

THE STATUS OF WOMEN AND GIRLS IN DALLAS COUNTY: RESULTS FROM KEY INFORMANT INTERVIEWS

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Introduction

Interviews were conducted with 26 key informants selected by the Dallas Women's Foundation. These key informants are professionals, business people, and social service providers who work in Dallas County and are knowledgeable about the problems of women and girls in the county. The key informants were grouped into areas of expertise. Those areas of expertise and the number of informants provided and interviewed in each area are shown in Table 1.

Table 1. Key Informants.

| Area of Expertise | References Provided | References Interviewed |
|--------------------------------|---------------------|------------------------|
| Abuse/Safety | 5 | 2 |
| Aging | 4 | 4 |
| Childcare | 3 | 3 |
| Education Concerns | 3 | 1 |
| Girls, Prevention Concerns | 1 | 0 |
| Girls, Teen Pregnancy Concerns | 1 | 0 |
| Health Concerns | 3 | 3 |
| Hispanic Concerns | 4 | 2 |
| Housing/Homelessness Concerns | 4 | 2 |
| Legal Services Concerns | 4 | 3 |
| Transportation | 2 | 1 |
| Worksource | 5 | 3 |
| Other (Umbrella Organizations) | 2 | 2 |

Of the 41 references to key informants provided, 26 were interviewed. The next section of this report is an outline of the major topics that emerged from these 26 interviews. The outline is divided to show major topics of concern for each of the four age groups considered (7-12; 13-17; 18-64; and 65+). The actual key informant interviews are summarized in the last section of this report; in some summaries, the key informant is referred to as “KI.” In most cases the person actually referred was interviewed. In one instance, a substitute suggested by the original key informant was interviewed.

The interview guide revised and approved by the Research Committee of the Dallas Women’s Foundation was used. A copy of that guide is attached as Appendix A. In the guide, respondents were basically asked to discuss the three major areas of concern that they believed were most important to women and girls in Dallas County. They were also asked to suggest questions or question areas related to their concerns that it would be appropriate to include in the survey questionnaires to women and girls. In some instances, the key informant had previously filled out a volunteer form to participate in the study. In those instances, it was possible to ask the key informant at the beginning of the study to confirm her three areas of greatest concern. In some cases the areas had changed since the volunteer form was completed, but in most cases they had stayed the same.

With permission of each key informant, the interviews were taped to aid researchers in preparing accurate summaries of the key ideas of the participants. The tapes were destroyed following each interview, as required by the Institutional Review Board of the University of North Texas (UNT-IRB). The identities of the participants are not given in the interview summaries in order to protect their identities as required by the UNT-IRB. Written consent to be

interviewed was obtained from key informants who had signed forms volunteering to participate in the study. Oral consent was obtained from those participants who had not signed written consent forms, also as required by the UNT-IRB.

Some participants provided additional materials for consideration in developing the telephone and mail surveys for women and girls. Those materials are attached in Appendices B and C. At the end of each interview, the key informant was asked if he/she worked for an organization or agency that would be willing to help organize a focus group of their constituents. Those who volunteered are listed in Appendix D.

List of Areas of Concern for Key Informants

Areas of Concern for Girls 7-12

Abuse/violence

- Child abuse
- Child Protective Services has high turnover – continuity difficult
- Anger management
- Conflict resolution
- Coping skills

Childcare

- Affordable, quality daycare
- Convenient hours for daycare including evenings, early mornings, nights and weekends
- After school care

Economics

- Financial Skills
- Career counseling
- Fathers not pay child support

Education

- Skill training during and after high school for Hispanic girls
- Mentoring programs for Hispanic girls while in College
- Comprehensive youth development programs
- Equal access to educational opportunities

Family Stability

- Geographic stability -- in same residence longer than 3 months
- Emotional stability
- Social stability
- Family intact

Health

- Unplanned pregnancies

Health care access

- Lack of health insurance
- Barriers to safety-net providers -- parents are undocumented, paperwork
- No usual source of care
- No or inadequate dental care

Transportation

- Outlying areas especially inadequately served
- Needs in areas of health care, school, daycare
- Special needs of the disabled

Areas of Concern for Girls 13-17

Abuse/violence

- Child abuse
- Anger management
- Conflict resolution
- Coping skills

Economics

- Financial skills
- Fathers not pay child support

Education

- Educational goals
- Junior high and high school dropouts
- Career counseling, accessible career information
- After school programs
- High school dropout prevention programs
 - ✓ Especially a problem for Hispanic youth
- Comprehensive youth development programs
- GEDs for dropouts
- Equal educational opportunities for boys and girls
- Equal access to career choices for boys and girls
- Expectations for careers
- Equal access to educational opportunities

Family Stability

- Geographic stability – in same residence longer than 3 months
- Emotional stability
- Social stability
- Family intact

Gender roles

- Cultural conflicts for Hispanic immigrants

Health

- Bulimia
- Tattoos
- Over-weight
- Unplanned pregnancies
- ✓ Hispanic girls especially at risk
- Education for Hispanic diabetics
- HIV education

Health care access

- Lack of health insurance
- Barriers to safety-net providers – parents undocumented, paperwork
- No usual source of care
- No or inadequate dental care
- Language barriers
- Transportation barriers
- Immigration status barriers

Parenting (for those who are parents)

- Knowledge
- Skill
- Stress

Sexuality

- Pregnancy
- STDs

Socialization opportunities

- Coed interaction opportunities so young people learn to relate to opposite sex appropriately

Social Support

- Family
- Friends
- Basic comprehensive youth development – social programs, sports, arts, etc.

Stress

- Anxiety

Transportation

- Outlying areas especially inadequately served
- Needs in areas of health care, work, shopping, school
- Special needs of the disabled

Areas of Concern for Women 18-64

Abuse/violence

- Violence against women/domestic violence
 - ✓ Especially non-Hispanic and refugee immigrant populations
 - ✓ Emotional, physical, sexual abuse of women
- Child abuse
- Protective orders not strictly enforced
- Courts, police insensitive to victims
- Anger management
- Conflict resolution
- Coping skills

Caregiving

- Childcare – parental stress
- Care for older adults – caregiver burden
- Impact on employment?
- Childcare for homeless families
- Affordable childcare
 - ✓ Childcare for infants specifically
 - ✓ Childcare for ages 3-5
 - ✓ After school care for older children

Bilingual workers in childcare

- Agency/corporate collaboration to provide childcare

Economics

- Financial skills
- Discrimination against women by lending institutions, businesses
- Income – adequate?
- Retirement planning
- Difficult to have a decent living with minimum to low wage jobs
- Fathers not pay child support
- Career management

Education

- Level of educational attainment
- High school graduate
- Career counseling services
- Extensive/intensive job training (long-term)
- GED attainment
- Career case management
- Equal access to career opportunities

Family Stability

- Geographic stability – in same residence longer than 3 months
- Emotional stability
- Social stability
- Family intact

Gender roles

- Cultural conflicts for Hispanic immigrants

Health

- Smoking behavior
- Over-weight
- Risk factor for diabetes
- Risk factors for heart disease
- Screening for heart attack/stroke
- Tattoos

Health care access

- Lack of health insurance
- Barriers to insurance coverage – cost
- Barriers to safety-net providers – undocumented, paperwork
- No usual source of care
- No or inadequate dental care
- Language barriers
- Transportation barriers
- Immigration status barriers
- Prenatal care

Housing

- Affordable rental housing with support services
- Transitional housing for homeless families
- Homelessness and displacement

Legal issues

- Women do not understand basic legal concepts and responsibilities
 - ✓ e.g., marriage responsibilities, property, divorce, child responsibilities

Parenting

- Knowledge
- Skill
- Stress

Sexuality

- STDs

Social services

- Difficult to access – bureaucracy is a barrier
 - ✓ Especially difficult for refugee and immigrant populations

Social Support

- Family
- Friends
- Change in lifestyle – learning life skills, goal setting

Stress

- Anxiety

Support Services

- In-home maintenance services for the disabled
- Adult daycare for the disabled
- Women unaware of service that are there or how to access them

Transportation

- Outlying areas especially inadequately served
- Needs in areas of health care, work, grocery shopping, school
- Special needs of the disabled
- Barriers – lack of money, no public transportation, public transportation inconvenient in terms of time and routes

Areas of Concern for Women 65+

Abuse/violence

- Anger management
- Conflict resolution
- Coping skills

Caregiving

- Childcare – parental stress
- Care for older adults – caregiver burden
- Need for respite help
- Need for adult day care centers
- Caregiver burnout
- Educating the adult children about care-giving issues and options
- Grandparents raising grandchildren – need for financial and emotional resources

Economics

- Financial skills
- Discrimination against women by lending institutions, businesses
- Income – adequate?
- Low wages for women
- Inadequate income while working and in retirement
- Not enough income to pay for basic needs such as housing, medication, etc.
- Social Security not fair in determining benefit for women
 - ✓ Care-giving years should be considered

Education

- Level of educational attainment
- High school graduate

Employment

- Finding jobs
- Age and sex discrimination

Health

- Smoking behavior
- Over-weight
- Risk factor for diabetes
- Risk factors for heart disease
- Screening for heart attack/stroke
- Chronic diseases
- Lack of medical research funding on women's issues

Health care access

- Lack of health insurance for prescription medicines
- Medicare and Medicaid limitations – prescriptions, out-of-pocket costs
- Barriers to safety-net providers – undocumented, paperwork
- No usual source of care
- No or inadequate dental care
- Language barriers
- Transportation barriers
- Immigration status barriers
- High cost of prescription drugs
- Need for quality nursing home care

Housing

- Difficult to maintain financially and physically
- Emotional attachment makes moves harder
- Rising rents
- Not enough affordable housing
- Not enough support services to remain in own home
- Money management, in home assistance, guardianship programs, companionship programs
- Need for home repair programs
- Hard to pay for utilities

Image of Women in Society

- Ageism
- Sexism
- Negative image of older women is accepted

Long-term care

- Expensive

Nutrition

- Food is expensive

Social Support

- Family
- Friends
- Isolation and socialization issues

Support Services

- In-home maintenance services for the disabled
- Adult daycare for the disabled
- In-home Respite care

Transportation

- Outlying areas especially inadequately served
- Needs in areas of health care, work, grocery shopping
- Special needs of the disabled
- Auto maintenance
- Need for older people who are not disabled

Key Informant 1: Abuse/Safety

Most Important Area

For this key informant, **domestic violence** in all its forms (sexual, physical, emotional, and financial) is the most important problem faced by women and girls in Dallas County.

“Violence is an accepted part of our society, and women are most likely to be the victim of partner violence.” The agency this Key Informant works for provides individual and group counseling for women, children, and men who have been victims of family violence and/or who are survivors of incest. It also provides shelter for women who are trying to leave abusive situations

She said 14,000 assaults occurred just in the city of Dallas in 2001. In the City of Dallas, about 82% of victims of family violence are women. The occurrence is pretty evenly spread across age groups. According to statistics in the City of Dallas, African American women more likely to be victims.

There are other agencies or organizations that are doing what they can to address this issue. There are 200 beds in the City of Dallas provided by shelters such as The Genesis Women’s Shelter, The New Beginning Center, and Brighter Tomorrows. The Salvation Army helps women to find housing.

Suggested Questions

For General Survey:

- Has someone that you’ve been in a relationship with ever hurt you before?
- Is someone you love hurting you?
- Have you ever experience physical/emotional/psychological violence?
- Does your partner control you, where you go, how much money you spend who your friends are, or what you wear?
- Has your partner ever threatened you?
- Has your partner ever left you in a place that is not safe?

For Children:

- Have you ever seen mommy and daddy fight before?
- Have you ever been afraid of what your mother or father was going to do?
- Are you afraid at home?

Second Most Important Area

The second most important area of concern for women of Dallas County is their **ability to earn a living wage**.

Because we have so many low paying jobs, it's almost impossible for a woman to pay for rent and pay for day care and have anything left over at the end of the month. If she leaves a violent relationship, she may not be able to support herself or her children.

Agencies or organizations that are effectively addressing this problem include the TX Workforce Commission, and other job training programs. The community colleges also have good job training programs.

Suggested Questions

For General Survey:

- Highest grade education achieved?
- What kind of job you think you're qualified to do?
- What do you want to do?
- Highest income ever received for a full time job?
- Are you working now? If not, why? If so, where?

Specifically for Children:

- What do you want to be when you grow up?
- Do you want to go to college?
- Ask something reflecting aspirations and dreams.

Third Most Important Area

The third most important issue faced by women in Dallas County is the **lack of affordable housing for single mothers.**

During its economic boom, Dallas built apartments for people beyond the low-income wage. There is a lack of affordable housing in Dallas County for people with low incomes, and this is particularly salient to single mothers.

Suggested Questions

- Do you live in subsidized housing? If so, how long?
- Did you apply for a Sec. 8 voucher?
- How long did you wait before you got one?
- How many people live in your home?
- How many bedrooms in your home? (or something to reflect if there is a problem with overcrowding)
- What percent of your income goes to pay your rent/mortgage?
- Are you satisfied with where you're living right now? If not, what would you want to change? Have you ever been homeless?
- Have you ever been evicted from your apartment because you couldn't pay the rent?

- Have you ever been denied rental? If so, why?

Fourth Most Important Area

The fourth most important issue faced by Dallas County women is **reliable, affordable day care**.

Agencies and organizations that are addressing this issue include CCMS – childcare subsidy program and The Child Care group (specialized).

Suggested Questions

- Questions to include in the survey might be:
- Do you need childcare?
- Do you have childcare? Why not?
- How much of your income goes to pay for childcare?
- Are you afraid to leave your children at childcare?
- Are you happy with your current child caring arrangement? Why/Why not?

Fifth Most Important Area

This key informant feels that **legal representation** is the fifth most important issue women in Dallas County face. “Legal Representation is almost impossible for low income women to acquire. When a woman wants a divorce, it is more likely that her husband has money to pay an attorney.” Typically, the woman in this situation lacks an understanding of her financial status. Victims of domestic violence often have problems getting custody of their children because of lack of funds to pay for a lawyer.

Agency that deals with this issue is Legal Services of North Texas. They may provide pro bono representation.

Suggested Questions

- Have you ever needed legal representation before?
- How did you obtain it?
- Do you feel like you could pay for an attorney if you needed one?
- Do you know where to find an attorney if you needed one?
- If you need an attorney what kinds of issues do you need them to help you with?

Key Informant 2: Abuse/Safety

Most Important Area

Domestic Violence is the issue of greatest concern to women of Dallas County. “It baffles me how prevalent it is in just the Dallas area.”

The Key Informant works for an agency that serves non-Hispanic refugee and immigrant populations in East Dallas. Vietnamese make up about 50% of their clients (not necessarily because they are the most abused, but because this is the group they began providing services for first). The other immigrant populations (and languages) they encounter most often are: Bosnian, Arabic, Korean, and Kurdish. The age range is probably about age 20-35 who are most commonly displaced by domestic violence.

The Key Informant does not know of any other agencies or organizations that address the same issues as East Dallas Counseling Center.

Suggested Questions

- Were there times when you didn't feel safe?

Second Most Important Area

The Key Informant also thinks **homelessness and displacement** that occurs often as a result of domestic violence are issues of great concern to women and girls in Dallas County. At the time that this service agency is working with its clients they may be displaced, but not necessarily homeless. This agency does not deal with the problem of homelessness. The women's shelters address this issue specifically. In the Key Informant's opinion, the primary clientele of the women's shelters are between the ages of 20-35.

Suggested Questions

- Have you ever had no place to go, or lived on the street because you were fleeing from domestic violence?

Third Most Important Area

A third issue of concern is that **accessing resources** is sometimes difficult for the women served by this agency. A lot of people don't know where to go, and when they do call service providers, they get referred from one person to another, and are “given the run around.”

The Key Informant added, “I’m pretty biased toward the immigrant and refugee population, more specifically the underserved of the underserved. That means under the umbrella of the immigrant population, the Hispanics would be included. But compared to the other populations I see that are not from any of the North or South American countries, there’s really no resources for them to get them to the point where they are self-sufficient and they can live a life without violence. So we end up assisting our clients for quite a while.”

Key Informant 3: Aging

Most Important Area

The most important concern for middle to older women in Dallas County is **low wages and retirement income**. Most of the clients this KI's agency serves have a small Social Security income, Supplemental Security Income or sometimes both. Many of the women served by this agency do not have a steady job history and therefore work low paying jobs which are often part-time. These low paying jobs do not provide enough income to pay for the basic necessities of life. This is often complicated by their care-giving responsibilities.

The **cost of prescription drugs** is an important area that should be addressed since many women do not have adequate income to purchase their prescription drugs. This agency does not provide assistance in this area, and the KI did not know of any local agencies that provided help in this area. The KI did say that prescription drug companies provide assistance with some drugs, but that this has to be accessed through one's doctor and it is a very paperwork intensive and time-consuming task to apply for this assistance. Therefore, many women are not able to access this service.

Second Most Important Area

Care giving is the second most important issue of concern for middle age to older aged women. There is not enough respite help for caregivers. While there is some help available to caregivers through a state program, many women do not qualify. Finding trustworthy and responsible help is difficult and very costly – ranging from \$13-16 per hour for a sitter. This cost is simply for a person to provide sitter service, not other types of service.

Adult Day Care is an excellent option, but so many of those have gone out of business in the Dallas area just in the past couple of years.

Care giving causes many women to leave the workplace to care for their loved-one or they spend most of their income paying someone to help take care of the person. Caregiver burnout is a real issue for many women.

Respite care is the area of greatest need for future funding.

Third Most Important Area

Basic needs such as **rent, utilities and food** is the third most important area. The KI agency provides direct cash assistance to pay utilities. This agency makes referrals to other agencies. Money is very tight for this type of assistance. Government funding usually comes available to agencies in February, and this is usually spent before December. So November – February is very tight for this type of funding. Also, this is only available to those who are very low-income. This agency also gets a lot of calls for emergency food assistance. Referrals are

made to the North Texas Food Bank. They are actually struggling now too because of the high demand with the strain on the economy.

Other Important Areas

- ✘ Finding adequate employment
- ✘ Grandparents raising grandchildren
- ✘ Quality and affordable childcare

Key Informant 4: Aging

Most Important Area

Elder care was listed on the DWF reply form as the most important issue for older women in Dallas County.

Within this broad topic, **poverty** is the most critical issue for women. They cannot afford the services they need such as **housing, food**, etc. Women historically have earned less per dollar than men, generally did not have the educational level of men, and had interrupted work histories to provide care to children and other family members. Perhaps they did not work long enough to be vested and worked the lower paying jobs many times just paying minimum wage. Women frequently work for small companies, work in service industries that historically pay low wages. Therefore, they do not have the pensions that many men have available to them. Many older women take their Social Security early because they need the monthly income.

Poverty will continue to be an issue for women as long as women are the primary caregivers for our families. Care giving is not recognized as a contribution by our Social Security system, and until that happens retirement income will not be adequate.

Women are still discriminated against as a group. Access to jobs has always been a problem. Women are undervalued, not seen as being as valuable as men to the workforce. Care giving should be shared equally by women and men.

Second Most Important Area

This KI rated **health care** as the second most important area on the DWF reply form. Women have **more chronic illnesses** than men, and they live longer than men. Therefore, they need more **prescription drugs**, which are very costly.

They are on a limited income already, and then a large portion of their income must go toward the high cost of drugs. Funding for prescription drug assistance is a critical need.

Also, research time and money is being spent on men's illnesses rather than on women's illnesses. As long as our Congress is filled with men, research will continue to be focused on men's health issues because that is where they will allocate the research money.

Access to health care is limited due to many women not having health insurance.

Third Most Important Area

Retirement and Social Security was the third area rated on the DWF reply form by this KI. Social Security is not as accessible to women as it is to men, and women are discriminated against in the way the monthly benefit is determined. Their inconsistent work history due to care-giving issues is not recognized as a contribution to our society; therefore they are actually penalized for this service to society.

Other Important Areas

The following areas are of particular concern for older women:

- ✘ **Housing** – women are emotionally attached to their home but cannot afford to keep up with the maintenance, taxes, and insurance. For those renting, rents continue to rise much faster than the rate of the cost of living raises on their income. Therefore, they have to move often which is costly and emotionally draining. There is not enough affordable housing in the Dallas area for older women.
- ✘ **Ageism** – women are undervalued because they are women and because they are older. Older women are invisible to a lot of people. They are not taken seriously by our society.

Key Informant 5: Aging

Most Important Area

Inadequate income for older women is the key issue of concern for this KI. Women have not had the same employment opportunities in the past, which impacts their retirement income today. Lower wages, inconsistent work histories (primarily due to care-giving issues), and discrimination has caused retirement to be a struggle for many older women, especially minority women.

This inadequate income impacts the other aspects of their lives such as housing, prescription drugs, transportation, etc.

Through the advocacy efforts of the Senior Affairs Commission, we have been able to assist older adults with access to pharmaceutical companies for free medication program. Senior Citizens of Greater Dallas will assist the older adult to cut down on the paper work required to get on to this program.

One of the major obstacles for older women remaining in their own home is being able to maintain that home. This KI's agency advocates for funds to use for home repairs. The program does not maintain a waiting list, but has an application period for people to apply for the money, then closes the process until the next funding round. There are not nearly enough funds to address all of the home repair needs in the Dallas area.

Second Most Important Area

Transportation is the second most important issue for older women. They are often unable to maintain a car and they are faced with being unable to drive, as they get older. This is more of a women's issue since there are many more older women, they are often left living alone, and many never learned how to drive when they were younger, but depended on their spouse. The Dart Para-transit program addresses this need for some, but the person has to suffer from some mobility impairment. There are many women who do not meet their qualifications, but who have a need for transportation assistance for other reasons.

Third Most Important Area

Socialization and loneliness are issues that face older women as they age. Programs that promote volunteerism partially address this issue. But, in many instances this is not being addressed. It is difficult to address the absence of a lifetime mate for these women.

Fourth Most Important Area

Eldercare would be the next most important area of need such as **in-home care** for the older person. If the person has not prepared for this in advance by having a large savings or long-

term care insurance, they really can't afford to pay for this service. They may have too much money to be eligible for Medicaid. Some have family that can help out, but today's families are strained financially many times as well. Therefore, the older person just goes without the needed care.

Caregiver respite is also a huge issue for older women since they are more likely to be the care provider.

Other Important Areas

Another issue that warrants attention is the challenge that **minority women face in raising their grandchildren**. There are support groups, but they do not meet on a regular basis. The only financial assistance would be through the Texas Dept. of Human Services and this is limited.

Key Informant 6: Aging

Most Important Area

The most pressing area for older women is their **financial status**. Older women have had challenges in their work history that older men have not had to face – such as inconsistent work history due to their care-giving role in our society. They have traditionally held lower paying jobs than men have in our society. Therefore, pension plans have not been as available to them as to men, and they are penalized in the way Social Security is determined due to their inconsistent work histories and other inequities in the work force.

Due to this history, women do not have as much **retirement income**. This lack of income in retirement age affects every aspect of their life – housing, health care, prescription drugs, social outlets, and opportunities.

Much of this issue has to be addressed at the Federal level, such as equalizing Social Security for women. There are some local agencies addressing this at the community level with money management programs, prescription drug programs, housing assistance, etc. But, these programs have waiting lists and are not meeting the need for all. Local programs can help, but it really needs addressing at the Federal level.

Second Most Important Area

Long-term care issues are the second most important. This is an issue primarily for older women since women live longer and are the majority receiving long-term care services. Women not only live longer than men, they also live with more chronic diseases for a large part of their lives. This includes the need for quality nursing home care, the need for care to be administered in the person's home to keep them out of nursing facilities,

Care giving is a huge issue for women since they are the primary caregivers in most instances for their spouses and other family members. Then they are left living alone when they are in need of care with little or no support systems. There are some respite programs in communities, but it is so little compared with the need.

This KI's agency is inundated with calls regarding care-giving issues. This is an area that is seldom planned for one self or for our parents. These calls are asking about available services in the community and asking for emotional support. Educating the adult child is a huge area that should be addressed. Some corporations are reaching out to agencies to provide support for their employees – from counseling, referrals, seminars, etc. But there is still a big challenge to reach all of the adult children that are facing care-giving issues.

All of the community based programs that would help people stay in their homes and out of institutions should be expanded. Examples are programs such as money management, guardianship programs, in home assistance, and companionship programs.

Third Most Important Area

The **image and roles of older women** in our society is the third most important and it impacts every other area of women's lives. The view society holds of older women is negative and this impacts her view of herself. Until this is changed, older women will continue to hold a lower status in our society and a lower image of their own self. This perpetuates age discrimination for older women in the work place, lack of funding to programs that serve older women, because if we fund these types of programs, we have to face the fact that we will be old one day and may need these types of programs.

Key Informant 7: Childcare

Most Important Area

Childcare is the most important issue facing single mothers today. This is an important need not just for girls, but boys as well – children. Availability, affordability and sometimes quality are the biggest challenges associated with childcare. There is a very big problem in the after school care of children. Many parents assume their children are able to care for themselves after school and this is a “deadly mistake” even for adolescents. The problem is not that there are not programs, but that parents don’t understand the need for their children to be in after school programs. Educating the parents about this issue is a big problem.

Second Most Important Area

I can’t think of one special need those girls have today that boys do not also have. The needs for the age group you are asking about are needs for children not just girls. The need is for basic **comprehensive youth development** for both girls and boys. Children today do not have the opportunity to participate in activities that people of my generation and maybe even the next generation participated in. Especially children from low-income families, but all children are not as heavily involved in sports, music, arts, scouting, and group activities. But, this would be a mistake to assume that this is a special need of girls – it is a special need of children.

Third Most Important Area

If you had to distinguish between the needs of men and women there is probably need for some kind of support services for women in the area of **spousal abuse**. I am sure that there are some men that are abused, but the predominate issue would be for women being abused by men. **Children are being abused** as well. So, in general domestic violence would be a bigger issue for women than men. We are made aware of abuse situations from time to time from the children we serve or from the encounters we have with mostly moms. Most of the kids we serve are from single parent families, tending to be a mom. Of course, the staff is trained to make appropriate referrals. If it is child abuse we suspect, we would report this.

Note: this KI was extremely concerned that I was asking only about women and girls and not boys or men. He said

“are they trying to prove that girls are worse off than boys? Is there already an agenda that the research is going to point to? Are they going to start skewing results to prove that their existence is more worthy? I would hope not. Your questions make it sound to me that there is an assumption that girls are worse off. In many instances, especially socially, boys are worse off than girls, and this

spells a problem for girls. Some attention should be given to the fact that there needs to be more programs that girls interact socially and at the same level with boys so that both boys and girls learn to grow up together in some kind of gender neutral environment where it is not stressed. Some thought in the research should consider that there may be an extreme need that additional resources should be provided to boys and that services should be with girls included in the programs so that in the long run, we will all be better off. Hopefully, boys will not be excluded from the programs the DWF funds. Co-ed is a feminist issue. Because unless we encourage girls to participate equally with boys at all levels from a very early age then will they ever be equals.”

Key Informant 8: Childcare

Most Important Area

The most important issue facing the clients we serve, which is mostly single mothers, is obtaining their **GED**. There are resources available in the community for obtaining this education, but the obstacles include the fact that many of the mothers realize too late that they are about to lose their welfare benefits and need to get a job. Therefore now have no time to get GED. Many of these women do not realize how important obtaining this educational piece is to their future ability to provide for their families. Most who we serve that do work are still in poverty because of their inability to get a job that pays well and this is directly correlated with their lack of high school or GED completion.

Second Most Important Area

Extensive job training is the second most important area. This would include long-term job training, really giving the person a marketable skill where they can make a livable wage that will not perpetuate poverty. Most of these women do not plan this far ahead and do not receive intensive case management from the core agency serving them. They need intensive, long-term case management that helps them set goals and have the resources they need to attain these. The case managers are over burdened with extremely large case loads and limited resources. There are some of intensive job training programs in the Dallas community, but not enough. These programs need to be able to do skill assessments and long-term training.

Third Most Important Area

A change in lifestyle –such as **setting goals, learning life skills** (such as cleaning house), etc. is a critical area for the success of these single mothers. These are things they did not learn growing up. There is some intervention going on now with some children to teach them these core values and skills early on, but not enough. It requires a huge investment to help a person learn these skills that should have been learned throughout their life, it takes a lot of time and nurturing. Helping them set life goals then working with them long-term to reach these goals is the key.

Fourth Most Important Area

After school care is a critical need for the children (boys, too) today. Lifestyle changes are not being included in these after school programs. Recreational and tutoring programs are included, but these lifestyle skills need to be included.

Key Informant 9: Childcare

Most Important Area

Childcare for infants (age 0-3) is the biggest area of need this KI recognizes. This is especially true for the working poor. These people fall just above the guidelines for subsidized care like the CCMS program and the Head Start program. There are 3000 people on the waiting list waiting to get on the CCMS program. For every person on the waiting list, there are many others who know there is a long wait and choose not to put their name on the list. This is huge need for young mothers in order to be able to work, especially the welfare to work law that is in effect – they are required to work, but can not find affordable childcare for their infants.

This agency would like to see more funding to expand the subsidized childcare programs. It will take a combination of all sources, from government funding to private funding. There needs to be more sliding scale day care centers. The average cost of infant care in Dallas is \$180-240 per week depending on your zip code.

Second Most Important Area

Childcare for ages 3-5 is the second greatest need.

Third Most Important Area

After school care is the third most important area of need.

There is also a constant need for bilingual childcare workers.

The corporate childcare programs have not spread throughout the area. Some corporations provide childcare and do a fine job, but the trend has not caught on.

There needs to be more sliding scale centers and more collaboration between existing programs. Possibly even between companies – maybe taking two or three companies in the same geographic area and bringing them together to provide childcare for all their employees at an affordable rate.

Key Informant 10: Education

Most Important Area

This Key informant thought that the most important area of concern to include questions about in the surveys is ensuring young women have **opportunities for equal education**. She believes that we should stay vigilant about ensuring equitable education for girls in school, but also for women interested in returning to school. There should be no barriers to entering the educational process (such as college) or continued education. Access to information about opportunities needs to be more widely distributed.

Second Most Important Area

The second most important issue is the general need for young women to be exposed to and have information about **career opportunities**, especially information about alternative career choices (i.e., careers traditionally expected to be staffed by males). There does not seem to be as active of an effort at educating young women about alternative careers going on today as there was in the late 70's and early 80's, and there does not seem to be a consistent way to make this information available to young women.

School guidance counselors are one resource within the school district for providing career and job exposure to students. It seems that several community agencies, such as Girl Scouts, the Urban League and the YWCA also provide such opportunities, but this key informant does not know the extent to which these agencies provide such service.

Suggested Questions

An important question that should be included in the surveys should center around the idea of expectations.

- What do they expect in terms of opportunities in any area – education, career, and health, for example?
- What do they think should be available in terms of information on how to access such opportunities that may not be available to them now?

Third Most Important Area

The KI believes that the third most important issue facing women and girls is the **unequal participation of women in medical research**. She would like to see major health studies include more women, most especially those studies that revolve around health problems that greatly affect women.

Key Informant 11: Health

This Key Informant preferred to respond by e-mail so that he could have time to poll his staff about issues. The following are the three areas they believe are most important to the DWF's study.

Most Important Area

Access to health insurance is the most important issues. As the key decision maker in the family regarding health care, adult women influence the treatment of their children and spouses a great deal. But, with insurance premiums skyrocketing, and the number of uninsured growing, access to health insurance often means the difference between acute illness and longer term chronic damage.

Second Most Important Area

Cardiovascular disease is the second most important issue. It has long been reported that clinical studies favor males over females, yet cardiovascular disease is the leading cause of death for women. It would be important to find out if women are being properly screened for risk of heart attack and stroke.

Third Most Important Area

The third most important issue is that of **caring for aging parents**. As the baby-boomers mover closer to senior status, their parents need even more care. The stresses of dealing with this often fall to the women in families, daughters, and daughters-in-law.

Key Informant 12: Health

The Key Informant (KI) was a referral from the person listed on the short list as the KI. The KI is a retired member of the organization who is still active as a health advocate in Dallas County. The KI's wife (KIW) is also active with him and participated equally in the interview.

Most Important Area

The KIs believe that **teenage pregnancy** is a major concern of women and girls in Dallas County. They have served as community volunteers for organizations that have addressed this issue. According to the KIs, about 4000 teenage girls in Dallas County schools get pregnant and have babies every year. Only about 900 of these girls continue with their education. There are nine staff members from the school who contact the girls who drop out to encourage them to return to school, even giving them vouchers for baby-sitters. The KIs indicated that many of mothers of these girls were themselves teenage mothers. They believe this is a multi-generational cycle of teenage pregnancy and poverty. Teenage mothers without a high school education have poor job prospects and cannot support themselves and their children, often becoming dependent on welfare programs. The girls rarely marry the fathers, and the fathers do not take responsibility for their children. The KIs indicated that the fathers are often older men, who on average are seven years older than the mothers.

The more general problem of births to unmarried mothers is especially a problem in the African American population, where the majority of infants are now born to unmarried mothers. They cited the work of Senator Daniel Moynihan who believes that this a cultural pattern that has emerged in the African American population as an aftermath of slavery. Fathers of the children rarely provide economic or social support to their children born in these circumstances.

The KIs believe teenage pregnancy is also a problem among Hispanic women. The Hispanic population values children and there are fewer abortions in cases of teenage pregnancy. Hispanic teenage mothers tend to drop out of school, marry the father of their child, and have lots of other children. The fathers also tend to drop out of school. Because of the low levels of education of both the mothers and fathers, the young couple cannot find good jobs and end up in poverty.

Second Most Important Area

The second most important area for women in Dallas County is that women do not have the **financial skills** they need to manage money. This is a problem across the socioeconomic spectrum.

They indicated that money management creates a disproportionate share of tension and stress among married couples in Dallas County and they believe this stress and tension is a major

factor in divorces. They have done counseling for two decades with engaged couples in their church, whose congregation is relatively well educated and affluent. They indicate that most of these couples do not understand money management, including especially credit card debt. According to the KIs, 80% of the US population is technically bankrupt because they owe more than they are worth.

Single mothers with low incomes are especially at risk. They have often had to be totally responsible for the care of their children, including financial support. They do not have the money management skills to stay within their incomes and to make wise choices when purchasing necessities, like food.

They said that they thought economic education should begin in school, the earlier the better.

Third Most Important Area

The KIs believe that **sexually transmitted diseases** are also a major issue in Dallas County, especially for women. The KIW has served on a task force in Dallas County that has addressed this issue. They indicated that 20% of men and women, aged 15 to 55, in Dallas County are infected with STDs. They said that there are 27-30 different kinds of STDs found in the county. They attribute the spread of STDs to the increasingly open sexual mores in society, particularly premarital sex and the practice of having multiple partners. They said that there is data to indicate that 75% of high school seniors in Dallas County are sexually active. Many of these STDs are caused by viruses that have no cure. They cited in particular the HPV virus, which can cause cervical cancer and result in infertility in young women. AIDS is another concern. AIDS is a disease that is entirely preventable with sexual abstinence until marriage and faithfulness to one partner after marriage. They believe that physical consequences, such as infertility, are especially problematic for women.

Fourth Most Important Area

Tattoos are another problem because hepatitis can be transmitted even when clean needles are used for applying tattoos if the tattoo artist uses the same bottle of ink for multiple clients. The KIs believe that an epidemiological study in Dallas of people needing liver transplants because of hepatitis found that all had tattoos.

Fifth Most Important Area

The KIs believe that **women are discriminated against by financial institutions**. They believe that banks and other lenders are less likely to make loans to women for things they need and that when women do get loans, they pay higher interest rates than men. They cited an example of trying to buy a car where women “get the run around” and are “taken advantage of.”

Sixth Most Important Area

The KIW called back later in the day to add a sixth concern. She believes that **nutritional issues** are important to Dallas women and girls. She specifically indicated that many girls and women are over-weight, while others are too skinny (bulimic.)

KEY INFORMANT 13: HEALTH

First Most Important Area

This KI thought that the most important area where we should include questions is the **determinants of health**. These are indicators that are highly associated with poor health. The first indicator is education. The questionnaire should gauge the level of education of the respondents, especially whether or not they are high school graduates.

A second indicator that should be a measure of **family stability**, both in terms of **emotional, social and geographical stability**. Whether or not the family is intact, and the level of violence in the family are important to measure. The KI indicated that many of the patients seen in the Parkland clinic are very geographically mobile, moving often from apartment to apartment. She suggested that it would be important to measure how long the person has been in their current residence, especially if they have been in that residence three months or longer. Finally, questions need to be asked that measure social support from family and friends, as a resource for coping with stressful life events.

Second Most Important Area

A second area in which the respondents should be questioned is that of **parenting knowledge, skill, and stress**. Parkland has just completed collection of baseline data in a controlled study of parenting among new mothers in two of their community clinics. They found that less than 14% of the new mothers in the study answered 70% or more of questions about child development and child behavior correctly. The KI faxed questions that Parkland used in their study. These questions are attached in Appendix B.

A second area of parenting involves the **use of child safety seats** in cars. The questions Parkland staff use to assess correct use of car seats are the following:

- ✗ How often do you use a car seat when you take your child out in a car or taxi? Never, almost never, sometimes, usually, always, do not take child out in a car or taxi
- ✗ When you use a car seat, where do you place it in the car? In the front seat, the back seat, or somewhere else.

Third Most Important Area

The KI indicated that at Parkland now, 96% of mothers giving birth have had **prenatal care**. Their data indicate that the four percent who do not receive prenatal care have much worse outcomes for both the baby and the mother. The KI suggested the DWF survey should ask if the women who have been pregnant received prenatal care and when. If they did not get prenatal care, follow up questions could be used to determine what the barriers were to getting care.

Fourth Most Important Area

Finally, the KI suggested that the DWF study should ask about **risk factors for diabetes and for health disease**. Minority women are especially at risk of developing these two, often fatal, chronic diseases. She indicated that diabetes is under-diagnosed among Hispanic women and that African American women are most at risk for heart problems. She suggested the DWF survey use questions about diabetes and health disease risk factors from the CDC's Behavioral Risk Factors Survey. These questions are attached in Appendix B. She suggested the questions smoking and obesity were the most important.

Key Informant 14: Hispanic Population

Most Important Area

This KI spoke specifically to **needs for Hispanic women and girls**. The high rate of **pregnancies among young Hispanic girls** is a key area of concern. One of the main causes for this is low self-esteem of young girls, lack of knowledge of other options, and the girls see this as a way to get out on their own and see it as what is expected of them. While there are agencies that have prevention programs for this, there are not enough funds to reach all the girls. This agency works with 5th graders to educate them about math and science careers that are open to them to encourage them to wait to have sex and plan for their future. These programs try to teach them that obtaining an education is the way to be able to provide for a family later on.

There is not adequate funding for prevention programs that these agencies have in place now. Even the school districts do not have enough funds to have adequate programs.

Second Most Important Area

Education at all levels is the second most important issue for Hispanic girls – high school age, after high school, and for those seeking high education.

There is a huge need for bilingual health professionals at all levels. This agency has a program to encourage self-esteem, bring in successful women role models. There is a need for workforce development for women that may not choose to go to college, but need a work skill. This program provides training to young women to be Certified Nurse Aides and teaches them English as a second language at the same time. It emphasizes medical terminology. This program pays the young woman while they attend the course and then places them in hospitals and nursing homes. There is a need for other training programs in other areas.

Third Most Important Area

The third area for young Hispanic is **a mentoring program**. While there are programs that mentor young in high schools and programs that mentor young career women. There are no programs to mentor college girls. Attending college can have huge pressures, economically, culturally and socially for these young women and they need older, business, women who can encourage them while they are in college to improve the completion rate.

There is also a need to encourage young Hispanic women to seek out their own mentors. It seems Anglo women seek out their own mentors, where Hispanic women have not realized this goal yet.

Other Important Areas

Other areas of special concern to Hispanic women include **diabetes education, health insurance for children, HIV education, and high school dropout prevention.**

Key Informant 15: Hispanic Issues

Most Important Area

The Key Informant feels that the most important issue facing women of Dallas county is **awareness of what is going on in the Dallas City Council**. She feels that women take the City Council politics very lightly, and they should be more concerned.

Second Most Important Area

This Key Informant feels that the second most important issue facing women of Dallas County is **cancer awareness**. She feels that women need to more aware of health issues, in particular breast cancer. There are lots of programs supported by hospitals and the Susan G. Komen Center, but there are still a lot of women who are not taking breast exams. She would like to see more volunteerism on the part of Dallas women in these areas. She feels women should be community activists for the causes of health issues and political awareness.

Suggested Questions

- How involved are you in issues like this?
- Do you just go in for an exam yourself, or are you deeply involved in trying to get other women to get screenings?
- To get other women to find out what's going on w/ city council?
- Do you vote?

Third Most Important Area

This key informant feels that the third most important issue facing Dallas women is the **lack of funding for women to attain a college education, especially the married woman**. A lot of married women don't continue with their education because of financial problems. She could not think of any questions that might capture this problem.

Key Informant 16: Housing/Homelessness

Most Important Area

The number one biggest need for young women is the need for **affordable, quality childcare**. There must be a way to pay the childcare workers better to improve the quality. More companies should provide on-site childcare so that the mothers could have their children near-by. This employee benefit could be subsidized by the company to make it affordable. Childcare should be a priority for companies in order to have a quality workforce.

Second Most Important Area

Safe, secure, low-maintenance housing for single mothers is the second most important issue recognized by this KI. The ideal housing for single mothers is a gated community where her children can play, where they can be safe and not have the burden of maintenance. This housing would accept Section 8 rental assistance vouchers. This is a goal of this agency to develop this type of housing.

Third Most Important Area

Housing for older women is the third most important area of need. This housing needs to be safe, secure, and low-maintenance. This KI is working to develop this type of housing for older people. Most of this housing would accept Section 8 rental assistance vouchers.

Fourth Most Important Area

Transportation is also an important issue for women in the Dallas area. This affects their ability to get to work and to supportive services.

Key Informant 17: Housing

Most Important Area

According to this KI **affordable rental housing** is the most critical need for families with children, especially single mothers and their children. They need safe, affordable housing with support services. The Dallas Housing Authority has the voucher program, but has extensive waiting lists. The Housing Crisis Center, Dallas City Homes, and the Dallas Affordable Housing Coalition develop this type of housing, but there is still a great need. Habitat for Humanity develops affordable owner occupied housing, but most of our clients would not meet their credit eligibility standards. The need in the Dallas Community for affordable housing is still great.

This KI's agency is only able to serve 25 families at a time in **transitional housing** preparing them for a move to permanent housing. They have a need to develop additional transitional housing units to be able to serve more families.

Second Most Important Area

Quality, affordable childcare is the second most critical need for women in Dallas County. This is especially needed for single moms who need to work outside the home and who are able to further their education and/or participate in job training programs.

The CCMS program provides subsidized childcare, but the need is greater than the availability. The Vogel Alcove provides childcare for all of the children of the families in our programs, but beyond that when they get out into their own housing they lose this option.

Third Most Important Area

Transportation is the third most critical need. It is necessary to get to work, job training, shopping, etc. The public transportation system in Dallas is good, but there are still gaps for these families.

Fourth Most Important Area

The prevalence of sexual activity with young women is an area of concern. There is a need for more education/prevention programs.

Key Informant 18: Legal Services and Abuse

Most Important Area

This key informant thought that the most important issue faced by women and girls in Dallas County is the **way in which the courts deal with abuse (emotional, physical, or combinations of both) in the family**. There are difficulties in getting evidence before the courts that are a result of judges' biases regarding certain issues and values that get placed above the letter of the law even when it is a question of safety for those who have experienced abuse.

She cites legislative changes that have been made to Statute 153.004 as a result of the Bataglia murders that occurred in 2001. She said strong changes to the statute include the requirement of very prescribed action (detailed in the statute) in the event that a history of domestic violence is found within the last 2 years, in family law cases. But this statute is so strong now that some judges may try to fight against it. One change that has been made is judges are asking at time of divorce decree if there has been violence.

However, even with such strong laws now in place, this attorney has appeared before judges that will not enforce these laws because of personal biases that overlook the safety of those who have been victimized. (For example, a male judge stated that he thought an abusing father's behavior was excusable because he would have reacted the same way as the father; a female judge may be critical of a woman in an abusive situation, stating that she would never be so weak as to let this happen to her.)

Problems related to this are that district judges and the regulating agencies, such as CPS, are not paid enough. (District judges may make about \$100,000 annually, but compared with many of the lawyers who appear before them, they are making much less). CPS has a high turn over rate because they have more cases per CPS worker than what is recommended as well as low pay. It is a hard job that endures a lot of public criticism.

Another problem is that the police do not strictly enforce temporary protective orders, which are good for about 2 to 3 weeks). The Key Informant was told that often when a woman goes to the DA's office to get a protective order, if it learned that her husband has filed for divorce, the order may be denied or dropped.

Permanent protective orders last for 2 years and are issued by the courts. In the event of a violation of a protective order, the police can arrest the violator without probable cause. But the police don't like to enforce the temporary protective orders. Permanent orders are taken more seriously by the Dallas police than temporary protective orders because temporary orders can be issued without the husband present. The biggest problem with this is that the first 2 or 3 weeks after an explosive event, those weeks that may be covered by the temporary order, are usually the riskiest.

Often, the police would rather err on the side of arresting both parties in a domestic violence call than to try to determine who is responsible for the fight. Such a situation often influences the abused not to call the police in the event of domestic violence.

From the attorney's perspective, regarding trying cases of domestic violence, abused people are hard to have as clients. It is hard to say why, but it is possibly part of the psychological problems that arise from abuse.

An agency that this key informant believes to address efficiently the needs of abused women and their children is The Family Place, a shelter for abused women and children. In the Dallas area, an agency that helps in providing supervised visitation, and may prevent the flashpoint of two parents meeting in such cases, is Kids In the Middle, Inc.

Suggested Questions

Questions she recommended to include in the survey regard a woman's experience with abuse and the legal system:

- Has the person been a victim of physical or emotional abuse?
- Did they try to get relief from CPS, police, and/or the family courts?
- If answers to these questions are yes, was the interaction with one of the governmental authorities beneficial to the problem?

She also suggests open-ended questions:

- Ask if women or girls think there is a problem or have seen relatives or friends experience problems when trying to get help from the governmental agencies.
- How do they think CPS, the police, the courts, and/or other service providers should respond?
- What would they like to see happen?

Second Most Important Area

This key informant thinks the second major area of concern for women and girls in Dallas county concerns the questions of **how to get quality judges on the bench**. She cites the poor pay as one factor that inhibits good attorneys from running for district judge.

She also cites the unpopularity of continuing education in family law. There is a state law that says judges have to have a certain number of hours of continuing education. Continuing education in family violence is provided, but judges often choose criminal law continuing education over family law.

The population most often served by this Key Informant includes upper middle to high-income clients, usually Anglo.

Key Informant 19: Legal Services

Most Important Area

Anger management is the most important issue of this key informant. This KI has observed that the constituency serviced is angry, not necessarily in regard to the specific issue at hand but in general. The pressures of daily life contribute to stress, overloading emotional control. Elevation of emotions to anger complicates daily life decisions. This emotional state distracts from their ability to comprehend possible options of choice. While the definition of anger is subjective, the availability of educational tools and educators in conflict resolution appears to be unknown to the general public. Safety plays great importance to the mediation process. It is only possible to conduct a negotiation session between parties that willingly cooperate. Society promotes the use of law suites for dispute settlement. The attorney/client relationship does not promote dispute resolve through mediation. The elevated number of cases burdening the State and Local judicial systems supports the evidence of this action. This agency receives the majority of its clients as referrals from the various courts in Dallas County in an effort to reduce the Civil Court caseloads.

Suggested Questions

As possible items on the questionnaire, insight might be sought as to

- How do females define anger?
- What contributes to their anger?
- If they can recognize that they are angry, how do they express that anger?
- Have they had an exposure to alternative methods or techniques to defuse their anger?

In an attempt to determine the degree to which mediation services are available, a question such as, to whom would you first source for advice or assistance in a conflict situation (i.e., a dispute with family disagreement, business dispute, landlord/tenant, etc.)?

Second Most Important Area

Education is the second most important area of concern. In the discussion, it was noted that within the School Districts, more attention is being given to conflict resolution and the teaching of coping skills for daily interactions. While conflict can be beneficial to a certain degree, the confusion of emotional issues with legal mandates exists. An understanding of written law and how it is enforced is clouded by emotions on the part of many females. The populations serviced by this agency crosses all racial, ethnic, religious, and income segments of the Dallas Metroplex. Clients are adults, ages 18 to 80+, noting that in family dispute situations children are often unrepresented voices. This demographic presents great variance in comprehension of what is fact and what is assumption due to the wide range of educational attainment. The question arose as to how females are educating themselves once they have left the public school system and, how much of that education bears substance. As noted,

children are receiving instruction in the public school system in conflict resolution. The KI noted that the DISD does a good job in providing students with a variety of ADR (Alternative Dispute Resolution) techniques and skills. Dallas County does a fairly good job in attempting to connect the parties in need with the appropriate service organization. It is unfortunate that most agencies have limited resources and cannot service all in need.

Most typically, total family assets for clients are \$150,000 or less with annual incomes the upper ranges or immediately above the range acceptable by Legal Aid services. The clientele of this agency typically are referred to the agency by a Judge as a result of some pending court case. A misconception of the legal process exists with disputes escalating to lawsuit status prior to any attempted mediation. Most cases dispute property valued at \$50,000 or less and the majority of family issues have significant conflicts regarding finances. Legal counsel is not discouraged yet the utilization of lawyers and the costs involved are not always taken into full consideration or comprehended especially by female clients. Costs are kept to a minimum for the mediation service to promote the service as an alternative to a trial. As court order mediation, the third party intervener can defuse the emotions of the dispute, enable the parties to identify the true issues of the dispute and educate the parties in the legal process. The KI noted that over 70% of all cases are resolved through mediation.

Patriarchal family structure based on cultural beliefs weigh heavily on females in many disputes. Even as children receive instructions from public education, those skills are not easily transferred to family arrangements in particular to adult role models. The three top instances for mediation during the past year were: 1) Family disputes (divorce, property settlements, child custody); 2) Property appraisal disputes, (recently active due to recent property value recalculations by the Dallas County Appraisal District); 3) Business cases (partnership disagreements, contract disputes, financial allocations).

Suggested Questions

- What is the respondent's primary education source?
- How does she learn about the law?
- What is marriage?
- What are the legal responsibilities in marriage of each party in the state of Texas?
- How is property defined, assigned, assessed?
- What are the legal parameters for division of property as a result of a divorce?
- What are the legal responsibilities of child rearing?
- What is a contract by legal definition in the state of Texas? How is it enforced?
- In general, how well does the respondent understand the laws, local, state, and federal?
- How does she usually resolve a conflict?
- What training if any has the respondent acquired in conflict resolution?

Third Most Important Area

Knowing where to go for help is a third area of concern. Finally, the KI addressed the lack of awareness in the general population of the available social services in the Dallas Metroplex. Each agency has identified a need in the community and has limited resources. A cooperative effort is made between service agencies to direct those in need to the appropriate service group. It is unfortunate that advertising budgets must be kept to a minimum to allocate resources for more efficient needs. Mediation is not new to society. The KI noted a personal observation that there is a noted change in community awareness. No explanation was given beyond a personal awareness that simple items such as a parent knowing what is going on at a child's school or local group activities such as a community clean-up day were no longer the norm in the family lives of her clientele. The KI noted many comments from clients stating they were unaware of the mediation process and that there was an agency providing the service. Not being gender specific, single mother households appeared to be more aware of immediate child affiliated services (school, parks, etc.), while a deficiency existed on adult oriented services such as the mediation service.

Suggested Questions

- How well do you know your local neighborhood?
- What are the primary social services in your community?
- Beyond immediate family, what is your first source for help?
- How did you find about the service?

Key Informant 20: Legal Services

Most Important Area

The Key Informant is an attorney and has experience working in women's shelters. She believes that the most important issue is **pervasive violence in society**, everywhere from TV to homes. Her agency sees clients who are victims of violence who range in age from childhood to 90+. Violence takes many forms, including psychological abuse, physical abuse, and sexual abuse. Women who are victims of abuse from their domestic partners do not know their legal rights. Police and courts are used as threats in some situations. The KI believes much of the abuse is intended to control the woman.

Second Most Important Area

Access to a **living wage** is the second most important issue for this KI. It is hard for people to live on the low wage jobs that are available in the labor market. She believes that financial stress from people trying to live on low incomes is a major source of the tension that leads to domestic violence. People making \$8-10 an hour cannot find affordable housing and afford to buy a car, for example. Apartments often require a six-month work history before they will rent an apartment. For women leaving abusive relationships where they have not been employed, this is a problem. There is a two-year waiting list for Section 8 housing. She believes that there is a need for transitional housing where women who are leaving abusive relationships can live for a period of up to six months while they get a job and establish themselves in the community.

Third Most Important Area

The KI finds that **transportation** is a serious problem, especially for the population she works with. Women use public transportation when they can but it is very inconvenient for many women because the bus system does not go where the women need to go. The Metroplex is too spread out for public transportation to meet all the need.

Fourth Most Important Area

Getting husbands to **pay child support** is a problem. It is easy to get a child support order but if a husband does not want to pay it, it takes a lot of work to get him to comply.

Fifth Most Important Area

The KI believes that there is a **growing disrespect for women** in society at large. She believes that she has seen an increase in this disrespect in her lifetime. As an example, she

says that she often hears people blame women who are victimized, asking why they do not leave the relationship, instead of asking why a husband would be abusive.

Key Informant 21: Transportation and Support Services

Most Important Area

Transportation is an issue of great concern to women in Dallas County. This is especially an issue with adults of all ages who are disabled. The KI's agency provides home nursing services for disabled adults of all ages, most of whom are bedridden. This disabled client population has difficulty using the existing transportation services to take disabled people to important places like to health services for many reasons. Those reasons include clients changing their minds about going where they thought they wanted to go, clients not being ready when the service arrives, services not being dependable in terms of times of pick-ups and drop-offs. With voucher systems, the disabled person is not able to take a family member or friend with them to their appointments. The additional person may be critical in terms of helping the person get around once she is dropped off, negotiate the bureaucracy, or translate between the non-English speaking client and English-speaking staff. It is difficult for family, friends, and neighbors to provide these services for several reasons. (For example, if the client is going to Parkland or a community clinic, it may take an hour to get to the clinic, park, and get to the reception desk to get on the list to be seen. Clients may then have to wait an hour or two to be seen by the doctor. If there are additional tests or prescriptions to get from the pharmacy, that can also take another hour or two. Then, there is the trip back home.) She said that it is not uncommon for these visits to take 4-8 hours. That is a big commitment of time from the family member or friend. Also, if the person is employed, she or he would need to take time off from work, would lose wages for the time off, and might even lose his or her job because of time missed.

The agency also employs low income, mildly disabled women, aged 18-70, who are able to drive their own cars to clients homes to provide home nursing services. The agency has difficulty hiring women to do this work because many of the women cannot afford a car or are not able to drive. They cannot take public transportation because the schedules are too inconvenient. The workers cannot get to five homes a day to provide services using the public transportation system in Dallas. Also, the agency's employees have the same problems with client population has with existing transportation services provided by existing transportation service for the disabled, and with having family or friends provide transportation services. The K.I indicated that the most successful experience her agency has had providing transportation is having community volunteers work one-on-one with disabled people to provide individualized services for that person.

Suggested Questions

- How do you get to medical appointments, the grocery store, etc.? Follow this question with a list of possible ways the person get there, including "does not get there."
- If the person does not get to these critical services, then follow-up questions should be asked about **why they do not get to the services**. The KI suggested that some of the reasons people do not get where they need to go in her experience include lack of

money to pay for own car or taxi services, having no public transportation in her area, public transportation being inconvenient in terms of schedules, and public transportation not going where the client needs to go.

Second Most Important Area

A second important area is “**maintenance**” **support services in the home for the disabled**. These services include personal care and housework. These services are not available because the client cannot afford to pay for them out-of-pocket, and there are not public funds through Medicaid or other programs that can pay for these services. If these services were provided in the home, they could, in many cases, prevent more expensive institutionalization in a nursing home. H

Suggested Questions

Specific questions could be asked to determine if the respondent or a member of the respondent’s family needed these services.

Third Most Important Area

A third area of need suggested by the K.I is **prescription medicines**. Clients who are covered by Medicaid can only get three prescriptions a month paid for by that program. There is no other source of payment for other prescriptions. Women who are members of the “working poor” are often uninsured, are not eligible for Medicaid, and have difficulty paying for their prescriptions out-of-pocket. These women have great difficulty getting prescription medicines and therefore often go without medicines.

Suggested Questions

The questionnaire survey should include specific questions about prescription medicines, such as:

- Does the respondent have any form of public or private insurance?
- Has the respondent had difficulty getting these medicines or had to do without these medicines in the past?
- How much difficulty has the respondent had getting these medicines?

Fourth Most Important Area

Day care for children was another area that the KI believes is an important issue for women in Dallas County. Her belief is based on her experience with the employees in her agency. Many of these low-income women are single mothers who are raising their children alone. There is a special need for day care programs for children for mothers who do not work 8-5 – the hours when most day care services provide care. For example, at the KI’s agency, the

employees need to be at their first client's home delivering services at 6 a.m. If they have preschool children, those children need to be dropped off at a day care center by 5-5:30 a.m. Parents who work at night have no child care services available.

Suggested Questions

Specific questions should be asked about need for child care for preschool children and the effect of not having child care at convenient hour has on the respondent's ability to work.

Fifth Most Important Area

Adult day care for older and/or disabled adults is another important area of need for Dallas women. Women are most often the caregivers for older parents and parents-in-law. If the woman is caring for an older adult in her home, she may not be able to work or have to miss work often because of this care. Alternatively, older adults who are not really able to care for themselves may be left alone during the day while the caregiver works. The few existing day care services are not affordable for most families.

Suggested Questions

Specific questions should be asked about the adult woman's caregiving responsibilities for older or disabled adults; what impact if any caregiving has on her employment; and whether or not she thinks adult day care would be useful service for the person she cares for.

Sixth Most Important Area

There is a great need for affordable and readily available **translation services** for non-English speaking service recipients in the Dallas area. The KI indicated that the two languages that her agency needs translation services for most frequently are Spanish and Russian. The Russian speakers are mostly older adults who immigrated to the U.S. in the past 10-15 years who speak no English.

Need for translation services for older or disabled adults in the home should be included.

Key Informant 22: Worksource

This Key Informant is a major funder for the project so it is important that her issues be included since she is funding the project only because she wants this information for her work with her client population.

Most Important Area

The most important issue to this KI, based on her experience working with thousands of low-income women, including welfare-to-work mothers, is **childcare**. She made the point that childcare is an essential part of the infrastructure that is necessary for women to be able to work. The three areas of childcare that are essential to be included in the survey are

- 1) **availability** of childcare,
- 2) **quality** of childcare, and
- 3) **affordability** of childcare.

Second Most Important Area

The second most important issue is **career counseling** for women and girls, having accessible career information available to women and girls, and having exposure to career information formation for women and girls. She made the point that in her experience, public schools are doing very little in the way of career counseling with girls in school. She believes that some girls get identified early as having college potential and those girls are encouraged. Other girls, especially girls who are not going to college, do not get any counseling about possible or realistic vocations or jobs that they might pursue that will enable them to support themselves.

Third Most Important Area

The third issue the KI thought was important is that women who are in her client population should be included in the survey. Her constituent group includes **welfare mothers**. She has indicated that she could provide names and addresses of 7000 welfare mothers for the telephone survey if that could be worked in to the sample design and still produce a sample that was representative of women in Dallas County.

Additional Resources for DWF Study

The Worksource for Dallas maintains a website for welfare mothers who participate in their program. They had a grant to get a computer and Internet access for the women in their program. They have offered to put a questionnaire on the website for a sample of their constituents to answer if that would be of help to the project. While the data would be

collected for free, cost of transferring the data to computer readable form and analyzing it might be problematic in terms of the budget already set for the project.

Key Informant 23: Worksource

This Key Informant was called and the purpose of the interviews was explained. She preferred to respond by e-mail. In her reply to the e-mail request she indicated that the following concerns were her top three priorities:

Most Important Area

Education and equal access to educational opportunities.

Second Most Important Area

Health care.

Third Most Important Area

Career management.

Key Informant 24: Worksource

Most Important Area

This Key Informant indicated that having **childcare** available to women who work, particularly outside of the 7 a.m. to 6 p.m. slots for women who do shift work is really needed. There are few places (1-2 that the KI was aware of) that offer care during these off-times. She also said the cost of most childcare is so expensive that it hardly seems worth it for many women to work.

Childcare for sick children is also important. Sick children are a major reason women miss work. This often puts their jobs in jeopardy.

She was also concerned about the low wages available to childcare workers – usually around \$6 an hour. If these women have children, it is hard for them to come out ahead working.

Second Most Important Area

Transportation is an important issue for working women. Dallas has public transportation but it does not cover all areas of the county. The cost of owning and maintaining a private car is prohibitive for many low-income women. Affordable, reliable transportation is necessary for working women.

Third Most Important Area

A third important area of concern is that women often lack **computer skills** that are necessary for employment. The KI said that she believes there are enough opportunities for training and that free training is available for women who have low income. She does not know why women do not get the training they need.

Key Informant 25: Other

Most Important Area

The KI thought that the most important problem facing women and girls in Dallas County is **access to health care** primarily because so many women and girls lack **health insurance coverage** of any kind. The KI's basis for the importance of the access and insurance issues is the Community Council of Greater Dallas' Community Assessment: Focus on Health: Greater Dallas, 1999. The assessment covered the Greater Dallas area, including the counties of Dallas, Collin, Denton, Ellis, Kaufman, and Rockwall. The data included summaries of existing local data on 25 health topics, health indicators and demographic data, and focus groups with 150 residents of the six counties. Six focus groups to develop priorities were held with 84 key informants that were broadly representative of the major sectors of the Dallas community, including business, faith organizations, neighborhood and civic groups, education, law enforcement, and public and private health and social service providers. Focus groups included representatives of the Anglo, African American and Hispanic communities. The focus groups determined that the number one priority for Dallas County was access to quality health services, including especially lack of insurance and a usual source of care. Relevant sections of the CCGD report are attached for the reader's information.

While health care is available to the uninsured through Parkland hospital and health care clinics, there are many barriers to accessing care through Parkland. The KI indicated that nursing students at Baylor School of Nursing had posted instructions for getting into the Parkland system on their website and that these instructions were 3 pages in length. She thought that many of the people the Parkland system is designed to service would not be able to negotiate this complicated system. A copy of instructions is attached for the reader's information (see Appendix C).

The KI indicated that a secondary system of "free" or sliding scale health care clinics were springing up around Dallas County to meet needs left unmet by Parkland. Some of these clinics are faith based and rely on charity care. She believes this indicates that there are gaps in the services Parkland provides. These secondary clinics have been loosely organized in a coalition coordinated by the Dallas Medical Society.

Another of the barriers to health care in Dallas County concerns immigrants, especially those who are undocumented. The state attorney general suggested in fall 2001 that publicly funded hospitals and health clinics should not be treating undocumented foreign nationals living in Texas. The KI believes that this creates a barrier for women who are pregnant and need prenatal care, and for children of undocumented parents who fear deportation if they take their children to Parkland for immunization or treatment of illnesses.

Another area within access to health care that she felt strongly was a need is access to dental care. She indicated that there is very little care available for adults with no dental insurance and those who are unable to pay for are out-of-pocket. There are more services available for

children through United Way, Medicaid, CHIP, and services provided through a mobile van program in cooperation with the schools. However, some children still do not get the dental care they need. The KI reported seeing preschool children in Dallas housing projects whose teeth are completely rotted which can permanently affect their dental health. She also reported that older adults have problems getting low cost dentures.

Suggested Questions

The KI suggested that specific questions need to be asked about access to health care, including dental care for women of all ages – children, adults, and senior citizens. There need to be questions about barriers to health care, including insurance coverage, language, transportation, and, insofar as possible, immigration status.

Second Most Important Area

A second important issues that the KI identified was **high school dropouts**. The basis for her evaluation of this issue was a report prepared by the Dallas Commission on Youth and Children (DCCY) in 2000, entitled Student Dropout Summary Report and Recommendations. The DCY documented that the attrition rates for Dallas in 1998-99 were 32% for Anglos, 51% for African Americans, and 64% for Hispanics. A copy of this report is attached. The KI thought that the rate for minorities, especially Hispanics, was of great concern. The KI thought that dropout rates were related to diminished life chances for the young people. For girls she was especially concerned that they might become pregnant while still in their teens.

Suggested Questions

Specific recommendations of areas for questioning include education goals of young women, and factors that may contribute to dropping out of school.

Third Most Important Area

The third area thought was most important was **violence against women**. She said that in a recent United Way study, nine percent of women surveyed indicated that they “knew someone who was a victim of abuse.” She said that violence against women is also of special concern to Parkland, which has a special office to assist victims, and strongly suggested that Parkland staff from this office be included in the key informant interviews.

Suggested Questions

She suggested including paraphrased United Way question

- Do you know someone who has been the victim of domestic violence in the past year?

Fourth Most Important Area

Lack of quality day care that is affordable to people with low incomes is a major issue. Lack of quality day care means that many children are left at home alone during the day or after school with no one to look after them.

Suggested Questions

The KI suggested the survey include questions about women's needs for day care for their children, and what the person could afford to spend.

Fifth Most Important Area

Transportation is an issue for women who do not have cars of their own or cannot drive. This is especially a problem for residents of the county in outlying areas like Lancaster. She cited an example of a woman in the CCGD community resident focus groups who had to take four different buses to get from her home to the location of the focus group. She also reported that in a CCDG study of immunization of children, women interviewed indicated that mobile vans should go to the neighborhoods where children live because it is too difficult for many low-income mothers to get transportation to health clinics.

Suggested Questions

The KI suggested specific questions on need for transportation to important places, such as health care, work, school, and shopping for groceries.

Other Areas of Concern for Future Studies

The KI thought that **Asian women**, especially the Vietnamese but also Cambodians and Laotians, had special issues that should be documented. She suggested two staff members in Baylor School of Nursing who are involved with a refugee health center. They are Lance Rashbridge (sp?) and Charles Kemp. She suggested that with so many issues to cover, the DWF study might not cover these groups in depth in this survey but might wish to follow up in the future with these groups in the future.

She said she had also heard community members express concern for the special needs of the French and Arabic women in the community.

Key Informant 26: Other

The Key Informant as very busy and did not have long to talk. He did suggest three areas that should be included in the DWF's survey.

Most Important Area

The most important issue that should be included is **economic issues** related to women, especially **planning for retirement income**. He pointed out that the population is aging, and that the majority of older people are female. Older women tend to enter old age with fewer savings, pensions, and Social Security retirement benefits than men. This adversely affects the quality of their lives in their old age.

Second Most Important Area

A second important area for inclusion is **domestic violence**, including partner violence and child abuse. This violence results in serious injury and even death.

Third Most Important Area

The third issues the KI mentioned are problems of **Hispanic women**. The proportion of the population that is Hispanic is growing. Hispanic women who are immigrants to the U.S. have to adapt to cultural differences in gender roles. Their cultural beliefs may be in conflict with their new culture in the U.S.

Additional Resources Related to the DWF study

The PI is working with United Way of Metropolitan Dallas on the final revisions to the UW survey of the population of Dallas. He offered to share the revised draft of that study with DWF committee members planning the survey so that the DWF study would not needlessly suplicate the UW study. That study will be sent to UNT when it is ready, probably by the middle of February.

APPENDIX A

**DALLAS WOMEN'S FOUNDATION
KEY INFORMANT INTERVIEWS:
FINAL DRAFT: 12/20/01**

**FOR REVIEW AND DISCUSSION ONLY
RESEARCH COMMITTEE
DALLAS WOMEN'S FOUNDATION**

(INTERVIEWER WILL HAVE PRINTOUT OF INFORMATION ON KEY INFORMANT IN FRONT OF HER WHEN CALLING. IDENTIFYING INFORMATION WILL BE DELETED WHEN INFORMATION IS SUMMARIZED FOR REPORT.)

My name is XXXXXXXX. I am calling from the University of North Texas on behalf of the Dallas Woman's Foundation. The Foundation is conducting a study of women and girls in Dallas County. You filled out a form for DWF volunteering to be interviewed about your perceptions of the major issues facing women and girls here in Dallas. We are interested in getting your perceptions --there are no right or wrong answers. You will not be identified as a key informant in the study. Your responses will be combined with those of about 25 other interviewees, so no one will be able to identify your individual remarks. We will use your answers to help develop the questionnaire for the telephone surveys of samples of women and girls in the spring. The interview should take about 20 minutes. Before we start are there any questions that you have about the study? If it is okay with you, I would like to tape record our conversation to make sure I record your insights accurately. I am the only person who will hear the tape and I will destroy it once I have made a summary of our conversation to go into our report.

(ANSWER QUESTIONS.) Thank you. Now, if you are ready, we can begin.

1. On your volunteer form to participate in this interview, you indicated that you thought _____ is the issue of greatest concern to women and girls in Dallas County. At this point, I would like to ask you to tell me more about that concern. (If area is general, probe to get statement of issue as specific as possible. "Could you be more specific about...?" Probe for ages of women and girls for whom this is a problem, race/ethnicity, areas of residence, other relevant sociodemographic information.

(Probe for positive responses to this problem in Dallas County: e.g., "Is there an agency or organization that is addressing this issue in a positive or effective way? Who is that? What are they doing?")

Are there specific questions that we should be asking in the telephone survey with women and girls to collect the information we need on this issue?

Is there anything else you would like to say about this issue?

2. On your volunteer form, you also indicated that you thought _____ and _____ are issues of great concern to women and girls in Dallas County. At this point, I would like to ask you to tell me more about the first of these issues, _____.

(If area is general, probe to get statement of issue as specific as possible. “Could you be more specific about...?” Probe for ages of women and girls for whom this is a problem, race/ethnicity, areas of residence, other relevant sociodemographic information.

(Probe for positive responses to this problem in Dallas County: e.g., “Is there an agency or organization that is addressing this issue in a positive or effective way? Who is that? What are they doing?”)

Are there specific questions that we should be asking in the telephone survey with women and girls to collect the information we need on this issue?

Is there anything else you would like to say about this issue?

3. Finally, we would like to hear more about your third area of concern, _____.

(If area is general, probe to get statement of issue as specific as possible. “Could you be more specific about...?” Probe for ages of women and girls for whom this is a problem, race/ethnicity, areas of residence, other relevant sociodemographic information.

(Probe for positive responses to this problem in Dallas County: e.g., “Is there an agency or organization that is addressing this issue in a positive or effective way? Who is that? What are they doing?”)

Are there specific questions that we should be asking in the telephone survey with women and girls to collect the information we need on this issue?

Is there anything else you would like to say about this issue?

4. Now that you have had time to reflect, is there any final issue that that DWF should be aware of and include in their study? If yes, what is that issue? Could you tell me more about that issue.

Follow up with same questions as 1-3.

5. (Interviewee did _____, did not _____ indicate an interest in helping form a focus group in Spring. If yes, ask the following question. If not, end interview.)
Finally, in April and May of 2002, we will be organizing focus groups of 6-10 women or teenage girls to answer questions about their lives. You have indicated on the volunteer form that your agency/organization serves women that we should consider including in the focus groups. You indicated that the best person to contact would be _____. Is that still the best person to contact about the focus groups? _____ Would you be interested in helping us organize a group of women or girls through your work or volunteer connections for the focus group? Areas where you might be able to help, for example, might be finding a suitable meeting place at your agency/organization or assisting in getting names of volunteers who are willing to participate. (If interviewee can help, tell her we will be calling her in March to start organize the groups and thank her.)

Thank you very much for sharing your information with the Dallas Women's Foundation. Your input will make the study stronger and more relevant to the needs of the women and girls the DWF serves. Copies of the summary of the final report on this project will be available from the DWF in Fall 2003, and the full report will be on the DWF website. Would you like to be notified when the study is complete? → Who will be in charge of notification?

APPENDIX B

Appendix B not available in electronic format. See printed report.

APPENDIX C

Appendix C not available in electronic format. See printed report.

APPENDIX D

Volunteers To Help Organize Focus Groups

Mary Suther, President, Visiting Nurse Association of Texas

Client population is all homebound so it is not feasible to have them participate in focus group.

Ms. Suther suggested that the VNA employees who deliver services to the homebound would be a good group to include in focus groups. These women have some disabilities themselves, and are low income. Some are working mothers. They range in age from 18-70. The focus groups could be held at the VNA offices. The meetings would have to be held in the evening because the women work during the day.

Ms. Suther also suggested that the heads of United Way agencies that work with women and girls would be good to include in focus groups because they would have knowledge of a range of issues confronting the diverse population of women and girls in Dallas County.

Marilyn Self, Community Council of Greater Dallas

CCDG coordinates 18 agencies that deliver services to girls and boys, aged 6-18 in zip codes 7521 and 75217 in south Dallas through the Community Youth Development program. Ms. Self suggested that Libby Lee, who manages the CYD program, would be an appropriate person to contact to help organize focus groups with girls who participate in this program. Her telephone number is 214-421-7330.

Pat Shirey, COPC Coordinator, Parkland Health and Hospital System

Sue Pickens volunteered to have Parkland assist in setting up focus groups related to health care Volunteers to Form Focus Groups issues. She said Pat Shirey was the best person to contact about setting up these groups. Pat Shirey has not been contacted about setting up a group. She can be reached at 214-590-0129.

Ann Dinh, East Dallas Counseling Center

Ann Dinh works with a constituency of women who would be willing to participate in a focus group. Anne Dinh would be the appropriate person to contact to help organize a group of women they serve.

Clare Rothmeyer, Community Council of Greater Dallas

Ann Moy and Molly Bogen, Senior Citizens of Great Dallas

Wanda Smith, Head Start

Tim James, Camp Fire

Jan Mitura, Family Gateway

Cecilla McKay, Dallas Concillio of Hispanic Service Organizations

Mike King, Childcare Group

East Dallas Counseling Center – 214-821-5393.

This agency works with a constituency of women who would be willing to participate in a focus group. Their constituency consists of non-Hispanic Immigrant women who are dealing with domestic violence. Notably, 50% of their clientele is Vietnamese. Their clientele includes Bosnians, Arabians, Koreans, and Kurds. Anne Dinh (pronounced “din”) was a key informant who stated that Domestic Violence was the most important issue facing Dallas women. She would be the appropriate person to contact to help organize a group of women they serve for a focus group.

Carol Wilson, Family Law Attorney – 214-303-0142.

She stated that legal issues particularly in regard to domestic violence are the most important issues facing Dallas women. She is on several boards significant to women’s issues. We may contact her to access Women’s Issues Network—a group that sounds similar to DWF. They help fund projects to benefit women and girls, and are major supporters of Planned Parenthood. Her contact is Martha Tiller, 214-521-6677. They may have access to a constituency that should be represented in the focus groups.

Paige Flink, Family Place.

She stated that domestic violence is the most important issue facing Dallas Women. She works with a constituency of women who are victims of domestic violence, or survivors or incest that should be included in focus groups. Call Paige Flink 214-443-7711, and she will direct the call.

Teresa Longoria – 214-327-3914.

She thinks she could access a focus group through a board that she works with. She works with Senior Citizens of Greater Dallas, which has a constituency of Hispanic senior citizens. Anne Moy is her contact. She thinks the phone number to reach Ms. Moy at Senior Citizens of Greater Dallas is 214 823-5700.

Carol Francois with DISD

She works with a group of high school seniors who are class council representatives from all over the district. If we want to use this constituency, we should contact Ms. Francois early (before March) with information regarding the focus groups. Her number is 972-925-3202.