

Call for Proposals for Survey Firm for Cleveland Ohio Community Focus Groups

Seeking a polling/survey/research firm that can assist the Court appointed Monitor in Cleveland in assessing the perceptions of the Cleveland community and in particular around the emphasis areas of the [United States Department of Justice Settlement Agreement](#) (use of force and bias free policing). The firm will: 1) assist in the design of a method for sampling members of Cleveland's diverse community using a number of focus groups, 2) design the focus groups, 3) recruit participants, 4) conduct four to six focus groups and 5) provide detailed analysis in a report.

We need to reach a diverse group of residents, possibly oversampling certain demographic and age groups. You will be asked to describe the methods you would employ to reach diverse demographic groups based on publicly accessible information about those who live in Cleveland. The results of the focus groups will supplement an already completed community survey of about 1600 residents.

The firm should be able to demonstrate an ability to conduct the following assessments using focus groups and possess the capacity referenced:

1. Community perceptions of the police overall
2. Responders' experiences with the police
3. Community perceptions of police with respect to use of force:
 - a. Is the experience personal, based on direct experience or reputation?
 - b. What knowledge does the community have about how the Division of Police follows up after a use a force incident?
 - c. What is the follow up experience of community members?
4. Community perceptions of:
 - a. The CPD with regard to bias-free policing
 - b. The CPD with regard to community policing
 - c. Policing generally speaking with regard to neighborhood service, responsiveness, and effectiveness
 - d. Public safety citywide and in their specific neighborhoods
5. Specific measurements of police/community interactions—in particular the quality of police interactions based on personal interactions or based on what they have heard from a third party
6. Understanding the quality and experience of those interactions; overall approval/disapproval of how the police handled their situations; as well as measuring incidence of a variety of other possible outcomes of the stop (use of excessive force, experience with respectful language or behavior, clear understanding of the reason for encounter, use of inappropriate language such as racial slurs or foul language)

7. Measuring the “echo effect” of those interactions – how does the experience of others influence and communicate to the community how police are behaving. What are people hearing from their neighbors that influences them?

In a narrative format, please provide information about your **capacity** as a research firm to recruit participants and organize and implement focus groups, your familiarity with the City of Cleveland and the state of police-community relations, and your familiarity with the topics mentioned above. Outline your in house language capacity to conduct at least one focus group in Spanish (Puerto Rican heritage) and describe your methods and technological means to ensure confidentiality of sources and to conform to generally accepted standard of human subject research. Focus groups should be held within the City of Cleveland.

The goal of the focus groups is to capture the perspective of different “communities” that are most likely impacted by police activity and policy. The focus groups will supplement information garnered through a telephone based community survey conducted in the spring of 2016. Through the focus groups, the Monitoring Team hopes to gather more detailed information from groups that have high and low opinions of the police through focus groups. We recommend, and are open to discussion, focus groups based on geography and age with at least one focus group conducted in Spanish. All groups should be run by a skilled professional facilitator. If the firm chooses to audio record the group for ease of note taking, please describe the firm’s policy on the secure maintenance and destruction of the audio recording. Focus groups would be broken out by racial groups to promote free expression.

Proposals should provide:

- Statement and evidence of firm’s capacity, including three references of similar work, that describes the firm’s ability to conduct the work related to items 1-7, and/or experience with groups discussing a highly sensitive social issue,
- Recommendations for the number and the composition of focus groups to meet the goals of this initiative,
- The general location/demographic in Cleveland where you will hold focus groups (neighborhood, agency), or whether you plan to explore the use of public facilities such as libraries, community colleges, etc.,
- A plan for liaising with the Community Engagement Team of the Monitoring Team to identify areas and sources to recruit focus group attendees,
- A plan for recruitment to ensure that participants are representative of the residents of Cleveland, oversampling young people and those most likely to experience encounters with the police,
- Proposed structure of the groups including how they will be comprised (e.g., by age, neighborhood etc.), and a sample script for recruitment,
- A sample script for facilitators explaining participants privacy and confidentiality,
- Samples for a moderators guide (final guide to be created with assistance of the Monitoring Team) and
- Pricing per focus group, including at least one bilingual (Spanish-speaking) group.

Proposals should be submitted by November 8, 2016 via email to:

Christine M. Cole at ccole@crj.org

Include: *Cleveland Community Focus Group Response* in Subject line

Applicants should plan on an in person interview in Cleveland about the week of November 14, 2016

Decisions and offer will be extended after the week of November 21, 2016.

Scoring will be weighted 60% demonstration of an understanding of the topic, 25% on experience, and 15% on price.

Questions will be entertained by sending an email to ccole@crj.org. All questions and responses will be posted on the Cleveland Police Monitor Website <http://www.clevelandpolicemonitor.net/>