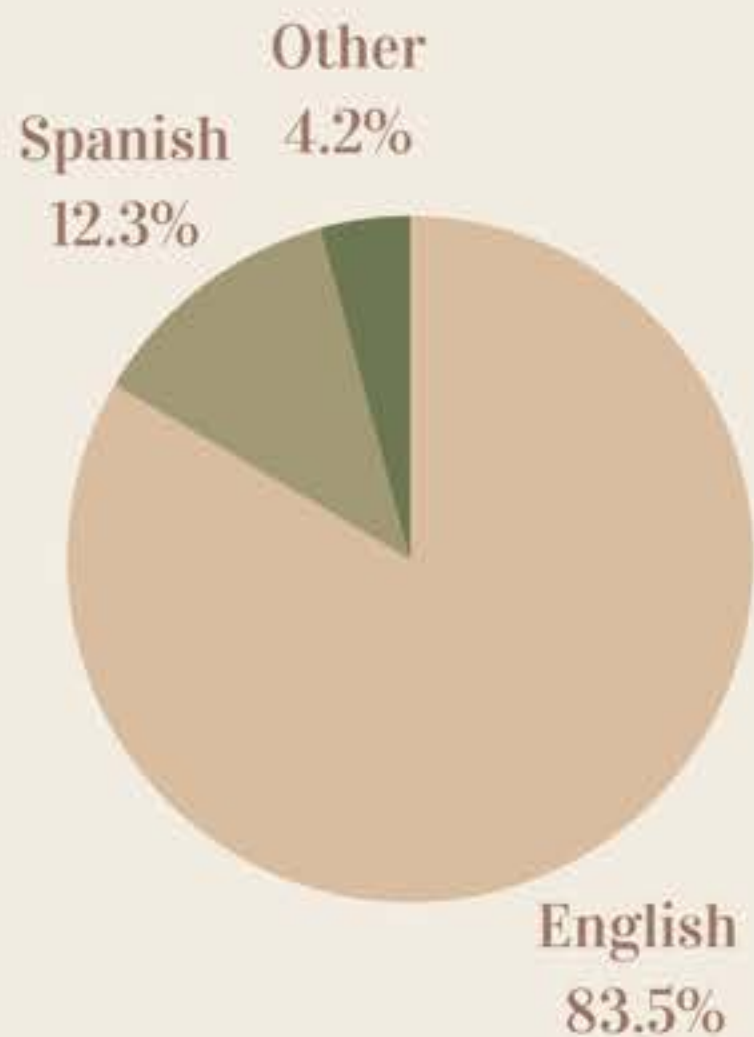


Survey Participants

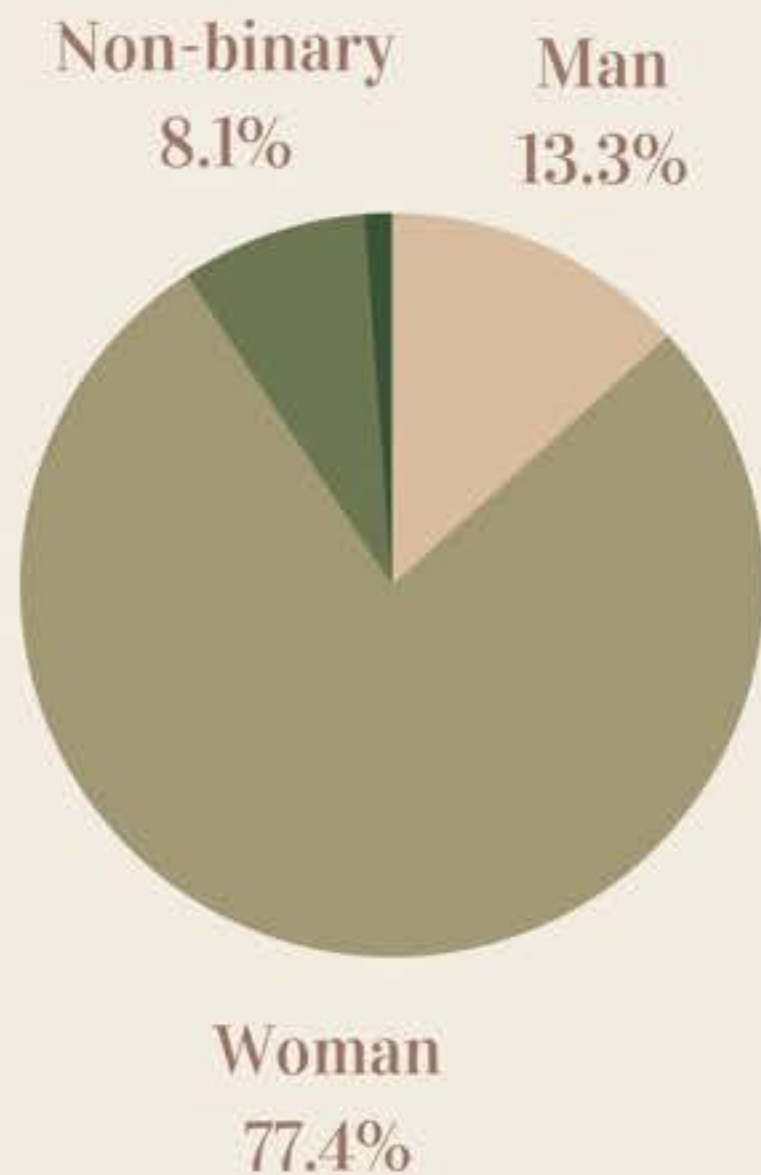


Other Demographics of Survey Participants

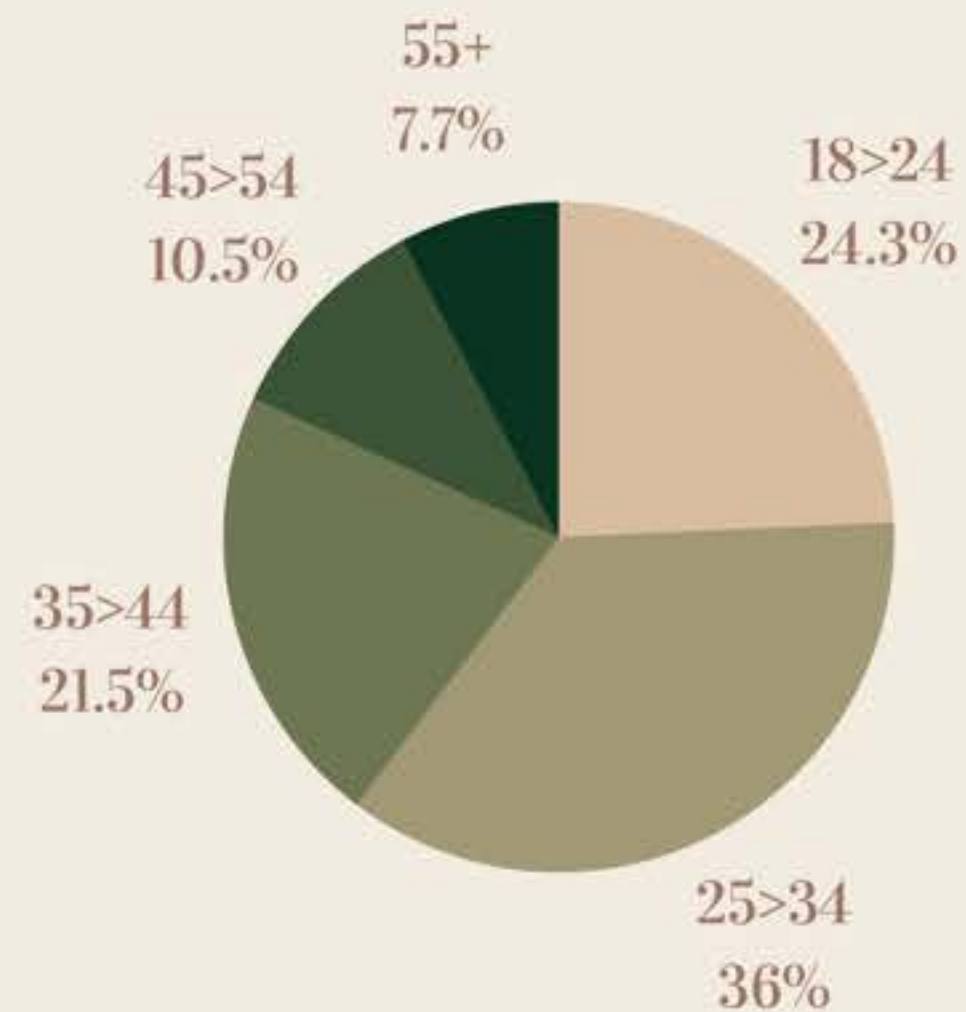
Native Language



Gender

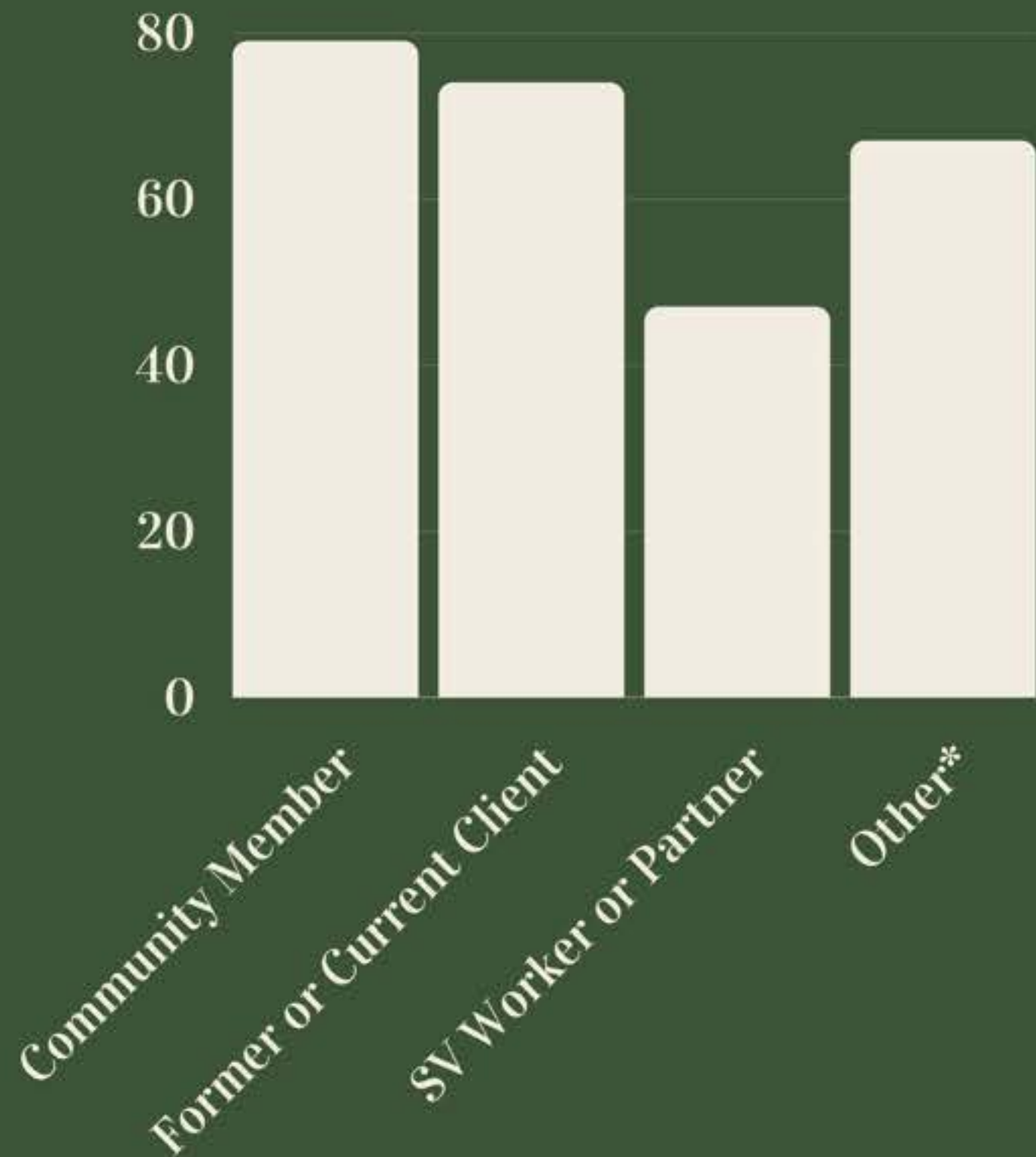


Age



Who Were The Survey Participants?

Relationship to the RRC



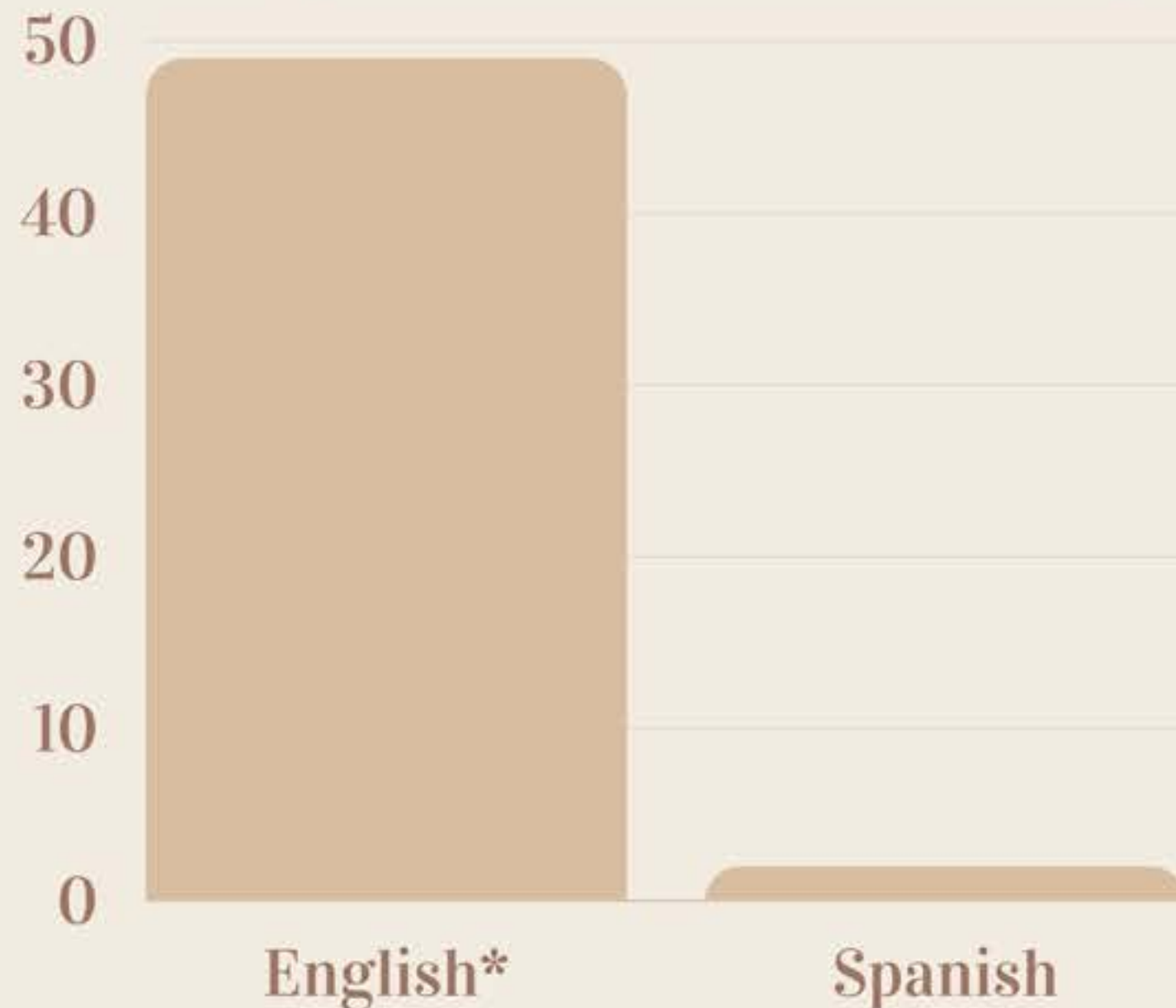
252 participants

(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%



**I am very grateful for the
center, it has provided me
with a safe space to heal**

Survey Respondent

About the RRC Location

SAFE



72.1%

EASY TO FIND



32.8%

WELCOMING



73.8%



**An amazing resource for
our shared clients**

Survey Respondent



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

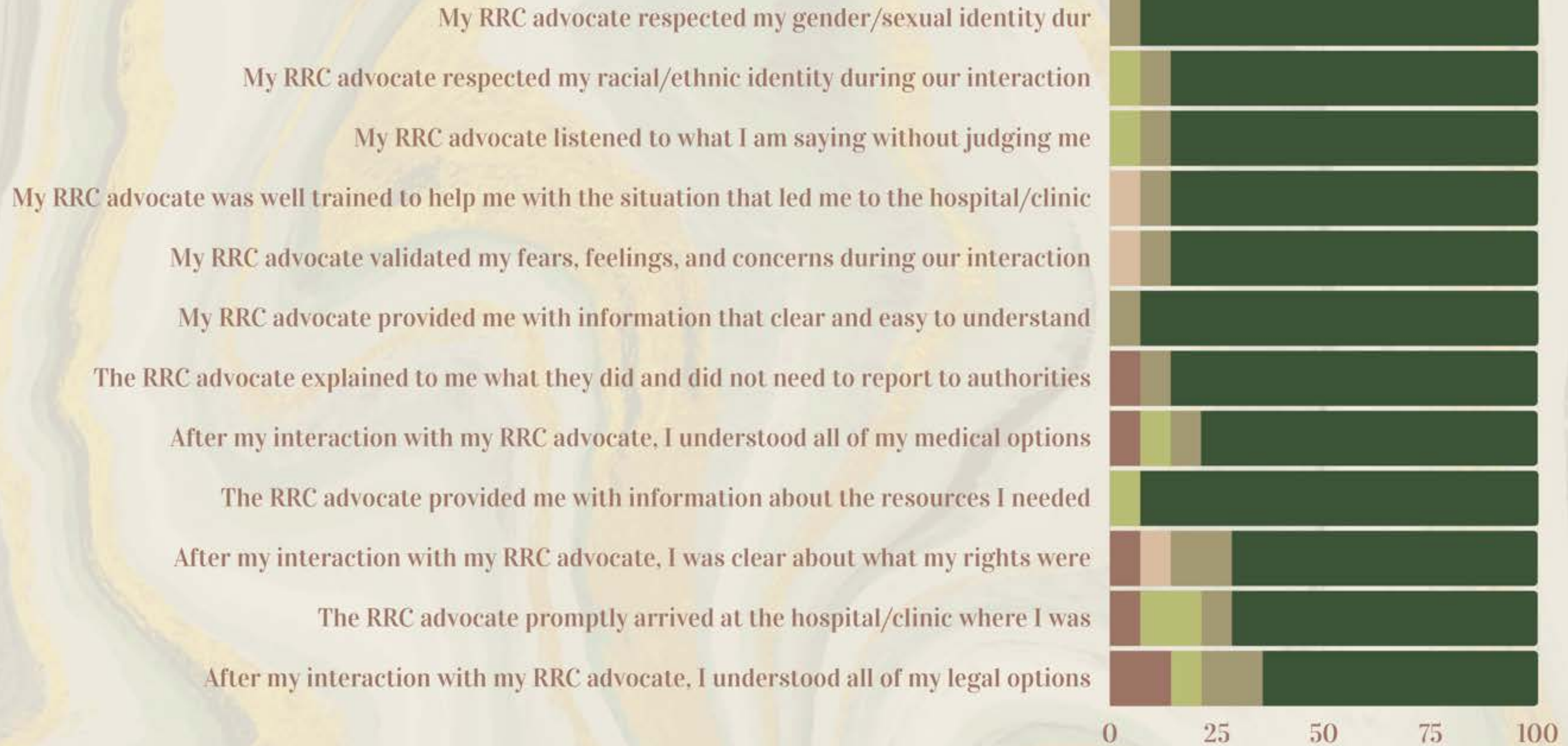


I was going for connections but when the presenter changed, the girl presenting gave me anxiety so I stopped attending

Survey Respondent

Mobile Response Team

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

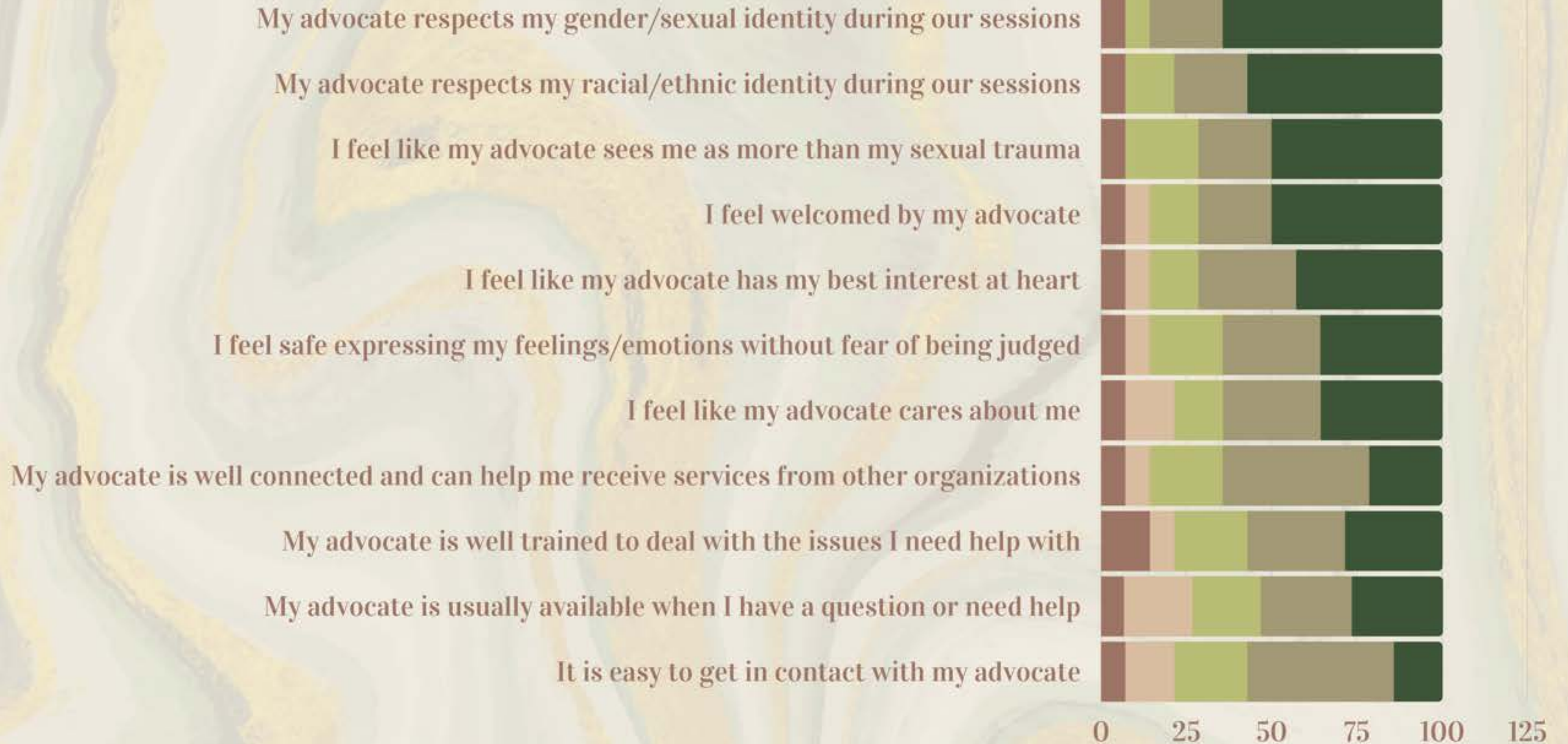



**My RRC advocate
was a great source
of comfort for me when I
went to the hospital. I was
all alone and scared and
they never left my side.**

Survey Respondent

Support & Referral

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





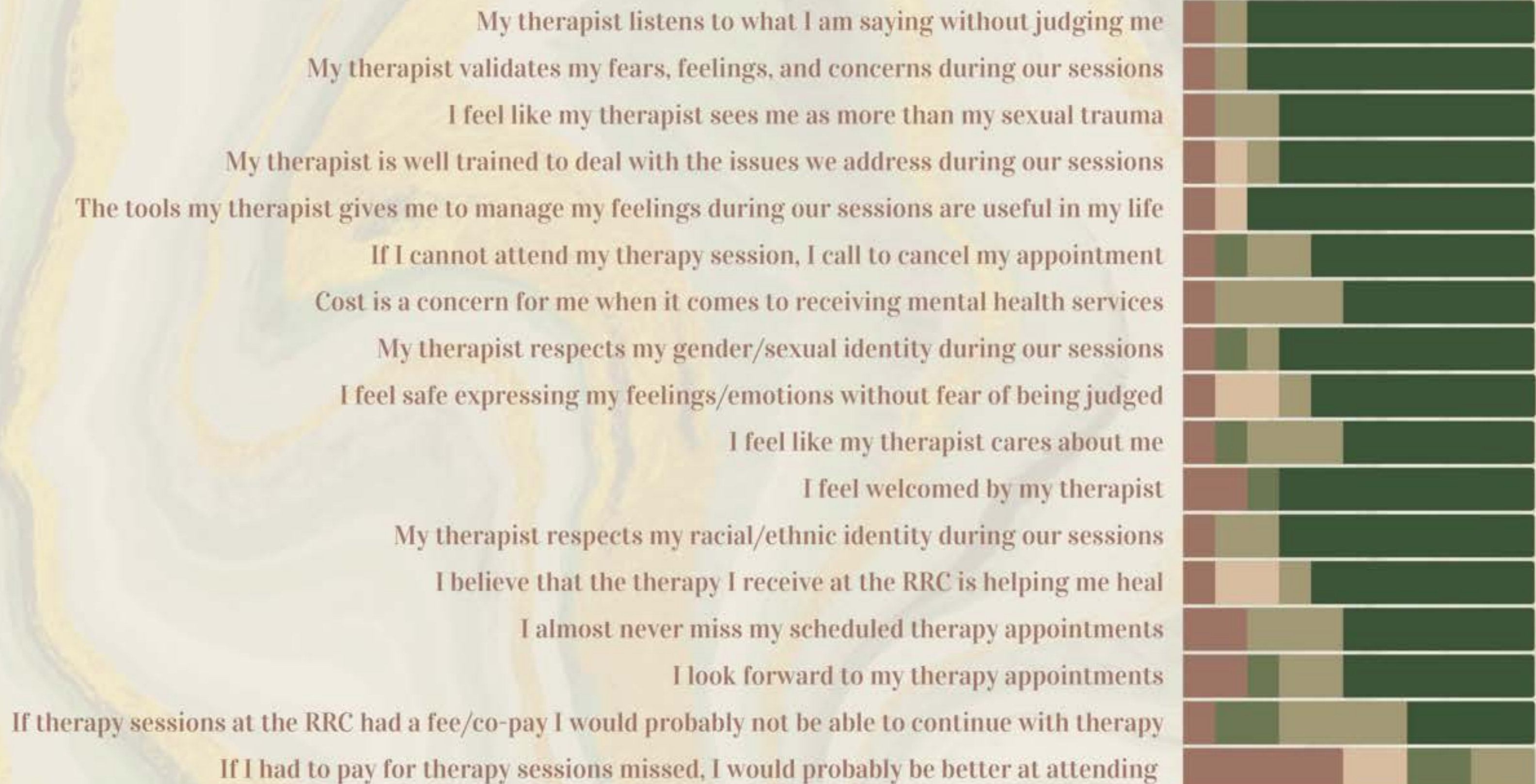
**I only spoke with an
advocate virtually once
and then had a hard time
contacting them.**

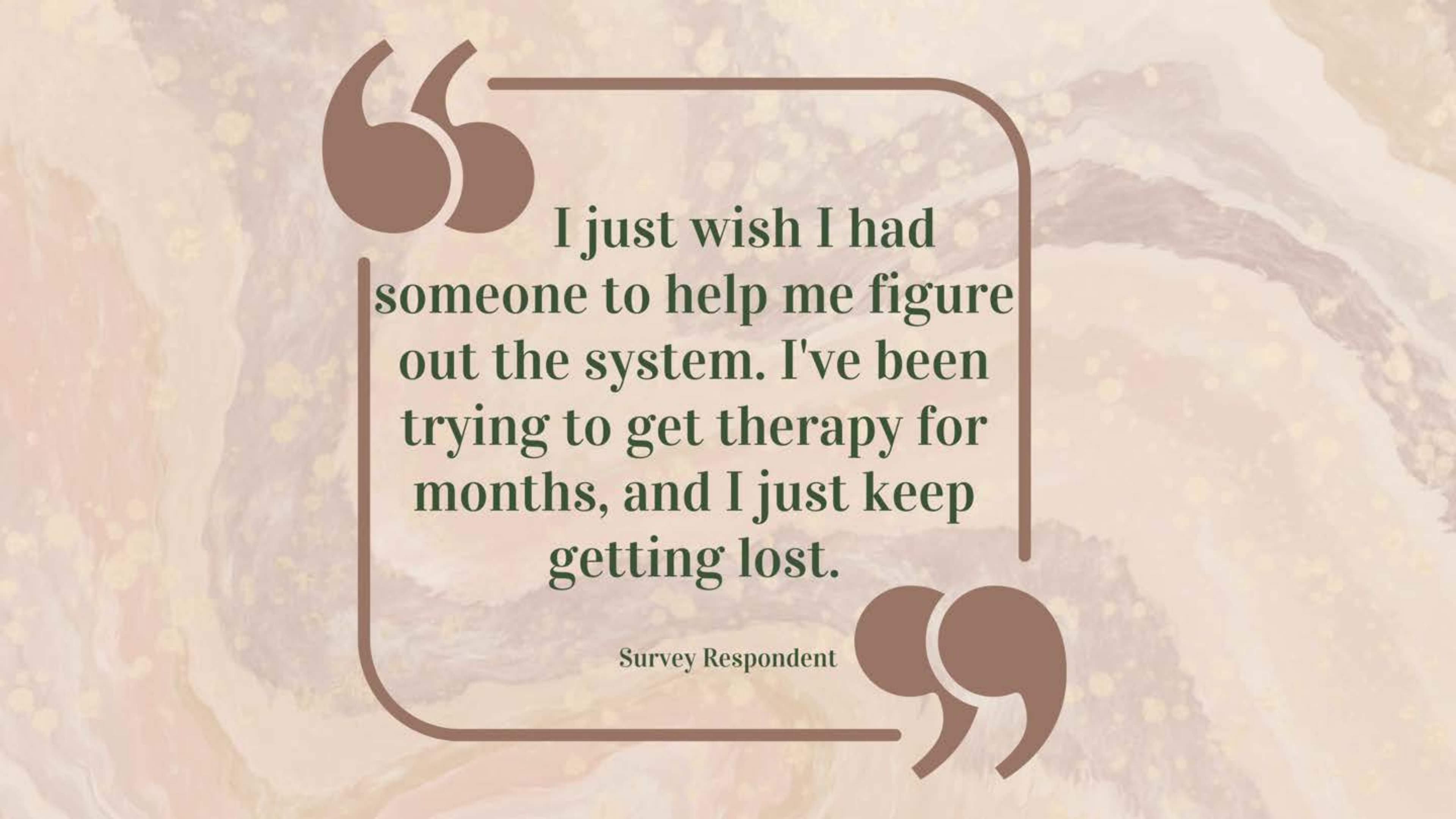
Survey Respondent



Therapy

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

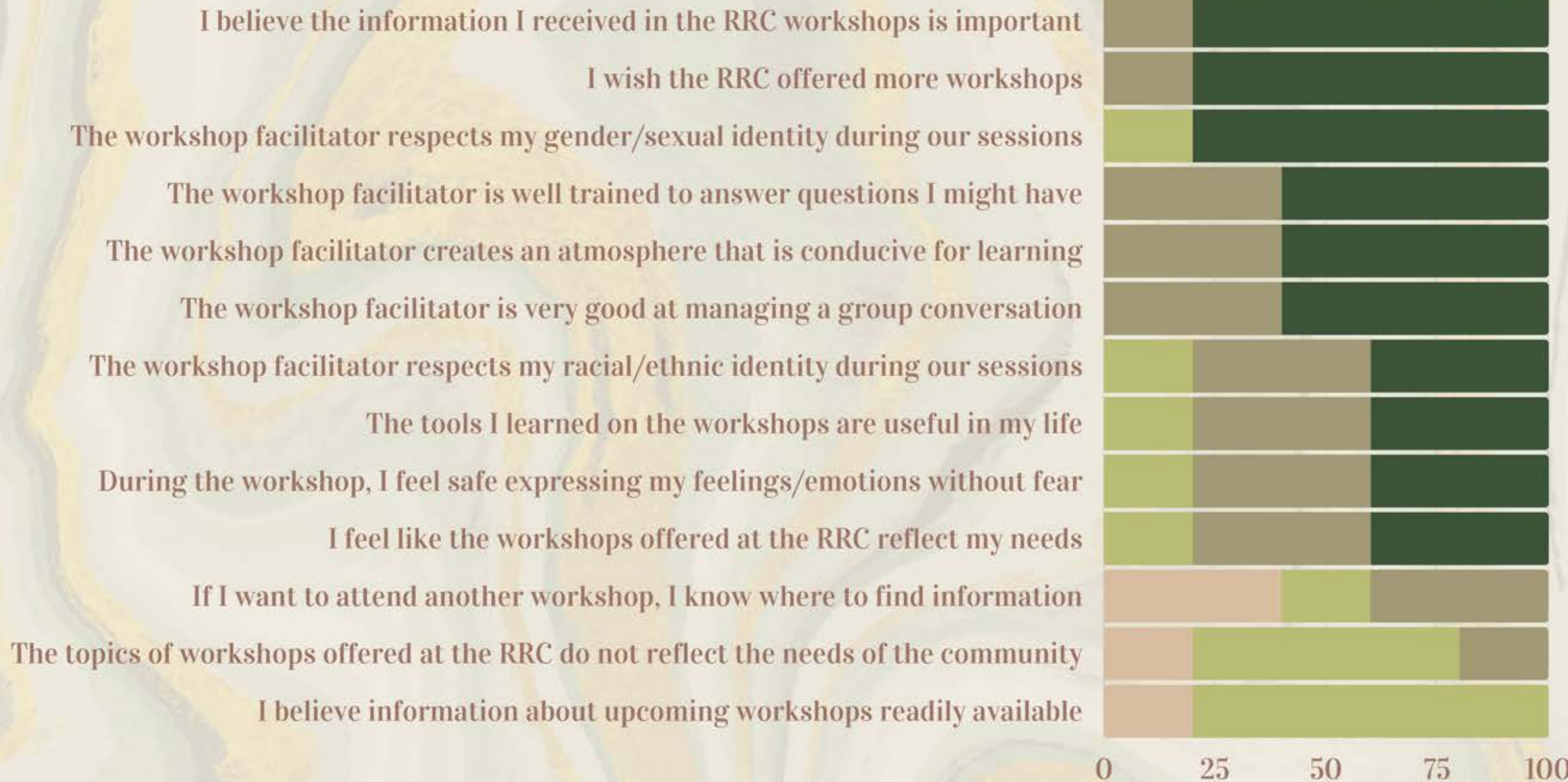
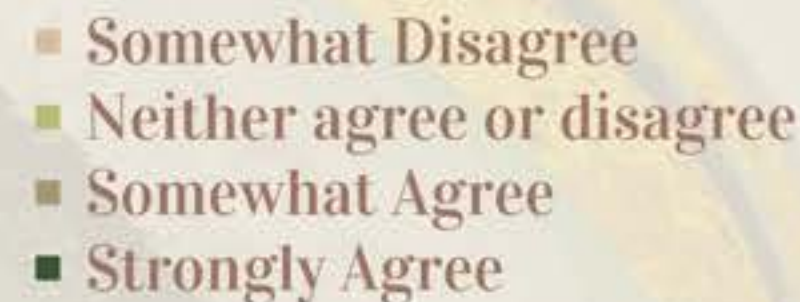





**I just wish I had
someone to help me figure
out the system. I've been
trying to get therapy for
months, and I just keep
getting lost.**

Survey Respondent

Workshops





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

Focus Group Participant

Findings

FY21 Needs Assessment

10 Key Findings

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

For MRT, there is disconnect between given and retained info

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.

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

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

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

Key Findings

1.

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

2.

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

Key Findings

3.

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.

Key Findings

5.

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.

6.

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

Key Findings

7.

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

8.

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

Key Findings

9.

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

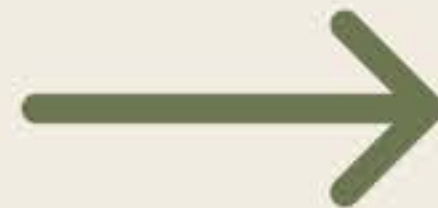
Recommendations



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



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



Make information readily available
Continued engagement with minoritized
communities

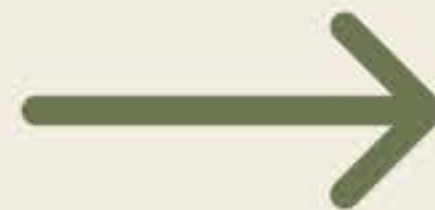
Recommendations



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



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



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

Questions?