

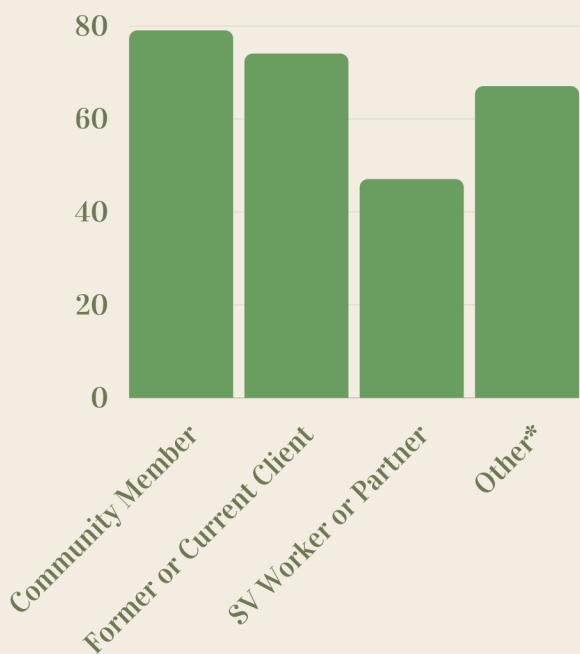


# 2021-2022 Needs Assessment

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## Who Were The Needs Assessment Participants?

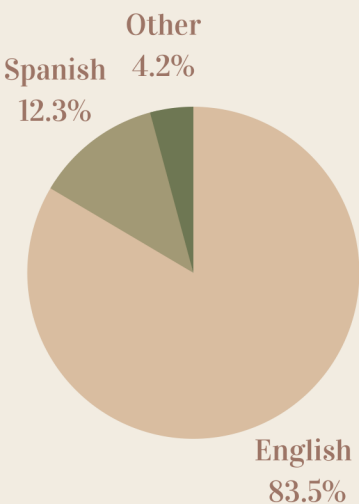
### Relationship to the RRC



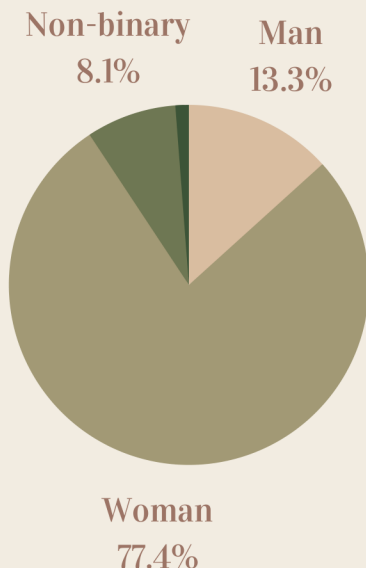
252 Survey participants  
(January 13-March 1, 2022)

52 Focus participants  
(April 11-May 6, 2022)

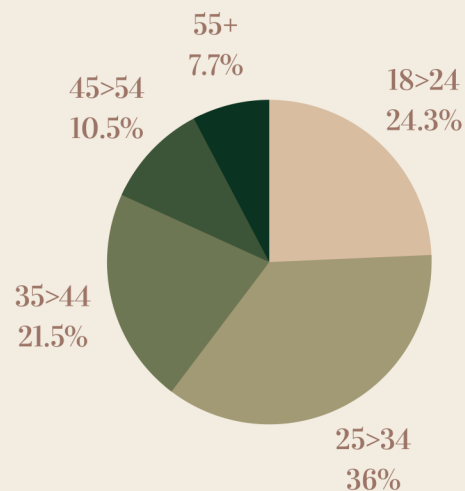
### Native Language



### Gender



### Age



# Reasons Clients Choose the RRC

COST

STAFF  
EXPERTISE

QUALITY OF  
SERVICE

# Reasons for 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

“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.”

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

“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.”

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

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

“An amazing resource for our shared clients,”

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

# Key Findings

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

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

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

For MRT, there is disconnect between given and retained info

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

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

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

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

# Recommendations



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

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



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

Make information readily available  
Continued engagement with minoritized communities



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