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2012 Oregon Crime Victims' Needs Assessment Final Report

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2012 Oregon Crime Victims' Needs Assessment

Final Report



Research conducted by the Regional Research Institute for Human Services
for the Oregon Department of Justice, Crime Victims' Services Division



This report was prepared for

Oregon Department of Justice Crime Victims' Services Division

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List of Acronyms

AA	Alcoholics Anonymous
AFS	Adult and Family Services
APS	Adult Protective Services
CAMI	Child Abuse Multidisciplinary Intervention
CAPECO	Community Action Program of East Central Oregon
CARES	Child Abuse Response and Evaluation Services
CCO	Coordinated Care Organization
CFA/UA	Criminal Fines Account/Unitary Assessment
CPS	Child Protective Services
CVAS	Crime Victims Assistance Section (no longer exists; replaced by CVSD)
CVSD	Crime Victims' Services Division
DA	District Attorney
DHS	Department of Human Services
DOJ	Department of Justice
DUII	Driving Under the Influence of Intoxicants
DV	Domestic Violence
EAP	Employee Assistance Program
FBI	Federal Bureau of Investigation
HIPAA	Health Insurance Portability and Accountability Act
HUD	Housing and Urban Development
ICE	Immigration and Customs Enforcement
LEDS	Law Enforcement Data Systems
LGBTQ	Lesbian, Gay, Bisexual, Transgender, or Queer/Questioning
NA	Narcotics Anonymous
ODSVS	Oregon Domestic and Sexual Violence Services
OHP	Oregon Health Plan
PSU	Portland State University
RRI	Regional Research Institute for Human Services
SA	Sexual Assault
SANE	Sexual Assault Nurse Examiner
SAVE	Sexual Assault Victims' Emergency Medical Response Fund
SDS	Seniors and Disability Services
SPD	Services for Seniors and People with Disabilities
TANF	Temporary Assistance for Needy Families
TIP	Trauma Intervention Program
VA	Veterans Affairs
VAP	Victim Assistance Program
VAWA	Violence Against Women Act
VINES	Victim Information and Notification Everyday Service
VOCA	Victims of Crime Act Assistance Fund

How to Use This Report

This report was designed to supplement information already available to CVSD from other sources. It was meant to give a voice to crime victims and the people who work directly with them. It is presented in a detailed format that can be used as a reference document for planning purposes, similar to the way the 2002 Oregon Crime Victims' Needs Assessment Final Report was used.

In concert with information already available from existing sources, the information in the different report sections could be used for:

- Providing discussion points for planners and funders.
- Planning services to meet victims' immediate needs, as well as their needs related to the long-term impacts of the crime on their lives.
- Prioritizing services so they can be provided in a way that has the greatest impact for victims with the least expense to the system.
- Devising system supports to law enforcement, courts and service providers so they can most effectively meet the needs of victims, as well as other community members they support.
- Designing the content, location, audience and methods for future trainings.
- Determining the type of information on victims' needs and victims' rights to disseminate to partners within the system, including mental health practitioners, medical care providers, law enforcement and courts.

Executive Summary

On behalf of the Crime Victims' Services Division of the Oregon Department of Justice, the Portland State University Regional Research Institute for Human Services conducted an eighteen-month needs assessment of the current state of crime victim services and crime victims' needs in Oregon. This 2012 study was a ten-year follow-up of the 2002 statewide crime victims' needs assessment conducted by RRI for CVSD's predecessor, the DOJ Crime Victims' Assistance Section. The 2012 statewide needs assessment was conducted from July 2011 through December 2012 with the primary objectives of:

- Reviewing changes in the field of crime victim services since the 2002 needs assessment.
- Providing comprehensive information about the current needs of crime victims and the state of the service delivery system.
- Identifying gaps in available services and barriers to accessing services, particularly among populations considered by CVSD to have specific needs.
- Identifying the major issues facing crime victim services today and in the next ten years.

Data collection for the 2012 crime victims' needs assessment included:

- Telephone interviews with 121 key informants knowledgeable about policy and systems-level victim issues and current CVSD grant recipients (grantees).
- Web surveys with 95 affiliated service providers that may come in contact with victims, but do not exist to serve them exclusively (e.g., medical, mental health, housing, senior services, tribal health, faith organizations).
- Mailed and web surveys with 227 crime victims who had received services in Oregon within the past two years as a result of being victimized by crime.

- Telephone interviews with 20 adults who received crime victim services in Oregon in the past two years and identify as being a member of at least one specific population: Native American, having a physical or developmental disability, LGBTQ, immigrant or refugee, or elders 65 years or older.

This report is a compilation of the findings gathered across the broad range of individuals who gave their time, knowledge, and voice to the needs of Oregon crime victims and the service system that supports them. The findings in this report are presented in detail to serve as a reference for future victim services planning. They are organized in sections based on the content areas of the data gathered.

Recommendations are directly from the key informant, CVSD grantee and affiliated provider respondents who live and function within the system every day. This executive summary is a brief compilation of the highlights of what we heard, the details of which are presented throughout the sections that follow.

Service Funding and Milestones 2002-2012

- Major events identified as impacting crime victim services over the past ten years included legislative changes such as crime victims' rights laws and unstable or limited funding.
- Service needs were closely linked to crime trends for domestic violence, sexual assault, human trafficking, and other interpersonal violence.
- Crime victim needs across multiple types of crime were identified as shelter and housing, and help navigating the crime victim service system.

Crime Victims' Rights

- More than half the key informants and CVSD grantees reported positive changes in victims' rights enforcement in the past ten years, especially better victim notification, more proactive enforcement in the courts, and improvements in informing victims of their rights.
- The rights identified as the most difficult to enforce were prompt restitution, reasonable protection from the defendant, and advance notification of hearings.
- For victims who received Crime Victim Compensation, key informants and CVSD grantees reported that crucial expenses were still not covered sufficiently (especially services beyond

the cap), including mental health services, relocation expenses, housing, medical services, and reimbursement for missed work.

Service Use, Service Availability, and Unmet Service Needs

- Crime victims reported that the most commonly received services were assistance with applying for Crime Victim Compensation; victim notification of offender or case information and status; mental health evaluation, therapy, or counseling; criminal justice support or advocacy; and medical services.
- Those services also received the five highest ratings of helpfulness by the crime victims.
- CVSD grantees were given a selected list of services that CVSD wanted to know more about. From that list, the most commonly provided services were transportation, emergency legal advocacy, and co-advocacy.
- CVSD grantees reported struggling with providing services because of reduced funding, limited staff time, and other resource limitations.
- According to crime victims, the highest unmet service needs were emergency financial assistance, victim-offender mediation, and getting information about restitution or help with processing restitution. Emergency financial assistance showed the largest increase in unmet service need since 2002, while the other two services showed the largest reduction in unmet need since 2002.

Barriers

- From the perspective of crime victims, the most common barriers to receiving services were not being aware of services, feeling afraid, not being able to afford services, and the service not being available.
- From the perspective of key informants and CVSD grantees, the most common barriers to crime victims receiving services were lack of available services, system complexity, fear of reporting or of the system, and lack of knowledge about services.
- The most common recommendations made by key informants and CVSD grantees to solve barriers to services were more

funding, system change, and more or improved services and outreach.

Specific Populations

- Many CVSD grantees serve multiple populations with distinctive needs.
- Immigrants and people who are bilingual or bicultural, people with disabilities, and people who identify as LGBTQ were the populations CVSD grantees most commonly identified as populations with distinctive needs that they serve.
- The groups identified by key informants and CVSD grantees as the “most underserved” were immigrants and racial or ethnic minorities, children and youth, and victims of sex-related crimes.
- The most common reasons identified for why those populations were underserved were fear of law enforcement, lack of knowledge of the system and the services available, insufficient services, and feeling that the system was not designed for their population.
- Key informants and CVSD grantees identified interpreters, culturally-specific services, culturally-competent providers, and bilingual or bicultural staff as both the most common service needs of specific populations and the services they would most like to add to their service area. Culturally-specific services and culturally-competent providers were identified as needs not just for refugees, immigrants, and racial or ethnic minorities, but also for member of the other populations, including people with disabilities, people who identify as LGBTQ, and elders.
- In terms of meeting needs across the specific populations, key informants and CVSD grantees believed these crime victims would benefit from the availability of more services, help navigating the system, and trainings for providers.
- The most common services received by the group of crime victims from specific populations interviewed were assistance with legal issues; housing or shelter; financial help or restitution; and domestic violence or sexual assault services, or general safety support.
- About half the crime victims from specific populations reported having some of their service needs not met,

including not receiving information, law enforcement not being supportive at the time of the incident, trouble getting help in general due to not being believed, and lack of cooperation or fairness from the court system.

Service Provider Context

- CVSD grantees reported being increasingly dependent on private donors and foundations as funding sources, and rely on numerous volunteers to supplement paid staff.
- CVSD grantees reported needing more frequent and ongoing trainings, and desiring more interaction with mental health providers, DHS, and law enforcement.
- Over half the affiliated providers surveyed indicated that they coordinate with other crime victim serving agencies on behalf of their clients who identify as crime victims.
- Affiliated providers reported referring victims to services, having referred the most crime victims during the last fiscal year to domestic violence or sexual assault programs, District Attorney victim assistance programs, and Adult and Family Services.
- Affiliated providers reported that barriers to serving crime victims including limited knowledge of the service system for victims and victims not wanting to report the crime.
- Key informant, CVSD grantee, and affiliated provider ratings of the overall victim service system improved from 2002, but there is still room for improvement.
- The service system areas showing the greatest improvement from 2002 to 2012 were: ensuring that agencies have timely access to client records in ways that do not violate client confidentiality or rights; sharing information about what services agencies currently deliver or are planning to deliver; and accessibility at different stages of the victim recovery process.

Recommendations by Key Informants, CVSD Grantees, and Affiliated Providers

- Top funding priorities were identified as services for specific types of crimes or victims, housing, mental health services, and medical care.
- Areas to target for the greatest impact were identified as services for victims; outreach to victims, funders, and the general community; assessing the system; and increased staffing.
- CVSD was seen as a key source of assistance in securing additional funding; providing outreach to victims, providers, and funders; coordinating training and collaboration across the system; and advocating for victims.
- Suggestions for generating new resources were: improving or increasing the collection of restitution, fines, and fees from perpetrators; soliciting new resources and grants; and reallocating existing funds.
- Innovative approaches for addressing issues faced by crime victims included new types of collaboration, services, and outreach; adding more one-stop shops; and using technology.
- Affiliated providers reported needing more information, especially about Crime Victim Compensation and their local network of victim service providers.

1

Methodology and Respondent Characteristics in Brief

The 2012 Oregon Crime Victims' Needs Assessment is the result of collection and analysis of a wide variety of data and information over an 18-month period (July 2011 through December 2012). This 2012 crime victims' needs assessment follows up on the needs assessment conducted ten years ago, in 2001 and 2002. Data gathered in 2012 came from a number of different groups and individuals who are involved with crime victim issues, in order to gain a comprehensive understanding of the needs and issues of crime victims in Oregon. To set the stage for reading this report, this section provides a brief overview of the methodology employed, the approach taken to analyze the various forms of data, and characteristics of the respondents. This will provide the context within which the information in these pages can be considered.

Methodology

The data collection methods used for this assessment were chosen to reach respondents most effectively while also being respectful of their time and the sensitive nature of the survey and interview topics. Staff from both CVSD and PSU developed the approach to replicate the most valuable components from the in 2002, provide detailed information that CVSD did not currently have from other sources, and give voice to crime victims. Data collection for this 2012 needs assessment included phone interviews to gather in-depth qualitative data, and web and mail surveys to gather quantitative and qualitative data from a broad range of respondents. The questions and response options from the 2002 instruments were reviewed by CVSD and PSU, with the goal of comparing some, but not all, of the data across time (i.e., 2002 to 2012) and across respondents (e.g., service providers to crime victims). In order to reduce burden on the respondents, we included only those questions and response options most salient to CVSD staff at the time the instruments were developed. The

questions for crime victims from specific populations were initially planned as focus groups. However, given the need for broad geographic representation and the personal nature of the questions, the methodology was changed to telephone interviews. The methodology implemented in 2012 is presented in Table 1. Additional information comparing the approaches for 2002 and 2012 can be found in Appendix A: Methodology in this report.

Table 1: Overview of 2012 Data Collection Methods			
Data Collection Method	Description	Final Response Count	Response Rate
Key Informant and CVSD Grantee Interviews			
Phone Interviews	(a) Key informants knowledgeable about policy and systems-level victim issues and (b) current CVSD grant recipients (e.g., VOCA, VAWA, ODSVS, CAMI, CFA/UA)	121	58.2% of 208 agencies contacted
Affiliated Service Provider Survey			
Web Survey	Other agencies and providers that may come in contact with victims, but do not exist to serve them exclusively. Included medical facilities, mental health providers, county or public health, campus health or mental health, SPD, housing authorities, homeless shelters, transitional housing, tribal health, and faith organizations.	95	30.7% of 309 agencies contacted
Crime Victim Survey			
Mail and Web Survey	Adults who applied for Crime Victim Compensation and received crime victim services in Oregon within the previous two years	227	11.7% of 1,939 surveys sent
Specific Crime Victim Population Interviews			
Phone Interviews	Adults who <i>received crime victim services in Oregon in the previous two years</i> and identify as at least one of the following <i>specific populations</i> : (a) Native American, (b) physical or developmental disability, (c) LGBTQ, (d) immigrant or refugee (born outside the United States), (e) elder (age 65+)	20	N/A [†]

[†] Due to the broad recruitment approach done by contacts and agencies throughout Oregon, it is not possible to calculate a response rate for the phone interviews with crime victims from specific populations.

Data Analysis

In order to provide as complete a picture as possible, both quantitative and qualitative information was collected for this report. Quantitative, or numerical, data shows how common certain responses are across the entire study sample. Qualitative, or textual, data from survey comments and interviews provides additional information that gives us more in-depth understanding of the issues. Considering the number of crime victims in Oregon and the variety of crimes, the data gathered in this study provides only a snapshot of information from the respondents who participated in the study, and cannot be directly generalized to the larger population. However, the findings are still valuable in that they represent a sample of crime victims' experiences. They can be used by CVSD, public agencies, and community-based organizations, in combination with other existing data and information, to inform discussion about how to continue serving or to improve services for crime victims in Oregon.

Quantitative data included in this report is represented as statistics such as frequencies (often labeled "count" in report tables) and averages (i.e., means) that were calculated based on the data received. When reporting sample sizes in tables, we use the abbreviation "n" to mean the total number of individuals presented that item. In cases where percentages are noted in parentheses in the report text, followed by "n=", the "n" indicates the count of respondents included in that percentage. For example, if 80 people were asked a question and a quarter gave a specific answer, then the information may be followed by the text "(25.0%, n=20)." Where possible, percentages are provided as a percent of the entire respondent pool.

Qualitative data cannot be counted or statistically analyzed (e.g., averaged) in the same way as quantitative data. However, these word-based responses were coded into broad categories, or themes, such as "barriers," "service needs," and "system improvements," among others. Text within each of the categories was further coded into detailed subcategories. Once the text data was coded, the responses were counted within each category and subcategory to see how frequently each was mentioned by respondents. The text responses within each theme were also read to understand the

content of what respondents were saying on each topic, and summarized for presentation in this report.

Respondent Characteristics

Each of the respondent groups is described in detail in Appendix B: Respondent Characteristics in this report. Some of those characteristics are highlighted here to provide context for interpreting the findings throughout the report.

Key Informants and CVSD Grantees

Of the 121 telephone interviews conducted with this group of respondents, 52 were key informants (43.0%), 65 were CVSD grantees (53.7%), and four were both key informants and CVSD grantees (3.3%). These respondents were categorized by agency or service type, the distribution of which is presented in Table 2.

Table 2: Distribution of Key Informants and CVSD Grantees by Agency Type (n=121)

<i>Agency Type (sorted in descending order by count)</i>	Count	Percent
Victim Assistance Program	23	19.0%
Child abuse	18	14.9%
Domestic violence	15	12.4%
Legal or courts	13	10.7%
Tribal	9	7.4%
Police or sheriff	6	5.0%
Sexual assault	4	3.3%
Disabilities	3	2.5%
District attorney (non VAP)	3	2.5%
Immigrant and refugee	3	2.5%
Medical	3	2.5%
Advocacy	2	1.7%
Elderly	2	1.7%
Homeless	2	1.7%
Homeless and domestic violence	2	1.7%
Juvenile justice	2	1.7%
Adult corrections	1	0.8%
Faith organization	1	0.8%
LGBTQ	1	0.8%
Human trafficking	1	0.8%

Table 2: Distribution of Key Informants and CVSD Grantees by Agency Type (n=121)

<i>Agency Type (sorted in descending order by count)</i>	Count	Percent
Mental health	1	0.8%
State	1	0.8%
Youth services	1	0.8%

The geographic distribution of the key informants and CVSD grantees was broad, covering 35 of Oregon's 36 counties and split fairly evenly across urban (29.8%, n=36), mixed urban and rural (32.2%, n=39), and rural or frontier (38.0%, n=46) counties, as designated by the Oregon Office of Rural Health.¹

Affiliated Providers

The 95 respondents completing the affiliated service provider web survey represented a range of agencies across Oregon, the distribution of which is presented in Table 3. More than one agency type could be selected by each respondent.

Table 3: Distribution of Affiliated Providers by Agency Type (n=95)

<i>Agency Type (sorted in descending order by count)</i>	Count	Percent
Medical facility	20	21.1%
Services for Seniors and People with Disabilities	18	18.9%
County health or public health department	15	15.8%
Mental health provider	11	11.6%
Housing agency	8	8.4%
Mental health clinic	7	7.4%
Homeless shelter	5	5.3%
Community action or self-sufficiency agency	4	4.2%
Domestic violence or sexual assault agency	4	4.2%
Faith organization	3	3.2%
Transitional housing program	3	3.2%
Alcohol and drug abuse agency	2	2.1%
Tribal health	2	2.1%
Veterans' services	2	2.1%
Other	1	1.1%

¹Source: <http://www.ohsu.edu/xd/outreach/oregon-rural-health/data/rural-definitions/upload/orh-rural-map.png>. Map based on 2010 U.S. Census Data.

The affiliated providers responding to the survey represented 32 of the 36 counties across Oregon, with the total number of responses in each county ranging from one to nine. Counties with the most respondents were clustered in the northwest quadrant of the state and included Multnomah (n=9), Washington (n=8), Tillamook (n=6), and Marion (n=6) Counties. These numbers also correspond with areas of higher population density within the state for three of the four counties. The majority of affiliated providers reported serving their entire county (41.1%, n=39) or multiple counties (29.5%, n=28). Just under half (48.4%, n=46) of the respondents indicated that their agency screens clients for being a victim of a crime, while 47.4% (n=45) reported their agency does not screen for victimization

Victims of Crime

The crime victim survey was completed both by crime victims filling it out directly (65.6%, n=149) and by respondents answering on behalf of a crime victim (33.0%, n=75). Of this latter group, the majority were either the mother or the father of the victim. Respondents were asked in which county they had received crime victim services for the crime they reported on the survey: results included all but seven counties across Oregon.

Respondents were asked to identify the crime or crimes they had experienced for which they had also received services in Oregon within the last two years. The crime may have occurred more than two years ago. Over 44 different types of crimes were reported. The largest proportion of crime victims, just under one third, reported experiencing assault that was not domestic violence (30.0%, n=68). Domestic violence, sexual abuse of a child, rape, and adult sexual assault other than rape were the next most commonly reported crimes. Table 4 shows how many respondents reported experiencing each type of crime. Respondents were able to select more than one crime, resulting in a total of more than 100%.

Table 4: Type of Crime Experienced (n=227 Crime Victims)		
Crime <i>(sorted in descending order by count)</i>	Count	Percent
Assault, not domestic violence	68	30.0%
Domestic violence	59	26.0%
Child abuse, sexual	49	21.6%
Rape	30	13.2%
Adult sexual assault, other than rape	22	9.7%
Property damage or property theft	18	7.9%
Stalking	15	6.6%
Child abuse, physical	14	6.2%
Murder, manslaughter, or criminally negligent homicide	11	4.8%
Driving under the influence of intoxicants	11	4.8%
Robbery	10	4.4%
Identity theft, financial exploitation, or fraud	9	4.0%
Kidnapping	9	4.0%
Hate crime	8	3.5%
Vandalism or graffiti	8	3.5%
Burglary	7	3.1%
Elder abuse	4	1.8%
Threats, menacing, or harassment	4	1.8%
Attempted murder or homicide	3	1.3%
Strangulation	3	1.3%
Sodomy	2	0.9%
Terrorism	2	0.9%
Arson	1	0.4%
Other	18	7.9%

Some of the findings presented in this report have been broken down by the type of crime the victim experienced. For these analyses, we included only the highest incidence crimes, rather than all 24 crimes listed in Table 4. These include the first 13 crimes, assault down through kidnapping, which is comparable to the approach used in the 2002 needs assessment. The remaining crimes were not included due to their lower frequency for this group of crime victims.

For this group of crime victims, the crimes were most often committed by a stranger (24.2%, n=55), a friend (11.9%, n=27), a domestic partner (11.5%, n=26), or an acquaintance (11.0%, n=25). The most common ages at which the crimes started were 18-26

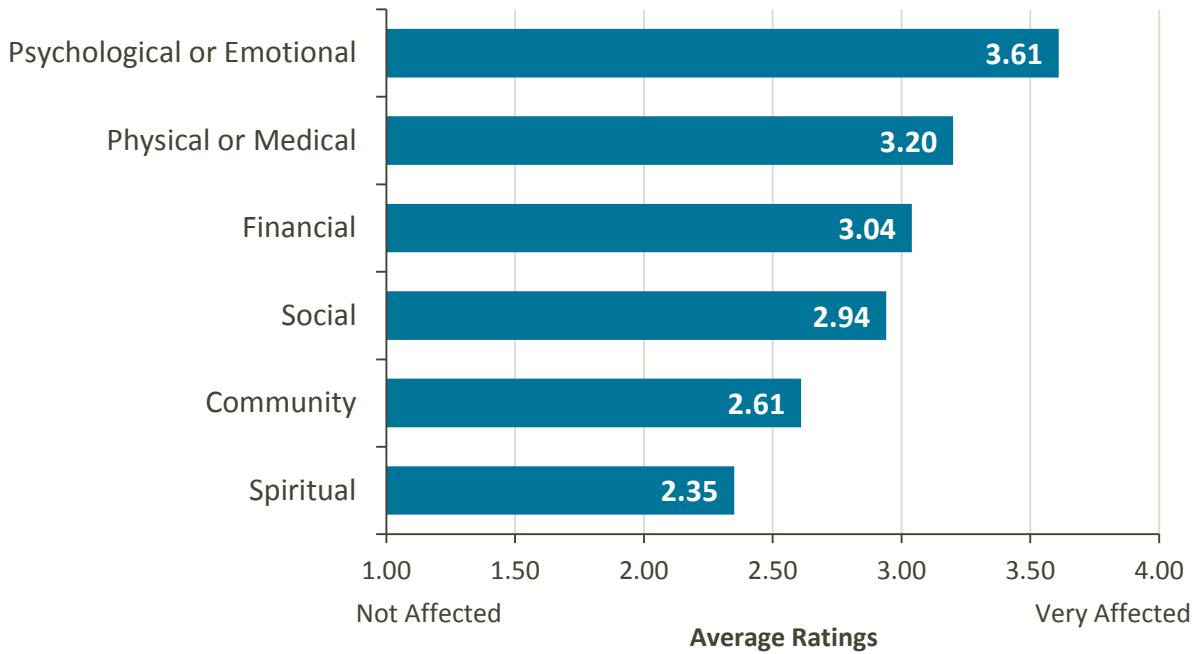
(18.5%, n=42) and 9-17 years (18.1%, n=41). Nearly three quarters of the respondents (74.4%, n=169) reported that the crime had occurred one to two years ago, with another 14.5% (n=33) reporting that the crime occurred less than one year ago.

To gain an appreciation for the impact of a crime on the victims' lives, and to provide a context within which the other findings of this report can be considered, we asked respondents to rate how much the crime committed against them affected the following areas of their lives:

- **Financial:** monetary losses or difficulties
- **Physical or Medical:** physical pain or injury
- **Psychological or Emotional:** behavioral or mental issues
- **Spiritual:** issues about faith or religion
- **Social:** problems keeping healthy relationships with friends or family
- **Community:** isolation or lack of support from your community

Respondents were asked to rate the impact on each of these life areas on a four-point scale (1=Not Affected, 4=Very Affected). The life area that was most affected by experiencing the crime was psychological or emotional, with an average rating of 3.64. Figure 1 presents the average ratings across all six life areas.

Figure 1: Average Effect of Crime on the Victims' Lives
(n=227 Crime Victims)



These findings are similar to the findings in 2002, with the only life area that changed significantly being physical or medical, which received an average rating of 2.82 in 2002.

When looking at the impact on these life areas by type of crime, some slight variations occur. Table 5 on the following page presents the average ratings in the six life areas for the 13 most common crimes experienced by the respondents completing the survey. To differentiate between the average ratings within each crime, the ratings that are equal to or above the overall rating for the entire group of crime victims are indicated in **blue**, while the ratings that are below the group average are indicated in **red**. The overall group average ratings for each life area are included in the column headings as reference. Although for 11 of the crimes, psychological or emotional was the highest rated life area affected, victims of assault were most affected in the physical or medical area, and victims of DUII were most affected in the financial area. Ratings for victims of domestic violence, rape and child physical abuse were above the average ratings for the entire group in all six life areas.

Table 5: Average Effect of Crime on the Victims' Lives by Crime Type (n=227 Crime Victims)

Crime Experienced <i>(sorted in descending order by crimes with the most ratings above the average)</i>	Count of Victims	Psychological or Emotional	Physical or Medical	Financial	Social	Community	Spiritual
Average ratings across all crimes		3.61	3.20	3.04	2.94	2.61	2.35
Domestic violence	59	3.78	3.34	3.32	3.14	2.85	2.55
Rape	30	3.77	3.57	3.14	3.50	3.15	2.92
Child physical abuse	14	3.93	3.71	3.31	3.62	3.17	2.62
Kidnapping	9	3.89	3.44	2.78	3.22	3.33	2.67
Identity theft, Financial exploitation, or fraud	9	3.78	3.50	3.67	2.75	3.00	2.86
Stalking	15	3.87	3.21	3.57	3.13	3.33	2.31
Assault (not DV)	68	3.60	3.66	3.34	2.85	2.66	2.37
Child sexual abuse	49	3.75	2.89	2.63	3.33	2.62	2.35
Adult sexual assault (not rape)	22	3.73	3.18	2.86	3.05	2.95	2.75
Property damage or property theft	18	3.72	3.00	3.22	2.88	2.82	2.38
Homicide, murder, manslaughter, or criminally negligent homicide	11	3.90	2.67	2.67	3.00	2.60	3.00
Robbery	10	3.80	3.40	3.20	2.50	2.63	1.75
Driving under the influence of intoxicants	11	3.09	3.39	3.82	2.55	2.00	1.64

Victims Identifying as Members of Specific Populations

Telephone interview respondents were asked which of the included specific populations they identified with. Respondents could identify membership in more than one group, resulting in 12 of the 20 respondents identifying as members of multiple populations. Table 6 details the count of respondents who identified with each specific population.

Table 6: Distribution of Respondents by Specific Population (n=20 Crime Victims from Specific Populations)		
Population <i>(sorted in descending order by count)</i>	Count	Percent
People with developmental or physical disabilities	12	60.0%
Native American	6	30.0%
Elders aged 65 and over	6	30.0%
Immigrant or refugee	5	25.0%
LGBTQ	3	15.0%

It is important to note that although this is a small sample size, these 20 individuals provide rich information about their own personal experiences. The findings from the in-depth, qualitative interviews of these individuals are not meant to generalize to all individuals in these specific populations; rather, they are meant to provide the “human” side of the issue that can contribute to the overall understanding of the experiences of crime victims from these specific groups.

With such a small sample size, it was not possible to achieve a broad geographic distribution of respondents throughout Oregon. The majority of respondents were from Multnomah County (55.0%, n=11), and another 30.0% (n=6) were from Washington County. The other counties represented by one respondent each were Clackamas, Lincoln, Marion, and Jefferson. The total adds up to 21 because one respondent received services in two counties.

The victims identifying as members of specific populations had experienced a range of crimes, the distribution of which is presented in Table 7. Respondents could identify having experienced more than one crime, resulting in the percentages in the table adding up to more than 100%.

Table 7: Type of Crimes Experienced by Crime Victims from Specific Populations (n=20)

Crime <i>(sorted in descending order by count)</i>	Count	Percent
Domestic violence	7	35.0%
Property theft	4	20.0%
Elder abuse	3	15.0%
Adult sexual assault	2	10.0%
Assault	2	10.0%
Identity theft	2	10.0%
Rape	2	10.0%
Financial fraud	1	5.0%
Murder or manslaughter	1	5.0%
Did not answer	2	10.0%

2 Crime in Oregon²

One set of information that will provide the context for this report is the incidence of crime in Oregon. The most comprehensive crime data for Oregon available at the time of this report is in the State of Oregon Report of Criminal Offenses and Arrests 2010, compiled by the Law Enforcement Data Systems. These data are based on the Oregon Uniform Crime Reports, which include all crimes from a single incident (FBI Uniform Crime Reports data includes only the most serious crime from a single incident). According to the information available for 2010, crime in Oregon, with a total population of 3,837,300³, increased only 0.2% overall in 2010 when compared to 2009. Total reported crimes increased in 19 of Oregon's 36 counties and decreased in the other 17 counties. The state's five most populated counties – Clackamas, Lane, Marion, Multnomah and Washington – represent 60.3% of Oregon's population and 57.4% of total reported crimes. Table 8 itemizes the total crime, crimes against persons, crimes against property, and behavioral crimes in 2010 for both Oregon and the five most populated counties.

² All of the crime data reported in this section can be found in the *State of Oregon Report of Criminal Offenses and Arrests 2010* compiled by LEDS (website: http://www.oregon.gov/osp/CJIS/pages/annual_reports.aspx).

³ Population statistics reported in this section are from the *Annual Oregon Population Report, Revised Oregon 2010 Population Estimates* table, produced by the Population Research Center, Portland State University (website: <http://www.pdx.edu/prc/annual-oregon-population-report>).

Table 8: Reported Crime in Oregon and for the Five Most Populous Counties in 2010

Area	Total Population	Percent of State Population	Total Crimes	Crimes Against Persons	Crimes Against Property	Behavioral Crimes
Oregon	3,837,300	100.0%	366,376	36,665	176,329	153,382
Clackamas	376,780	9.8%	24,438	2,077	14,529	7,832
Lane	352,010	9.2%	38,196	3,756	16,845	17,595
Marion	315,900	8.2%	33,270	3,313	15,973	13,984
Multnomah	736,785	19.2%	79,419	9,748	46,538	23,133
Washington	531,070	13.8%	34,844	3,866	17,604	13,374
Total count for 5 counties	2,312,545	-	210,167	22,760	111,489	75,918
Total percent for 5 counties	-	60.3%	57.4%	62.1%	63.2%	49.5%

In order to get a complete picture of crime in Oregon, it is important to also look at the other 31 counties. If the five largest counties previously described were removed from the calculation, crime in the rest of Oregon increased overall 2.4% in 2010 relative to 2009. Table 9 itemizes the total crime, crimes against persons, crimes against property, and behavioral crimes in 2010 for both Oregon and the other 31 counties.

Table 9: Reported Crime in Oregon and for the Other 31 Counties in 2010

Area	Total Population	Percent of State Population	Total Crimes	Crimes Against Persons	Crimes Against Property	Behavioral Crimes
Oregon	3,837,300	100.0%	366,376	36,665	176,329	153,382
Baker	16,185	0.4%	809	36	270	503
Benton	85,735	2.2%	8,116	353	3,283	4,480
Clatsop	37,070	1.0%	5,213	403	2,077	2,733
Columbia	49,430	1.3%	3,063	322	1,128	1,613
Coos	63,035	1.6%	7,194	633	2,897	3,664
Crook	21,020	0.5%	2,487	189	768	1,530
Curry	22,355	0.6%	1,757	137	691	929
Deschutes	157,905	4.1%	16,026	1785	8,098	6,143
Douglas	107,690	2.8%	10,417	515	3,850	6,052

Table 9: Reported Crime in Oregon and for the Other 31 Counties in 2010

Area	Total Population	Percent of State Population	Total Crimes	Crimes Against Persons	Crimes Against Property	Behavioral Crimes
Gilliam	1,870	0.0%	246	14	41	191
Grant	7,460	0.2%	438	18	103	317
Harney	7,445	0.2%	691	66	230	395
Hood River	22,385	0.6%	1,604	77	607	920
Jackson	203,340	5.3%	24,320	2,208	10,801	11,311
Jefferson	21,750	0.6%	1,960	179	815	966
Josephine	82,775	2.2%	7,435	776	3,435	3,224
Klamath	66,505	1.7%	5,342	840	2,183	2,319
Lake	7,890	0.2%	459	43	135	294
Lincoln	46,135	1.2%	5,674	666	2,413	2,595
Linn	116,840	3.0%	14,282	1,189	4,989	8,104
Malheur	31,345	0.8%	4,207	256	1,709	2,242
Morrow	11,175	0.3%	875	135	364	376
Polk	75,495	2.0%	8,122	888	3,254	3,980
Sherman	1,765	0.0%	262	14	56	192
Tillamook	25,260	0.7%	2,279	109	985	1,185
Umatilla	76,000	2.0%	9,739	1,036	3,826	4,877
Union	25,810	0.7%	2,061	181	909	971
Wallowa	7,005	0.2%	299	23	101	175
Wasco	25,235	0.7%	2,713	169	1,238	1,306
Wheeler	1,440	0.0%	19	0	0	19
Yamhill	99,405	2.6%	8,100	645	3,597	3,858
Total count for 31 counties	1,524,755	-	156,209	13,905	64,853	77,464
Total percent for 31 counties	-	39.7%	42.6%	37.9%	36.8%	50.5%

When looking more specifically at the changes in crime in Oregon from 2009 to 2010, crimes against persons increased 0.5%, crimes against property increased 0.2%, and behavioral crimes increased 0.1%. Although the focus of the 2012 needs assessment included all types of crime, the types included in crimes against persons overlap the most with the crimes experienced by the respondents completing the crime victim survey. Table 10 itemizes the increases and

decreases in crimes against persons for 2010 relative to 2009. Of the individual crime categories, negligent homicide, willful murder, aggravated assault, forcible rape, and simple assault increased in 2010, while robbery, other sex offenses, and kidnapping decreased.

The total number of crimes against persons in Oregon was higher ten years ago, with 44,405 reported offenses in 2000 compared to 36,665 in 2010.

By way of comparison, the percent change from 2000 to 2001 for each crime type, as they were reported for the 2002 crime victims' needs assessment, are presented in the rightmost column of Table 10. Those figures suggest that the crime contexts within which the 2001-2002 and 2011-2012 needs assessments occurred were different. In addition, the total number of crimes against persons in Oregon was higher ten years ago, with 44,405 reported offenses in 2000 compared to 36,665 in 2010.

Crime Type[†] <i>(sorted in descending order by percent of change)</i>	Reported Offenses in 2009	Reported Offenses in 2010	Percent Change 2009 to 2010	Percent Change 2000 to 2001
Negligent Homicide	16	19	+18.8%	+116.7%
Willful Murder	84	98	+16.7%	+40.3%
Aggravated Assault	5,621	6,091	+8.4%	-13.5%
Forcible Rape	1,201	1,246	+3.7%	-6.3%
Simple Assault	20,990	21,099	+0.5%	-4.8%
Robbery	2,513	2,425	-3.5%	-5.1%
Other Sex Offenses	5,563	5,245	-5.7%	-3.2%
Kidnapping	495	442	-10.7%	-4.6%
Total	36,483	36,665	+0.5%	-6.1%

[†] Titles represent actual LEDS categories.

LEDS also presents some statistics related to the timing of all crimes in 2010. Monday had the highest proportion of crimes (20.6%), followed by Friday (16.7%). In 2000, the two highest crime days were Saturday and Friday. There was slight variation across months of the year in 2010, with the highest proportion of crimes occurring in August (9.0%), July (8.8%), and October (8.7%). In 2000, the highest crime months were July, August and May. The most common statewide locations for reported offenses in 2010 were a single family residence (20.5%); streets, alleys, or sidewalks (15.2%); and parking lots or driveways (10.2%). Those were the same three most common locations for reported offenses in 2000. Finally, the total number of arrests for 2010 was 149,764, a decrease of 1.8% from 2009. The total

number of arrests in 2000 was quite a bit higher at 172,227, and the change from the prior year was an increase of 3.8%.

For more information about these and other Oregon crime statistics from 1995 through the most current report, visit the Oregon State Police Law Enforcement Data Systems Oregon Annual Uniform Crime Reports webpage at:

http://www.oregon.gov/asp/CJIS/pages/annual_reports.aspx

3

Service Funding and Milestones 2002-2012

A lot has occurred in the field of crime victim services in Oregon since the 2002 Crime Victims' Needs Assessment. This report section provides a brief synopsis of events and changes over the past ten years. Information for this section is drawn from key informant and CVSD grantee interviews as well as documents provided by CVSD.

Highlights of What We Heard

Legislative changes, including crime victims' rights laws, and unstable or limited funding were seen as having a major impact on crime victim services over the past ten years.

Legislative changes, including crime victims' rights laws and unstable or limited funding, were described most frequently by key informants and CVSD grantees as the major events impacting crime victim services over the past ten years. Though some respondents acknowledged the reduction in overall crime rates, the need for services was more closely linked to the current crime trends in domestic violence (including increases in DV homicides), sexual assault, human trafficking, and other forms of interpersonal violence. Increases in identity theft, other types of fraud, and cyber crime were also mentioned. Shelter and housing, as well as help navigating the system, were identified most frequently as needs across multiple types of crimes.

According to federal reports submitted by CVSD, the annual funding amounts allocated to victim assistance programs in Oregon rose in 2002, then fluctuated between \$8 million and \$11 million per year since then. VOCA-funded programs used a portion of those funds and served 93,046 victims of crime in 2001 and 67,218 victims in 2010. Each year, almost half of those crime victims served were victims of domestic violence, ranging from a low of 40.7% in 2002 to a high of 46.6% in 2004.

Major Events Impacting Crime Victim Services

“Funding cuts over the last three years to CAMI and CVSD ... have led to longer waits for services and less money allocated to the service delivery models that help assist crime victims.”
 —CVSD grantee

When asked what major events had impacted crime victim services over the past ten years, key informants and CVSD grantees spoke primarily of legislative changes and their resulting policy changes (86.8%, n=105). Reduced, unstable, or limited funding was mentioned by the second largest percentage of respondents (38.0%, n=46). New funding or new types of grants were also mentioned, but by fewer respondents (14.9%, n=18). Increased awareness of crime victims and crime victims’ rights was also cited (14.9%, n=18). New services, programs, or strategies were mentioned by 12.4% (n=15) of respondents, followed by increases in collaboration (11.6%, n=14). Table 11 itemizes the major events mentioned by five or more key informants and CVSD grantees as having an impact on crime victim services in the past ten years. More detail on these events is provided below the table.

Table 11: Major Events That Have Impacted Crime Victim Services in the Last Ten Years
 (n=121 Key Informants and CVSD Grantees)

Type of Event (sorted in descending order by count)	Count	Percent
Legislation and policy changes	105	86.8%
Reduced, limited, or unstable funding	46	38.0%
New funding or new types of grants	18	14.9%
Increased awareness	18	14.9%
New services, programs, or strategies	15	12.4%
Increases in collaboration	14	11.6%
Reorganization of CVSD	6	5.0%
Restructured funding	5	4.1%
Specific studies	5	4.1%

Legislative and policy changes were identified by the highest percentage of key informants and CVSD grantees as a major event impacting crime victim services over the past ten years (86.8%, n=105). About one third of those 105 respondents specifically identified the passage of crime victims’ rights legislation as having a major impact. Other specifically named changes included Carly’s Law, improvements in restitution, and the STOP Violence Against Women

“Carly's Law changed the way victims of physical abuse are handled. For child abuse centers, it's provided an unfunded mandate ...to do stuff within 24-48 hours of the incident. We have had to keep acute slots open for that reason.”
—CVSD grantee

“Since 2009, all parts of community have been impacted by the recession. This includes agencies we work with, like child welfare, law enforcement and the courts.”
—CVSD grantee

Act. (For more information on changes in crime victims' rights since 2002, see the Crime Victims' Rights section of this report.)

Reduced, limited, or unstable funding for all areas of the system was mentioned by the second largest percentage of respondents (38.0%, n=46). Decreases in state and federal funds were said to affect courts, DAs, law enforcement, and crime victim services. Fear of continued budget cuts was said to have a negative impact on the recent advances in crime victims' rights and crime victim services.

New grants or other types of funding were mentioned by some respondents (14.9%, n=18). The ODSVS Fund, the SAVE Fund, the federal restitution grant, a grant related to parents and pregnancy, and increased (“but insufficient”) CAMI funds were all specifically identified.

Increased awareness was cited by 14.9% of respondents (n=18) as having a major impact on crime victim services. Half of those respondents specified awareness of crime victims' rights. Other respondents spoke of better advocacy, more training and understanding of the issues for victims, more awareness on the part of the legislature of funding needs, and increased compliance by local law enforcement and tribal courts.

New services, programs, or strategies were mentioned by 12.4% (n=15) of respondents. The Oregon Crime Victims Law Center was named by the largest proportion of those respondents, followed by victim notification and one-stop shops for services. The following is a full list of specific new services and strategies identified:

- Oregon Crime Victims Law Center
- Victim notification
- One-stop shops
- Confidentiality programs
- Family Violence Coordinating Council Courtwatch
- Increase in child abuse assessment centers in Oregon
- Increase in parent training and education programs (such as Darkness to Light)
- Post-conviction services

Increases in collaboration, identified by 11.6% (n=14) of respondents, were described as increased interagency collaboration and interagency agreements, coordinated efforts against sexual assault (including the Oregon Sexual Assault Taskforce), and an improved service network. Collaboration appeared to be the result of multiple factors, including targeted funding, increased awareness and efforts, and multidisciplinary teams and task forces.

The reorganization of CVSD was mentioned by 5.0% (n=6) of respondents. Two thirds of those respondents specified the transformation of CVSD from a section into to a standalone division within the Oregon Department of Justice.

Restructured funding (4.1% of respondents, n=5) was described in terms of adjusting grant priorities to better provide services to underserved and oppressed communities, combining several federal funding streams into a joint application, and the creation of a funding coordinator position within a service provision agency to coordinate and standardize care for the people they serve.

Studies were said to impact crime victim services by 4.1% (n=5) of respondents. Three respondents identified the Domestic Violence/Sexual Assault Equity Study and two talked about the impact of the 2002 Crime Victims' Needs Assessment, including its role in the establishment of the ODSVS Fund and crime victims' rights enforcement efforts.

Current Crime Trends and Needs

Key informants and CVSD grantees told us about current crime trends they have observed and the needs of victims of those crimes. The types of crimes were named in general terms and sometimes the issues of multiple types of crime were combined, such as child sexual abuse and human trafficking.

Domestic violence was mentioned by the highest percentage of respondents (35.5%, n=43). Interpersonal violence, including physical and sexual assault, were terms used, often together, by the second highest percentage of respondents (23.1%, n=28). Perceived increases in identity theft and other types of fraud (12.4%, n=15) as well as human trafficking (12.4%, n=15) were also mentioned. Shelter and housing, as well as help navigating the system, were identified most frequently as needs across multiple types of crime. Table 12 lists crime trends mentioned by five or more respondents. The text that follows the table discusses each type of crime and the needs identified for victims of those crimes in more detail.

Crime Trend <i>(sorted in descending order by count)</i>	Count	Percent
Domestic violence	43	35.5%
Interpersonal violence	28	23.1%
Identity theft, scams, and fraud	15	12.4%
Human trafficking	15	12.4%
Child abuse	14	11.6%
Child sexual abuse	13	10.7%
Drug-related crimes	13	10.7%
Property crime	13	10.7%
Crimes against specific types of victims	12	9.9%
Reduction in overall crime rate	8	6.6%
Cyber crimes	6	5.0%

Domestic violence was mentioned by the highest percentage of respondents (35.5%, n=43). Within that category, 18.7% (n=8) specifically mentioned the increase in DV homicides. The economy was seen as one reason for this, causing increased stressors on families and making it harder for victims to leave the abuser. Other

aspects of DV mentioned included complexity of needs, DV within tribal communities, among people experiencing homelessness, and violence perpetrated against the elderly by their children and by their caregivers. Shelter was identified frequently as a need for domestic violence victims. Other needs included longer-term housing, emotional support, legal assistance, and help with basic needs.

Interpersonal violence, including physical and sexual assault were terms used, often together, by the second highest percentage of respondents (23.1%, n=28). Types of violence included stalking, harassment, and assaults, as well as intergenerational abuse and drug-facilitated rape. Needs related to interpersonal violence included sufficient coverage of medical care and a SANE in every hospital, mental health care, housing, comprehensive aftercare, and outreach in schools for prevention purposes.

Identity theft, scams, and fraud, mentioned by 12.4% (n=15) of respondents, included financial fraud, healthcare fraud, and mortgage fraud. Fraud against people with disabilities was also highlighted. Needs related to these crimes included civil legal assistance, outreach and education for prevention purposes, and victim advocacy after victimization has occurred.

Human trafficking, also mentioned by 12.4% (n=15) of respondents, included trafficking across borders, often by people from the victim's own country or family, as well as trafficking of minors. Needs related to human trafficking included safe, therapeutically appropriate housing, trauma informed counseling, and training for law enforcement and DAs.

Child abuse (11.6%, n=14) included physical, mental, and emotional abuse of anyone under age 18, and the witnessing of violent crimes, including homicide. Needs of child abuse victims mentioned by respondents included information on resources for parents and caregivers, low cost civil legal assistance, intervention, protection, and treatment.

Child sexual abuse (10.7%, n=13) included child pornography, sexual exploitation of minors, and the issues of teenagers as both victims and perpetrators. In addition to the needs associated with physical and emotional child abuse, respondents told us that victims need

restitution and the knowledge that the offenders are following through with their recommended or court ordered treatment.

Drug-related crimes were mentioned by 10.7% (n=13) of respondents, most frequently in terms of the use, production, or sale of methamphetamine, alcohol, and/or heroin. Abuse and property crimes were identified as being commonly linked to drug-related crime. Respondents told us that victims need these crimes to be prevented from happening in the first place through the provision of affordable addiction and mental health services as well as readily available alternatives to a drug-using lifestyle.

Property crime was mentioned as an increasing trend in their area by 10.7% (n=13) of respondents. Respondents told us that victims of property crime need restitution, financial assistance, property repair or replacement, and assistance navigating the system.

Crimes against specific crime victim populations were mentioned by 9.9% (n=12) of respondents, and included crimes against the elderly (2.5%, n=3), people with disabilities (2.5%, n=3), people with addiction and/or mental health issues, and historically marginalized communities (0.8%, n=1). Victims in these categories were said to need better information and outreach related to the types of crime of which they may be victims. Respondents also told us that people need to know that certain types of crime and crime in general against certain populations would no longer be overlooked or accepted as sometimes had happened in the past.

Reduction in overall crime rate was mentioned by 6.6% (n=8) of respondents, though two said it was not really noticeable in their county.

Cyber crimes (5.0%, n=6) included the prevalence of online enticement of children, online sex trafficking, the posting of child pornography, and cyber stalking using computers, GPS, and cell phones.

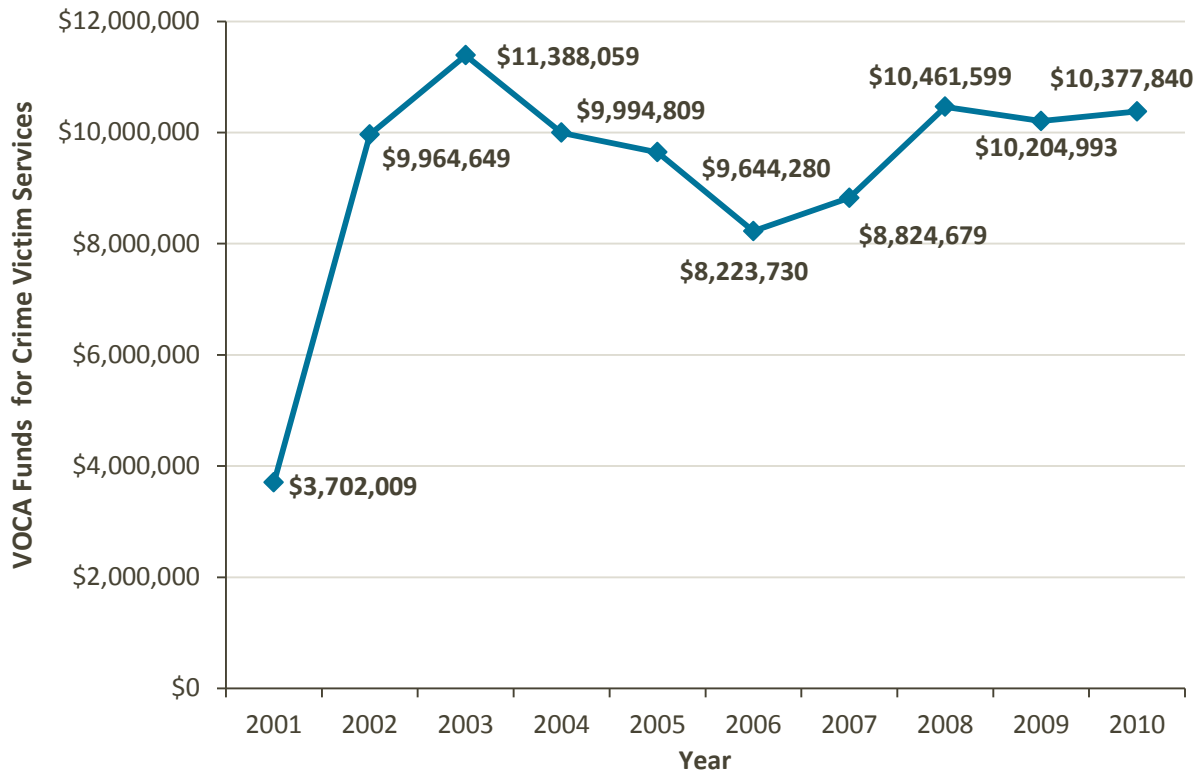
VOCA Service Funding 2001-2010

The following numbers come from VOCA State Performance Reports submitted to the US DOJ Office for Victims of Crime between 2001

and 2010. Funding amounts were reported for each Oregon fiscal year (e.g., 2001 = July 2000 through June 2001). These VOCA Performance Reports are only about VOCA funded programs. CVSD reports that, although VOCA funds almost all of the grantees across the state, these funds represent only a portion of the total funding any grantee receives.

The annual VOCA funding allocated to victim assistance programs in Oregon rose in 2002, then fluctuated between \$8 million and \$11 million per year since then, according to a review of annual reports submitted to VOCA by CVSD. The source of these funds included appropriations, criminal fines and penalties, punitive damages, and other miscellaneous revenue. Funding amounts started at \$3.7 million in 2001 then rose to a high of almost \$11.4 million in 2003. They dipped down to \$8.2 million in 2006, but were fairly stable from 2008 through 2010, ranging from \$10.2 to \$10.5 million. Figure 2 charts the amounts available for crime victim services by year.

Figure 2: VOCA Funds Allocated for Crime Victim Services in Oregon 2001-2010†

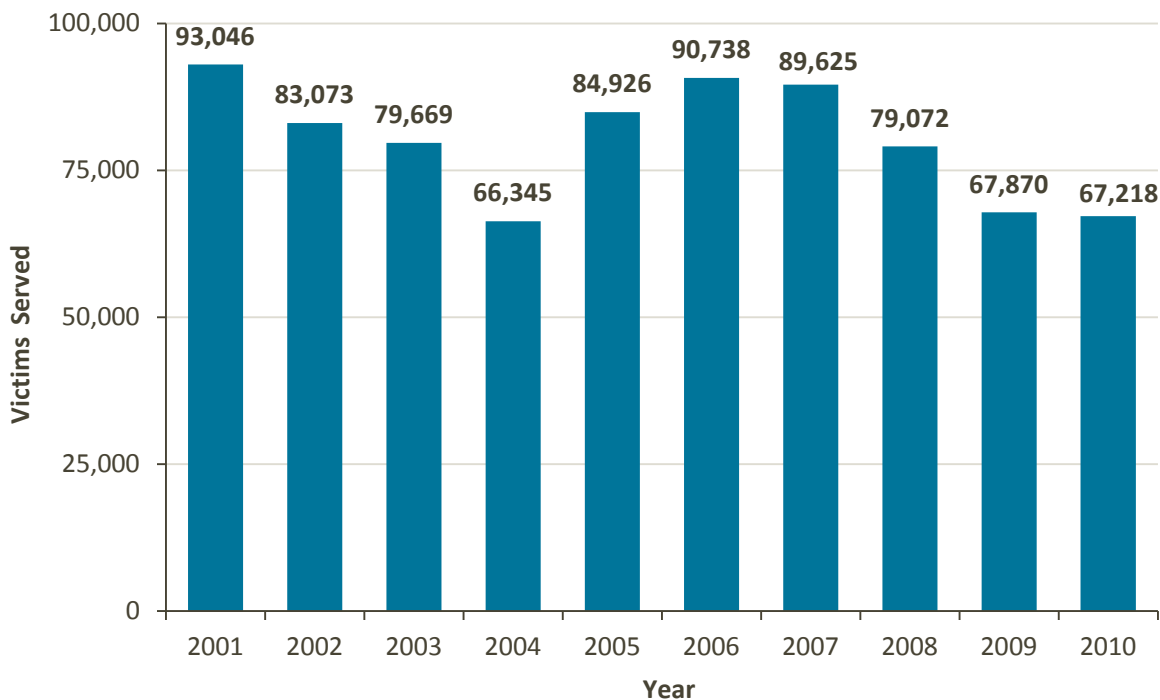


† Source: Federal VOCA reports submitted by CVSD, 2001 - 2010

Victims Served 2001-2010 (VOCA-Funded only)

Although it does not represent all victims served in Oregon, the number of crime victims served by VOCA-funded programs is included here to provide an idea of the number of victims served in Oregon and hence a rough idea of the scope of the needs presented in this report. Victims served by VOCA funds ranged from a high of 93,046 in 2001 to a low of 67,218 in 2010, according to the VOCA State Performance Reports. Figure 3 shows the number of victims served by VOCA-funded programs in Oregon by year.

Figure 3: Count of Victims Served by VOCA-Funded Programs in Oregon, 2001 - 2010[†]



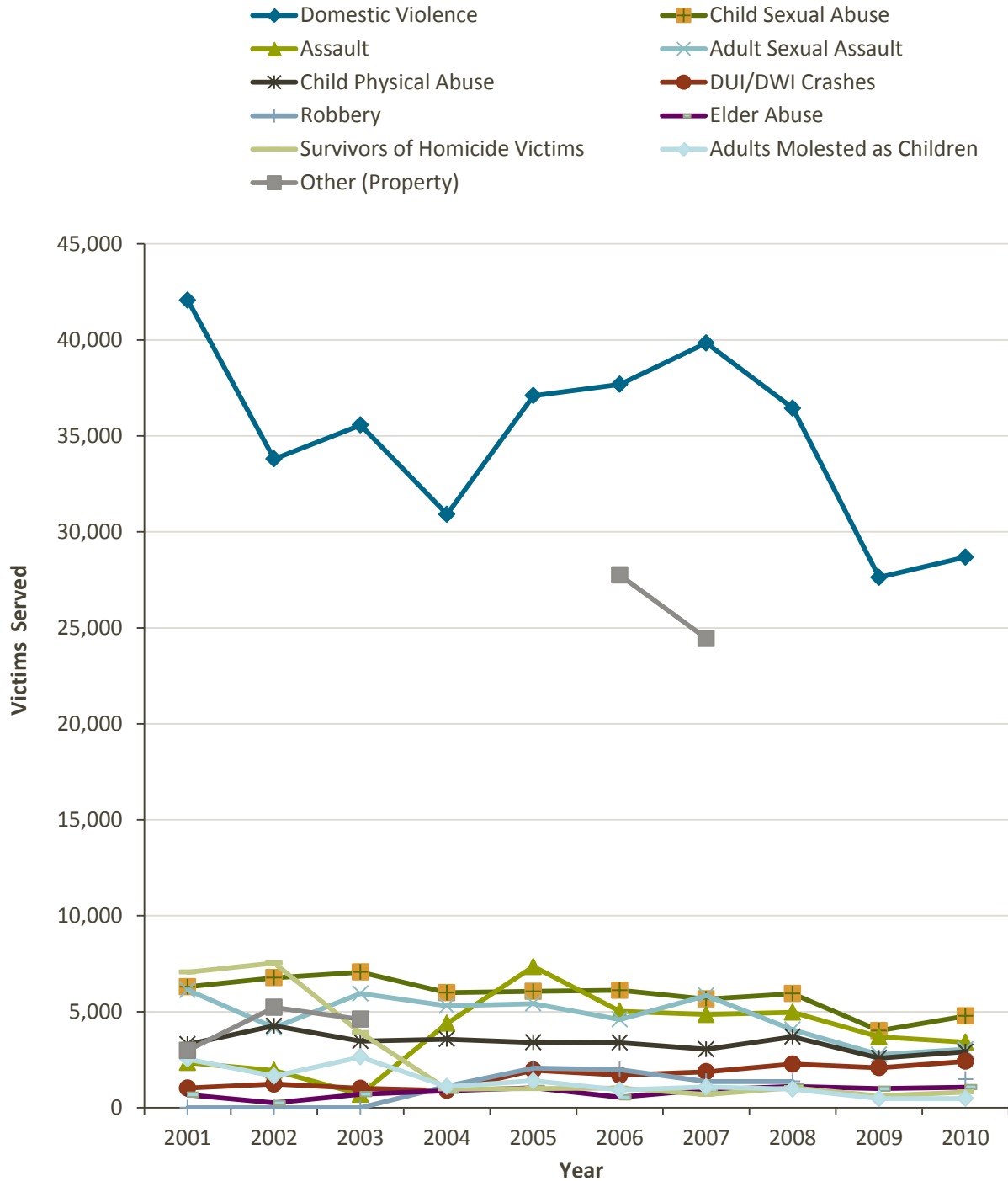
[†] Source: Federal VOCA reports submitted by CVSD, 2001 - 2010

Almost half of all crime victims served each year between 2002 and 2010 were victims of domestic violence.

The number of victims served by VOCA funded programs was broken out in the VOCA reports by the primary type of victimization each person had experienced. Almost half of all crime victims served each year were victims of domestic violence, ranging from a low of 40.7% in 2002 (33,792 of 83,073 served) to a high of 46.6% in 2004 (30,911 of 66,345 served). Figure 4 breaks out the count of victims served

each year by VOCA funded projects in Oregon by type of crime for each year.

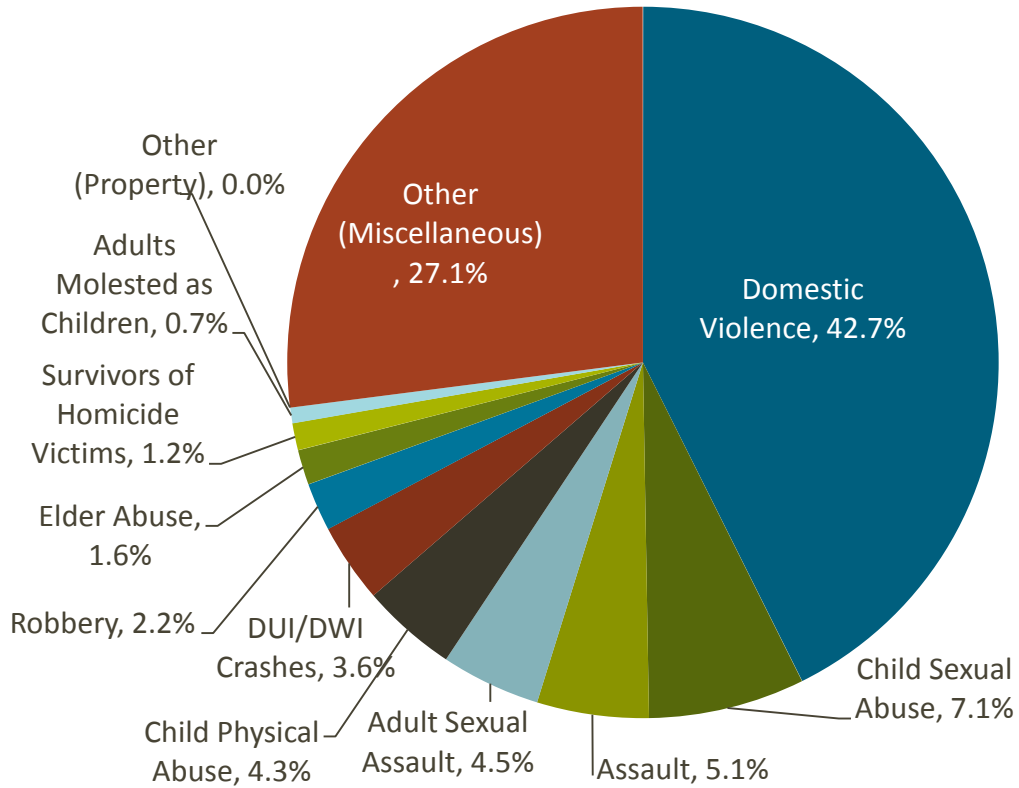
Figure 4: Count of Crime Victims Served by Type of Victimization 2001-2010†



† Source: Federal VOCA reports submitted by CVSD, 2001 - 2010

Figure 5 breaks down the proportion of victims served by each type of crime in 2010 only. The largest proportion of VOCA grant service recipients that year were victims of domestic violence (42.7%), followed by child sexual abuse (7.1%), assault (5.1%), adult sexual assault (4.5%), and child physical abuse (4.3%).

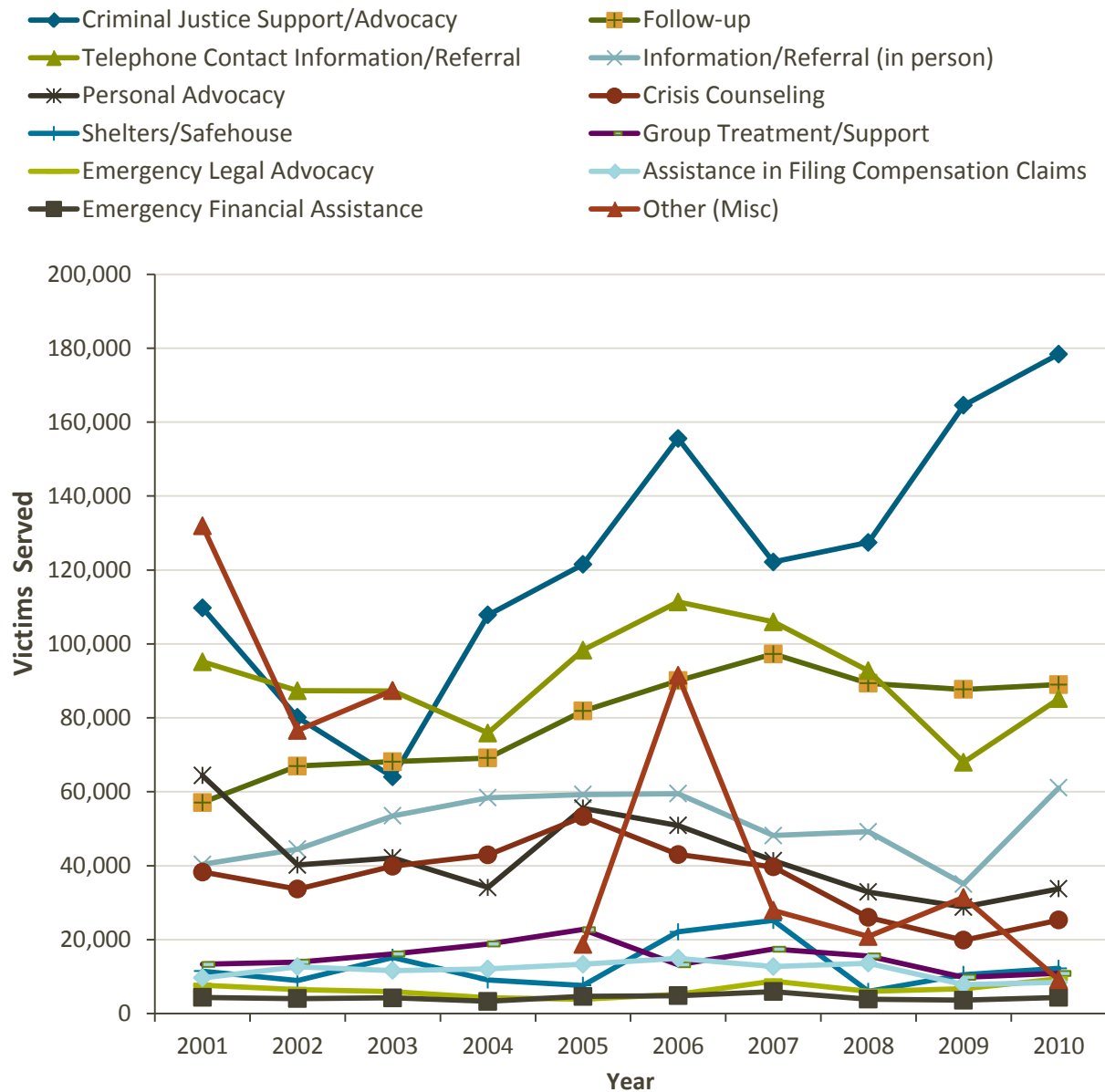
Figure 5: Proportion of Crime Victims Served by Type of Victimization in 2010† (n=67,218)



† Source: Federal VOCA reports submitted by CVSD, 2001 - 2010

The types of VOCA-funded services received by victims ranged from criminal justice support and advocacy to various types of counseling, emergency financial assistance, and emergency legal aid. The count of services provided by service category, shown in Figure 6, can exceed the number of victims served each year, indicating that victims could receive more than one service and receive the same service more than once.

Figure 6: Count of Victims Receiving VOCA-Funded Services by Service Category 2001-2010†



† Source: Federal VOCA reports submitted by CVSD, 2001 - 2010

Ways CVSD Has Helped Ensure Needs are Being Met

CVSD is seen as being helpful to crime victims in multiple ways.

CVSD is seen as being helpful to crime victims in multiple ways. More than three quarters (85.1%, n=103) of the key informants and CVSD grantees we talked to described this help in detail. Types of assistance included:

- Reducing administrative burdens for CVSD grantees, especially through e-grants and combining funding streams
- Providing training and technical assistance
- Promoting collaboration and workgroups across the system to address issues affecting crime victims
- Establishing and reviewing best practices
- Disseminating information and materials to providers and victims
- Consistently facilitating funding for crime victim services across all counties
- Being knowledgeable, informed, and supportive around the needs of crime victims
- Administering the Oregon Department of Justice Crime Victims' Compensation Program
- Advocating for victims in the legislature by supporting the passage of laws protecting and serving victims and by requesting funding to serve victims

4

Crime Victims' Rights

More than half of key informants and CVSD grantees identified specific positive changes in victims' rights enforcement in the past ten years.

Since the 2002 Crime Victims' Needs Assessment, changes in Oregon law and the Oregon Constitution were made that now guarantee certain rights for crime victims. Some rights are relevant only at certain stages of a case, and some rights are guaranteed only if the victim formally requests them. Crime victims' rights have been a focus of CVSD over the past ten years, and CVSD had an ongoing process for surveying crime victims about those rights and their enforcement when this needs assessment was designed. For this reason, only a small set of questions was asked about crime victims' rights in this study. The information that was gathered for the 2012 needs assessment is presented in this report section.

Highlights of What We Heard

*"The advances in crime victims' rights have been enormous in the last ten years."
—Key informant*

Victims of crime generally agreed that they were being respected and responded to by agencies within the criminal justice system. More than half of key informants and CVSD grantees identified specific positive changes in victims' rights enforcement in the past ten years, especially better victim notification, more proactive enforcement in the courts, and improvements in informing victims of their rights. Prompt restitution, reasonable protection from the defendant, and advance notification of hearings were identified as the most difficult rights to enforce. Approximately 76% of the crime victims surveyed in 2012 reported applying for Crime Victim Compensation, compared to 63% in 2002. In both years, the majority of victims who did not apply said they had not known about it; however, the proportion was lower in 2012. For victims who did receive Crime Victim Compensation, key informants told us that certain critical expenses were still not covered, especially services beyond the \$20,000 cap. These expenses included mental health services, relocation expenses, housing, medical services, and reimbursement for missed work.

Agency Respect and Responsiveness

Victims generally agreed that they were being respected and responded to by agencies within the criminal justice system.

Crime victims have the right to dignity and respect as well as the right to a meaningful role in the criminal or juvenile justice process. For this reason, CVSD asked us for feedback from victims on the level of respect and responsiveness they experienced from different parts of the criminal justice system. In the crime victim survey, the following descriptions of respect and responsiveness were given to the respondents:

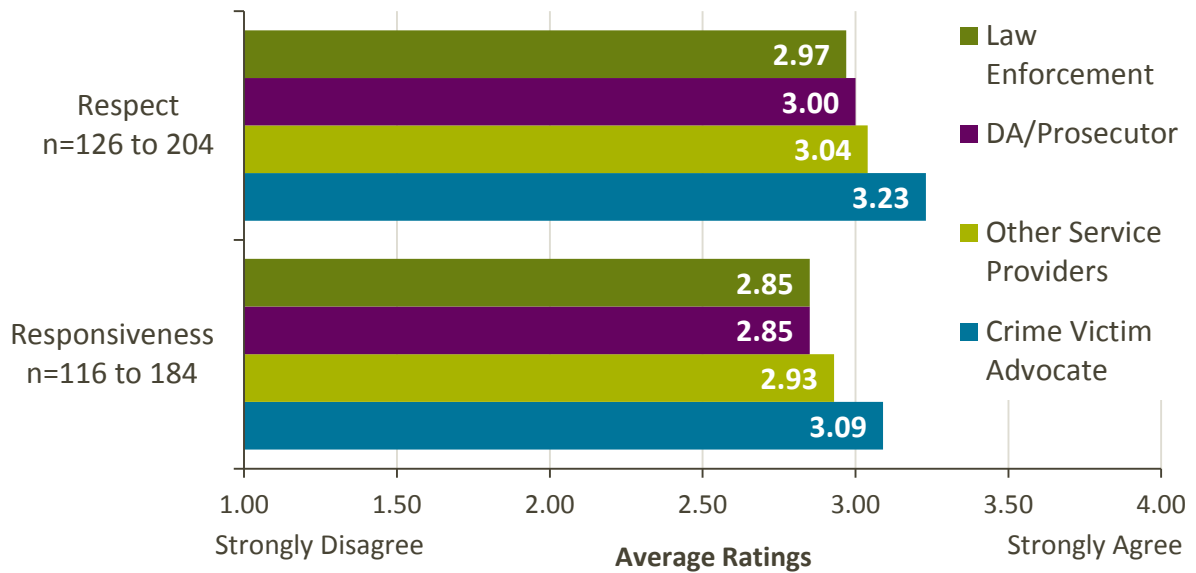
Respect: The staff was sympathetic to my situation, feelings, and experiences. They took into account what I had been through and made me feel as comfortable as possible. They treated me with respect and dignity.

Responsiveness: The staff responded to me in a timely manner, returned my calls when I left messages, gave me appointments when I needed them and satisfied my requests for information and additional needs.

For both respect and responsiveness, crime victim advocates were rated the highest, followed by other service providers, district attorney or prosecutor, and law enforcement.

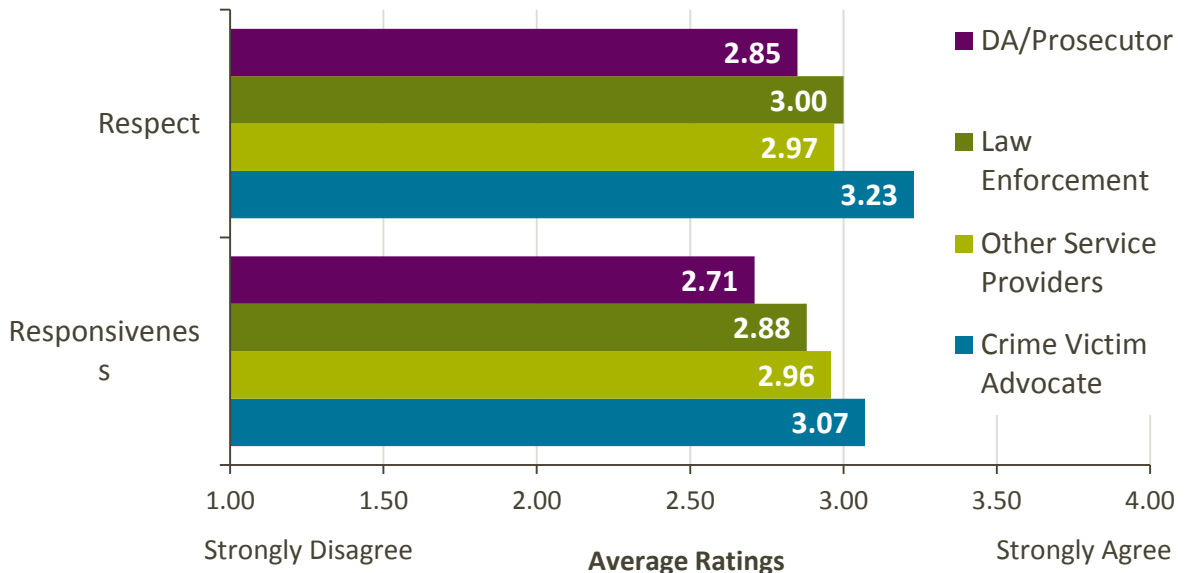
Respondents were asked to rate the level of respect and responsiveness across four agency types (crime victim advocates, district attorney or prosecutor, law enforcement, and other service providers) on a four-point scale of agreement (1=Strongly Disagree, 4=Strongly Agree). Victims generally agreed that they were being respected and responded to by the four agency types listed, with all of the average ratings falling above the midpoint of the scale. The mean ratings ranged from 2.97 to 3.23 for respect and 2.85 to 3.09 for responsiveness. Crime victim advocates were rated the highest, followed by other service providers, district attorney or prosecutor, and law enforcement. The ratings for respect were slightly higher than those for responsiveness across all agency types. Figure 7 depicts the average ratings across the four agency types.

Figure 7: Average Ratings of Respect and Responsiveness by Agency Type in 2012



These results are similar to those from the 2002 crime victim survey. In both years, crime victim advocates received the highest average ratings and respect ratings were slightly higher than responsiveness ratings. However, in 2002, law enforcement was rated higher on both characteristics than were district attorneys and prosecutors, and even higher than other service providers on respect.

Figure 8: Average Ratings of Respect and Responsiveness by Agency Type in 2002



The crime victims who rated respect and responsiveness the highest across all agencies were those who experienced homicide, property damage, or property theft. The crime victims whose ratings were the lowest across all agencies were those who experienced kidnapping and stalking.

Looking at crime victims' ratings of respect and responsiveness by the type of crime they experienced highlights some differences. Table 13 itemizes the average ratings for respect and responsiveness for each of the four agency types (i.e., law enforcement, district attorney or prosecutor, crime victims' advocate, and other service providers) across the 13 most common crimes for the crime victims responding to the survey. To differentiate between the average ratings within each crime, those ratings that are equal to or above the overall rating for the entire group of crime victims are in **blue**, while the ratings that are below the group average are in **red**. The overall group average ratings for each agency type are included under the column headings for reference. The crime victims who rated respect and responsiveness the highest across all agencies were those who experienced homicide, murder, manslaughter, or criminally negligent homicide, and property damage or property theft. The crime victims whose ratings were the lowest across all agencies were those who experienced kidnapping and stalking.

Table 13: Crime Victims' Ratings of Respect and Responsiveness of Agencies by Crime Type in 2012									
		Crime Victims' Advocate Average Ratings		Other Service Providers Average Ratings		District Attorney or Prosecutor Average Ratings		Law Enforcement Average Ratings	
Crime Experienced (sorted in descending order by crimes with the most ratings above average)	Count of Victims	Respect	Responsiveness	Respect	Responsiveness	Respect	Responsiveness	Respect	Responsiveness
Average ratings across all crimes		3.23	3.09	3.04	2.93	3.00	2.85	2.97	2.85
Homicide, murder, manslaughter, or criminally negligent homicide	11	3.73	3.70	3.80	4.00	4.00	4.00	3.90	4.00
Property damage or property theft	18	3.71	3.46	3.30	3.22	3.36	2.82	3.19	3.07
Rape	30	3.36	3.30	3.06	3.33	2.90	2.86	3.11	2.78
Robbery	10	3.13	2.88	2.80	2.00	3.86	3.29	3.00	3.10
Assault (not DV)	68	3.23	3.19	2.92	2.79	2.96	2.71	2.95	2.93
Driving Under the Influence of Intoxicants	11	3.18	2.78	3.20	2.75	2.71	3.00	2.91	3.00
Child sexual abuse	49	3.18	3.00	3.21	3.16	2.92	2.71	2.96	2.83
Domestic violence	59	3.24	3.11	2.95	2.86	2.86	2.72	2.90	2.75
Identity theft, financial exploitation, or fraud	9	2.67	2.83	2.50	3.25	2.60	3.00	2.14	2.57
Adult sexual assault (not rape)	22	3.19	3.07	2.58	2.70	3.00	2.76	2.79	2.74
Child physical abuse	14	2.78	2.33	3.10	2.55	2.44	2.00	2.17	1.92
Kidnapping	9	2.86	2.50	2.33	2.33	2.50	1.75	2.50	2.00
Stalking	15	2.54	2.42	2.40	2.17	2.25	2.27	2.00	2.08

Informing Crime Victims

Informing people about their rights as crime victims as well as notifying them about the status of their case and the offender were identified by key informants and CVSD grantees as having improved since 2002.

Many victims are kept informed about the status of the offender, most commonly during the trial or after the sentencing, but there are still exceptions.

Informing people about their rights as crime victims as well as notifying them about the status of their case and the offender were identified by key informants and CVSD grantees as having improved since 2002 (see Table 15).

Informing victims about the status of the offender

Crime victims surveyed for this study were asked whether they had been informed about the status of the offender after they reported the crime. Of the 227 victims who responded, 194 indicated that they had reported the crime, as well as where they were in the case and whether or not they were kept informed of the status of the offender. Victims in the trial, plea, or fact finding stage were most likely to report that they were kept informed of the offender's status (90.0%, n=9), followed by victims whose cases were in sentencing or completed disposition (82.6%, n=100). Victims in the stage between trial and sentencing were slightly less likely to indicate they were kept informed (71.4%, n=5), as were victims in whose cases an arrest had been made, but no trial, plea, or fact finding had begun (69.2%, n=9). The victims least likely to report they were kept informed were at the stage where the crime had been committed, but no one had been arrested yet (16.7%, n=4) or they were unsure where they were in the process (36.8%, n=7). Across all stages, most respondents who had reported the crime indicated that they were kept informed (69.1%, n=134). Table 14 indicates the percentage of victims who were kept informed of the offender's status by the stage in the process they were in at the time they completed the crime victim survey.

Table 14: Percent of Victims Informed of Status of Offender by Stage in the Juvenile or Criminal Justice Process (n=194 victims who had reported the crime)

What stage are you in the process?	Number of respondents in this stage	If the crime was reported, were you kept informed of the status of the offender?	
		Yes	
		Count	Percent
The crime happened but no one has been arrested yet	24	4	16.7%
An arrest has been made	13	9	69.2%
The trial, plea, or fact finding is happening now	10	9	90.0%
The trial or fact finding is finished, but the sentencing or disposition has not yet happened	7	5	71.4%
Sentencing or disposition has been completed	121	100	82.6%
Not sure	19	7	36.8%
Total across all stages	194	134	69.1%

The majority of affiliated providers (70.5%) help their clients who were crime victims connect with a crime victim advocate in their community or county.

Connecting victims with crime victim advocates

The majority of the affiliated providers (70.5%, n=67) indicated that they helped their clients who were crime victims connect with a crime victim advocate in their community or county.

Crime Victims' Rights Enforcement

Certain questions were included in the key informant and service provider interviews to inform the work of the Attorney General's Task Force on Victims' Rights Enforcement. The survey questions were specifically designed to ask about the enforcement of rights that may not always be honored. While the questions asked about enforcement, the responses were often more in the areas of how victims' rights were honored.

Changes since 2002

When asked how victims' rights enforcement has or hasn't changed since passage of the Victims' Rights Law, 71 (58.7%) key informants and CVSD grantees told us about positive changes they had observed.

Thirty-six respondents (29.8%) did not tell us of any changes, and fourteen (11.6%) said there had been little or no change. Table 15 breaks out the types of responses by percent of total key informants and CVSD grantees interviewed.

Table 15: How Victims' Rights Enforcement Has Changed Since Passage of the Victims' Rights Law (n=121 key informants and CVSD grantees)

Direction of Change	Count	Percent
Positive changes	71	58.7%
There has been no or little change	14	11.6%
Don't know or did not answer	36	29.8%

Notifying victims (11.6%, n=14), the proactive response to victims' rights by the courts (10.7%, n=13), and informing victims of their rights (8.3%, n=10) were the most frequently identified positive changes since 2002. Table 16 breaks out the types of positive change in victims' rights enforcement most commonly mentioned by the key informants and CVSD grantees interviewed. Some respondents spoke of multiple categories of positive changes.

Table 16: Positive Changes in Victims' Rights Enforcement Since Passage of the Victims' Rights Law (n=121 key informants and CVSD grantees)

Positive Changes	Count	Percent
Notification has improved	14	11.6%
Courts have more proactive response to victims' rights	13	10.7%
Victims are informed of their rights	10	8.3%
Policies and procedures have been or are being put in place	9	7.4%
Awareness by people in the system has increased	8	6.6%
Victims have remedies for making sure their rights are enforced (including post-conviction, n=2)	8	6.6%
Victims have a voice or are being heard	7	5.8%
There are advocates available to help victims	5	4.1%

Respondents provided additional detail for two of the positive changes in Victims' Rights Enforcement. **Proactive responses** to victims' rights in the courts included (a) judges asking whether victims have been notified and whether they are present, (b) courts willing to go back and develop remedies for poor responses to victims' rights,

and (c) awareness that decisions can be revoked if they have been found to be in violation of victims' rights.

Policies and procedures that have been put in place included distribution of victims' rights cards by law enforcement, required training or certification, additions to data systems, and changes in medical exams due to Carly's Law.

Rights that are the most difficult to enforce

When asked which rights were most difficult to enforce, the most common response was **prompt restitution** (13.2%, n=16), which was also the right most commonly identified in 2002 by victims as difficult to enforce. **Reasonable protection from the defendant** was the next most common response (8.3%, n=10). The full list of rights named as the most difficult to enforce by five or more respondents is included in Table 17.

Prompt restitution was identified in 2002 and 2012 as the right most difficult to enforce.

Table 17: Rights That Are Most Difficult for Crime Victims to Have Enforced (n=121 key informants and CVSD grantees)		
Right	Count	Percent
Prompt restitution	16	13.2%
Reasonable protection from the defendant	10	8.3%
Advance notification of hearings	9	7.4%
To be informed of rights	8	6.6%
To receive same information given to defendant	7	5.8%
To be heard at the pretrial release hearing	6	5.0%
To be present in open court when defendant is present	6	5.0%
Multiple	5	4.1%
Other items not specifically identified by law as a right	20	16.5%

Why certain rights are difficult to enforce

Key informants and CVSD grantees had a number of ideas about why specific rights were difficult to enforce.

Prompt restitution was seen as particularly difficult because perpetrators have few funds to pay restitution and have a difficult time finding employment. Enforcement and compliance were also seen as problematic.

“Our attacker [has been identified by police, but has subsequently] been in our neighborhood and at my fiancé’s business. We haven’t had any resolution.”
—Crime victim

Victim involvement at every level of the case (sentencing, pleas, court dates) can be hard to enforce.

“We’re so small here, if someone has been a victim of a crime and they’re still in this town and they talk or try to press charges it’s pretty hard for them to stay safe in their own home.”
—Key informant

“After the trial, we have kind of fallen out of the loop...it would be nice to have an annual update so that we are aware when he is released. We have moved out of state, so keeping tabs on updates isn’t easy.”
—Crime victim

Reasonable protection from the defendant was seen as difficult because no-contact orders can be hard to get and even harder to enforce. Protection orders may include civil protective orders, elder abuse protection orders, and stalking orders. Getting a restraining order entails applying in person and possibly missing work. Enforcement can vary by location and police officer or department. There might be no follow-through on a violation if the perpetrator has left the scene before police arrived. If a perpetrator is cited for a violation, the penalty may be small compared to the problem it is meant to address.

Advance notification of hearings can be difficult, especially if the victim is in a shelter or is transient, or if the proceeding is set unexpectedly. Notifications of hearings for the Psychiatric Security Review Board were also identified as difficult.

Informing victims of their rights was still identified as difficult to enforce, despite the observed increase in informing victims. As in 2002, respondents told us that the information needs to be in accessible language and the victim needs to be told more than once.

Receiving the same information as is given to the defendant is not possible when the information is not accessible or cannot be understood by the victim. For example, one key informant told us that the right to request the discovery information in DUII collision cases can be in conflict with the DA office’s rules about not releasing that information until the case is done. Another respondent told us that many people don’t have access to police reports or information about the initial interaction with the police. Two respondents mentioned the need for interpreters to advance this right, but another told us that courts do not pay for interpreters for this purpose.

It is difficult for victims **to be heard at the pretrial release hearing** because these hearings are often held before the victim can be contacted. They also occur during the day, when victims are often at work.

Similar factors can prevent victims from **being present in open court when the defendant is present**. In addition to the short notice, daytime hours, and difficulty contacting victims (especially if they

have no phone), another problem is that victims “*don't always know what rights entail.*”

Respondents also identified barriers across multiple rights. Victim involvement at every level of the case (sentencing, pleas, court dates) can be hard to enforce. Also, victims have a hard time knowing which rights need to be requested and which do not. Furthermore, many victims find it very difficult to stand up and speak in the courtroom, but don't know they can choose to have a lawyer read their written statement instead. Individuals with disabilities are sometimes not perceived as credible witnesses or credible victims and, thus, do not receive the same rights as other people, especially the right to be heard. Coordination in scheduling, rescheduling, and notification is seen as a problem throughout.

*“I felt confused and felt that my case wasn't important [because I didn't take my case to court]. I did not feel like I had a voice or any justice was served.”
—Crime victim*

Finally, respondents also talked about other basic rights they said were difficult for victims to have honored, including confidentiality, the right to privacy, child custody rights, the right to be respected throughout the criminal justice process, the right to go where they want and wear what they want, and the right to live a normal life.

Crime Victim Compensation

“Crime victims’ insurance was very difficult not only for myself, but for the providers who care for me and my children. The process for compensation should be much easier than it is.”
 —Crime victim

Three quarters (75.8%, n=172) of the crime victims surveyed in 2012 reported applying for Crime Victim Compensation, compared to 63% (n=274) in 2002. Approximately one quarter of the affiliated providers (28.4%, n=27) indicated that they assisted their clients who were crime victims with applying for Crime Victim Compensation. This question was not asked of CVSD grantees.

Reasons victims don’t apply for Crime Victim Compensation

Of the crime victims who did not apply in 2012, 45.9% (n=17) reported not knowing about it as their reason. Of the crime victims who did not apply in 2002, 59.5% (n=78) reported not knowing about it as their reason. The distribution of all the reasons indicated for not applying in both 2002 and 2012 are presented in Table 18.

Table 18: Reasons Victims Did Not Apply for Crime Victim Compensation†

Reason (sorted in descending order by percent in 2012)	Percent in 2002 (n=130)	Percent in 2012 (n=37)
I did not know about it	59.5%	45.9%
I did not understand the program	12.3%	27.0%
I couldn’t find the emotional energy to go through the process	9.2%	18.9%
I was told that I did not qualify	7.7%	10.8%
My insurance paid my expenses	12.3%	8.1%
I determined I was not eligible under the guidelines	3.1%	8.1%
I had no expenses	8.5%	5.4%
The application was too difficult to complete	4.6%	2.7%
I waited past the deadline	3.8%	2.7%
The application was not available in my language	0.0%	0.0%
Other	18.3%	8.1%

† Respondents could endorse more than one reason. In 2012, the other reasons given by respondents were “It was never offered” and “It would have been minimal and not worth my time to apply.”

Key expenses not covered by Crime Victim Compensation

Mental health services were most commonly identified by providers as an expense not covered by Crime Victim Compensation.

Key informants and CVSD grantees identified a number of expenses not covered by Crime Victim Compensation. Mental health services were identified by the highest number of respondents (19.8%, n=24), followed by relocation expenses (14.0%, n=17), housing (11.6%, n=14), medical services (10.7%, n=13), and reimbursement for missed work (10.7%, n=13). The key expenses identified by five or more key informants and CVSD grantees are included in Table 19, sorted in descending order by number of responses. More detail on each type of expense is provided following the table. Respondents did not specify why these expenses were not covered. CVSD staff told us that possible reasons include reaching the \$20,000 limit, the expense not being allowed by statute, or lack of eligibility for any number of reasons.

Table 19: Key Expenses for Victims Not Covered by Crime Victim Compensation (n=121 key informants and CVSD grantees)

Unpaid Expense Type	Count	Percent
Mental health services	24	19.8%
Relocation expenses	17	14.0%
Housing, shelter, or rent	14	11.6%
Medical services (especially beyond monetary cap)	13	10.7%
Reimbursement for missed work	13	10.7%
Damaged property repair	12	9.9%
Transportation	12	9.9%
Losses due to property crime	11	9.1%
Everything (especially after monetary or time limits have been reached or if the crime wasn’t reported)	10	8.3%
Basic needs	6	5.0%
Child care	6	5.0%

*“I’d like to see a higher cap on Crime Victim Compensation so they don’t have to choose between counseling and medical.”
—CVSD grantee*

Mental health services were identified by the highest percent of key informants and CVSD grantees (19.8%, n=24) as a key expense not covered by Crime Victim Compensation. Half (50.0%, n=12) of those 24 respondents specifically named counseling as underfunded, either because the need is greater than the funds available or because it is not covered at all if there is not a conviction in the case. The length of the application process was also mentioned as problematic, in that it slows down access to counseling.

Relocation expenses were identified by the second largest percentage of respondents (14.0%, n=17) as a key expense not covered by Crime Victim Compensation, including the cost if the victim has to move out of the perpetrator's home.

In addition to general relocation expenses, some respondents (11.6%, n=14) specifically named **housing, shelter or rent** as not sufficiently covered by Crime Victim Compensation (11.6%, n=14).

*“There’s no way [victims] are going to be able to get what they need through Crime Victim Compensation without restitution.”
—Key informant*

Medical services were also identified as an uncovered key expense (10.7%, n=13). Three respondents identified the \$20,000 monetary cap as insufficient. Uncovered expenses included co-pays, dental expenses, follow-up appointments, naturopathy or alternative medicine, rape kits, care for catastrophic injuries, and care for pre-existing conditions that are exacerbated by victimization.

Respondents identified the following medical expenses not covered by Crime Victim Compensation:

- Co-pays
- Dental expenses
- Follow-up appointments
- Naturopaths or alternative medicine
- Rape kits
- Care for catastrophic injuries
- Care for pre-existing conditions that are exacerbated by victimization
- Anything over the \$20,000 monetary cap

*“All my emergency medical expenses were paid. I never received any compensation financially for the 3 weeks of work I missed or any notification of whether or not I was eligible!”
—Crime victim*

Reimbursement for missed work was also identified as a key expense not covered by Crime Victim Compensation (10.7%, n=13). Reasons mentioned for missing work included appointments to have children assessed and treated for child abuse and time in court required by a subpoena. Monthly household expenses may also be impacted by lost work.

Damaged property repair and **transportation** were each identified by 9.9% of respondents (n=12) as uncovered expenses. Damaged property repair included changing or repairing locks, doors or windows, car break-ins or car theft, and replacement of anything inside the car or home that was damaged or stolen. Transportation

was identified as an issue particularly for people in rural communities, in eastern Oregon, and those living far away from the court proceedings.

Losses due to property crime were identified by 9.1% of respondents (n=11). Respondents told us about the personal and financial impact of having a car stolen or losing a traditional tribal dance outfit.

Basic needs, such as clothes, food and utilities, as well as **child care**, were each named by 5.0% of respondents (n=6), especially when the perpetrator was the sole provider for the victim's family and the victim now has to seek work or go back to school.

Expenses incurred before Crime Victim Compensation is awarded are also difficult to recover.

Quite a few respondents (8.3%, n=10) told us that Crime Victim Compensation doesn't cover any expenses above the \$20,000 monetary cap or if the crime was not reported. Expenses incurred before Crime Victim Compensation is awarded are also difficult to recover.

[Note: In response to these survey findings, CVSD staff report that mental health services, medical services and reimbursement for missed work are all covered by the Crime Victim Compensation Program. Covered expenses include co-pays, dental expenses, naturopathy, rape kits, and pre-existing conditions exacerbated by victimization. In addition, CVSD staff report that, between 2010 and 2012, the monetary award cap was reached by only 0.5% (n=66) of Crime Victim Compensation recipients. Finally, CVSD reports that over 70% of applications are processed within 45 days, and over 90% within 60 days.]

5

Service Use, Service Availability, and Unmet Service Needs

Highlights of What We Heard

Although they are doing their best to meet the current level of need for all services, providers reported struggling due to reduced funding, limited staff time, and other resource limitations.

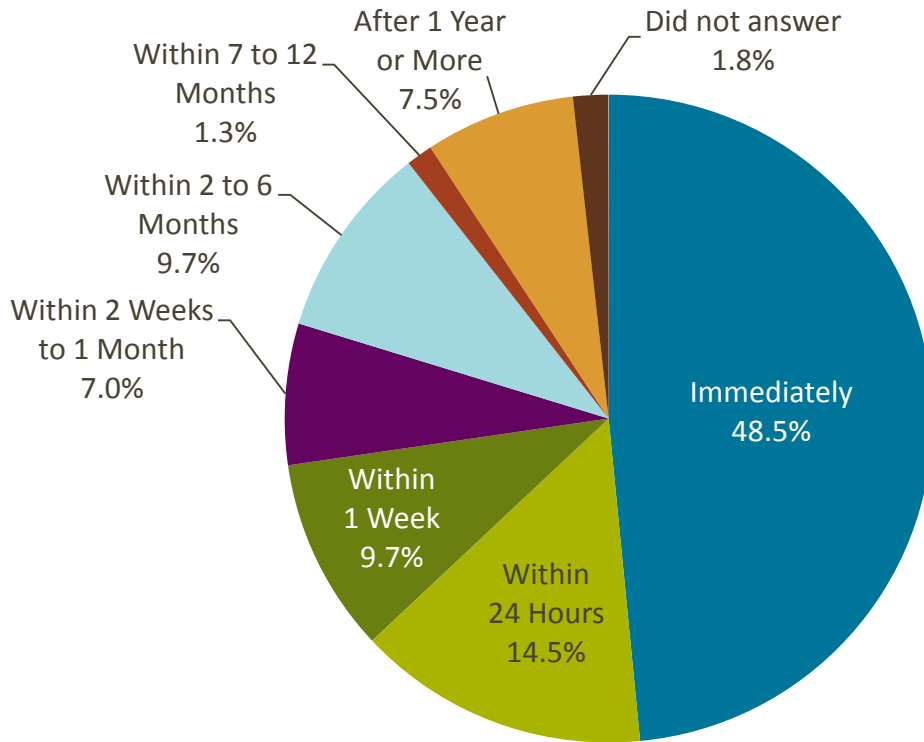
Crime victims told us that the services they most commonly received (out of a list of 26 services that may be available to crime victims) were assistance applying for Crime Victim Compensation, victim notification, mental health, criminal justice support/advocacy, and medical services, which were also the five most helpful services. Their overall rating of the criminal justice system was almost evenly split, with slightly over half of crime victims being satisfied or very satisfied, and slightly under half being dissatisfied or very dissatisfied. CVSD grantees were given a different list of services to consider that were of most interest to CVSD staff; therefore, comparison to the findings for crime victims is not appropriate. CVSD grantees reported that transportation, emergency legal advocacy, and co-advocacy are the most common of those services provided to crime victims. Although they are doing their best to meet the current level of need for all services, providers reported struggling due to reduced funding, limited staff time, and other resource limitations. Based on services crime victims report needing but not receiving, current service gaps include emergency financial assistance, victim-offender mediation, and availability of information about restitution or help processing restitution claims. The latter two services showed the greatest reduction in unmet service need over the last ten years, since the 2002 needs assessment, whereas emergency financial assistance showed the largest increase in unmet service need.

Asking for Help after a Crime

Nearly half (48.5%, n=110) of the crime victims surveyed reported immediately approaching someone other than family or friends, and another 14.5% (n=33) reported doing so within 24 hours of the crime.

A complete breakdown of the responses for this item is presented in Figure 9.

Figure 9: Length of Time After the Crime Occurred that the Victim Approached Someone other than Friends or Family for Help (n=227 Crime Victims)



Most crime victims contact law enforcement first for outside help after the crime occurs.

Crime victims were asked whom they first contacted for help, outside of friends and family, after the crime occurred. The majority (62.1%, n=141) contacted law enforcement first. A complete breakdown of which agencies the crime victim respondents contacted first is presented in Table 20. Some respondents selected more than one agency or program, so the percentages in the table add up to more than 100%. Law enforcement, hospital or medical facilities or personnel, and victim assistance programs were the three most common agencies first contacted in both 2012 and 2002. The next most common agencies first contacted in 2012 were mental health, legal, and faith-based organizations; whereas children’s services, domestic violence or sexual assault agencies, and hotlines were the next most common agencies contacted in 2002.

Table 20: First Contact for Help Other Than Family or Friends (n=227 Crime Victims)

Agency or Program <i>(sorted in descending order by count)</i>	Count	Percent
Law enforcement	141	62.1%
Hospital or medical facility or personnel	43	18.9%
Victim assistance programs	37	16.3%
Mental health counselor	20	8.8%
Lawyer or legal assistance	13	5.7%
Religious or faith-based organization or person	10	4.4%
Crisis line	4	1.8%
Social services or child protective services	4	1.8%
Shelter	3	1.3%
School staff	3	1.3%
Child abuse center	3	1.3%
Domestic violence or sexual assault center	2	0.9%
Did not answer	5	2.2%

Services Received by Crime Victims

The crime victim survey included a list of 26 services that may be available to crime victims. Definitions for the services were included in the survey, which is reproduced in Appendix C of this report. This list was developed based on those included in the 2002 crime victim survey and the services that CVSD staff were most interested in learning about during this needs assessment. This does not represent an exhaustive list of all services available to crime victims.

Respondents were asked to identify those services they had actually received, which are presented in Table 21. The crime victims who responded to this survey received an average of 5.2 services, with the majority (78.4%, n=178) of respondents reporting having received from one to eight types of services. Overall, the most frequently received services were:

- Assistance applying for Crime Victim Compensation
- Victim notification of offender or case information and status
- Mental health evaluation or therapy/counseling
- Criminal justice support or advocacy
- Medical services

Although they did not occur in exactly the same order of frequency in 2002, these were also the same five most commonly received services reported by crime victims that year.

Table 21: Services Received by Crime Victims (n=227 Crime Victims)

Service <i>(sorted in descending order by percent received)</i>	Count Received	Percent Received	Average Helpful Rating[†]
Assistance applying for Crime Victim Compensation	152	67.0%	3.39
Victim notification of offender/case information and status	137	60.4%	3.20
Mental health evaluation or therapy/counseling	118	52.0%	3.08
Criminal justice support/advocacy	115	50.7%	3.30
Medical services	113	49.8%	3.22
Getting information about restitution or help with processing restitution claims	75	33.0%	2.87
Emergency legal advocacy	69	30.4%	3.25
Crisis services	58	25.6%	3.05
Victimization prevention skills education	50	22.0%	2.87
Hospital accompaniment	47	20.7%	3.25
Support groups	43	18.9%	2.89
Emergency financial assistance	38	16.7%	2.43
Victim/offender mediation	31	13.7%	2.30
Spiritual/religious counseling	28	12.3%	3.13
Property return or damaged property repair	26	11.5%	2.24
Help with transportation	18	7.9%	2.67
Bilingual services	18	7.9%	3.28
Information about or help with immigration issues	13	5.7%	3.42
Shelter/short term housing services/transitional housing	11	4.8%	2.29
Substance abuse services	8	3.5%	excluded ^{††}
Child care	3	1.3%	excluded ^{††}
Child abuse services	1	0.4%	excluded ^{††}
Legal services	1	0.4%	excluded ^{††}
Other	4	1.8%	excluded ^{††}

[†] Rating Scale Range: 1=Not Helpful to 4=Very Helpful

^{††} Ratings for services with fewer than 10 ratings were excluded.

Crime victims were also asked to rate how helpful each service they received was to them, using a four-point scale (1=Not Helpful, 4=Very Helpful). As presented in Table 21, the services receiving the six highest average helpfulness ratings were:

- Information about or help with immigration issues (3.42, n=13)
- Assistance applying for Crime Victim Compensation (3.39, n=152)
- Criminal justice support or advocacy (3.30, n=115)
- Bilingual services (3.28, n=18)
- Emergency legal advocacy (3.25, n=69)
- Hospital accompaniment (3.25, n=47)

Mental health and medical services were identified as the most helpful services by the highest proportion of respondents.

Some of the highest helpfulness ratings were for services received by only a small group of crime victims who participated in this survey. For that reason, we also asked respondents to consider all of the services they had received and identify the three services that they found the most helpful. The most helpful services identified by the largest proportion of respondents were:

- Mental health evaluation or therapy/counseling (25.6%, n=58)
- Medical services (22.0%, n=50)
- Criminal justice support or advocacy (18.9%, n=43)
- Victim notification of offender or case information and status (14.5%, n=33)
- Assistance applying for Crime Victim Compensation (14.1%, n=32)

*"I don't think I would have made it through the criminal proceedings if it wasn't for the amount of support and encouragement I received from those involved in my case. They were extremely helpful and I will be forever grateful."
—Crime victim*

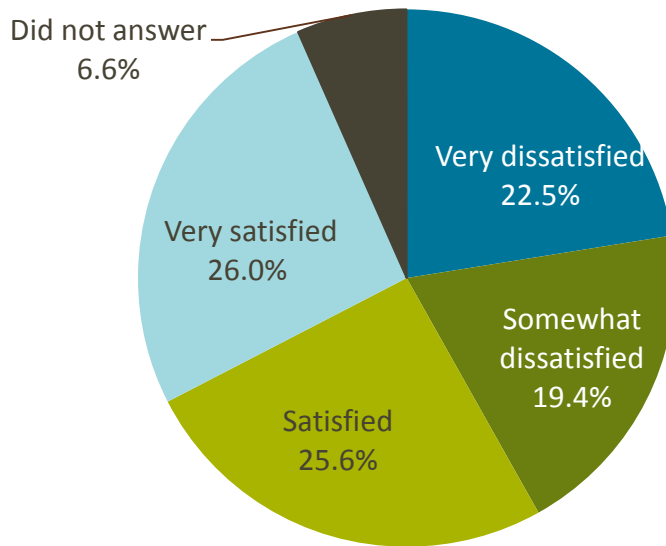
Satisfaction with the Criminal Justice System

In addition to the individual helpfulness ratings we asked crime victims to provide for each of the services they received, we also asked them to rate their overall satisfaction with the criminal justice system. Criminal justice system was defined as **all the individuals and agencies that provide public safety or legal services (e.g., police, sheriff, attorney, prosecutor, judge) or are otherwise involved with the arrest, trial or punishment of criminals.** The satisfaction rating

Victim satisfaction with the criminal justice system improved slightly from 2002 to 2012.

was made on a four-point scale (1=Very Dissatisfied, 2=Somewhat Dissatisfied, 3=Satisfied, 4=Very Satisfied). The average rating was 2.59, which is slightly above the midpoint of 2.5. Figure 10 presents the breakdown of responses, showing that 51.6% (n=117) of the crime victims were satisfied or very satisfied, and 41.9% (n=95) were dissatisfied or very dissatisfied. This is a slight improvement over the ratings from 2002. Ten years ago, 42% of the crime victims were satisfied or very satisfied, while 58% were dissatisfied or very dissatisfied. The comments provided by crime victim respondents in 2012 suggest that many had positive experiences due to help, quick response, and support from the people involved with their case. The victims who had negative experiences mentioned delays, lack of communication, disrespect and blaming from law enforcement, and not giving the victim a voice in the trial proceedings (e.g., reading the victim statement, consulting with the victim on the case or plea) as the main reasons for their dissatisfaction.

Figure 10: Overall Satisfaction with the Criminal Justice System (n=227 crime victims)

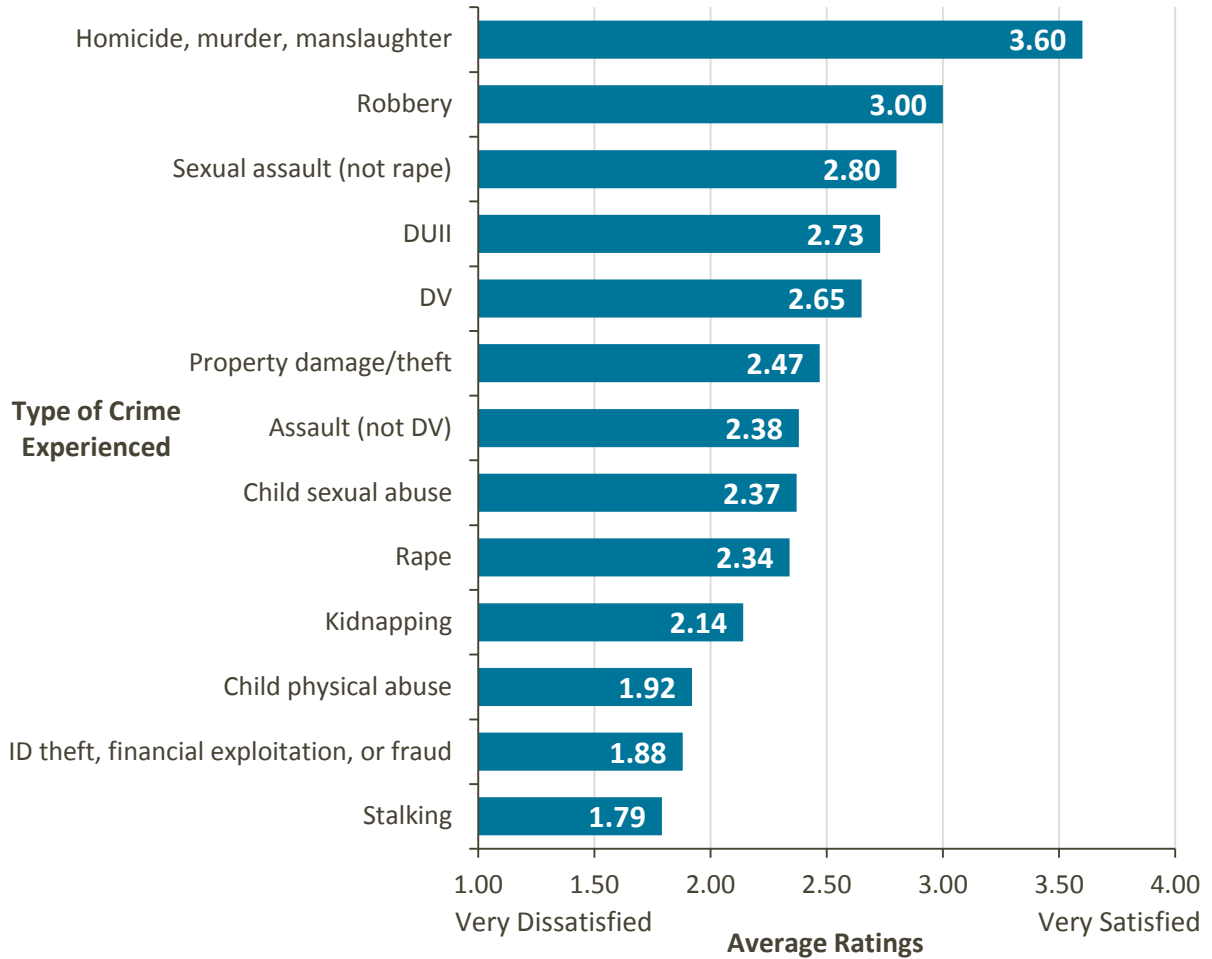


Co-victims of homicide expressed the highest satisfaction with the criminal justice system, while victims of financial fraud and stalking experienced the lowest satisfaction.

Looking at satisfaction with the criminal justice system by the type of crime experienced provides a slightly different picture. Figure 11 presents the average ratings across the thirteen most common crimes for the victims who responded to the survey. The highest ratings of satisfaction are from victims of homicide, murder, manslaughter or criminally negligent homicide (n=11); robbery (n=10); and sexual assault (n=22); while the lowest ratings of satisfaction are from

victims of stalking (n=15); identity theft, financial exploitation or fraud (n=9); and child physical abuse (n=14).

Figure 11: Overall Satisfaction with the Criminal Justice System by Type of Crime (n=227 crime victims)



Selected Services Provided to Crime Victims

CVSD grantees were asked about a shorter list of 14 services that can be available to crime victims. The services included were those of most interest to CVSD at the time the interview was written. Although there is some overlap, because the set of services included for the CVSD grantees was not the same as the set presented to crime victims, direct comparison is not possible. Each service and the descriptions provided to respondents are included in Table 22.

Respondents were asked whether their agency or department currently provided these services to victims. Among the CVSD grantees who responded to this survey, the most commonly provided services in the list were transportation (71.0%, n=49), emergency legal advocacy (53.6%, n=37), co-advocacy (46.4%, n=32) and victim protection (47.8%, n=29).

Table 22: Selected Crime Victim Services Provided by CVSD Grantees (n=69 CVSD Grantees)

<i>Service (sorted in descending order by count)</i>	Count	Percent
Transportation (cab/bus fare or actual transportation to court, medical visits, etc.)	49	71.0%
Emergency legal advocacy (file temporary restraining orders, stalking orders and other protective orders)	37	53.6%
Co-advocacy (provide services with another agency under a formal service coordination agreement)	32	46.4%
Victim protection (assist victims with identity change or “going underground”)	29	42.0%
Victim impact panels (Assist with/support victims’ describing the impact of crime upon their lives; not court affiliated)	23	33.3%
Child care (provide professional child care or subsidize [provide financial assistance for] child care for clients)	23	33.3%
Mental health evaluation or therapy for the victim or family (psychological or psychiatric evaluation or treatment for crime victims, their significant others, or other family members)	18	26.1%
Legal assistance for non-emergency purposes	13	18.8%
Transitional housing (housing for 6-12 months with a nominal fee)	11	15.9%
Employment services (assess job skill levels, assist clients in resume preparation, or teach job hunting skills)	9	13.0%
Parenting classes (provide classes that teach dynamics of abuse, child-rearing skills, anger management, and discipline techniques)	8	11.6%
Crime scene clean-up (provide or offer financial assistance for crime scene clean-up)	6	8.7%
Spiritual/religious counseling (guidance and emotional support by a member of a faith community)	4	5.8%
Substance abuse services (guidance and emotional support by a counselor during addiction recovery; does not include support groups such as AA, NA or Al-Anon)	1	1.4%

For two of the services, an additional descriptive question was asked. CVSD grantees providing **child care** were asked when that is provided. Respondents described providing it as much as they could, which ranged from providing child care during all services to providing only limited offerings for emergency situations. Child care was most often provided during court appearances, support groups, counseling, job hunting, and legal meetings.

Many respondents identified co-advocacy arrangements for DV/SA, mental health, housing, and disabilities.

Respondents involved in **co-advocacy** arrangements with other providers were asked to identify the types of services and with which agencies those arrangements exist. Those two questions overlap, so for simplicity the most frequently mentioned services will be described. Many respondents identified co-advocacy arrangements for DV/SA, mental health, housing, and disabilities. A few respondents simply said they get involved with any program based on the needs of the crime victims. Other services or agencies mentioned include substance abuse, culturally-specific programs, legal, medical, immigration, DHS (e.g., child welfare, TANF), homelessness, forensics interviews, and food banks.

Meeting Current Needs for Selected Services

Across the 14 services included in the CVSD grantee interview, whenever respondents noted that they provide a service, they were then asked if they were meeting the current levels of need for the service. Table 23 provides an itemization of those data, including the counts of CVSD grantees who reported providing each service. Comparing the number of grantees that offer a service to how many are meeting the current level of need provides another perspective on unmet needs.

Transportation is a frequent need of crime victims, yet it is not fully satisfied.

For all the services included in the survey, at least 60% of respondents reported meeting the current level of need. It is important to note that some of the higher percentages of grantees who are meeting the current levels of need are doing so for services that are not being provided by many grantees (e.g., crime scene clean-up, spiritual/religious counseling, substance abuse services). The services for which the lowest proportion of grantees reported meeting the current level of need were child care, legal assistance for non-emergency purposes, and transportation. Transportation was the service provided by the largest proportion of grantees, so our findings

suggest that transportation is a frequent need of crime victims, yet it is not fully satisfied.

Table 23: CVSD Grantees Meeting the Current Need for the Services They Provide (n=69 CVSD Grantees)

Service <i>(sorted in descending order by percent meeting need)</i>	Count Providing Service	Count Meeting Need	Percent Meeting Need[†]
Crime scene clean-up (provide or offer financial assistance for crime scene clean-up)	6	6	100.0%
Spiritual/religious counseling (guidance and emotional support by a member of the faith community)	4	4	100.0%
Substance abuse services (guidance and emotional support by a counselor during addiction recovery; does not include support groups such as AA, NA or Al-Anon)	1	1	100.0%
Victim impact panels (Assistance with/support for the victim describing the impact of crime upon their lives; not court affiliated)	23	21	91.3%
Victim protection (assisting victims with identity change or “going underground”)	29	24	82.8%
Emergency legal advocacy (Filing temporary restraining orders, stalking orders and other protective orders)	37	30	81.1%
Parenting classes (provide classes that teach dynamics of abuse, child-rearing skills, anger management, and discipline techniques)	8	6	75.0%
Transitional housing (housing for 6-12 months with a nominal fee)	11	8	72.7%
Co-advocacy (providing services with another agency under a formal service coordination agreement)	32	23	71.9%
Mental health evaluation or therapy for the victim or family (psychological or psychiatric evaluation or treatment for crime victims, their significant others, or other family members)	18	12	66.7%
Employment services (assess job skill levels, assist clients in resume preparation, or teach job hunting skills)	9	6	66.7%
Transportation (cab/bus fare or actual transportation to court, medical visits, etc.)	49	31	63.3%
Legal assistance for non-emergency purposes	13	8	61.5%
Child care (providing professional child care or subsidizing child care for clients)	23	14	60.9%

[†] Percent Meeting Need = Count Meeting Need/Count Providing Service.

Rural providers are hindered by a limited number of providers, long distances, and limited community-based resources.

Factors that Influence Not Meeting Needs for Selected Services

The respondents who reported not meeting the current levels of need for the services included in the interview described the things that prevent their agency from doing so. For almost all of the services, funding, limited staff time, and other resource limitations were mentioned. Issues specific to rural areas included fewer or no professionals in certain disciplines, long distances necessary to find available resources (e.g., relocation), and limited community-based resources (e.g., public transportation). In addition to funding, staffing, and resource limitations, the following issues were mentioned related to certain services not meeting current levels of need:

- **Child care:** space (size and type), not enough volunteers, difficulty coordinating with other providers
- **Victim protection:** limited access to shelters or limited shelter space; limited or no capacity to do legal paperwork; many providers offer address confidentiality, but helping crime victims to “go underground” is beyond their means
- **Emergency legal advocacy:** legal services in many counties have been reduced and experience high volume, some agencies can only provide information and assist filling out paperwork
- **Transitional housing:** lack of disability-accessible housing, often only available for domestic violence victims, limited affordable or safe housing, some counties or communities just don't have it
- **Transportation:** limited or no public transportation, costly upkeep of agency vehicles, not enough volunteers
- **Mental health evaluation or therapy for the victim or family:** limited or no professionals to meet the specific needs of the clients, if not available for victims who don't have OHP, difficult to get Crime Victim Compensation funds to cover costs
- **Employment services:** poor economy reduces job opportunities, limited opportunities for individuals with disabilities, some agencies can only provide a computer for clients to use

- **Legal assistance for non-emergency purposes:** not enough pro bono attorneys, inequities based on family resources (support only available for a fee)
- **Co-advocacy:** funding or resource limits among potential collaborators, fewer programs in rural areas reduces opportunities for collaboration

Selected Services Not Provided by CVSD Grantees or Other Service Providers

Childcare and crime scene clean-up were identified as not available for victims in some areas of the state.

For the 14 services included in the interview, whenever respondents reported that they do not provide a service, they were then asked if the service is provided by another agency in their service area. Table 24 presents the services that CVSD grantees reported neither their agency nor any other provider in their service area provides. All services had at least one respondent reporting that the service was not available from them or another agency. The services with the highest frequency of neither the grantee nor another agency providing the service in their area were child care (23.2%, n=16), crime scene clean-up (21.7%, n=15), co-advocacy (13.0%, n=9) and victim impact panels (13.0%, n=9). This is based only on the information provided by the respondents who participated in this survey, and does not represent all service areas throughout the state. However, these services may need to be supplemented in order to fully support crime victims in Oregon.

Table 24: Selected Crime Victim Services NOT Provided by CVSD Grantees and NOT Provided by Another Agency in the Service Area (n=69 CVSD Grantees)

Service (sorted in descending order by count)	Count	Percent
Child care (providing professional child care or subsidizing child care for clients)	16	23.2%
Crime scene clean-up (provide or offer financial assistance for crime scene clean-up)	15	21.7%
Co-advocacy (providing services with another agency under a formal service coordination agreement)	9	13.0%
Victim impact panels (Assistance with/support for the victim describing the impact of crime upon their lives; not court affiliated)	9	13.0%
Victim protection (assisting victims with identity change or “going underground”)	5	7.2%
Transitional housing (housing for 6-12 months with a nominal fee)	5	7.2%
Spiritual/religious counseling (guidance and emotional support by a member of the faith community)	5	7.2%
Parenting classes (provide classes that teach dynamics of abuse, child-rearing skills, anger management, and discipline techniques)	4	5.8%
Transportation (cab/bus fare or actual transportation to court, medical visits, etc.)	3	4.3%
Legal assistance for non-emergency purposes	3	4.3%
Substance abuse services (guidance and emotional support by a counselor during addiction recovery; does not include support groups such as AA, NA or Al-Anon)	3	4.3%
Employment services (assess job skill levels, assist clients in resume preparation, or teach job hunting skills)	2	2.9%
Emergency legal advocacy (Filing temporary restraining orders, stalking orders and other protective orders)	1	1.4%
Mental health evaluation or therapy for the victim or family (psychological or psychiatric evaluation or treatment for crime victims, their significant others, or other family members)	1	1.4%

Service Gaps: Crime Victim Perspective

41% of victims reported having all their service needs met.

Unmet Needs

To determine the gaps in services for crime victims, we first asked respondents to identify the services that they needed. Crime victims reported an average of 7.5 types of service needs, with the majority (74.0%, n=168) needing between one and ten services. Comparing those needed services with the services crime victims actually received, some service gaps were identified. Overall, 41.0% (n=93) of all crime victims had all of their service needs met. An additional 15.4% (n=35) had only one service need not met, and 15.9% (n=36) had two or three service needs not met. The remainder had four or more service needs unmet. Table 25 itemizes all of the services included in the survey, presented in descending order of those for which the highest proportion of crime victims reported needing, but not receiving the service.

Table 25: Crime Victims Who Needed but Did Not Receive Services (n=227 Crime Victims)

<i>Service (sorted in descending order by count)</i>	Count	Percent
Emergency financial assistance	60	26.4%
Victim/offender mediation	45	19.8%
Getting information about restitution or help with processing restitution claims	45	19.8%
Property return or damaged property repair	40	17.6%
Victim notification of offender/case information and status	36	15.9%
Victimization prevention skills education	36	15.9%
Criminal justice support/advocacy	34	15.0%
Emergency legal advocacy	32	14.1%
Mental health evaluation or therapy/counseling	32	14.1%
Assistance with applying for Crime Victim Compensation	27	11.9%
Crisis services (in person or a telephone hotline)	27	11.9%
Hospital accompaniment	23	10.1%
Support groups	23	10.1%
Help with transportation	20	8.8%
Medical services	19	8.4%
Spiritual/religious counseling	19	8.4%

Table 25: Crime Victims Who Needed but Did Not Receive Services (n=227 Crime Victims)

Service (sorted in descending order by count)	Count	Percent
Shelter/short-term housing services/transitional housing	14	6.2%
Child care	11	4.8%
Substance abuse services	4	1.8%
Information about or help with immigration issues	3	1.3%
Bilingual services	1	0.4%

Unmet Need by Crime Type

The unmet needs listed above are influenced by the types of crimes experienced by the crime victims who responded to the survey. Assault (not DV), domestic violence, and child sexual abuse were the crimes most frequently experienced by the respondents, and this is reflected in many of the unmet service needs. However, the top unmet needs also applied to crime victims who experienced other crimes. For example, the top unmet service need was **emergency financial assistance** for 8 of the 13 highest frequency crimes, including assault, child sexual abuse, domestic violence, rape, child physical abuse, DUII, homicide and identity theft or financial fraud.

Emergency financial assistance was the top unmet need reported by victims in 2012.

Service Needs that were Potentially Unmet

Some respondents reported needing a service, but also reported not knowing if they had received it. Although this occurred for a small number of crime victims, this represents potentially unmet service needs beyond those presented above. At least five respondents reported needing the following services, but not knowing if they were received:

- Criminal justice support or advocacy (3.1%, n=7)
- Getting information about restitution or help with processing restitution claims (3.1%, n=7)
- Assistance applying for Crime Victim Compensation (2.6%, n=6)
- Victim notification of offender or case information and status (2.6%, n=6)

Services Provided, But Not Needed

Finally, a few respondents identified receiving a service, although they reported not needing that service. Although this “over-met need” occurred for only a small number of crime victims, it represents a set of services that could be reviewed for ways to increase efficiency. At least five respondents reported receiving, but not needing, the following services:

- Criminal justice support or advocacy (3.5%, n=8)
- Victim/offender mediation (3.1%, n=7)
- Emergency legal advocacy (2.2%, n=5)
- Crisis services (2.2%, n=5)
- Mental health evaluation or therapy/counseling (2.2%, n=5)

Changes in Unmet Needs from 2002 to 2012

The majority of services included in the 2012 crime victim survey, were also included in the 2002 survey.⁴ Four of the five top unmet needs in 2012 were also in the top five unmet needs in 2002.

Property return or damaged property repair was one of the top unmet needs in 2012, whereas **victimization prevention skills education** was one of the top five unmet needs in 2002. In addition, comparisons can be made between the levels of unmet service needs between the two points in time. Figure 12 presents the services that showed the greatest reduction in unmet need over the ten years, with the need reduced by at least 2%, and Figure 13 presents the services that showed the greatest increase in unmet need over the ten years.

Four of the five top unmet needs in 2012 were also in the top five unmet needs in 2002.

⁴ Services not included in both surveys were **substance abuse services** (included in 2012 only); **mental health evaluation/counseling for spouse or family, help with employment issues/problems, help filing insurance claims or dealing with insurance company, help with landlord issues/problems, crime site clean-up** (included in 2002 only)

Figure 12: Services Where the Unmet Need was Reduced from 2002 - 2012 (sorted in descending order by unmet need for 2012)

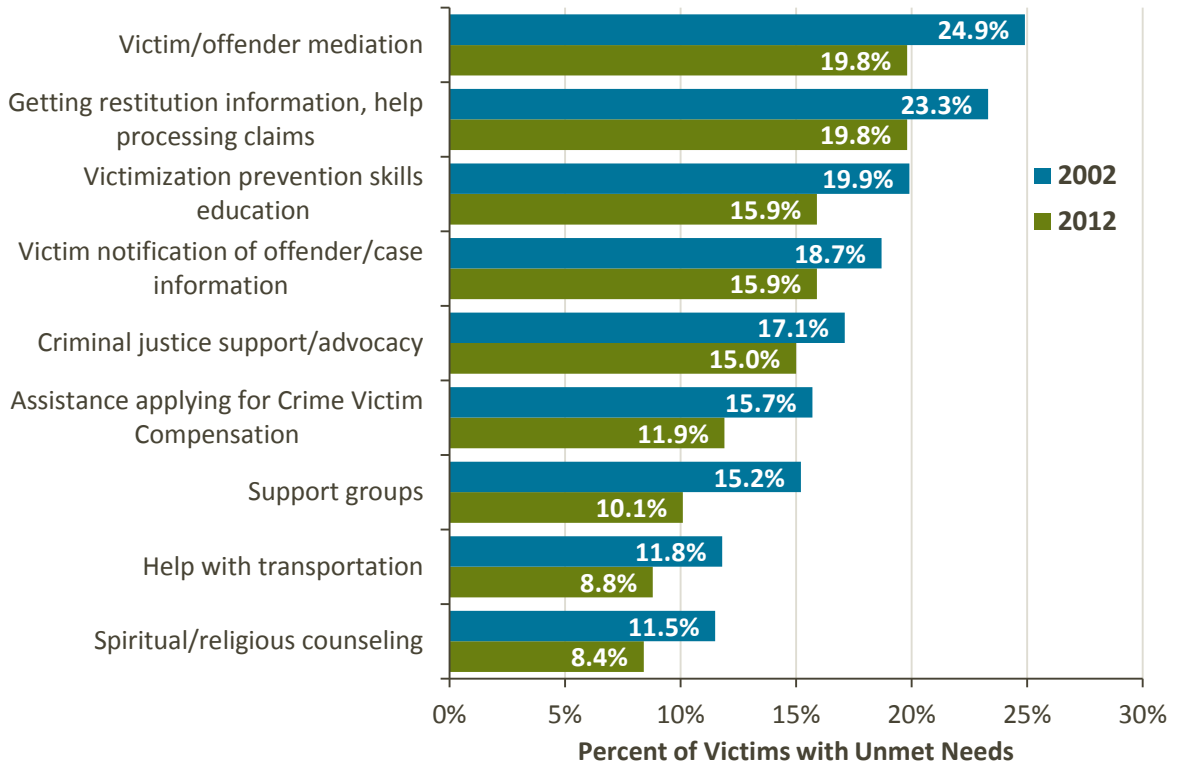
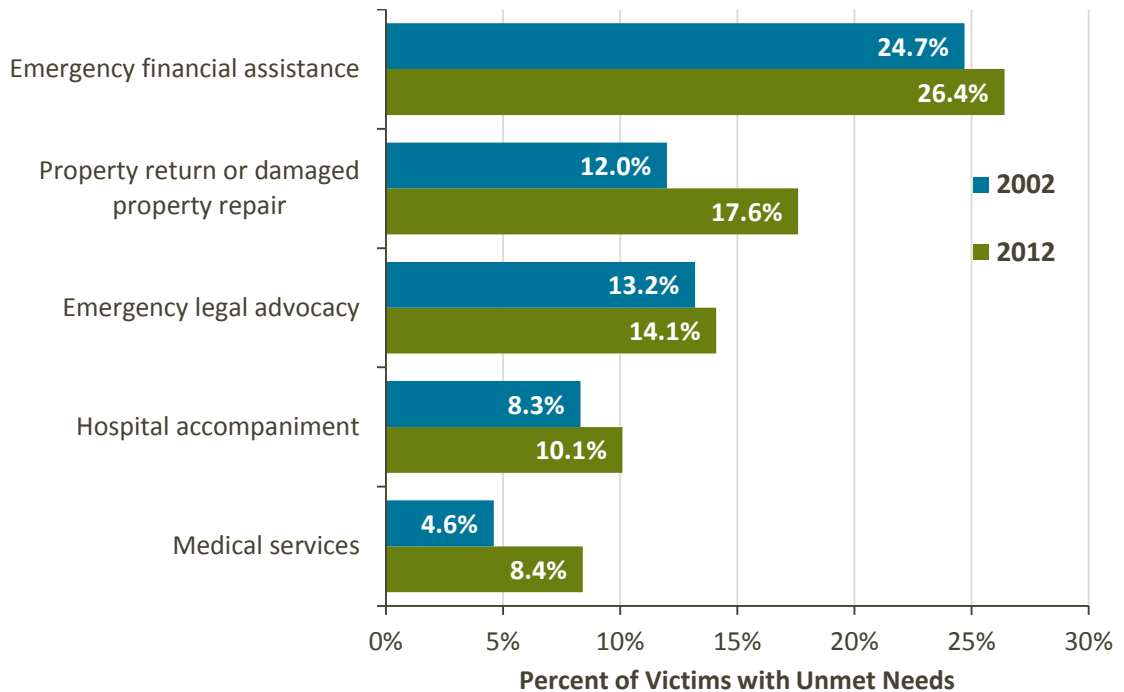


Figure 13: Services Where the Unmet Need Increased from 2002 - 2012 (sorted in descending order by unmet need for 2012)



Emergency financial assistance showed the largest increase in unmet service need over the last ten years.

Looking at the three most common unmet service needs (Table 25), emergency financial assistance showed the largest increase in unmet service need over the last ten years (Figure 13), whereas victim-offender mediation and getting information about restitution or help processing restitution claims showed the greatest reduction in unmet service need (Figure 12).

Services Crime Victims Express a Greater Need for: Provider Perspective

Unmet Needs

64% of providers identified housing or shelter as an unmet need for crime victims.

Both CVSD grantees and affiliated providers were asked to identify services that their clients who had been a victim of a crime expressed a greater need for but that are not available or sufficient in their service area. Table 26 itemizes those service gaps identified by at least five respondents. The services that respondents said crime victims most frequently expressed a greater need for were housing or shelter, assistance getting financial help, legal assistance, and counseling.

Table 26: Services Clients Express a Greater Need for That Are Not Available or Sufficient in the Service Area
(n=164; 69 CVSD Grantees and 95 Affiliated Providers)

<i>Service Gaps (sorted in descending order by count)</i>	Count	Percent
Housing/shelter	105	64.0%
Assistance getting financial help	76	46.3%
Legal assistance [†]	63	38.4%
Counseling for victim	59	36.0%
Emergency cash	43	26.2%
Transportation	36	22.0%
Help with employment issues or problems	28	17.1%
Food	27	16.5%
Child care	26	15.9%
Culturally specific counseling or healing	15	9.1%
Interpreters or bilingual support	10	6.1%
Counseling for other family members ^{††}	6	3.7%
Medical	6	3.7%
Other services or related issues (e.g., dental, workers who understand needs of children, crime scene clean-up, education, more staff, services for human trafficking victims, services for young male victims, wraparound services)	11	6.7%
No services identified	39	23.8%

[†] Data from the CVSD grantees differentiated between civil legal assistance (n=18) and other (non-civil) legal assistance (n=7). This was not differentiated for the affiliated providers, so data was collapsed for this table.

^{††} This service was not included in the affiliated service provider survey; however, the percentage in the table is calculated based on the total sample size of 164. Using only the sample size for the CVSD grantees (n=69), the percentage for this service is 8.7%.

These findings were very similar to the 2002 service provider responses. Housing or shelter, assistance getting financial help, legal assistance, and counseling were all in the top five in both 2002 and 2012. The only difference was that transportation was one of the top five unmet needs in 2002, while emergency cash was in the top five in 2012.

The primary reasons for reduced service availability were limited funding, limited resources, and regulations or priorities that limit services.

Factors Affecting Reduced Service Availability

In the 2012 surveys, providers were asked why those services were either insufficient or not available in their service area. Among both CVSD grantees and affiliated providers, the primary reasons identified were **limited funding, limited resources, and regulations or priorities that limit services**. These issues are intertwined and are related to or otherwise impact (presented in no particular order):

- Reduced staffing and existing staff being spread more thinly
- Needing to supplement existing paid staff with volunteers, which not all agencies or programs can implement or oversee
- Victims not having sufficient financial resources to purchase services that are no longer funded and readily available (e.g., legal support)
- Agencies are reimbursed for much less than the services cost to provide
- Poor economy
- Reductions in timber industry funding to many counties in Oregon
- Rural areas have fewer resources and lack services that are more available in higher populated areas; this results in crime victims having to go without or travel long distances to receive support
- Longer waiting lists for HUD or subsidized housing
- Recovering restitution requires dedicated staff, which is not possible within the fiscal limitations
- Reductions in law enforcement affects accessibility to many other opportunities for crime victims (e.g., shelters need 24-hour access to police)
- Gentrification in urban areas has reduced safe and affordable housing
- Section 8 eligibility, housing evictions and safety of housing options are affected by domestic violence issues
- Single adults do not qualify for as many services as adults with children (e.g., DHS resources, housing)
- Older adults, people with disabilities, and people with limited English proficiency are less supported because they need additional resources that are not always available (e.g.,

physical accommodations, interpreters, lack of skill or knowledge of system workers, materials in limited languages or print size)

Services Wish List

CVSD grantees were also asked, **If you could create a wish list for services that are not currently provided, but are needed, what would it include? List the top three.** All of the open-ended responses were coded into general categories and, although not all respondents listed three services, Table 27 itemizes the most commonly identified services for their “wish list.” Those services mentioned by at least 5% of respondents are included. Additional details mentioned by respondents about each service are listed after the table, which should be reviewed for the specific gaps identified by respondents within the general service categories.

Table 27: Wish List of Services Needed, but Not Currently Provided (n=69 CVSD Grantees)

<i>Service (sorted in descending order by count)</i>	Count	Percent
Housing	38	52.1%
Mental health services	22	30.1%
Legal assistance	18	24.7%
Emergency financial assistance	11	15.1%
Transportation	9	12.3%
Child care	8	11.0%
Civil legal assistance	6	8.2%
Employment services	6	8.2%
Advocacy	5	6.8%
Victim prevention information	5	6.8%
Substance abuse treatment	4	5.5%
Professional training on victim issues	4	5.5%

- **Housing:** emergency housing, safe houses, and shelters; housing that is safe, affordable, accessible; housing for adults with serious mental illness; housing for DV survivors; housing for people with pets; low-income housing; housing for men; housing for single women
- **Mental health services:** mental health services for trauma and domestic violence, early detection of child abuse, inpatient mental health service, services for children, services for

victims of trafficking, open access to trauma treatment for kids, affordable mental health service, individual and group care, support groups, services for survivors of sexual abuse

- **Legal assistance:** free legal assistance, on-staff assistance, assistance with restraining orders, legal assistance workshops, advocacy, bilingual legal assistance
- **Emergency financial assistance:** help for damage repair and property crimes, financial assistance that is flexible, assistance to help with basic needs, rental subsidies, utility assistance, bus passes, medical care for the uninsured
- **Transportation:** agency vehicle
- **Child care:** Low cost or free child care, respite care
- **Civil legal assistance:** assistance for domestic violence victims, assistance for Latina domestic violence victims
- **Employment services:** Job placement for domestic violence victims, disability, job training, job opportunities and resources like CAPECO
- **Advocacy:** advocacy for teens, more advocates, response to death investigations
- **Victim prevention information:** information for juveniles on assault and internet crime, community organizing, social norms change, prevention information for children, self-defense classes, more services to people earlier to prevent the victimization cycle
- **Substance abuse treatment:** in-house and in-patient substance abuse treatment
- **Professional training on victim issues:** training for law enforcement on trauma and domestic violence and sexual assault, interviewing for child abuse

Resources for Crime Victims Who Do Not Want to Press Charges

Victims of theft or regular assault have very little available to them without pressing charges.

An item added to the 2012 interview of CVSD grantees asked, **What services or resources are available to victims of crime who do not want to press charges or notify police?** Many respondents mentioned that it depends on the crime, with victims of, for example, theft or regular assault having very little available to them without pressing charges. Many agencies don't have the means to do much, but some agencies find ways to support crime victims with therapy, case management, and support, making any referrals they can to support crime victims who will not press charges. Some respondents described using volunteers to provide advocacy, support, information, and advice whenever feasible. Some respondents noted that they help these individuals with completing a Crime Victim Compensation application, legal counseling, address confidentiality, and getting a sexual assault forensics exam at a hospital.

Respondents representing the tribal perspective reported that no one is required to press charges in order to access services designated for Native Americans. Similarly, immigrant and refugee programs can offer services and support to crime victims who do not report, including advocacy, cultural services, crisis intervention, case management, housing, and help with immigration issues.

For child abuse agencies, this question is less relevant because they are bound by mandatory reporting requirements, but they usually offer information or any referrals possible if someone contacts them without wanting to press charges. In some cases, victims are encouraged to report in order to start the healing process. Among the Hispanic community, fear of law enforcement, often related to a victim's immigration status, prevents their willingness to press charges. Even though agencies can explain that reporting abuse does not trigger a report to ICE, families are too fearful. One child abuse agency reported that they provide a mental health assessment and as many resources and referrals as possible, including hotel vouchers. Another agency, focused on child abuse prevention rather than intervention, is able to provide all of their services.

Agencies that focus on serving victims of domestic violence or sexual assault are not similarly bound by mandatory reporting requirements

and can provide services and supports within their means to whoever requests them. Domestic violence and sexual assault agencies reported providing shelter, support groups, transportation, hotline support, child care, advocacy, counseling, and limited monetary assistance.

Victim assistance programs reported referring crime victims who do not want to press charges to any services the person might be eligible for (e.g., domestic violence or sexual assault supports, general trauma and victimization services, information). Victim assistance programs mentioned that they can assist these victims with civil orders of protection (e.g., stalking, restraining). Some of the victim assistance programs reported that they will help victims *“regardless of whether they report,”* particularly with crisis intervention, safety planning and referrals.

Affiliated Provider Assistance

In addition to learning what CVSD grantees do to support crime victims, we asked affiliated providers about the assistance to which they help connect victims of crime. Almost one third (29.5%, n=28) of affiliated providers reported that their agency helps victims find assistance for expenses not covered by Crime Victim Compensation. In addition, 23 (24.2%) respondents offered other sources of assistance to crime victims; these are presented in Table 28.

Assistance <i>(sorted in descending order by count)</i>	Count	Percent
Help finding assistance of expenses not covered by Crime Victim Compensation	28	29.5%
Emergency funds for utilities, clothing, safety, transportation	8	8.4%
Housing or shelter	8	8.4%
Food stamps or emergency food assistance	7	7.4%
DHS	5	5.3%
Churches or faith based organizations	4	4.2%
DV grants	3	3.2%
Medical	3	3.2%
Volunteer or peer support	3	3.2%
TANF	2	2.1%
Oregon Health Plan	2	2.1%
Counseling	1	1.1%
Various (unspecified)	2	2.1%
Did not identify other assistance	72	75.8%

6

Barriers Crime Victims Encounter

Highlights of What We Heard

Many victims of crime experience barriers to receiving the services and support they need.

Many victims of crime experience barriers to receiving the services and support they need. Almost half the crime victim survey respondents and all the key informant and CVSD grantee respondents identified at least one barrier to crime victim services. The barrier most commonly identified by crime victims was not being aware of services, followed by feeling afraid, not being able to afford services, and the service not being available. Key informants and CVSD grantees most commonly identified a lack of available services, system complexity and issues, fear of reporting or of the system, and lack of knowledge about services as the biggest barriers for crime victims. Those key informant and CVSD grantee respondents recommended more funding, system change, and more or improved services and outreach as solutions to address those barriers.

Barriers to Services: Crime Victim Perspective

Not being aware of services was the barrier identified by the largest proportion of victims.

Almost half (48.0%, n=109) of the crime victims surveyed reported experiencing barriers to getting the services they needed. The distribution of the barriers identified by victims is presented in Table 29. The most common barriers to services were the victim not being aware of those services (22.0%, n=50), the victim feeling afraid (18.1%, n=41), the victim not being able to afford services (15.0%, n=34), and the service not being available (14.5%, n=33).

Table 29: Barriers to Services Experienced by Crime Victims (n=227 Crime Victims)

Barrier	Count	Percent
Not aware of services	50	22.0%
Feeling afraid	41	18.1%
Could not afford services	34	15.0%
Service was not available	33	14.5%
Service providers did not help or were not helpful	19	8.4%
Discrimination	18	7.9%
Disability issues	13	5.7%
Transportation	10	4.4%
Communication issues in the service system	10	4.4%
Lack of legal support or legal issues	10	4.4%
Language problems	9	4.0%
Child care needs	8	3.5%
Cultural differences	5	2.2%
Location	5	2.2%
Crime Victim Compensation did not cover expenses	5	2.2%

Barriers Reported by Crime Victims in 2002

In 2002, the crime victims identified somewhat similar barriers to accessing services. Although the labels were slightly different based on the variation that can occur with qualitative analysis, the top five barriers reported by crime victims ten years ago were:

- Lack of information (comparable to “not aware of services” in 2012)
- Insufficient services (comparable to “service was not available” in 2012)
- Language and culture
- Victim issues (comparable to “feeling afraid” in 2012)
- Isolation and mobility

*“After filing the report of rape I was called in to an interview at the police station to talk with the staff there about services. The hard part about it was I didn’t know why I was there and the waiting room was Spartan and sterile. It fed initial fears about reporting the crime.”
—Crime victim*

Barriers to Services: Key Informant and CVSD Grantee Perspective

Lack of available services was the barrier identified by the largest proportion of key informants and CVSD grantees.

Barriers Reported by Service Providers in 2012

Key informants and CVSD grantees were asked, **What barriers to services and resources do crime victims experience?** All of the respondents identified at least one barrier to services and resources experienced by crime victims, with most respondents identifying more than one. The distribution of the barriers identified by respondents is presented in Table 30. From the perspective of key informants and CVSD grantees, the top five barriers to crime victim services were lack of available services (55.4%, n=67), fear of reporting or fear of the system (31.4%, n=38), communication (26.4%, n=32), poverty or lack of personal funds (26.4%, n=32), and transportation (25.6%, n=31). Three of these overlap with barriers identified by victims themselves - fear, not being able to afford services, and services not being available. However, victims also identified not being aware of services and service providers not helping as barriers, which could be influenced by the communication barrier identified by key informants and CVSD grantees. In general, crime victims and representatives of the system are identifying similar barriers to services.

Table 30: Barriers to Crime Victim Services Reported by Key Informants and CVSD Grantees (n=121)

Barrier	Count	Percent
Lack of available services	67	55.4%
Fear of reporting or fear of the system	38	31.4%
Communication	32	26.4%
Poverty or lack of personal funds	32	26.4%
Transportation	31	25.6%
Lack of legal help or legal system issues	30	24.8%
Difficulties accessing services	28	23.1%
System complexity and issues	27	22.3%
Cultural barriers	26	21.5%
In a rural area or otherwise isolated	25	20.7%
Stigma	24	19.8%
Lack of knowledge about services	23	19.0%
Lack of awareness about crime victimization	13	10.7%
Lack of training for providers	9	7.4%
Trauma	8	6.6%
Lack of collaboration among providers	6	5.0%
Substance abuse issues	5	4.1%
Unpaid restitution	5	4.1%
Mental health issues	3	2.5%
Safety	2	1.7%

To better illustrate these barriers, examples of the types of responses from key informants and CVSD grantees for many of the categories from Table 30 are itemized below.

- **Lack of available services:** funding reductions or limits reduce the services available; cap on VOCA funds; not enough housing, child care, shelters; limited support to prepare victims for court or provide court interpreters; providers are overwhelmed and cannot take every case; insufficient low cost services, services for victims with developmental and other disabilities, or services for women without young children
- **Fear of reporting or fear of the system:** fear of losing children to foster care, fear of repercussions from the perpetrator, or fear of deportation; fear that law enforcement or other

system people would not believe them; fear of getting involved with police or the legal system

- **Communication:** language issues and not providing documents in all languages; illiteracy or poor reading ability in a system reliant on printed materials; few bilingual staff
- **Poverty or lack of personal funds:** intergenerational poverty; lost wages due to missed work; limited food or clothing; no identification
- **Lack of legal help or legal system issues:** victims get less support from DAs than defendants get from their attorneys; legal system is “painful” and hard to understand; weak penalties for people who commit crimes; victims treated unkindly by the judicial system, especially if they have a criminal history
- **Difficulties accessing services:** physical barriers due to disability; lack of both physical mobility and transportation; reduced hours of service provision, especially after work for victims; lack of phone or Internet service
- **System complexity and issues:** system is spread out, not victim-friendly; lack of “navigators” to help victims access the system; difficulty finding the correct door; TANF has technical barriers to access support
- **Cultural barriers:** cultural differences in dealing with victimization; ostracized by culture for reporting or seeking services; difficulty accessing culturally-specific providers; interpreters may not understand victim issues; immigration issues; overcoming stereotypes (e.g., LGBTQ)
- **In a rural area or otherwise isolated:** lack of services; geographically separated; limited Internet or phone service in frontier areas; lack of support system
- **Stigma:** victim blaming by the criminal justice system; many homeless do not receive the same treatment as those who have a home; misguided notion of being a snitch for reporting
- **Lack of awareness about crime victimization:** lack of community awareness or education about victimization; victims not knowing they have rights
- **Lack of training for providers:** work still needs to be done to get basic knowledge into institutions; staff are often short-

term in their positions; lack of advanced training for first responders (e.g., dealing with DV, SA, primary aggressors)

- **Trauma:** system does not know how to respond to trauma; system people are not trained in crisis response
- **Lack of collaboration among providers:** limited networking across government agencies, non-governmental agencies and self-help organizations; infighting among providers

More information about the barriers experienced by crime victims who are members of specific populations can be found in the Needs of Specific Crime Victim Populations section of this report.

Barriers Reported by Service Providers in 2002

In 2002, the service providers identified a similar set of barriers they believed crime victims experienced when accessing services. As was the case with the comparison of the barriers identified by crime victims in 2002 and 2012, there were slight differences in the qualitative codes used. In 2002, service providers identified the following top five barriers crime victims experienced:

- Language or culture (language was included in “communication” in 2012)
- Transportation
- Financial (comparable to “poverty or lack of personal funds”)
- Service not available (comparable to “lack of available services”)
- Discrimination and stigma

Biggest Barrier to Services

In an attempt to prioritize the barriers with the greatest impact on crime victims, key informants and CVSD grantees were also asked, **What is the biggest barrier that prevents victims of crime from getting the services they need?** The distribution of the **biggest barriers** identified by respondents is presented in Table 31. The top five biggest barriers to crime victim services were lack of available services (57.0%, n=69), system complexity and issues (52.1%, n=63), fear of reporting or fear of the system (30.6%, n=37), lack of knowledge about services (16.5%, n=20), and poverty or lack of personal funds (14.9%, n=18). Asked in this manner, a slightly different set of barriers rise to the top of the list. Lack of available

Over half of the key informants and CVSD grantees identified system complexity and issues as one of the biggest barriers to services.

services, fear of reporting or fear of the system, and poverty or lack of personal funds all stay in the top five barriers; however, system complexity and issues rose from being eighth in the list to being the second most frequently identified biggest barrier, and lack of knowledge about services rose from twelfth to fourth in the list.

Table 31: BIGGEST Barriers to Crime Victim Services Reported by Key Informants and CVSD Grantees (n=121)

Biggest Barrier	Count	Percent
Lack of available services	69	57.0%
System complexity and issues	63	52.1%
Fear of reporting or fear of the system	37	30.6%
Lack of knowledge about services	20	16.5%
Poverty or lack of personal funds	18	14.9%
Difficulties accessing services	15	12.4%
Communication	14	11.6%
Stigma	14	11.6%
Lack of awareness about crime victimization	13	10.7%
Cultural barriers	9	7.4%
In a rural area or otherwise isolated	8	6.6%
Transportation	8	6.6%
Trauma	8	6.6%
Lack of collaboration among providers	7	5.8%
Lack of legal help or legal system issues	5	4.1%
Lack of training for providers	4	3.3%
Disabilities	2	1.7%
Lack of enforced victims' rights	2	1.7%
Mental health issues	2	1.7%
Specialized needs	2	1.7%
Substance abuse issues	2	1.7%
Unpaid restitution	2	1.7%

Solutions and Recommendations to Address Barriers

Funding and system change were the top two solutions identified to reduce barriers to services for crime victims.

After determining the barriers experienced by crime victims, the key informants and CVSD grantees were then asked, **What solutions or recommendations do you have to address these barriers?** The distribution of solutions identified by at least two respondents is presented in Table 32. The top five solutions to reduce barriers for crime victims were funding (33.1%, n=40), system change (27.3%, n=33), more or improved services (19.0%, n=23), outreach (18.2%, n=22), and community or public education (15.7%, n=19).

Table 32: Solutions to Barriers for Crime Victim Services Reported by Key Informants and CVSD Grantees (n=121)

Solution	Count	Percent
Funding	40	33.1%
System change	33	27.3%
More or improved services	23	19.0%
Outreach	22	18.2%
Community or public education	19	15.7%
Collaboration	17	14.0%
Training for providers	17	14.0%
Inform victims about services, options, and the system	14	11.6%
Advocacy	13	10.7%
Communication	9	7.4%
Staffing	5	4.1%
Community support	4	3.3%
Housing	3	2.5%
Prevention	3	2.5%
Training for law enforcement	3	2.5%
Inform others	2	1.7%
Prevention services for perpetrators	2	1.7%
Restitution and victim settlements	2	1.7%

Descriptions of Solutions to Service Barriers

To provide more detailed descriptions of the solutions listed above in Table 32, examples of responses provided by key informants and CVSD grantees are itemized in the following list.

- **Funding:** donations from the community for emergency assistance; Congress should raise the cap on VOCA funds; apply for grants to fund advocate positions; flexible funding; justice reinvestment; funding prioritized for or dedicated to victim services; funding for specific services and resources (e.g., rural, mental health, shelter, attorneys for civil cases, transportation, prevention, outreach); settlements should go into the Crime Victim Compensation Fund
- **System change:** allow lawmakers or DAs to make recommendations to sentencing and carry forward sentencing; change policies or laws; continue crime victims' rights effort; create consistent way for crime victims to know their eligibility for and the availability of resources; add victim advocates to all agencies that work with crime victims; revise eligibility for crime victims who are also offenders; more consequences for offenders; recalibrate the roles that each element of the criminal justice system plays in addressing crime victim issues; address the problem of dealing with special populations; create a clear policy that crime victim services will be provided regardless of legal status; implement corrections reform to free up funds for reinvestment into law enforcement and victim services; establish speedier resolution of cases; simplify the system and provide neutral individuals to help with navigating it; develop cost effective solutions for the worst problems
- **More or improved services:** co-located services; culturally-competent and culturally-specific services; free or more available legal services; services for specialized needs; more rural services, including satellite services and advocates in rural areas; stabilize people by providing access to food, housing, and employment; trauma-informed services
- **Outreach:** assertive outreach by providers; vigilance in getting the message out; develop a stronger relationship between CVSD and tribes; outreach documents with less text, more succinct text, and more graphics; multidisciplinary approach to

getting knowledge to victims; reach out to different groups to work together more effectively; sensitize other systems to the needs of crime victims; staff should visit communities

- **Community or public education:** public awareness campaign; educate public on crime victim issues, rights, and reporting; culturally-specific education; bring crime victim education to schools; more education about DV, child abuse, and neglect, and how to prevent them
- **Collaboration:** centralized source of information for agencies; coordinated efforts across agencies; break down silos; co-advocacy and co-management; collaborate on larger grants to reduce individual time at each agency; create as many visible access points as possible; make collaboration simpler so agencies can bring in more federal grants; more collaboration between crime victim serving organizations and non-profit social service agencies
- **Training for providers:** training for adjudicators, social workers, social service agencies; training about trauma-informed services, LGBTQ issues, disability awareness, use of skilled interpreters, victim sensitivity, community resources; increased customer service approach
- **Inform victims about services, options, and the system:** person or place for victims to find out about resources that are available; inform victims about available services at the time of adjudication; create audio materials and radio broadcasts; up-to-date list of providers (and their credentials); identify providers that accept Crime Victim Compensation; create instructions for how to file a police report; inform migrant workers of available options to meet needs without filing a police report; more timely notification of victims (like VINES); information sheet about the courthouse (e.g., parking, entrance with a ramp, security, location of information); information in many different languages; simpler presentation of information
- **Advocacy:** victim advocates in law enforcement offices; more advocates to help navigate through the process, make referrals, give rides, coach or mentor at key points, accompany to meetings, help fill out forms, call caseworkers; specialized needs advocates for help outside cultural norms

- **Communication:** central coordination person to help direct victims to the service they need; electronic systems to share information; reformat the form on how to exercise victims' rights so that it is easier to understand; state-level, up-to-date information on available services accessible to victims and providers
- **Staffing:** more staff to accompany victims to court; more bilingual and bicultural staff in the court system and with community service providers; volunteer coordinators to help target services
- **Community support:** develop community support not associated with the agencies of the criminal justice system; community leaders acknowledging crime victim issues; recruit more local volunteers who know the area and residents
- **Housing:** apply for a transitional housing grant; housing for women without children; more stable housing for abuse victims
- **Prevention services for perpetrators:** more mental health services; more substance abuse services

Most Comprehensive Solutions

Another way to consider these solutions and recommendations is to identify the ones that respondents believe would address the most barriers. Table 33 displays the solutions identified by key informants and CVSD grantees that address at least five of the biggest barriers identified by the same respondents. The table is organized by listing the biggest barriers in descending order from top to bottom based on the frequency of those responses, and the solutions are listed in descending order from left to right based on the total count of barriers addressed by each solution. This puts the solution of providing more and improving services in the left-most solution column because it would address 11 of the biggest barriers identified by key informants and CVSD grantees. Another way to consider the information in this table is to identify those solutions that address more of the services listed near the top of the table (i.e., those perceived as the biggest barrier by more respondents).

Table 33: Count of Barriers Addressed by Each Key Informant and CVSD Grantee Solution (n=121)

Biggest Barriers <i>(in descending order of barrier frequency)</i>	More Services	Funding	System Change	Training for Providers	Public Education	Inform Victims	Outreach	Advocacy	Collaboration	Communication	Staffing
Lack of available services	X	X	X	X	X	X	X	X	X		X
System complexity and issues	X	X	X		X	X	X	X	X	X	X
Fear of reporting or fear of the system	X	X	X	X	X	X	X	X			X
Lack of knowledge about services				X	X	X	X	X			
Poverty or lack of personal funds	X	X	X					X			
Difficulties accessing services		X	X			X	X	X	X	X	
Communication	X	X		X	X	X	X			X	X
Stigma					X		X				
Lack of awareness about crime victimization		X			X	X			X	X	
Cultural barriers				X	X				X		X
Rural or otherwise Isolated	X	X									
Transportation	X	X									
Trauma	X			X							
Lack of collaboration among providers	X			X			X		X	X	
Lack of legal help or legal system issues	X	X	X								
Lack of training for providers				X							
Disabilities				X		X					
Lack of enforced victims' rights			X								
Mental health issues	X										
Specialized needs			X					X			
Unpaid restitution			X								
Count of Barriers Addressed	11	10	9	9	8	8	8	7	6	5	5

7

Needs of Specific Crime Victim Populations

Data for this section was collected during telephone interviews with key informants and CVSD grantees, as well as with victims identifying with specific populations of interest to CVSD.

Highlights of What We Heard

Immigrants and people who are bilingual or bicultural seek services from CVSD grantees, but are also among those identified by those providers as “the most underserved.”

Many CVSD grantees serve multiple populations with distinctive needs. Immigrants and people who are bilingual or bicultural, people with disabilities, and people who identify as LGBTQ were the populations most commonly identified as having distinctive needs. Immigrants and racial or ethnic minorities were also identified by the largest proportion (about one quarter) of these respondents as “the most underserved,” followed by children and youth, and victims of sex-related crimes. Reasons identified for why these populations were underserved included fear of law enforcement, lack of knowledge about the system and services available, insufficient services, and the feeling that the system was not designed for their population.

The most commonly identified service needs of specific populations were interpreters, culturally specific services, culturally competent providers, and bilingual and bicultural staff. Unmet needs included information, support from law enforcement at the time of the incident, being believed, and cooperation or fairness from the court system. In addition to additional information and services that is also more accessible, these populations would benefit from help navigating the system and training for providers.

Culturally specific and culturally competent services were identified as needs not just for refugees and immigrants, but also for populations, including people with disabilities, people who identify as LGBTQ, people age 65 and over, and Native Americans.

Over half of our key informants and CVSD grantees told us they had developed their own materials or programs for crime victims from

specific populations. A list of those materials and programs is included at the end of this section.

Populations of Crime Victims Identified as Having Specific Needs

*“I really think there needs to be support for older survivors of violence.”
—Crime victim*

Almost all of the key informants and CVSD grantees (90.0%, n=109) reported serving crime victims who have specific needs based on language, culture, gender, sexual orientation, disability, or type of crime. Immigrants and people who are bilingual or bicultural were identified by more than three quarters (70.2%, n=85) of key informants and CVSD grantees as being served by their office or organization. People with disabilities (47.9%, n=58) or who identify as LGBTQ (31.4%, n=38) were served by the second and third highest percentage of respondents. Twenty-two populations with specific needs were identified as being served by at least one respondent agency. A number of respondents reported that their agency served multiple populations with distinctive needs. Also, one crime victim could belong to more than one group with distinctive needs. Groups identified as having distinctive needs by three or more respondents are included in Table 34.

Table 34: Count of Agencies Serving Victims with Specific Needs (n=121 Key Informants and CVSD Grantees)

Population with Specific Needs (sorted in descending order by count)	Count	Percent
Immigrants or people who are bilingual or bicultural	85	70.2%
People with disabilities	58	47.9%
People who identify as LGBTQ	38	31.4%
Native American	17	14.0%
Elders	13	10.7%
Non-English speakers	13	10.7%
Children and youth	8	6.6%
Victims of domestic violence	4	3.3%
Rural residents	3	2.5%
Victims of sexual assault	3	2.5%
Victims of human trafficking	3	2.5%
Women	3	2.5%

Crime Victim Populations Identified as Underserved

Almost all (96.7%, n=117) of the key informants and CVSD grantees we interviewed were aware of other populations with specific needs that were not being addressed through crime victim services. The victim populations identified were primarily those that had characteristics at the intersection of two or more other populations with specific needs. The victim populations that respondents identified as having specific needs that are not being addressed through victim services are:

- Adult survivors of child sexual abuse
- Commercially sexually exploited children
- Victims who identify as transgender
- Victims who identify as LGBTQ and are aging
- Male victims of sex crimes
- Victims who are homeless and are addicted to drugs
- Victims who don't report the crime, including elders, people abused by caregivers, and African-Americans
- Victims with both developmental and physical disabilities
- Teenage victims
- Teenage perpetrators who were also victimized as children
- Transgender victims with developmental disabilities
- Victims of crime by the police
- Victims of financial exploitation or fraud

Key informants and CVSD grantees were also asked to identify the most underserved victims of crime and tell us why they are underserved. Immigrants and racial or ethnic minorities were identified by the largest proportion of respondents (24.8%, n=30), followed by children and youth (21.5%, n=26), victims of sex-related crimes (13.2%, n=16), the elderly (10.7%, n=13), and people with physical or developmental disabilities (9.9%, n=12). The list of populations identified by five or more respondents as most underserved is included in Table 35.

Table 35: The Most Underserved Crime Victims
(n=121 Key Informants and CVSD Grantees)

Population <i>(sorted in descending order by count)</i>	Count	Percent
Immigrants and racial or ethnic minorities	30	24.8%
Children and youth	26	21.5%
Victims of sex-related crimes	16	13.2%
Elders	13	10.7%
People with physical or developmental disabilities	12	9.9%
Victims of non-violent crimes	9	7.4%
People who identify as LGBTQ	7	5.8%
People with a lower than average socio-economic status	7	5.8%
Tribal members	7	5.8%
People with mental illness	6	5.0%
Women	6	5.0%
People who are homeless	5	4.1%
Don't know	11	9.1%

*“We didn’t receive counseling service due to not having one who spoke Spanish.”
—Crime victim*

Reasons Specific Crime Victim Populations Are Underserved

Multiple reasons were given for why these populations were underserved. Fear of law enforcement, lack of knowledge of the system and services available, insufficient services, and the feeling that the system wasn’t designed for their cultural group were among the reasons provided by key informants and CVSD grantees. More detail on reasons why certain populations were considered “the most underserved” follows.

Immigrants and racial or ethnic minorities: This population includes documented and undocumented immigrants, people with no or limited English, and ethnic or cultural minorities. Barriers to services vary among these groups, as each has a distinctive set of needs and circumstances: for example, undocumented immigrants avoid law enforcement due to the fear of being deported. Respondents told us that there is also a lack of funding to support this group at the nonprofit level because of negative public sentiment. Racial and ethnic minorities don’t feel comfortable approaching the criminal justice system because they see it as serving the majority. Multiple respondents agreed, telling us that the delivery system works better for people from the dominant culture and is not tailored to the needs of minorities. Those who do not speak English face language barriers

in getting information or services. Interpretation also poses problems in not capturing their story correctly. Respondents told us of language barriers and a lack of knowledge of services within Latino communities. Outreach is limited in this population and there is often distrust of the system.

Children and youth were seen as underserved for multiple reasons, including:

- Inability to speak up or advocate for themselves—particularly younger children
- Inability to access services on their own
- Dependence on adults who may have limited capacity or resources to support or help them
- Greater emotional impact from crimes than adults
- Lack of recognition as a victim in some cases involving family
- Insufficient services to meet the need (especially for low-income families with children)
- Underfunded and understaffed services
- Inability to access services (e.g., cases in which the custodial parent is a defendant)
- Under-reporting of child abuse
- Children not being believed
- Court-related issues, such as not being recognized as a victim and thus have no standing in a case, having no voice in the system, or taking longer to resolve crimes reported by children in court

Respondents told us that **victims of sex-related crimes** experience stigma and are not as visible as other groups. People within this group also differ in their needs and circumstances:

- Domestic violence victims may be financially dependent or controlled by an abusive partner
- Rural victims face additional barriers, including issues with confidentiality
- Survivors of domestic violence, child abuse, sexual abuse, and sexual assault often do not get legal representation or sufficient help for relocation

- Sexual assault and stalking victims do not get the protection they need even when they do report
- Victims of sexual assault cannot get protective orders if the offender is unrelated to them
- Sexual assault is difficult to prove in court, there is a lack of trained police officers, and district attorneys are hesitant to prosecute difficult cases
- Commercially sexually exploited children are often lost or killed
- Victims of human trafficking have complex needs that require particular skills and leadership, so it is difficult to bring in new organizations to work on the issue
- Victims of human trafficking may not speak English or have any knowledge about how to get help or services

There is a need for more training and awareness among law enforcement about elder abuse.

Elders: Respondents told us that people age 65 and over are less likely to report crimes, particularly if they are facing abuse from family members or caregivers on whom they are dependent. Older victims were also seen as quick to forgive their offenders and sometimes do not have the means to access services even if they are available. Respondents also told us that there is a lack of awareness in the system about elder crime, resulting in these crime victims falling through the cracks. Respondents specifically mentioned that there is a need for more training and awareness among law enforcement about elder abuse.

People with physical or developmental disabilities face multiple barriers to receiving services. Reasons identified by key informants and CVSD grantees included:

- Increased vulnerability due to the disability
- Increased targeting for victimization due to a general belief that they won't make good witnesses, particularly for people with developmental disabilities
- Challenges in communicating and being understood, especially for victims who are mentally challenged or hearing-impaired
- Barriers to accessing non-Deaf culture for people who are hearing-impaired
- Not being believed or perceived as credible victims or witnesses

- Limited or no ability to advocate for themselves
- Difficulty accessing services even when they are available
- Limited or no accommodations for the disability, even if the victim is in a dangerous situation

Victims of non-violent crimes, including victims of financial or property crime, identity theft, and emotional or psychological abuse, were viewed by some respondents as the most underserved. Reasons included the system's focus on victims of interpersonal crime, victims of property crime not getting advocates, and a general lack of resources for these victims. Some respondents noted lack of information on the psychological impacts of financial fraud, lack of awareness of the needs of victims of white-collar and non-violent crime, and difficulty proving verbal and financial abuse as reasons for this group of crime victims being underserved.

People who identify as LGBTQ often face systems of oppression due to lack of awareness and information about their needs. The system is not designed to protect minority groups as well as it does more mainstream or majority populations. Subgroups, including tribal gay and bisexual people, queer men with other additional specific needs, and transgender crime victims experience even greater barriers to being served and receiving support.

Tribal members may be less likely to seek help because they see the system as biased and unfair.

Crime victims who are **tribal members** are underserved, marginalized, and oppressed, reported some key informants and CVSD grantees. It is difficult to get services to tribal groups and many victims receive no help. Tribal members may be less likely to seek help because they see the system as biased or unfair. Respondents identified tribes that do not fall under Public Law 280 as particularly underserved. In addition, Warm Springs tribal members were identified as often underserved. They were said to be isolated and short on law enforcement, even though the Warm Springs reservation is the largest in Oregon geographically and may have the most significant crime problems.

Women were identified as underreporting crimes because they lack faith in the system, with lower-income women having few resources and possibly minimal family support to help them seek services. Women without children or with older boys have challenges accessing services and often are not able to go to shelters. Also,

women offenders on supervision face the barrier of not being viewed with compassion.

Crime Victim Perspective

Phone interviews were conducted with 20 crime victims who identified as members of one or more of the following:

- People with physical or developmental disabilities
- Native American
- Elders aged 65 years or older
- Immigrant or refugee
- People who identify as LGBTQ

Over half of the respondents (60.0%, n=12) identified as having a developmental or physical disability. Smaller percentages of respondents identified as Native American (30.0%, n=6), a person age 65 or older (30.0%, n=6), an immigrant or refugee (25.0%, n=5), and as LGBTQ (15.0%, n=3). Twelve respondents (60.0%) identified with more than one of these groups. The breakdown of groups represented by these telephone interviews with victims is provided in Table 36.

Table 36: Distribution of Specific Crime Victim Population Interview Respondents (n=20 Crime Victims)

Population <i>(sorted in descending order by count)</i>	Count	Percent
People with developmental or physical disabilities	12	60.0%
Native American	6	30.0%
Elders aged 65 and over	6	30.0%
Immigrant or refugee	5	25.0%
People who identify as LGBTQ	3	15.0%

Crimes Experienced by Victims from Specific Populations

In order to provide context for the information provided by these 20 interview respondents, a breakdown of the types of crimes they experienced is provided. Many of them had experienced multiple types of crime. Over one third had experienced domestic violence (35.0%, n=7), followed by property theft (20.0%, n=4), elder abuse (15.0%, n=3). The complete list of crimes experienced is included in Table 37.

Crime <i>(sorted in descending order by count)</i>	Count	Percent
Domestic violence	7	35.0%
Property theft	4	20.0%
Elder abuse	3	15.0%
Adult sexual assault	2	10.0%
Assault	2	10.0%
Identity theft	2	10.0%
Rape	2	10.0%
Financial fraud	1	5.0%
Murder or manslaughter	1	5.0%
Not specified	2	10.0%

Services Received by Respondents from Specific Populations

The 20 respondents to our in-depth telephone interviews identified a number of different services they had received. Five respondents (25.0%) reported receiving help with legal or court issues, housing or shelter, compensation or restitution, and domestic violence services or general safety support. Table 38 itemizes the types of services received by at least two of the respondents.

Table 38: Services Received by Specific Crime Victim Population Interview Respondents (n=20 crime victims)

Service Received <i>(sorted in descending order by frequency)</i>	Count	Percent
Assistance with legal issues	5	25.0%
Housing or shelter	5	25.0%
Financial help or restitution	5	25.0%
Domestic violence or sexual assault services, or general safety support	5	25.0%
Advocacy	4	20.0%
Assistance from law enforcement	4	20.0%
Mental health services	3	15.0%
Culturally specific services (including specific to LGBTQ status)	3	15.0%
Food boxes or assistance securing food stamps	3	15.0%
General emotional support	3	15.0%
Medical services	2	10.0%
Interpreting or reading help	2	10.0%

Services Identified as Most Helpful by Respondents from Specific Populations

After identifying the services they had received, respondents were asked which services were most helpful. The following list presents these most helpful services for each population.

Table 39: Services Identified as Most Helpful by Crime Victims from Specific Populations (n=20 Crime Victims)

Population	Services
People with developmental or physical disabilities	Mental health services
	Housing or shelter
	Emotional support
	Assistance from law enforcement
	Medical services
	Assistance with legal issues
	Advocacy Domestic violence or sexual assault services
Native American	Housing or shelter
	Advocacy
	Assistance with legal issues
	Emotional support
	Mental health Financial assistance
Elders	Mental health services
	Emotional support
	Advocacy
	Assistance with legal issues
	Domestic violence or sexual assault services
Immigrants or refugees	Domestic violence or sexual assault services, or general safety support
	Housing or shelter
	Medical services
	Financial assistance
	Culturally specific services
	Assistance with legal issues
	Food stamps
LGBTQ	Medical services
	Assistance from law enforcement
	Food stamps
	Domestic violence or sexual assault services
	Mental health

What Helped Victims' Health and Well-Being

When asked what had helped their feeling of health and well-being after being a victim of a crime, the victims who participated in our telephone interviews gave a variety of answers, including therapy, having someone to talk to, educating themselves, and immersing themselves in creative or healing activities.

Some crime victims told us that the crime still affected their lives, and some reported it did not. Continuing to receive the types of services and supports discussed in this report were said to be helpful as the crime victims moved forward.

Service Needs Faced by Specific Crime Victim Populations

Service Needs Identified by Key Informants and CVSD Grantees

The needs identified in this section reflect the responses provided and distinctions made by key informants and CVSD grantees. Although some service needs identified may conflict with other information available or may seem similar, we preserved the responses and distinctions made by respondents. For example, respondents differentiated between the terms “bilingual” and “bicultural” as well as between staff and services. Bilingual staff might be able to provide basic interpretation, but are not necessarily from the victims' culture. Bilingual services are provided in the language spoken by the victim, without the need for an interpreter. Bicultural staff are members of the client's culture, not just a Caucasian with some experience or an ability to translate. Bicultural services might be a combination of standard services provided to all victims and culturally-specific services, such as sweat lodges for Native Americans or spiritual healing practices specific to any culture that an individual identifies with. Culturally-specific services and cultural competence can be specific to communities of people from other countries, and also to other communities within the United States, such as African Americans, people with disabilities and people identifying as LGBTQ.

Almost all the key informants and CVSD grantees (90.1%, n=109) identified service needs of specific populations of crime victims they were familiar with. The number one service need of the specific populations was interpreters (51.2%, n=62), followed by culturally-

specific services (22.3%, n=27) and culturally-competent providers (20.7%, n=25). Respondents also specified the need for bilingual and bicultural staff (19.8%, n=24) who could not only provide services and interpretation, but also had first-hand cultural understanding of what the victim might be experiencing in the aftermath of their victimization and in their interactions with the various systems involved. Even though some of these services could be seen as needed by all victims, these items were what came to mind when respondents were asked about specific populations of victims. The list of service needs for specific populations mentioned by at least five respondents is presented in Table 40.

Table 40: Service Needs of Specific Crime Victim Populations
(n=121 Key Informants and CVSD Grantees)

Service Needs <i>(sorted in descending order by frequency)</i>	Count	Percent
Interpreters	62	51.2%
Culturally-specific services	27	22.3%
Culturally-competent providers	25	20.7%
Bilingual and bicultural staff	24	19.8%
Improved access	18	14.9%
Materials in other languages	15	12.4%
Help navigating the system	14	11.6%
More services	14	11.6%
Training for providers	12	9.9%
Housing	11	9.1%
Address factors contributing to fear of reporting	10	8.3%
Immigration help	9	7.4%
Education	8	6.6%
Mental health providers	8	6.6%
Communication assistance	7	5.8%
Address factors contributing to ostracism or isolation	7	5.8%
Transportation	7	5.8%
Advocates	6	5.0%
Bilingual and bicultural services	6	5.0%
Financial assistance	6	5.0%
Safety and security	6	5.0%
Legal help	5	4.1%
Community education	5	4.1%

When broken out by the type of population identified as having each of these needs, more services, help navigating the system, and training for providers rose to the top in terms of the number of specific populations that would benefit by having this need met. Table 41 presents the array of the service needs identified by five or more respondents by each of the specific populations that had four or more service needs. This table is sorted in descending order vertically by the number of groups identified as having this specific need. It is also sorted in descending order horizontally by the number of needs identified for each population. Thus, immigrants and refugees appear in the left-most column with 20 different types of needs (i.e., the highest count) and people with disabilities appears in the next column with 17 needs identified. The need listed at the top of the table, more services, was identified as needed by all of the groups, followed by help navigating the system, training for providers, access to services, and financial assistance. This chart shows where efforts could be targeted to address the needs experienced by the largest number of specific populations.

Table 41: Count of Specific Populations that Would Benefit From Meeting Each Need (n=121 Key Informants and CVSD Grantees)

Service Need	Count of Groups with Need	Immigrant/Refugee	People with Disabilities	All Victims	LGBTQ	Tribal	DV	Older Adults	Children/Youth	Rural
Number of Service Needs by Each Group	⇒	20	17	14	13	9	8	5	4	4
More services	9	X	X	X	X	X	X	X	X	X
Help navigating the system	6	X	X	X	X	X	X			
Training for providers	6	X	X	X	X	X			X	
Improved access	6	X	X	X	X	X		X		
Financial assistance	6	X	X	X		X	X			X
Culturally-competent providers	5	X	X	X	X					X
Culturally-specific services	5	X	X	X	X	X				
Education	5	X	X	X	X	X				
Housing	5	X	X	X	X		X			
Advocates	4		X	X		X		X		
Community education	4	X	X	X					X	
Address factors contributing to ostracism or isolation	4	X		X	X			X		
Legal help	4	X	X			X	X			
Mental health providers - none in area	4		X	X	X		X			
Safety/security	4		X		X		X		X	
Transportation	4	X	X	X						X
Bilingual and bicultural staff	3	X			X		X			
Communication assistance	3	X	X					X		
Address factors contributing to fear of reporting	2	X			X					
Interpreters	2	X	X							
Bilingual, bicultural services	1	X								
Immigration help	1	X								
Materials in other languages	1	X								

Needs Identified by Victims from Specific Populations

During the 20 in-depth telephone interviews, we asked victims what service needs should be taken into consideration regarding people in from the populations they represented. Table 42 presents the needs identified for each population.

Table 42: Population-Specific Service Needs(n=20 Crime Victims)	
Population	Specific Service Need
People with developmental or physical disabilities	Large print materials
	Help understanding written materials
	Help staying informed and up-to-date on process
	Information regarding available services
	Interpreters at crime scenes, as required by law
	Ability to conduct business at their residence or assistance with transportation
	Physical access to buildings and offices
	Shelters and services within accessible distance
	Understanding and leeway for physical limitations
	Respect and belief from law enforcement and victim services providers
	Sensitivity and awareness by law enforcement for specific needs
	Counseling that is appropriate for specific needs
Appropriate food from charity services to meet dietary needs	
Native American	More fraud awareness, especially when language barriers are involved
	A supportive community and in-person resources, especially related to technology issues
Elders	Large print materials
	More follow-up and in-person communication
	More support for questions and understanding the process
	Transportation help
	More respect and moral support
	Prevention information and awareness around crimes that elders commonly experience
Immigrants or refugees	Assistance completing forms and paperwork in English
	Assistance with procedures that must occur in English
	Information about available resources
LGBTQ	More knowledge, awareness, and sensitivity among law enforcement when LGBTQ issues affect typical approaches to situations, such as domestic violence

Approximately half of the respondents representing each specific population reported having their service needs met.

Unmet Service Needs for Victims from Specific Populations

After they described the services they had received, respondents were asked to identify any services or supports they needed but did not receive. Approximately half of the respondents representing each specific population reported having their service needs met. The remaining respondents identified the following issues relating to not getting their service needs met:

- Insufficient information about restitution
- Not being kept informed, especially on proceedings and the situation after the verdict, or while the offender was on probation
- Not enough information about what the victim should have done at the beginning of the process
- Not informed about signing up for VINES
- Law enforcement failure to follow through with the case
- Lack of law enforcement support at the time of the incident
- Did not have an interpreter at the scene with police
- Trouble getting help in general due to not being believed
- Difficulty getting payment for the ambulance
- Lack of cooperation or fairness from the court system
- Lack of advocacy
- Lack of housing after shelter time ran out
- Lack of health insurance coverage
- Did not receive counseling for the family

Suggested Outreach Strategies

During the interviews with victims from specific populations, we asked them how outreach to their community could be improved. The most common outreach strategies suggested were increased communication, more services, and general outreach to the communities. Some strategies specified service gaps to address in order to reach victims from these populations. Table 43 includes the outreach strategies suggested and the population being discussed during the interview. In some cases, these strategies might be considered for all populations of crime victims, though only specific groups were included in these conversations.

Table 43: Suggested Outreach Strategies for Victims with Specific Needs (n=20 Crime Victims)

Outreach Strategies	Count of Populations	Disabled	Elder	Tribal/ Native	Immigrant	LGBTQ
Communication						
Communicate and follow-up with victims in person	2	X	X			
Improve communication between community and law enforcement	2	X				X
Send information by means other than email	2	X	X			
Law enforcement could be more proactive in informing victims about service eligibility	1	X				
Provide more follow-up after the case is over	1	X				
Provide more frequent contact ("Stay in touch")	1	X				
Services						
Create connection or support groups to bring together victims of a specific case (i.e. a scam) or type of crime (i.e. DV)	3		X	X	X	
Provide appropriate counseling and support groups	2	X				X
Provide access to vehicles for those without cars	2	X		X		
Provide mentoring by peers	1			X		
Outreach						
Educate community about victim services and resources	4	X	X	X	X	
Conduct outreach through community churches	1				X	
Safety						
Improve security outside buildings at night	2	X	X			
Improved response time from law enforcement and DA	1	X				
Sensitivity and Respect						
Increase respect from victim services providers	1	X				
Sensitivity training or more awareness and respect among police	1	X				
Centralize Information and Services						
Have more holistic and comprehensive services available in one place for multiple victimization issues	1	X				
Have places to get help or ask legal questions in-person	1		X			
Materials						
Provide large print materials	1	X				
Service Coordination						
Increase coordination and collaboration among service organizations	1			X		
Staff Training						
Educate providers about access needs for people who are deaf	1	X				

Language, Cultural Services, and Materials Identified as Needed but Unavailable

43% of respondents reported needing written materials in at least one language other than English.

Key informant and CVSD grantee interview respondents were specifically asked to identify any bilingual and bicultural services that were needed but unavailable in their area. The services they identified included:

- Bilingual or bicultural child abuse assessments
- Bilingual or bicultural forensic interviewers
- Mental health services provided by bilingual and bicultural practitioners, rather than using interpreters
- Culturally-specific services for tribal populations
- Culturally-competent services for smaller immigrant and cultural communities
- General cultural competency around service provision
- Additional Latino or Spanish-language staff in areas with high demand for Spanish
- Interpretation and services for people who are deaf or hard of hearing
- Culturally-competent services for people in immigrant communities who have intellectual disabilities
- Education among immigrant communities regarding people with developmental disabilities

Key informants and CVSD grantees were further asked if they had a need for written materials in any languages other than English, and if so, which languages. A total of 52 (43.0%) respondents reported they had a need for written materials in at least one other language, and over 20 specific languages were listed as needed. Spanish was identified by the largest proportion of respondents (18.2%, n=22), followed by Russian (17.4%, n=21). Table 44 lists the top five languages requested.

Table 44: Written Materials Needed in Languages Other Than English: Top Five Languages
(n=121 Key Informants and CVSD Grantees)

Language	Count	Percent
Spanish	22	18.2%
Russian	21	17.4%
Chinese	10	8.3%
Vietnamese	10	8.3%
Korean	6	5.0%

The remaining languages were identified by one or two respondents. Table 45 contains the complete set of languages in which respondents needed materials. The languages are sorted in descending order within geographic areas they represent.

Table 45: Written Materials Needed in Languages Other Than English: Complete List
(n=121 Key Informants and CVSD Grantees)

Language	Count	Percent
Spanish and Central American languages		
Spanish	22	18.2%
Guatemalan dialects	1	0.8%
Spanish dialects	1	0.8%
Russian and Slavic languages		
Russian	21	17.4%
Non-Russian Slavic languages	1	0.8%
Asian languages		
Chinese	10	8.3%
Vietnamese	10	8.3%
Korean	6	5.0%
Japanese	2	1.7%
Farsi	2	1.7%
Urdu	2	1.7%
Cambodian	2	1.7%
Laotian	2	1.7%
Asian languages, unspecified	1	0.8%
Hindi	1	0.8%
Southeast Asian languages, unspecified	1	0.8%

Table 45: Written Materials Needed in Languages Other Than English: Complete List
(n=121 Key Informants and CVSD Grantees)

Language	Count	Percent
Asian languages		
Thai	1	0.8%
Burmese	1	0.8%
Filipino	1	0.8%
African languages		
African languages, unspecified	2	1.7%
Somali	2	1.7%
Pacific Island languages		
Pacific Island languages, unspecified	2	1.7%
Marshallese	2	1.7%
Chuukese	1	0.8%
Other languages		
Arabic	2	1.7%
Armenian	1	0.8%
Indigenous Oregon tribal languages	1	0.8%
French	1	0.8%
Braille	1	0.8%

Materials and Programs Developed for Specific Populations

“I received several letters from the DA, but I couldn’t read them because I’m nearly blind. Little things like that could make a big difference for elderly people. I think it might help if they had some way to communicate in large print.”
 —Crime victim

Over half our key informants and CVSD grantees (52.1%, n=63) told us they had developed materials or programs on their own for crime victims from specific populations. The types of materials and programs they had developed are described in detail below.

Materials

Materials that addressed some of the specific needs of certain populations included information on caregiver abuse, services for victims identifying as LGBTQ, a tip sheet for elders to help navigate the court system, coloring books about domestic violence in multiple languages for children, and basic crime victim information translated into Spanish, Japanese, Ukrainian, Russian, Thai, Chinese, certain African and American indigenous languages, and other unspecified languages. Table 46 lists materials developed by key informants and CVSD grantees grouped by the populations identified as having specific needs. Materials developed for people who are members of multiple populations, such as children with disabilities, are listed under each category.

Table 46: Materials Developed for Specific Populations (n=121 Key Informants and CSVD Grantees)	
Immigrants and people who are bilingual, bicultural, or do not speak English	
Spanish	
Informational materials, brochures, and forms	Resource list for parents regarding domestic violence
Materials at a variety of reading levels	Booklet on the prevention of child abuse
Medical packets	Crime victims’ rights packet
Documents used at child abuse intervention centers	Comic book on human trafficking (in conjunction with the Marion County Labor Trafficking Task Force)
Coloring books for children about domestic violence	Sexual awareness brochure for new inmates
Coloring books for children about safety	
Japanese	
Coloring books for children about safety	Resource list for parents regarding domestic violence

Table 46: Materials Developed for Specific Populations (n=121 Key Informants and CSVD Grantees)

Ukrainian , Russian, Thai, Chinese	
General informational materials	
Indigenous languages	
Comic book on human trafficking (in conjunction with the Marion County Labor Trafficking Task Force)	
African	
Materials on domestic violence	DVD for African victims of domestic violence
Other or multiple unspecified languages	
Materials, forms, and brochures	Crime victims' rights pamphlets and information cards
Outreach materials	Assessment tools
Advertisements	
People with disabilities	
Materials and publication on special education	Evidence-based materials on disabilities and victimization
Large print materials	Screening and assessment materials
Information on abuse by caregivers, managing support systems, and safety planning	Basic information about victimization for people with developmental and intellectual disabilities, developed in conjunction with the Safety Zone program
People who identify as LGBTQ	
Sexual assault materials	Domestic violence materials
Tribal or Native American	
Domestic violence and sexual assault materials specific to tribal nations	Brochures on traditional values and specific needs
Services that address indigenous needs related to restraining or stalking orders	Brochure on tribal code for tribal police to give victims
Elders	
Tip sheet for elders to help navigate the court system	Newsletter on elders for law enforcement and aging services
Elder abuse information packets	Large print materials
Children and youth	
Packet that addresses how parents can support their children through the process	Written materials and workbook for children in homicide support group
Resource list for parents regarding domestic violence in English, Spanish, and	Coloring books about safety in English, Spanish, and Japanese

Table 46: Materials Developed for Specific Populations (n=121 Key Informants and CSVD Grantees)	
Japanese	
Manual on understanding child sexual abuse	Coloring books about domestic violence in English and Spanish
Booklet in Spanish on the prevention of child abuse	General materials for adolescents
Documents used at child abuse intervention centers translated into Spanish	Domestic violence and sexual assault awareness curriculum for high school students
Victims of specific crimes	
Adult victims of domestic violence	
Materials on domestic violence for Africans	Brochure called "Seeking Life after Abuse" with information, what to expect, and next steps
Materials on domestic violence in Spanish	DVD for African victims of domestic violence
Domestic violence materials specific to tribal nations	Manual for case managers
Domestic violence materials for the LGBTQ community	Materials for people under supervision and victims of domestic violence
Victims of sexual assault	
Brochure for victims of sexual assault on college campuses	Sexual assault materials for people who identify as LGBTQ
Sexual assault materials specific to tribal nations	Materials for people impacted by sex industry
Brochure for male victims of sexual assault	Materials in Spanish on sexual assault
Victims of human trafficking	
Trafficking materials that are completely pictorial	Comic book (in conjunction with the Marion County Labor Trafficking Task Force) in English, Spanish, and indigenous languages
Young adults and college students	
Brochure for victims of sexual assault on college campuses	
Men	
Brochure for male victims of sexual assault	

Programs

Programs addressing some of the specific needs of certain populations included Hispanic cultural competency training for law enforcement, individual counseling specifically for transgender victims of domestic violence, a training program on interviewing children with disabilities, and a domestic violence and sexual assault awareness curriculum for high school students. Table 47 lists programs developed by key informants and CVSD grantees, grouped by the populations identified as having specific needs. Programs developed for multiple types of populations are listed under each category.

Table 47: Programs Developed for Specific Populations (n=121 Key Informants and CVSD Grantees)	
Immigrants and people who are bilingual, bicultural, or do not speak English	
	Condensed four-week Spanish-language program on domestic violence to help victims understand their options
	Hispanic services program for Spanish speakers
	Spanish language hotline
	Coordinated response for Spanish-speaking victims with police
	Hispanic cultural competency training for law enforcement
	Spanish bilingual and bicultural support group for parents supporting abused children
	Programs for Russian speakers
	Bilingual employment access program and career development
	Bicultural and bilingual advocates
	Trainings, programs, and presentations for international students with little English proficiency
	Programs focused on religions or traditions
People with disabilities	
	Specific programs for victims with disabilities
	Sexual assault support groups for developmentally challenged and mentally ill victims
	Multi-disciplinary team for seniors and people with disabilities
	Collected protocols for interviewing children with autism
	Training program on interviewing children with disabilities
	Material on mental health law
	Sexual assault support groups for people with mental health or developmental challenges

Table 47: Programs Developed for Specific Populations (n=121 Key Informants and CVSD Grantees)

People who identify as LGBTQ

- Individual counseling and support groups for LGBTQ victims of domestic violence
- Individual counseling specifically for transgender victims of domestic violence

Tribal/Native American

- Child abuse assessment center (in Warm Springs)

Elders

- Ageing awareness and best practices training for volunteers working with elders
- Elder-specific training for victim advocates, volunteers and the community
- Multi-disciplinary team for seniors and people with disabilities

Children and youth

- Recovery support program for families with very young children, primarily for child care during recovery
- Parenting programs and parenting education programs
- Support group for young children of homicide victims
- Collected protocols for interviewing children with autism
- Training program on interviewing children with disabilities
- Spanish bilingual and bicultural support group for parents supporting abused children

Victims of specific crimes

Adult victims of domestic violence

- Condensed four-week Spanish-language program on domestic violence to help victims understand their options
- Domestic violence programs for the LGBTQ community
- Individual counseling and support groups for the LGBTQ community
- Individual counseling specifically for transgender victims of domestic violence
- Individual counseling, support, education, and understanding for male victims of domestic violence

Victims of sexual assault

- Sexual assault support groups for people with mental health or developmental challenges
- Sexual awareness brochure for inmates

Young adults and college students

- Trainings, programs, and presentations for international students with little English proficiency

Men

- Individual counseling, support, education, and understanding for male victims of domestic violence

8

Service Provider Context and Issues

Highlights of What We Heard

Providers that focus on serving crime victims are increasingly dependent on private donors and foundations as funding sources, and rely on numerous volunteers to supplement paid staff. CVSD grantees talked about the need for more frequent or ongoing trainings and told us they would like more interaction with mental health providers, DHS, and law enforcement.

More than half the affiliated providers surveyed indicated they coordinated, on behalf of their clients who identified as crime victims, with other agencies that serve crime victims. Affiliated providers reported referring victims most commonly to domestic violence or sexual assault programs, victim assistance programs, and AFS in the previous fiscal year. Affiliated providers reported barriers to serving crime victims, including having limited knowledge of the service system for crime victims and victims not wanting to report the crime.

Ratings of the overall service system for victims increased from 2002 to 2012, though there is still room for improvement.

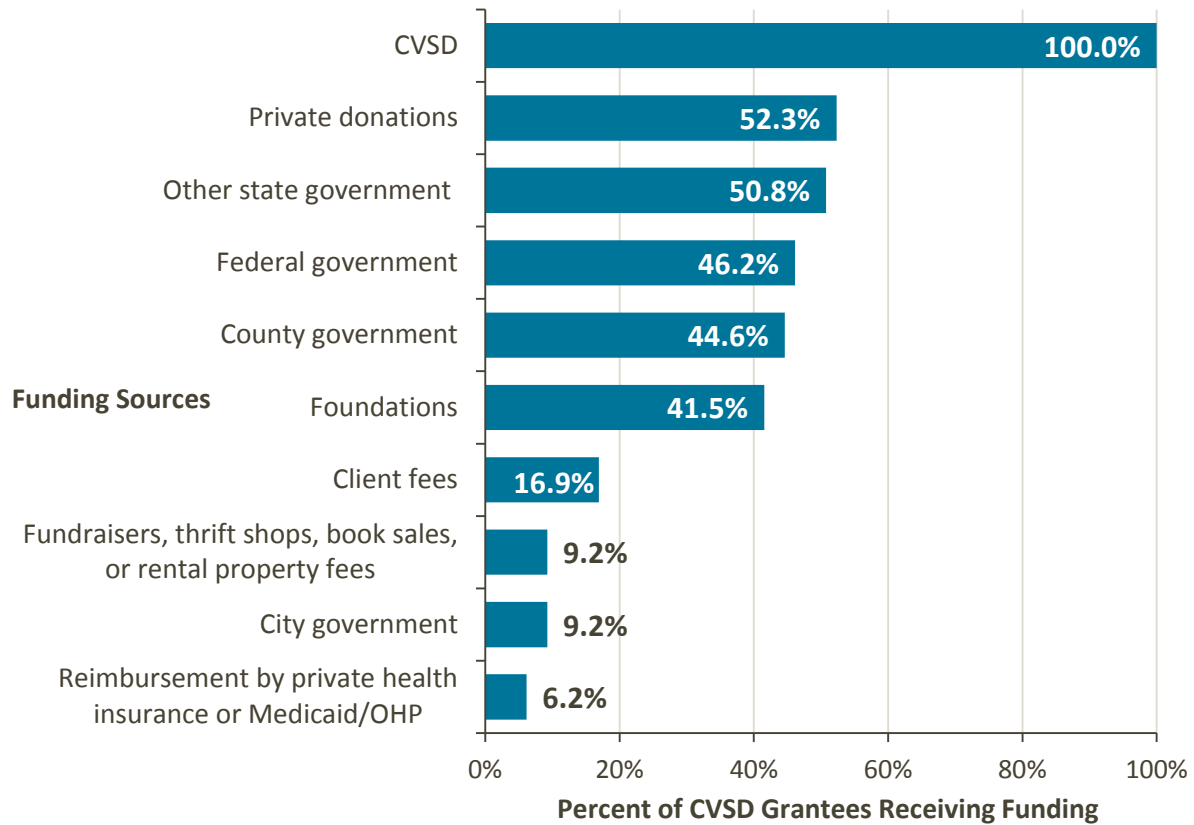
Ratings of the overall victim service system by key informants, CVSD grantees, and affiliated providers increased from 2002 to 2012, though there is still room for improvement. The areas that showed the greatest increase were (a) ensuring that agencies have timely access to client records in ways that do not violate client confidentiality or rights, (b) sharing information about what services agencies currently deliver or are planning to deliver, and (c) accessibility at different stages of the victim recovery process.

Funding

Sixty-five of the 69 CVSD grantees interviewed told us about their funding sources. More than half those respondents told us that private donations (52.3%, n=34) and non-CVSD state funds (50.8%, n=33) were their top funding sources after CVSD grants. Almost as many identified the federal government (46.2%, n=30), county funds

(44.6%, n=29) and foundations (41.5%, n=27) as top funding sources. Figure 14 presents the frequency of all funding sources mentioned by two or more respondents.

Figure 14: Top Funding Sources Supporting Services to Crime Victims at CVSD-Funded Agencies (n=65 CVSD Grantees)[†]



[†] Four CVSD grantees did not respond to this question

Looking at responses to a similar question from VOCA grant recipients in 2002, it appears that providers that focus on serving victims have seen changes in their sources of funding. The largest increases occurred with funding from private donations (increased by 21.3%), state government (increased by 18.0%) and foundations (increased by 16.5%). The largest reduction occurred for funding from the federal government (reduced by 28.8%). Table 48 compares the top funding sources identified in 2002 and 2012, and is sorted in descending order by the change in the percent of CVSD grantees who identified each funding source as a “top source” from 2002-2012.

Table 48: Comparison of 2002 to 2012 Top Funding Sources Supporting Agencies Specifically Serving Crime Victims

Funding Source <i>(sorted in descending order by change from 2002 to 2012)</i>	Percent Listing in Top 3 Funding Sources in 2002 (n=100 VOCA Grant Recipients)	Percent Listing as a Top Funding Source in 2012 (n=65 CVSD Grantees)	Change from 2002 to 2012
Private donations	31.0%	52.3%	↑21.3%
State government	82.0%	100.0%	↑18.0%
Foundations	25.0%	41.5%	↑16.5%
Client fees	6.0%	16.9%	↑10.9%
County government	47.0%	44.6%	↓ 2.4%
Federal government	75.0%	46.2%	↓28.8%

Staffing

CVSD grantee respondents reported having an average of about six full-time employees and an average of slightly over three part-time employees. CVSD grantees also reported having an average of 22 volunteers. Comparing these findings with those of the VOCA grant recipients in 2002, the averages are fairly similar, with each of those types of human resources being slightly higher in 2002. Table 49 presents a comparison of staff and volunteer distribution for crime victim service providers in 2002 and 2012. In both years, these agencies relied heavily on volunteers, with an average of more than twice as many volunteers as paid staff.

Table 49: Comparison of Number of Staff per Agency in 2002 and 2012 (n=100 VOCA Grant Recipients in 2002 and 69 CVSD Grantees in 2012)

Staff Type	Mean Number of Staff	
	2002	2012
Full-time employees	7.2	5.9
Part-time employees	3.6	3.2
Volunteers	26.5	22.0

Training and Support for Staff

CVSD Grantees

Slightly more than half the 69 CVSD grantees we surveyed (53.6%, n=37) told us about training that staff or volunteers at their agency or department would benefit from. The highest percentage of CVSD grantees (17.4%, n=12) talked about the need for more frequent or ongoing trainings, due in part to the high turnover in staff and volunteers as well as recent changes in laws and best practices. General training on domestic violence or sexual assault were named by the second highest percentage of CVSD grantees (14.5%, n=10), followed by general training about crime victims and advocacy (11.6%, n=8), mental health and trauma-informed care (8.7%, n=6), and the overall criminal justice system (8.7%, n=6). Table 50 includes the full list of the types of training needs identified by two or more respondents.

Table 50: Training Needs Listed by CVSD Grantees (n=69 CVSD Grantees)

Training Need <i>(sorted in descending order by count)</i>	Count	Percent
More frequent or ongoing training	12	17.4%
Domestic violence or sexual assault	10	14.5%
Crime victims and advocacy	8	11.6%
Mental health and trauma-informed care	6	8.7%
Criminal justice system (e.g., navigation through the system, language and terminology used)	6	8.7%
Child abuse (e.g., identification, treatment, advocacy)	4	5.8%
Cultural competency	3	4.3%
Advanced Sexual Assault Nurse Examiner Training	2	2.9%
Crisis intervention	2	2.9%
Fundraising and grant writing	2	2.9%
Human trafficking	2	2.9%
Working with specific types of victims (adults abused as children, people who are deaf or hearing impaired)	2	2.9%

Affiliated Providers

Almost half (46.3%, n=44) of the 95 affiliated providers surveyed indicated that their staff members receive training about working with crime victims. The training that staff received varied quite a bit, with domestic violence training being the most common (16.8%, n=16), followed by training for screening, interviewing, and referring crime victims (10.5%, n=10), and child abuse (9.5%, n=9). The complete distribution of the trainings reported by affiliated providers is presented in Table 51. Respondents could identify more than one training, so the count of trainings implemented adds up to more than the 44 respondents who reported that staff receive training about working with crime victims.

Training Implemented <i>(sorted in descending order by frequency)</i>	Count	Percent
Domestic violence	16	16.8%
Screening, interviewing, and referring	10	10.5%
Child abuse, including CARES	9	9.5%
SANE training	7	7.4%
Trauma-informed services	5	5.3%
Adult protective services or elder abuse	5	5.3%
Sexual assault	4	4.2%
Crime victim advocacy or assistance	3	3.2%
Discrimination, harassment, or oppression	3	3.2%
Mandatory reporting	2	2.1%
Included in training for certification in service field	2	2.1%
Fraud, scams, or exploitation	2	2.1%

Slightly over half (54.7%, n=52) of the affiliated providers had support in place for staff who may experience vicarious traumatization in their work. Support was provided most commonly through Employee Assistance Programs (23.2%, n=22), debriefing (15.8%, n=15), or trainings (11.6%, n=11). Table 52 presents the count of affiliated providers that offer each type of support. Again, respondents could identify more than one means of support, so the counts in the table add up to more than the 52 respondents who reported that support is provided to staff who may experience vicarious traumatization in their work with victims of crime.

Table 52: Support Provided for Staff Who May Experience Vicarious Traumatization Working with Crime Victims (n=95 Affiliated Providers)

Support Received <i>(sorted in descending order by count)</i>	Count	Percent
Employee Assistance Program	22	23.2%
Debriefing	15	15.8%
Trainings	11	11.6%
Counselor, social worker, chaplain, trauma team, counseling or other support available onsite	10	10.5%
Referral to mental health provider through employee benefits (other than EAP)	10	10.5%
Clinical supervision	4	4.2%
Peer support	4	4.2%
Alternative care available	2	2.1%

How Victims are Served by Affiliated Providers

Specialized Approach to Services for Crime Victims

Slightly less than half the affiliated providers (41.1%, n=39) indicated that having a client identify as a crime victim affects how their agency provides services. Table 53 provides a breakdown of the types of specialized approaches used by these affiliated providers when a client is identified as a victim of a crime.

Table 53: Specialized Services for Clients Identified as Victims of Crime (n=95 Affiliated Providers)

Specialized Service <i>(sorted in descending order by frequency)</i>	Count	Percent
Referrals to additional services (e.g., mental health assessment, counseling, food stamps, social services, services for the victim’s children)	16	16.8%
Provide additional or specialized support or services	10	10.5%
Work with or report to APS or CPS	7	7.4%
Additional protection for confidentiality or safety measures (including relocation)	7	7.4%
Involve or work with law enforcement	6	6.3%
Connect with a victim advocate or victim assistance program	5	5.3%
Connect with SANE	2	2.1%
Collect evidence or maintain the chain of evidence	2	2.1%
Home visitation	2	2.1%
Other	4	4.2%

In addition to the ways in which affiliated providers change their approach to working with clients identified as crime victims, 62.1% (n=59) of affiliated providers reported they coordinate with other crime victim serving agencies on behalf of their clients.

Changes Over the Past Two Years

Fourteen affiliated providers (14.7%) indicated that there had been changes over the past two years in the type of services their agency provides to crime victims. The changes included increased training, more services, increased collaboration with community resources, more comprehensive lists of community resources, new staff or programs, and new forensic equipment. The new staff positions and programs included a college-based sexual assault prevention position, a newly opened Family Justice Center, a new program about violence against women, a new sexual assault response and prevention position at an institution of higher education, and a shared staff position through a DOJ grant that did not receive continued funding.

Affiliated providers most frequently identified staff having limited knowledge of the service system as a barrier to serving victims.

Barriers to Serving Crime Victims

Affiliated providers reported specific barriers to serving crime victims at their agencies. Barriers to serving victims included limited knowledge of the service system for victims (54.7%, n=52), victims not wanting to report the crime (52.6%, n=50), and victims not knowing what services were available to them (49.5%, n=47). The full list of barriers reported by affiliated providers is included in Table 54.

Table 54: Barriers to Serving Crime Victims (n=95 Affiliated Providers)

Barrier <i>(sorted in descending order by count)</i>	Count	Percent
Staff having limited knowledge of the service system for victims	52	54.7%
Victims not wanting to report the crime	50	52.6%
Victims not knowing about services available to them	47	49.5%
Funding	42	44.2%
Not enough staff	37	38.9%
Staff turnover	12	12.6%
Cultural competency among staff	11	11.6%
Language barriers	7	7.4%
Difficulty referring to or working with victim-serving agencies	4	4.2%
Other	18	18.9%

Language barriers included a lack of interpreters and bilingual counselors. In some cases, agencies had only English or Spanish speaking staff, and could not serve others.

Other barriers included:

- District attorney’s office is reluctant to take cases that are hard to prove
- Educating law enforcement on elder abuse can be very challenging
- Fair housing law and confidentiality can limit the amount of information available to a provider
- Lack of a consistent approach
- Lack of time for discussing available services with victims who won’t disclose that they have been victimized
- Lack of training or time to train staff

- Limited guardians and resources for victims with cognitive disabilities
- No support for vicarious trauma
- Not an agency focus
- Repeated denials of claims by CVSD
- Victimization not seen by community as an issue that many people experience.

Collaboration

Affiliated providers were asked to identify which of four agencies specifically geared toward working with crime victims are available in their county. Table 55 presents the frequency of affiliated providers reporting the availability of these services in their county.

Table 55: Agencies In Affiliated Provider Counties That Provide Services Specifically for Crime Victims (n=95 Affiliated Providers)

Agency Type (sorted in descending order by count)	Count	Percent
Domestic violence or sexual assault shelter(s)	79	83.2%
District Attorney or prosecutor-based victim assistance program	77	81.1%
Child Abuse Assessment and Advocacy Centers	60	63.2%
Police or Sheriff-based victim assistance program	41	43.2%

75.8% of affiliated providers reported referring crime victims to domestic violence and sexual assault programs.

Referrals by Affiliated Providers

When presented with a list of providers they might refer crime victims to, the largest proportion of affiliated providers reported referring crime victims to domestic violence and sexual assault programs (75.8%, n=72), followed by community agencies providing basic services (63.2%, n=60), AFS (62.1%, n=59), and DA VAPs (60.0%, n=57). All respondents provided at least one agency to which they refer crime victims. The full list of agencies and providers referred to by affiliated providers is included in Table 56.

Table 56: Agencies Affiliated Providers Refer Crime Victims To Other Than Police or Sheriff (n=95 Affiliated Providers)

Agency Type <i>(sorted in descending order by count)</i>	Count	Percent
Domestic violence and sexual assault program(s)	72	75.8%
Community agencies providing basic services (i.e., food, clothing)	60	63.2%
Adult and Family Services, welfare, self-sufficiency, or food stamps	59	62.1%
District Attorney VAP	57	60.0%
Private counselors or mental health providers	51	53.7%
Child Abuse Assessment and Advocacy Centers	44	46.3%
Homeless shelters	40	42.1%
Lawyer or legal assistance	39	41.1%
Faith community	33	34.7%
Police or Sheriff VAP	22	23.2%
Courts	16	16.8%
Probation or parole offices	14	14.7%
Other (Office of Student Conduct, CVSD, Services Integration Team, VA mental health providers)	9	9.5%

After they identified all the agencies they refer to, affiliated providers were then asked to identify the agency they had referred to the most during the previous fiscal year. The highest percent of affiliated providers reported their most referred to agencies were domestic violence and sexual assault programs (29.5%, n=28), DA VAPs (15.8%, n=15), and AFS (12.6%, n=12). The full list of agencies and providers referred to most by affiliated providers in the past fiscal year is included in Table 57.

Table 57: Agency Referred to Most by Affiliated Providers During the Previous Fiscal Year (n=95 Affiliated Providers)

Agency Type (sorted in descending order by count)	Count	Percent
Domestic violence and sexual assault program(s)	28	29.5%
District Attorney VAP	15	15.8%
Adult and Family Services, welfare, self-sufficiency, or food stamps	12	12.6%
Private counselors or mental health providers	7	7.4%
Police or Sheriff VAP	6	6.3%
Community agencies providing basic services (i.e., food, clothing)	6	6.3%
Lawyer or legal assistance	4	4.2%
Homeless shelters	3	3.2%
Child Abuse Assessment and Advocacy Centers	2	2.1%
Courts	0	0.0%
Probation or parole offices	0	0.0%
Faith community	0	0.0%

Agencies CVSD Grantees Would Like More Interaction With

The majority of CVSD grantees (73.9%, n=51) told us there were agencies they would like more interaction with. Almost one quarter (21.7%, n=15) reported wanting more interaction with mental health providers in order to get victims the help they need, to share more information, and to possibly provide some cross-training. The second highest proportion of grantees (14.5%, n=10) reported wanting more interaction with DHS, in particular with child welfare. Reasons varied from wanting to connect crime victims with more services, to improving their relationship with DHS and locating victims who had been placed in foster care. Law enforcement was named by the third highest proportion of CVSD grantees (13.0%, n=9) as an agency they wanted more interaction with, in order to connect more quickly with victims and their families as well as to facilitate a more positive relationship between first responders and victims. Grantees also wanted more interaction with the district attorney offices and DA VAPs (11.6%, n=8), in part to increase the support network for victims and inform new DA staff about the needs of crime victims. The complete list of agencies CVSD grantees wanted more interaction with is included in Table 58. The main reason more interaction was desired was to increase access to services for victims, as well as to increase understanding across service sectors.

CVSD grantees would like more interaction with other agencies in order to increase access to services for victims as well as to increase understanding across service sectors.

*“Referrals are pretty good. We just don't have the money to meet the need.”
—CVSD grantee*

Table 58: Agencies CVSD Grantees Would Like More Interaction or Stronger Collaboration With (n=69 CVSD Grantees)

Agency Type (sorted in descending order by count)	Count	Percent
None	18	26.1%
Mental health	15	21.7%
DHS (child welfare, SDS, food stamps)	10	14.5%
Law enforcement	9	13.0%
DA or DA VAP	8	11.6%
Legal aid organizations	8	11.6%
Domestic violence	6	8.7%
Community providers	5	7.2%
Medical providers, hospitals, or CCOs	5	7.2%
Housing	4	5.8%
Courts or judicial system	3	4.3%
Schools, school boards, or the Department of Education	3	4.3%
Substance abuse agencies	3	4.3%
Culturally specific agencies	2	2.9%
Health department	2	2.9%
General legal system	1	1.4%
Other	11	15.9%

Barriers to Sending Referrals

Fewer than one third of CVSD grantees (30.4%, n=21) said they experienced barriers to sending or receiving referrals. Barriers included limited services and long waitlists (7.2%, n=5), the complexity of agency rules or the system in general (5.8%, n=4), lack of awareness among victims and providers of the current services available (4.3%, n=3), staff not having enough time to do a comprehensive assessment or follow up on a referral (4.3%, n=3), and other providers not understanding or accessing the agency (4.3%, n=3). The complete list of barriers to making referrals is included in Table 59.

Table 59: Challenges or Barriers to Sending or Receiving Referrals for Crime Victim Services (n=69 CVSD Grantees)

Barriers to sending or receiving referrals <i>(sorted in descending order by count)</i>		
	Count	Percent
None	48	69.6%
Limited services or long wait lists	5	7.2%
Complexity of the system or agency rules	4	5.8%
Lack of awareness of current services available	3	4.3%
Limited staff don't have enough time	3	4.3%
Other providers don't understand or don't access the agency	3	4.3%
Lack of information about the victim (i.e., contact information or other details)	2	2.9%
Victim reluctance to disclose or report	2	2.9%
Victims don't meet eligibility requirements	2	2.9%
Few providers due to low salaries	1	1.4%
Issues with a specific local agency	1	1.4%

Ratings of the Crime Victim Service System

Believing that the crime victim service system provides unduplicated services received the highest rating by key informants and CVSD grantees. Believing that the system ensures that victims receive appropriate and timely restitution received the lowest rating.

Key informants and CVSD grantees were asked a series of questions about the service system for crime victims in their area. Each question presented a statement that characterized the system. Respondents were asked to rate the degree to which the current service system for crime victims functions in that manner. Table 60 presents all of those statements and the average ratings for each using a four-point scale (1= Not at All, 4=Very Much). Overall, only one of the system characteristics received an average rating higher than 3.00, suggesting that the service system has room for improvement. The characteristics that received the five highest ratings (i.e., the respondents believed the current system functions in that manner) were **provides unduplicated services** (average=3.12), **trusting that referred clients will be treated appropriately** (average=2.92), **has efficient referral mechanisms** (average=2.91), **can be accessed at different stages of the victim recovery process** (average=2.87), and **shares information about what services agencies currently deliver or are planning to deliver** (average=2.87). Believing that the system **ensures that victims receive appropriate and timely restitution** received the lowest average score of 2.04. Two items included in the

list were phrased in a negative direction (noted in Table 60), but the data for those were reverse coded so that the average ratings could be compared to the average ratings of the positively worded items.

Table 60: Average Ratings of the Current Crime Victim Service by Key Informants and CVSD Grantees (n=121)

Please rate the extent to which you believe that the current service system... [†] (sorted in descending order by average rating)	Count	Average Rating
Provides unduplicated services ⁺⁺	111	3.12
Trusts that referred clients will be treated appropriately	107	2.92
Has efficient referral mechanisms	107	2.91
Can be accessed at different stages of the victim recovery process	104	2.87
Shares information about what services agencies currently deliver or are planning to deliver	107	2.87
Provides services that are accessible	112	2.86
Allows differing points of view to exist among organizations	108	2.82
Ensures that agencies have timely access to client records in ways that do not violate client confidentiality or rights	95	2.80
Provides services that are individualized	108	2.77
Has centralization for key functions ⁺⁺⁺	100	2.66
Addresses the issues of trauma	108	2.64
Is integrated: that is, agencies are by various means linked together to allow services to be provided in a coordinated and comprehensive manner	110	2.64
Creates opportunities for joint planning across different types of agencies (e.g., legal, mental health, physical health, public safety, domestic violence, child welfare)	110	2.62
Provides protection from harm that may result from participation in the criminal justice system	102	2.58
Is characterized by efficient and accurate communication	108	2.57
Is responsive to most or all victims' needs	110	2.55
Fosters a "big picture" understanding of the service system and the roles and responsibilities of the agencies that constitute that system	111	2.55
Provides services that are gender specific	104	2.53
Provides services that are culturally appropriate	109	2.50
Prevents crime victims from getting lost in the complex system	111	2.41

Table 60: Average Ratings of the Current Crime Victim Service by Key Informants and CVSD Grantees (n=121)

Please rate the extent to which you believe that the current service system... [†] (sorted in descending order by average rating)	Count	Average Rating
Develops clear community-wide goals and plans	110	2.37
Provides services that incorporate non-traditional approaches	100	2.25
Involves crime victims in improving or changing services	105	2.24
Ensures that victims receive appropriate and timely restitution	91	2.04

[†] Rating scale: 1=Not at All, 4=Very Much

^{††} This item was negatively worded in the original interview (“is duplicative or redundant in services provided”), but it was reworded positively for this table and the data was reverse coded in order to be comparable to the other averaged ratings.

^{†††} This item was negatively worded in the original interview (“lacks centralization for key functions”), but it was reworded positively for this table and the data was reverse coded in order to be comparable to the other averaged ratings.

Affiliated providers were also asked to rate nineteen of the items in Table 60 (some items were removed for limited relevance and to reduce respondent burden). Table 61 presents all of those statements and the average ratings for each by affiliated providers. The variation of ratings across items was smaller than that for the key informants and CVSD grantees, with none of the system characteristics receiving a rating above 3.0. The system characteristics that received the five highest ratings were: **addresses the issues of trauma** (average=2.99); **provides services that are individualized** (average=2.93); **provides services that are gender specific** (average=2.86); **can be accessed at different stages of the victim recovery process** (average=2.85); and **allows differing points of view to exist among organizations** (average=2.83). Only one of those ratings was in the top five for key informants and CVSD grantees, suggesting that the affiliated providers experience the crime victim service system differently.

Table 61: Average Ratings of the Current Crime Victim Service System by Affiliated Providers (n=95)

Please rate the extent to which you believe that the current service system... [†] (sorted in descending order by average rating)	Count of Respondents	Average Rating
Addresses the issues of trauma	67	2.99
Provides services that are individualized	69	2.93
Provides services that are gender specific	64	2.86
Can be accessed at different stages of the victim recovery process	55	2.85
Allows differing points of view to exist among organizations	60	2.83
Is integrated: that is, agencies are by various means linked together to allow services to be provided in a coordinated and comprehensive manner	72	2.81
Provides services that are accessible	75	2.81
Is responsive to most or all victims' needs	64	2.75
Creates opportunities for joint planning across different types of agencies (e.g., legal, mental health, physical health, public safety, domestic violence, child welfare)	67	2.70
Involves crime victims in improving or changing services	54	2.69
Shares information about what services agencies currently deliver or are planning to deliver	67	2.69
Ensures that victims receive appropriate and timely restitution	52	2.67
Fosters a "big picture" understanding of the service system and the roles and responsibilities of the agencies that constitute that system	65	2.65
Is characterized by efficient and accurate communication	72	2.65
Ensures that agencies have timely access to client records in ways that do not violate client confidentiality or rights	60	2.63
Provides services that are culturally appropriate	62	2.61
Prevents crime victims from getting lost in the complex system	62	2.58
Develops clear community-wide goals and plans	64	2.48
Provides services that incorporate non-traditional approaches	58	2.41

[†] Rating scale: 1=Not at All, 4=Very Much

The nineteen system characteristics that were included on both the 2012 key informant and CVSD grantee interview and the affiliated service provider survey were also included in the 2002 needs assessment. The data available from 2002 are combined responses from key informants, VOCA grantees, and affiliated providers; therefore, the 2012 key informant and CVSD grantee data (Table 60) were combined with the 2012 affiliated provider data (Table 61). A comparison of the combined system ratings from 2002 and 2012 are presented in Table 62. Reviewing these findings can acknowledge the positive changes that may have occurred over the past ten years, as well as identify the areas in which more change can occur. All the ratings increased over time, with those that showed the greatest increases listed at the top of the table. It is important to note that some of the system characteristics that showed the smallest change may be because the ratings were high in both years.

Table 62: Comparison of 2002 to 2012 Average Ratings of the Crime Victim Service System

Service System Characteristic[†] <i>(sorted in descending order by change from 2002 to 2012)</i>	Average Rating in 2002 (n=273 Key Informants, VOCA Grantees, and Affiliated Providers)	Average Rating in 2012 (n=216 Key Informants, CVSD Grantees, and Affiliated Providers)	Increase from 2002 to 2012
Involves crime victims in improving or changing services	2.03	2.39	0.36
Ensures that agencies have timely access to client records in ways that do not violate client confidentiality or rights	2.44	2.74	0.30
Can be accessed at different stages of the victim recovery process	2.57	2.86	0.29
Develops clear community-wide goals and plans	2.12	2.41	0.29
Fosters a “big picture” understanding of the service system and the roles and responsibilities of the agencies that constitute that system	2.31	2.59	0.28
Shares information about what services agencies currently deliver or are planning to deliver	2.55	2.80	0.25
Provides services that are individualized	2.58	2.83	0.25

Table 62: Comparison of 2002 to 2012 Average Ratings of the Crime Victim Service System

Service System Characteristic[†] <i>(sorted in descending order by change from 2002 to 2012)</i>	Average Rating in 2002 (n=273 Key Informants, VOCA Grantees, and Affiliated Providers)	Average Rating in 2012 (n=216 Key Informants, CVSD Grantees, and Affiliated Providers)	Increase from 2002 to 2012
Is characterized by efficient and accurate communication	2.38	2.61	0.23
Allows differing points of view to exist among organizations	2.62	2.83	0.21
Provides services that are culturally appropriate	2.33	2.54	0.21
Addresses the issues of trauma	2.60	2.77	0.17
Ensures that victims receive appropriate and timely restitution	2.11	2.27	0.16
Is responsive to most or all victims' needs	2.47	2.63	0.16
Creates opportunities for joint planning across different types of agencies (e.g., legal, mental health, physical health, public safety, domestic violence, child welfare)	2.50	2.65	0.15
Provides services that incorporate non-traditional approaches	2.16	2.31	0.15
Provides services that are accessible	2.70	2.84	0.14
Prevents crime victims from getting lost in the complex system	2.34	2.47	0.13
Is integrated, that is, agencies are by various means linked together to allow services to be provided in a coordinated and comprehensive manner	2.58	2.70	0.12
Provides services that are gender specific	2.59	2.65	0.06

[†] Rating scale: 1=Not at All, 4=Very Much

Major Issues Facing the Delivery of Crime Victim Services Today

CVSD grantees and key informants identified a number of interrelated issues facing the delivery of crime victim services today. Lack of resources and funding were identified by more than half of respondents (54.5%, n=66) as a major issue. System issues (12.4%, n=21) and staffing (14.9%, n=18) were identified by the next largest percent of respondents. The major issues identified by three or more key informants or CVSD grantees are included in Table 63. More detail on each issue is provided following the table.

Table 63: Major Issues Facing the Delivery of Crime Victim Services Today (n=121 Key Informants and CVSD Grantees)

Type of Major Issue <i>(sorted in descending order by count)</i>	Count	Percent
Lack of resources and funding	66	54.5%
System issues	21	17.4%
Staffing	18	14.9%
Lack of knowledge	11	9.1%
Limited or inconsistent training	8	6.6%
Accessibility of services	6	5.0%
Limited services or lack of services	6	5.0%
Victims who do not report or press charges	6	5.0%
Coordination of services	5	4.1%
Diversity and changing demographics	3	2.5%
Maintaining contact with victims	3	2.5%

*"A lot of the needs of victims are not addressed by the services that are currently provided."
—CVSD grantee*

Lack of Resources and Funding was identified by more than half the key informants and CVSD grantees (54.4%, n=66). Respondents told us that this lack of funding has resulted in understaffing and, therefore, insufficient services for crime victims and a reduced ability to address crime prevention. The statewide coordinated response to elder abuse had been eliminated due to lack of funds; and crime victim services, law enforcement, and domestic violence services were all specifically identified as underfunded. The breadth and quality of services have been impacted, as well as the ability to keep full-time trained staff. Precarious funding can also cause services to vary over time.

*"Law enforcement is being cut and there will be more crimes unsolved, unreported, and unprosecuted."
—CVSD grantee*

One side effect of underfunding was the acknowledged competition among collaborators from all sectors of the system.

Many reasons for the limited funding were provided. Some attributed it to the poor economy in general, especially when looking at the lack of federal and state funds. Multiple respondents reported that part of the tobacco lawsuit settlement had recently gone to the state's general fund instead of to crime victim services.

System issues were identified by the second largest percent of respondents (17.4%, n=21) as a major issue facing victim services today. In general, respondents said that the system, especially the criminal justice process, was not user-friendly for victims. The specific system issues identified include:

- Completing restraining order, visa, or other applications takes too long, especially when victims need services immediately
- Delays in the completion of a case are beneficial to the defendant and detrimental to the victim and the state
- Enforcing crime victims' rights is an unfunded mandate: it is required by the legislature, but no funds have been allocated to do the work
- Lack of jail space affects the types of convictions people receive
- Law enforcement does not always contact advocates
- Law enforcement has too much discretion on whether or not to pass along a case to prosecutors
- Legal privilege is a problem
- Reorganization and instability at CVSD is detrimental to the system
- Resources are not distributed equitably: the most well-informed and assertive communities might get the bulk of the funds, while the least informed might be less likely to access them
- Sentencing structures are not proportionate to crimes
- Service provision is not consistent across the state due to the variety in non-profit providers

- The system re-traumatizes victims, which not only harms the victim, but also harms the case because victims often sever contact due to that experience

*"For what little we get,
our advocates go
above and beyond for
the community. They
are our silent heroes."
—CVSD grantee*

Staffing issues (14.9%, n=18) were almost always related to funding issues. Multiple respondents also told us that staff positions were being cut at a time when awareness of the needs and rights of crime victims is increasing. Providers also experience a high rate of turnover due to low pay and a high workload, resulting in increased training needs as replacement staff and volunteers come on board. In addition to high turnover due to low pay and a high workload, respondents told us that advocates were often pulled away to do paperwork or administrative tasks not related to crime victim services. Providers would like to be recognized as professional and respected for their skills; however, respondents also acknowledged that some existing staff are less qualified due to limited training opportunities and the high turnover.

Lack of knowledge (9.1%, n=11) was seen to be an issue for victims, providers, and entire communities. Awareness of where crime victims should go initially, and what services are available to them, needs to be increased. The intersection of state and federal laws and what victims have the right to access needs to be more widely understood.

*"It has been seven
years since we had a
statewide training on
elder abuse."
—CVSD grantee*

Limited or inconsistent training (6.6%, n=8) was described as an issue affecting the delivery of crime victim services. The following training issues were identified:

- General lack of training in working with victims, especially related to domestic violence victims and abusers
- Inconsistent training across providers, including executive directors
- Training in trauma-informed response for front-end responders, especially law enforcement
- Training in how laws impact survivors
- Training on crime victims' rights for new judges, due to high turnover in judges
- Statewide training on elder abuse

Accessibility of services (5.0%, n=6) included the issues of affordability, access to transportation, equal access for all victims,

and the presence of a trusted person to assist the victims in obtaining those services. The need to expand access to trauma-informed services and trauma-focused therapy was also mentioned.

Services identified as limited or lacking (5.0%, n=6) included shelter beds, victim advocates, services in rural locations, and post-conviction services for victims.

Victims who do not report or press charges (5.0%, n=6) pose challenges for people who try to help them. Respondents told us that victims do not report or press charges for a variety of reasons, including the stigma of being a crime victim and asking for or receiving services; being afraid they will be found out for reporting, especially those who don't feel comfortable with technology; previous reduced or dismissed pleas; and a lack of law enforcement response.

Coordination of services (4.1%, n=5) was seen as an issue because, although providers are doing great work, there needs to be more attention to maintaining the level of connection that existed in the past, ensuring that services aren't being duplicated, and that everyone is on the same page regarding victims' rights.

Diversity and changing demographics (2.5%, n=3) was identified as an issue due to the need to increase cultural understanding, bilingual services, and understanding around the issues facing diverse communities, especially related to human trafficking and child abuse.

Maintaining contact with victims (2.5%, n=3) was identified as an issue due to the mobility of victims and difficulty maintaining good addresses and contact information over the course of the case.

9

Recommendations

Data for this section was collected during telephone interviews with key informants and CVSD grantees, as well as through web surveys with affiliated providers.

Highlights of What We Heard

Much has been done in the area of crime victim services in the past ten years, but there is still more to do.

Much has been done in the area of crime victim services in the past ten years, but there is still more to do. Respondents identified CVSD as a key source of assistance in multiple ways, including securing additional funding; providing outreach to victims, providers, and funders; coordinating training and collaboration across the system; and advocating for victims. Improving or increasing collection of restitution, fines, and fees from perpetrators was the most common suggestion for generating new resources, followed by soliciting new resources and grants and reallocating existing funds.

Services for specific types of crimes or victims, housing, mental health services, and medical care were identified as the top funding priorities. Respondents suggested that the areas to target for the greatest impact are services for victims; outreach to victims, funders, and the general community; assessing the system; and increased staffing. Innovative approaches for addressing issues faced by crime victims included new types of collaboration, services, and outreach, as well as adding more one-stop shops and using technology. Multiple materials and resources have been developed locally for informing and educating victims, providers, and the general community. However, affiliated providers, such as medical facilities, senior services providers, and county health offices, could use more information, especially related to Crime Victim Compensation and the local network of crime victim service providers.

CVSD was seen as a key resource for providers and victims.

Ensuring Crime Victims' Service Needs Are Met

Although respondents were generally positive about CVSD, the majority (74.4%, n=90) of key informants and CVSD grantees shared ideas on what CVSD could do differently to be even more effective in ensuring that service needs are met for crime victims. The majority of those ideas fell into the areas of funding, training and technical assistance, outreach and information sharing, advocacy, and collaboration and coordination.

Funding was mentioned in the context of increasing and stabilizing funding for service providers, bringing new federal money into Oregon, encouraging shared funding, establishing funding priorities, increasing unrestricted funding, and returning fines and fees to crime victim services. An issue related to funding that was mentioned by a few respondents was improving the Crime Victim Compensation process (e.g., covering child abuse assessments, covering more services, and speeding up the acceptance process).

Outreach and information sharing included offering a statewide 24/7 hotline; increasing awareness of both mainstream and culturally specific resources; expanding community education and outreach; disseminating information about rural area services; developing an interactive CVSD webpage on victims' rights; ensuring that agencies receive information on relevant changes, new laws, and new legislation (in lay terms); and ensuring that victims understand that they are victims.

Training and technical assistance suggestions included continuing what was already occurring; creating intermediate and advanced trainings; taking a more active role in technical assistance; localizing trainings closer to providers or members of the community; providing certification training in domestic violence and sexual assault; providing more information and training to law enforcement; and providing trainings in leadership, management, and how to build more collaborative projects.

Collaboration and coordination included enhancing collaboration among service providers and coordination of services, actively engaging more programs and agencies (e.g., DHS, TIP, OHP), being

proactive with law enforcement to help them to be more sympathetic to the needs of crime victims and to maintain a connection with advocates, and encouraging district attorney offices to be supportive of local agencies and advocates.

Advocacy included continuing to advocate for more funds from the legislature, promoting the idea that local communities should provide stable funding for service providers, taking an active role on policy initiatives that help victims, increasing victims' rights advocacy, and establishing more clout in Congress.

Generating New Resources

Improving or increasing collection from perpetrators was the most common suggestion for generating new resources.

In order to address funding reductions or limitations, we asked key informants and CVSD grantees, **How could new resources to better serve crime victims be generated?** The majority of respondents (78.5%, n=95) offered some suggestions. The responses provided were coded into themes, with the most common themes being improving or increasing collection from perpetrators (19.0%, n=23), soliciting donations and grants (13.2%, n=16), and reallocating existing funds (12.4%, n=15). Table 64 presents those and the other suggestions for generating new resources. More detail about some of those suggestions is provided following the table.

Table 64: Suggestions for Generating New Resources to Better Serve Crime Victims (n=121 Key Informants and CVSD Grantees)

Suggestions for Generating Resources <i>(sorted in descending order by count)</i>	Count	Percent
Improve or increase collection from perpetrators	23	19.0%
Solicit donations and grants	16	13.2%
Reallocate existing funds	15	12.4%
Educate the public	12	9.9%
Develop new revenue streams from state taxes	10	8.3%
Garner support from elected officials	9	7.4%
Increase collaboration	8	6.6%
Conduct assessments and research	4	3.3%
Establish or increase county-level funding	4	3.3%
Make better or more efficient use of existing funds	4	3.3%
Find a stable funding source	3	2.5%
Utilize victim and survivor stories in fundraising efforts	2	1.7%

Improve or increase collection from perpetrators was suggested by 19.0% of respondents (n=23). Strategies for doing so included improving the collection of restitution, fines, and fees, as well as educating others on the need to collect these funds.

Restitution:

- Devise a better system for restitution
- Establish restitution programs for prisoners
- Collect restitution at the court level
- Obtain restitution from perpetrators of the recent large-scale financial fraud and banking scandals

Fines and Fees:

- Add to the criminal costs for defendants
- Include payment of a fee as a condition of probation or incarceration
- Have more dedicated assessment of criminal fines and fees
- Obtain forfeiture fees

Education:

- Educate judges on the need to impose and collect fines and restitution

Solicit donations and grants (13.2%, n=16) included the following ideas:

- Write proposals for large federal grants and foundations
- Bring in more non-traditional federal money, such as public health and medical funding
- Seek private donations and sponsorship from private companies
- Provide trainings on grant writing and fundraising
- Be entrepreneurial by marketing and selling items, such as safety-oriented products
- Establish a special fund where the general public can donate to services
- Solicit resources from other programs

Reallocation of existing funds (12.4%, n=15) included funds from restitution, fines, and fees, as well as from other sectors of state government. Multiple respondents also asked that the cap on VOCA and VAWA funds be increased.

Restitution, Fines, and Fees:

- Apply funds from defendants to help victims in ways additional to restitution
- Increase the allocation of criminal fines and fees to agencies and services for crime victims
- Make fees for punitive damages and other assessments exclusive-use
- Advocate for funds to go to crime victims when there is a judgment

Justice Reinvestment:

- Reduce incarceration rates and corrections costs to make state funds available for prevention and services
- Move public safety funds to victim services
- Rebalance criminal justice funding

Increase Funds for Services:

- Increase the monetary cap on VOCA and VAWA funds
- Try to get more from existing sources

Educate the public (9.9%, n=12) through large media campaigns, community interventions (such as town hall meetings), or newspapers. Education could focus on the needs of victims or on the long-term financial benefits of victim services.

Develop new revenue streams from state taxes was suggested by 8.3% of respondents (n=10). The types of taxes to use as revenue sources included a sales tax, the marriage license tax, and the alcohol tax. One person suggested establishing a surcharge for strip clubs that would go toward crimes against women. Another person suggested changes to unitary assessments.

Suggested Funding Priorities for Crime Victim Services

Key informants and CVSD grantees told us what they thought the highest funding priorities for crime victim services should be in the future. Services for specific types of victims or crimes were mentioned most often (33.9%, n=41), followed by housing (21.5%, n=26), mental health services (21.5%, n=26), medical care (16.5%, n=20), and victim advocates (13.2%, n=16). Table 65 contains the types of suggested funding priorities mentioned by five or more respondents. More detail on the types of funding priorities mentioned most frequently is included below the table.

Table 65: Suggested Funding Priorities for Crime Victim Services (n=121 Key Informants and CVSD Grantees)

Funding Priority <i>(sorted in descending order by count)</i>	Count	Percent
Services for specific types of victims or crimes	41	33.9%
Housing	26	21.5%
Mental health services	26	21.5%
Medical care	20	16.5%
Victim advocates	16	13.2%
Direct services	11	9.1%
Legal services	8	6.6%
Basic needs	7	5.8%
Crime Victim Compensation	7	5.8%
Staffing (including higher salaries)	7	5.8%
Funding (for unfunded mandates, stable funding, flexible funding)	6	5.0%
Advocacy	5	4.1%
Financial assistance for victims	5	4.1%
Restitution enforcement	5	4.1%

“Services” was suggested as the highest funding priority as well as the one that would have the most impact.

Services for specific types of victims or crimes was suggested as a funding priority for crime victim services by the largest proportion of respondents (33.9%, n=41). Within that group, services for victims of domestic violence and sexual assault were mentioned most frequently (12.4%, n=15), followed by services for children (11.6%, n=14), people with disabilities (5.0%, n=6), victims of violent or interpersonal crime (2.5%, n=3), people in need of culturally-specific services (1.7%, n=2) and elders (0.8%, n=1).

Housing was suggested as a funding priority by 21.5% of respondents (n=26), most commonly in terms of shelter, safe houses, and affordable transitional housing for victims of domestic violence and sexual assault. Housing for sex trafficking victims in Oregon and for homeless youth as well as housing with on-site sexual assault services were also mentioned.

Mental health services (21.5%, n=26) was most frequently described as counseling. Funding for long-term therapy and access to services, as well as evaluation, acute care, and trauma services were also mentioned.

Victim advocates were identified by 13.2% of respondents (n=16) as among the highest funding priorities. Respondents highlighted the need for advocates in every agency and for every victim who needs one, saying that advocates provide access to the system for victims.

Targeting Resources for the Greatest Impact

To assist strategic planning activities, we asked key informants and CVSD grantees, **How would you target additional resources for the greatest impact?** The most common areas identified were services (24.8%, n=30), outreach (15.7%, n=19), assessment of the system (15.7%, n=19), and staffing (13.2%, n=16). Table 66 presents an itemization of all target areas for additional resources provided by five or more respondents. More detail on some of the identified areas to target is provided below the table.

Table 66: Where to Target Additional Resources for Greatest Impact (n=121 Key Informants and CVSD Grantees)

Areas for Resources <i>(sorted in descending order by count)</i>	Count	Percent
Services	30	24.8%
Outreach	19	15.7%
Assessment of the system	19	15.7%
Staffing	16	13.2%
Training for providers (including churches and private parties)	11	9.1%
Collaboration	11	9.1%
Housing	10	8.3%
Facilities (includes three mentions of one-stop shops)	8	6.6%
Children (includes three mentions of Child Abuse Assessment Centers)	7	5.8%
Underserved or vulnerable populations	7	5.8%
Education	6	5.0%
Hiring additional staff	5	4.1%
Prevention	5	4.1%
System change	5	4.1%

Services were identified by almost one quarter of respondents (24.8%, n=30) as the area to target with additional resources for the greatest impact. The following types of services were specifically identified:

- Mental health services
- Addiction assistance with victim services training
- Advocacy
- Expansion of core advocacy services to all counties and areas of the state
- Community-based assistance for victims of domestic violence and sexual assault
- Violence prevention
- Extension of the length of victim service provision with follow-up lasting one year, rather than the current three months
- Family law center
- Family support
- Immigration support
- Legal aid and legal advocacy
- A Family Violence Council in each county to examine all cases
- Mentoring for people who have been successful in the Family Violence Councils
- Parenting programs
- Rehabilitation programs
- Assistance for victims when they relocate, “to help restart their lives”
- Wraparound services to address trauma and break down the barriers that prevent people from moving forward, including collaborations for parenting classes and housing

Outreach was identified by the second largest proportion of respondents (15.7%, n=19). Outreach was described as a means to spread awareness about victimization, prevention, available services, and how to access services. Targets for outreach included the general public, potential victims, funders, rural areas, and communities with limited access. Suggested strategies expected to have the most impact were:

- More consistent and frequent awareness campaigns
- Bilingual advertising
- Building awareness among communities and community groups, such as the South Asian community
- Generating awareness of victims and needed services statewide, not just in cities
- Violence prevention training for the community (especially about child abuse)

Assessment of the system (15.7%, n=19) was also identified as having a potentially positive impact. Respondents suggested collecting information from providers, victims, law enforcement, and communities in urban and rural areas across the state. They recommended reviewing the newest research and literature, identifying how services have helped victims and why they are needed, and identifying any gaps or overlaps that exist, both in services and within agencies. Respondents also suggested ways to use the information for planning purposes, including:

- Create a list ranked by importance
- Create an oversight board to make sure resources are optimally allocated
- Hold a summit to identify what needs are not getting met and areas where cuts might be made
- Involve the Attorney General's office in the assessment, not just CVSD

Staffing was the last area where more than one tenth of respondents (13.2%, n=16) told us that targeting resources would have the most impact. Staffing suggestions included:

- More advocates
- More lawyers
- More staff for DA VAPs
- A development director
- Employment for volunteer advocates
- Increased staffing to process assistance applications to ensure a faster turnaround for victims

- Stabilized staffing with steady funds, living wages, and good benefits
- Specialized advocates for each area of crime

New and Innovative Approaches

Key informants and CVSD grantees identified a variety of new, innovative approaches that could address the issues facing crime victims. The most common categories of approaches included collaboration (15.7%, n=19) and suggestions about services (13.2%, n=16). Table 67 presents the distribution of responses across the coded categories of approaches mentioned by at least five respondents and more detailed information about many of the approaches is provided after the table.

Table 67: New and Innovative Approaches for Addressing Issues Faced by Crime Victims (n=121 Key Informants and CVSD Grantees)

Type of Approach <i>(sorted in descending order by count)</i>	Count	Percent
Collaboration	19	15.7%
Service suggestions	16	13.2%
One-stop shops	8	6.6%
Outreach	8	6.6%
Utilize technology	8	6.6%
New types of organizations and centers (other than one-stop shops)	7	5.8%
Legal and legislative	6	5.0%
Training	6	5.0%
Allocate funds differently	5	4.1%
Media and social media	5	4.1%
Prevention	5	4.1%
Utilize survivors and victims	5	4.1%

Collaboration was identified by 15.7% (n=19) respondents and included:

- Federal grants to support law enforcement and the courts working together
- Improved collaboration among multiple agencies

- Collaboration between agencies, the business community, and social philanthropy
- General resource pool for agencies to access collaboratively
- Locating domestic violence specialists in child welfare offices
- Networking and policy development opportunities for front-line attorneys working on child abuse cases
- Partnerships with faith-based communities or organizations
- Partnerships with civic clubs and non-traditional groups (e.g., hospitals, banks)
- Pooled resources between tribal leaders and VAPs
- Collaboration between VAPs and drug addiction treatment services

Service suggestions were provided by 13.2% (n=16) respondents, which included:

- A specialized, county-wide law enforcement unit for child abuse cases
- Availability of more flexible and tailored services
- Consistent case managers throughout the process
- Hands and Words are Not for Hurting Project (prevention program to increase respect and decrease bullying)
- Maintenance of current services and funding of previously successful services
- Incorporation of trauma-informed care into victim services
- Pro-bono or low-bono legal services made available to victims
- More advocates at the crime scene or at the police department
- Information for crime victims about reasonable accommodation and the Americans with Disabilities Act
- Restitution pilot program
- Services for older women leaving domestic violence situations
- Lethality assessment programs for domestic violence that are being used in some counties
- Volunteers of America Home Free (domestic violence intervention program)

One-stop shops were identified by 6.6% (n=8) respondents, and were described in the following manner:

- Co-location of multiple services, including mental health, legal, and employment
- Crime center in every county with advocates, law enforcement, and district attorneys in one place
- Every community needs a family justice center (e.g., Gateway Center)
- Multidisciplinary teams and multidisciplinary services

Outreach was identified by 6.6% (n=8) respondents and included:

- Public awareness of services all year long, not just during particular months
- Public awareness campaign for helping people understand how crime affects people and ways to reduce crime
- Community talks by district attorney offices on services for crime victims
- Crime prevention education in schools
- Monthly town hall meetings in smaller communities to educate people about crime victim services

Utilize technology was identified by 6.6% (n=8) respondents and included:

- Obtain a software system designed specifically to address the needs and rights of crime victims, giving victims easier access to important information
- Use the Internet to find victims (e.g., Facebook)
- Let people Skype for Grand Jury
- Uniform database for all district attorney offices to use across the state
- Connect survivors and victims online within a secure site

New types of organizations or centers (other than one-stop shops) was identified by 6.6% (n=8) respondents and suggestions included:

- Bilingual resource centers or liaisons with all parts of the crime victim service system

- Centrally located advocacy centers
- Intake centers for child abuse victims
- Long-term advocacy centers with ongoing support for victims
- More culturally-specific, community-based organizations that provide flexible, culturally-individualized services

Legal and legislative approaches were identified by 5.0% (n=6) respondents and included:

- Civil sexual assault protective orders
- Independent legal representation for crime victims
- Review of the spousal support system to prevent a domestic violence victim who was the primary income earner prior to a divorce from having to pay spousal support to perpetrator
- Something new to hold offenders more accountable
- State legislation that preserves the confidentiality of statements to advocates
- Getting restraining orders by video rather than having to go to court (model after Gateway Center)

Training was identified by 5.0% (n=6) respondents and included:

- Elder abuse summit with a keynote speaker from the California Coalition for the Prevention of Elder Abuse
- Certification for advocates that includes education on privilege and confidentiality
- Discussion groups for educational sharing
- Trainings that are informed by individuals, social groups, and organizations knowledgeable in all areas, including the needs of specific populations or specific types of crimes
- Trainings on victim safe houses

System Improvement Suggestions from Affiliated Providers

System improvements suggested by affiliated providers included increased services and funding, cross system collaboration, and training.

The majority of affiliated providers surveyed (87.4%, n=83) believed that the service system for crime victims could be improved. About half (53.7%, n=51) provided suggestions for improvements. The most common themes of the suggestions included resources, services, and funding (23.2%, n=22) and cross-system collaboration and communication (20.0%, n=19). Table 68 lists the coded types of system improvements respondents suggested. Immediately following the table is a list that provides more detailed information about many of the recommended improvements.

Table 68: Service System Improvements Suggested by Affiliated Providers (n=95 Affiliated Providers)

Type of Improvement <i>(sorted in descending order by count)</i>	Count	Percent
Resources, services, and funding	22	23.2%
Cross-system collaboration and communication	19	20.0%
Training and education	13	13.7%
System changes	6	6.3%
Change in attitudes	4	4.2%

Resources, services and funding were mentioned as recommended improvements by 23.2% (n=22) respondents, which more specifically included:

- Better relocation and housing services for victims
- Follow-up on adult sexual assault victims
- Online resource center for agencies
- Clear funding priorities and protected funding to support victims of crime
- Culturally specific services, especially housing
- Rural areas lack services and are at a disadvantage relative to urban areas
- 24-hour access to services
- Trauma-informed services
- More victim advocates
- Services for male victims of domestic violence

- Trained advocates available to all victims at the time of emergency services
- Specialized courts for people with disabilities and older adults

Cross-system collaboration and communication were the second most commonly mentioned improvements (20.0%, n=19), including:

- Community-wide ongoing discussion to provide all agencies with information
- A more comprehensive planning process to open up and improve lines of communication among providers
- Better communication about what is available and how to access it
- Joint or shared case management through client information systems, with appropriate security safeguards
- Intentional nurturing of cross-agency or system relationships
- Improved coordinated care
- *"In our community, just starting the conversation with all providers in the same room would be helpful. We need to start with base education about what is available and then move toward coordination."*
- Break down barriers related to HIPAA that prevent the protection of crime victims (e.g., banks know that someone is being exploited and call a victim agency, but cannot provide a bank statement to complete an investigation)
- More collaboration between the justice system and other relevant providers and resources

Training and education were recommended as improvements by 13.7% (n=13) respondents and included:

- Better education for the agencies that victims first approach (e.g., emergency medical services, law enforcement, medical facilities)
- Community education about services that are available for crime victims (before the crime occurs)
- Training for frontline responders about filling out applications, going through a mock process, and clarifying roles and responsibilities

- Teaching people how to avoid becoming a victim of crime
- In-service with community agencies about available resources

System changes were mentioned by 6.3% (n=6) respondents and included:

- A system based on checks and balances so that errors made by one component of the system are not carried through or influence other service providers
- The justice system needs to change from being self-contained and not inclusive of other professions with relevant resources (e.g., housing, social services, health care)

Change in attitudes was identified by 4.2% (n=4) respondents, including:

- CVSD responds negatively to assessments and treatment planning, resulting in the rejection of claims for payments
- Reduce turf issues to improve communication
- Increase the level of compassion from the court and district attorney
- Empower the victim rather than employing “rescue” strategies

Educational Materials and Curricula Developed by Key Informants and CVSD Grantees

Types of Educational Materials

Many of the 121 key informants and CVSD grantees (61.2%, n=74) told us about materials they had developed to educate their staff, victims, and others about crime victims, their needs, and available services. Table 69 lists the types of materials that have been developed.

Table 69: Educational Materials Developed by Key Informants and CVSD Grantees (n=121 Key Informants and CVSD Grantees)

Type <i>(sorted in descending order by count)</i>	Count	Percent
Trainings	25	20.7%
Materials	22	18.2%
Brochures	16	13.2%
Presentations	11	9.1%
Curriculum	7	5.8%
Packets	5	4.1%
Website	4	3.3%
Pamphlets	3	2.5%
Flyers	2	1.7%
Handbook	2	1.7%
Speakers	2	1.7%
Advertisements	1	0.8%
Bathroom stickers	1	0.8%
Billboard	1	0.8%
Card with hotline information	1	0.8%
DVD	1	0.8%
Newsletter	1	0.8%
One-page information sheets	1	0.8%
Packet	1	0.8%
Table cards	1	0.8%

Target Audience

Respondents also described the target audience their educational materials were developed for, including:

- Children and youth
- Victims
- General public or community
- Crime victim advocates/VAPs
- Victims of domestic violence
- Law enforcement
- Parents and caregivers
- Students
- Volunteers
- Courts
- Attorneys
- Hispanic and Latino communities
- Victims of financial crimes or fraud
- Women

Information Requested by Affiliated Providers

Affiliated providers could use more information on Crime Victim Compensation and local victim services providers.

Affiliated providers could use more information to help them serve crime victims. More than half the affiliated providers (61.1%, n=58) indicated that materials related to Crime Victim Compensation would help them to better serve crime victims. A list or map of non-profit providers in their service area or county was specified by the second largest proportion of respondents (53.7%, n=51), followed by having the Crime Victim Compensation application online (52.6%, n=50). Table 70 lists the types of information that would help affiliated providers better serve crime victims.

Table 70: Information That Would Help Affiliated Providers To Better Serve Victims of Crime (n=95 Affiliated Providers)

Information Type (sorted in descending order by count)	Count	Percent
Crime Victim Compensation materials (including application and brochures in both English and Spanish)	58	61.1%
List or map of non-profit providers in your service area or county	51	53.7%
Crime Victim Compensation application online	50	52.6%
VINE brochures in English and Spanish	41	43.2%
SAVE Fund application or information	39	41.1%
List or map of child abuse intervention centers in your service area or county	24	25.3%
Victim service provider information in multiple languages	22	23.2%

Almost one quarter of the affiliated providers (23.2%, n=22) indicated a need for victim service provider information in multiple languages. Spanish was specified by the largest proportion of respondents (8.4%, n=8), followed by Russian (4.2%, n=4) and Somali (2.1%, n=2). Table 71 lists the languages needed in descending order by percent of respondents.

Table 71: Victim Service Provider Information Needed by Language (n=95 Affiliated Providers)

Language (sorted in descending order by count)	Count	Percent
Spanish	8	8.4%
Russian	4	4.2%
Somali	2	2.1%
Chinese	1	1.1%
Large print (for the visually impaired)	1	1.1%
Marshallese	1	1.1%
Vietnamese	1	1.1%
Other Asian languages	1	1.1%

Appendix A: Methodology

The Oregon Department of Justice Crime Victims' Services Division contracted with the Regional Research Institute for Human Services at Portland State University to conduct an assessment of the needs of crime victims in Oregon. This 2012 study was a 10-year follow-up of the 2002 needs assessment conducted by RRI for CVSD's predecessor, the DOJ Crime Victims Assistance Section. This follow-up study was conducted between July 2011 and January 2013 with the purpose of:

- Reviewing changes in the field of crime victim services since the 2002 report
- Providing comprehensive information about the current needs of crime victims and the state of the service delivery system
- Identifying gaps in available services and potential barriers to accessing services, particularly among populations considered by CVSD to have specific needs
- Identifying the major issues facing crime victim services today

Relationship to 2002 Needs Assessment

One objective of this needs assessment was to document progress in the area of crime victim services since the 2002 needs assessment. While some changes were made to the methodology to address the goals of the current needs assessment, data collection methods and instruments were replicated to the extent possible from the 2002 needs assessment to allow comparison of data between the two studies. Where relevant, results from the 2002 needs assessment are included in this report for comparison purposes. Table A1 compares the approach taken in 2002 with the approach taken with the 2012 needs assessment. Due to different assessment objectives, the public meetings and crime mapping that were conducted in 2002 were not conducted in 2012. In addition, web survey technology was used in 2012, but not in 2002.

Table A1: Comparison of 2002 and 2012 Needs Assessment Approaches	
Key Informant and CVSD Grantee Interviews	
2002: (a) Key informants knowledgeable about specific underserved populations and (b) VOCA grant recipients for 2001 and 2002	In-person and telephone interviews
2012: (a) Key informants knowledgeable about policy and systems-level victim issues and (b) current CVSD grant recipients (e.g., VOCA, VAWA, ODSVS, CAMI, CFA/UA)	Telephone interviews
Advisory Committee Consultation	
2002: Crime Victims' Advisory Committee formed for consultation on needs assessment	Group and individual meetings
2012: Existing CVSD advisory committees and Task Force on Victims' Rights Enforcement	Group meetings
Affiliated Provider Survey	
2002: Other agencies and providers that may come in contact with victims, but do not exist to serve them exclusively	Paper survey
2012: Same as 2002	Web survey
Crime Victim Survey	
2002: Adults who were victims of interpersonal crime or elder fraud in Oregon	Paper survey
2012: Adults who received crime victim services in Oregon within the previous two years	Paper and web survey
Specific Crime Victim Population Interviews	
2002: Adults who identified as at least one of the following <i>underserved populations</i> : (a) Latina women, (b) victims of domestic violence who are immigrants or refugees, (c) LGBTQ, (d) victims of juvenile offenders, (e) elders, (f) juveniles	Focus groups
2012: Adults who <i>received crime victim services in Oregon in the previous two years</i> and identify as at least one of the following <i>specific populations</i> : (a) Native American, (b) physical or developmental disability, (c) LGBTQ, (d) immigrant or refugee (born outside of the United States), (e) elder (age 65+)	Telephone interviews
Public Meetings	
2002 ONLY: Three in-person group discussions with the general public in geographically different Oregon counties (Coos, Union, Washington).	Public meetings

Table A1: Comparison of 2002 and 2012 Needs Assessment Approaches	
Crime Data Mapping	
2002 ONLY: Crime data was gathered from Law Enforcement Data System, Portland Police Bureau, Lane County, 911 Dispatch Centers	Existing crime data

2012 Needs Assessment Components

The design of the assessment incorporated a broad mixed methods approach to gathering information from a variety of sources. The approach incorporated the following components:

- Consultation with CVSD staff, CVSD advisory committees and the Task Force on Victims' Rights Enforcement
- Review of relevant documents
- Key informant and CVSD grantee phone interviews
- Affiliated provider web survey
- Crime victim web and paper survey
- Phone interviews with crime victims from specific populations

The data collection methods used for this assessment were chosen to most effectively reach respondents while also being respectful of their time and the sensitive nature of the survey and interview topics. Data collection for this 2012 needs assessment included phone interviews to gather in-depth qualitative data, and web and mail surveys to gather quantitative and qualitative data from a broad range of respondents. The questions for crime victims from specific populations were initially planned as focus groups. However, given the need for broad geographic representation and the personal nature of the questions, the methodology was changed to phone interviews.

A variety of methods were used to recruit respondents for the different data collection components, including emailing invitations and reminders (with a follow-up phone call for telephone interviews), mailing paper surveys, distributing flyers and invitations to community groups and VAPs, and posting survey information and links online. A toll-free number was made available for participants or

others to call the research team with comments or questions. Steps were taken during the recruitment process to ensure information about participating was distributed to individuals from across the state of Oregon.

The following is a more detailed description of each of the needs assessment components.

Consultations with CVSD Staff and Advisory Groups

During the development phase of this needs assessment, the director of CVSD and her staff first met with us to review the 2002 report and advise us on what 2002 report components they had found most useful. They also identified new areas of interest related to their current work. The research team continued to receive input and feedback from CVSD staff throughout the needs assessment.

In addition to consulting with CVSD staff, the research team met with four advisory committees and one task force to better understand the current issues in the field of crime victim services and areas that should be explored. The groups consulted were:

- Victims of Crime Act Fund Advisory Committee
- Violence Against Women Act Fund Advisory Committee
- Child Abuse Multidisciplinary Intervention Advisory Council
- The Oregon Domestic and Sexual Violence Services Fund Advisory Committee
- Attorney General's Task Force on Victims' Rights Enforcement

Research team members attended meetings for these groups during September and October of 2011. One of these meetings was a large meeting of the VOCA, VAWA, and ODSVS advisory committees. In addition to orienting each of the groups to the 2012 needs assessment approach, research team members gathered information on:

- Key issues the committees were currently working on in the field
- Gaps and challenges in the current system
- The direction crime victim services will or should be moving in the future

Committee members were also asked to recommend key informants to interview during data collection.

Following these consultations, each survey instrument was developed collaboratively with key CVSD staff. Although the leadership of CVSD changed during the project, we continued to meet with CVSD staff to ensure we were meeting their needs.

Key Informant and CVSD Grantee Interviews

In late 2011, CVSD provided PSU with their list of current grantees, which were service providers around the state specifically funded to provide services directly to crime victims. The funding mechanisms included VOCA, VAWA, ODSVS, CAMI, and CFA/UA. These grantees, as well as specially identified key informants knowledgeable about policy and systems-level victim issues, were invited to talk with us individually by phone. These interviews lasted up to an hour, and we are very grateful for the time and information these respondents shared with us.

The goals for these key informant and CVSD grantee interviews were to gather data on:

- The state of the current crime victim service delivery system
- Gaps in available services and barriers to crime victims accessing services, particularly among specific crime victim populations
- Changes in the field of crime victim services since the 2002 needs assessment
- Key crime victim issues to be aware of for the future
- Recommendations for system improvements going forward

A total of 121 interviews were conducted with key informants and CVSD grantees primarily between January and June, 2012, with one additional interview conducted in November 2012. Names and contact information for potential key informants and knowledgeable representatives for CVSD grantees were obtained in a variety of ways, including:

- A list of CVSD grantee agencies was obtained from CVSD

- Referrals and volunteers for key informants were obtained from members of the CVSD advisory committees previously consulted in the needs assessment
- Referrals for key informants were obtained from staff at CVSD
- A list of potential key informants representing Native American tribal communities in Oregon was created in consultation with CVSD staff and a community partner

These key informant and CVSD grantee contacts were first sent an email with information on the study and an invitation to participate in an interview. This email was later followed-up by a call from a research team member to either schedule an interview with the respondent, conduct the interview, or obtain a more appropriate agency contact with whom the interview should be conducted. A total of 208 key informants and service agencies were contacted about participating in an interview, and of those, 121 interviews were completed, resulting in a response rate of 58.2%.

Affiliated Provider Web Survey

A brief web survey was distributed to other agencies and organizations around the state that may come in contact with victims in their day to day work, but do not exist to serve them exclusively. These included medical facilities, mental health providers, county health or public health departments, campus health or mental health clinics, Services for Seniors and People with Disabilities, housing authorities, homeless shelters, transitional housing programs, tribal health and faith organizations. These affiliated providers were emailed an invitation to complete the survey online. The web survey included questions about:

- The nature of the agency's work
- The services and support they provide to crime victims
- The service needs of the crime victims they support and any barriers they face
- Other services that are available to crime victims in their community and places they may refer victims to
- Their recommendations for improvements to the current crime victim service system
- The web survey was conducted between July and November 2012 and resulted in 95 responses. Prior to conducting the

survey, a list of relevant agencies and contact email addresses were compiled for each county. Agency names and contact information were compiled using the following sources:

- Affiliated provider lists used in the 2002 needs assessment
- Websites for colleges and universities in Oregon
- Websites for relevant state and local government agencies
- Program and agency directories available at www.Oregon.gov
- Other online directories for homeless shelters, transitional housing, and medical facilities
- General resource guides for counties, where available

After lists were compiled by the research team, they were sent to the VAP contacts in each county, with a request for verification of the list, or revision of agencies in their county. A total of 22 out of the 36 VAPs that were contacted replied with confirmation or edits to the affiliated provider lists for their respective county.

The survey was programmed and administered using Qualtrics⁵ web survey software. In addition to implementing the survey data collection, Qualtrics was also used to manage the process of sending email invitations to agency contacts. A total of three emails were sent to potential respondents, including information about the study and a link to take the survey online. A total of 309 affiliated providers were emailed invitations to participate in the survey, and 95 surveys were completed, resulting in a response rate of 30.7%.

Crime Victim Web and Paper Survey

A web and paper survey was conducted with crime victims who had received crime victim services in Oregon in the previous two years. The goal of the crime victim survey was to gather data on:

- Respondents' experience with the criminal justice process and crime victim services
- The effect of the crimes experienced on respondents' lives

⁵ <http://qualtrics.com>

- The services respondents needed and their opinions on the services they received
- Any barriers that respondents faced in getting crime victim services

Recruitment of respondents was conducted through a variety of channels, with the cooperation of CVSD, VAPs, and law enforcement agencies. Recruitment for the crime victim survey included:

- Distributing two mailings through CVSD to 1,195 victims who had applied for Crime Victim Compensation at least three months, but no more than two years, prior to the survey, and who also indicated they would not mind participating in research. The first mailing was sent by CVSD and included an informational letter with the survey web address. The second mailing included a letter with the survey web address as well as a paper version of the survey with a postage-paid return envelope. To protect recipients' confidentiality, the RRI research team prepared the second mailing and forwarded the envelopes to CVSD to apply address labels and mail from their offices.
- CVSD identified 700 to 800 Crime Victim Compensation applicants who had an email address on file and indicated they would not mind participating in research. These individuals were initially slated to receive an email invitation with the survey web address; however, technical issues prevented implementation of that approach. They were instead included in the second mailing described above, which included a letter with the survey web address and a paper version of the survey with a postage-paid return envelope.
- Emailing information to the VAPs, CVSD grantees, and the Oregon Sheriff's Association requesting further distribution. This email included any or all of the following:
 - ♦ Information on the survey topic, eligibility criteria, and the data collection timeframe
 - ♦ A request to post a link to the survey on their website
 - ♦ A request to put an announcement about the survey in newsletters
 - ♦ A request to send emails with the survey information and link to known crime victims as appropriate

- A survey link and sample text to be included in any posted announcements or email messages
- An offer for the agency to request printed survey postcards to distribute
- Sending printed survey postcards to VAPs around the state for distribution to crime victims.
- Sending a request in May 2012 to the Oregon State Police Law Enforcement Data System to distribute a notification requesting law enforcement agencies to post a link on their websites or display printed materials in their public areas
- Replacing the link to the crime victim's rights survey on the Oregon DOJ website with the announcement and link to this survey in July 2012
- Displaying survey postcards at Multnomah County Health Department table at the Portland Pride Festival and at the Delta Park Powwow held in Portland in June 2012. Both events are known for attracting people from around the state
- Providing additional cards to the Multnomah County Health Department for further distribution after those events
- Providing the web survey link at the conclusion of each telephone interview with crime victims from specific populations
- Displaying information and a sign-up sheet to receive survey postcards at the 11th Annual Crime Victim Law Conference in Portland in June 2012

A total of 227 eligible surveys were received. Of those, 206 were received in response to recruitment of Crime Victim Compensation applicants through CVSD. A total of 1,939 compensation applicants were contacted by mail to participate in the survey, and 133 were returned as undeliverable, resulting in a response rate of 11.7% for the Crime Victim Compensation applicants portion of the crime victim survey.

Determining the margin of error (i.e., the level of accuracy we have in the results) requires knowledge of the final sample size, the population from which the sample was drawn, the *confidence* we

have that the data gathered from the sample is representative of the entire population, and *how varied* the population is related to a characteristic of interest, based on a two-answer question in the survey (e.g., a yes/no item) (Kraemer & Thiemann, 1987⁶; Dillman, 2000⁷; Fowler, 1993⁸). For the crime victim survey, the total number of crimes in 2010 (see Section 2 of this report) was used as an estimate for the population of crime victims. Although that figure, 366,376, could be an overestimate of actual victims (e.g., individuals can be victims of multiple crimes), it is the best estimate available at the time of this report. The commonly accepted value for *sampling error* (i.e., margin of error) is plus or minus 5 percent (denoted $\pm 5\%$). A typical *confidence interval* used in survey research is 95% and the *maximum variation* in a yes/no item is 50/50. Taking all of these figures with the achieved sample size of 227 completed surveys, the final calculated sampling error was $\pm 6.5\%$. This margin of error is not far above the common goal of $\pm 5\%$, which would have required 384 completed surveys.

Interviews with Crime Victims from Specific Populations

In-depth telephone interviews were conducted with individual crime victims who had received crime victim services in the previous two years, and who identified as members of specific populations. The goal for these interviews was to better understand any special service needs that members of these populations may have, and how they may be better served. The populations of interest to CVSD, which were the focus of this component of the needs assessment, were Native American or tribal community members; people who identify as lesbian, gay, bi-sexual, transgender, or queer/questioning; people with physical or developmental disabilities; immigrants or refugees born outside of the United States; and elders age 65 or older. Individuals in the community who were members of or knowledgeable about these populations were consulted to ensure the questions were relevant and sensitive.

⁶ Kraemer, H.S. & Thiemann, S. (1987). *How many subjects?* Newbury Park, CA: Sage.

⁷ Dillman, D.A. (2000). *Mail and internet surveys: The tailored design method*. NY: Wiley.

⁸ Fowler, F.J., Jr. (1993). *Survey research methods* (2nd ed.). Newbury Park, CA: Sage.

The interview included questions about:

- When the respondent knew they could receive crime victim services and started receiving them
- The types of services they received and the services that were most helpful
- Service or support needs that were not met
- Special service needs that should be considered for members of the population in question and the respondents' recommendations for improving outreach to such victims
- The effect of the crime on their life, things that helped their health and well-being, and the things that would still be helpful now

A total of 20 interviews were conducted with crime victims from the five identified specific populations between October and December. Respondents were recruited through VAP offices and organizations in the Portland metropolitan area that are relevant to the specific populations. Contacts at these organizations were asked to help with recruitment by personally passing on information about the interviews to potential respondents. They were given a toll-free number that individuals could call to get more information or to participate in an interview. A language line was also set up to provide interpreting services for respondents who preferred to do the interview in a language other than English. Respondents who completed an interview were offered a \$30 gift card to a local store to thank them for their time. Due to the breadth of recruitment conducted by community organizations, a response rate cannot be calculated for the specific crime victim population interviews.

Overview of Data Collection Methods

Table A2 outlines the data collection and recruitment methods used for each component in the study, as well as the final count of completed surveys or interviews received.

Table A2: Overview of 2012 Data Collection and Recruitment Methods			
Data Collection Method	Source of Respondents	Recruitment Methods	Final Response Count
Key Informant and CVSD Grantee Interviews			
Phone Interviews	CVSD staff and advisory groups	Email invitation and reminders, followed by telephone calls	121
Affiliated Provider Survey			
Web Survey	Professional associations, websites, VAPs, and other sources based on service type and geographic distribution	Email invitation and reminders with link to survey online	95
Crime Victim Survey			
Mail and Web Survey	Crime Victim Compensation Applicants who received services in previous two years, visitors to VAP offices and other affiliated providers, general public	Paper surveys and survey invitations mailed by CVSD, flyers and postcards, postings in newsletters, links posted on PSU, CVSD and other provider websites	227
Specific Crime Victim Population Interviews			
Phone Interviews	VAP offices and organizations related to the population	In-person and written invitations from VAPs and relevant community organizations, links posted on PSU, CVSD and other provider websites	20

Precautions against Re-Traumatizing Victims

In designing and implementing this study, we attempted to protect victims as much as possible from re-experiencing the trauma of the crime and its aftermath. All study participants were advised about the voluntary nature of the study and their right to skip any question they did not wish to answer. Crime victim surveys mailed to Crime Victim Compensation applicants were mailed directly from CVSD only to people who had experienced the crime no less than three months earlier, and who agreed to let CVSD contact them regarding surveys or research on victim issues.

Data Analysis

In all, we heard from 463 individuals around the state, through phone interviews, paper surveys, or web surveys. The first step to begin the analysis of this data was to create a “crosswalk” of all the information gathered in each of the data collection components. This crosswalk identified the specific questions and content areas across all the respondent populations, and helped to organize the qualitative and quantitative analysis of the array of variables. A few different software programs were used for data collection, management, and analysis, including Microsoft Access, SPSS 19⁹, Qualtrics web survey software, and Atlas.ti¹⁰ qualitative coding software.

In order to provide as complete a picture as possible, both quantitative and qualitative information was collected for this report. Quantitative, or numerical, data shows how common certain responses are across the entire study sample. For that reason, this report includes the numbers of respondents per question and the groupings of responses they gave. Qualitative, or textual, data from survey comments and interviews provides additional information that gives us more in-depth understanding of the issues. Qualitative data cannot be counted or statistically analyzed (e.g., averaged) in the same way as quantitative data. Although, where possible, the qualitative comments were organized into categories and

⁹ Statistical Packages for the Social Sciences, Version 19; <http://www-01.ibm.com/software/analytics/spss/>

¹⁰ <http://www.atlasti.com>

subcategories of comments in order to get an indication of the frequency of the types of comments received.

Considering the number of crime victims in Oregon and the variety of crimes, the data gathered in this study provides only a snapshot of information from the respondents who participated in the study, and cannot be directly generalized to the larger population. However, the findings can be used by CVSD, public agencies, and community-based organizations as the basis for strategic planning to continue serving or to improve services for crime victims in Oregon.

Quantitative data was managed and analyzed using Access and SPSS 19. Summary statistics, such as frequencies and averages, were calculated for presentation in this report. When reporting sample sizes in tables, we use the abbreviation “n” to mean the total “number” of individuals presented in that item. In cases where percents are noted in parentheses in the report text, followed by “n=”, the “n” indicates the count of respondents included in that percentage. For example, if 80 people were asked a question and a quarter gave a specific answer, then the information may be followed by the text “(25.0%, n=20).” Where possible, percentages are provided as a percent of the entire respondent pool. Many items gave the respondent a choice of selecting “other” as an option and writing in their comments. If that occurred, responses were coded into categories whenever possible so they could be counted. If the “other” response offered was similar to a pre-existing response option, it was recoded out of “other” and into that existing option for analysis.

Qualitative data gathered from interviews and from longer open-ended responses to survey items were analyzed in Access, SPSS, and Atlas.ti. These responses were coded into broad categories, or themes, such as “barriers”, “service needs”, and “system improvements”, among others. Text within each of the categories was further coded into detailed subcategories. Once the text data was coded, the responses were counted within each category and subcategory to see how frequently each was mentioned by respondents. The text responses within each subcategory were also read to understand the content of what respondents were saying on each topic, and summarized for presentation in this report. This qualitative data was summarized by subcategory using ideas and quotations that best represented what many respondents said, or reflected what were judged to be unique or important ideas.

Appendix B: Respondent Characteristics

In the course of this needs assessment, we conducted surveys or interviews with 463 individuals around Oregon. The study respondents included 121 key informants and CVSD grantees, 95 affiliated providers, and 227 crime victims. In addition, we conducted telephone interviews with another 20 crime victims who identified as members of specific populations. This report section provides more detail on the characteristics of these respondents.

Key Informants and CVSD Grantees

A total of 121 interviews were conducted with key informants and service providers who were CVSD grantees, primarily between January and June 2012 with one additional interview conducted in November 2012. During the recruitment process, potential respondents were identified as representatives of CVSD grantees, key informants, or tribal key informants. Table A3 shows the count of completed interviews with respondents from each category. Some respondents were identified both as a CVSD grantee and as a key informant with specific knowledge on crime victim issues.

<i>Respondent Type (sorted in descending order by count)</i>	Count	Percent
CVSD grantee	65	53.7%
Key informant	48	39.7%
Both CVSD grantee and key informant	4	3.3%
Tribal key informant	4	3.3%

Key informants and CVSD grantees were asked about their current job and other roles they have had within the field of crime victim services, as well as how long they have been involved in the field. Respondents had served in their current position an average of 8.1 years, and reported having been involved with crime victim issues an average of 16.1 years, which included their current position.

The respondents were categorized by agency or service type to monitor recruitment across the different areas of expertise. Table A4 outlines the count of respondents by the type of agency they currently work for.

Table A4: Distribution of Key Informants and CVSD Grantees by Agency Type (n=121)

<i>Agency Type (sorted in descending order by count)</i>	Count	Percent
Victim assistance program	23	19.0%
Child abuse	18	14.9%
Domestic violence	15	12.4%
Legal or courts	13	10.7%
Tribal	9	7.4%
Police or sheriff	6	5.0%
Sexual assault	4	3.3%
Disabilities	3	2.5%
District attorney (non VAP)	3	2.5%
Immigrant or refugee	3	2.5%
Medical	3	2.5%
Advocacy	2	1.7%
Elderly	2	1.7%
Homeless	2	1.7%
Homeless and domestic violence	2	1.7%
Juvenile justice	2	1.7%
Adult corrections	1	0.8%
Faith organization	1	0.8%
LGBTQ	1	0.8%
Human trafficking	1	0.8%
Mental health	1	0.8%
State	1	0.8%
Youth services	1	0.8%

Key informants and CVSD grantees represented 35 of Oregon's 36 counties. Some respondents represented the entire state, while others served a smaller geographic area. Multnomah County was represented by the highest percentage of respondents (25.6%, n=31), followed by the percent of respondents serving or knowledgeable about the entire state (11.6%, n=14). Table A5 lists the response count for counties with three or more respondents.

Table A5: Geographic Distribution of Key Informants and CVSD Grantees (n=121)

<i>County (sorted in descending order by count)</i>	Count	Percent
Multnomah	31	25.6%
Statewide	14	11.6%
Marion	8	6.6%
Lane	7	5.8%
Coos	5	4.1%
Washington	4	3.3%
Yamhill	4	3.3%
Benton	3	2.5%
Deschutes	3	2.5%
Harney	3	2.5%
Jackson	3	2.5%
Jefferson	3	2.5%

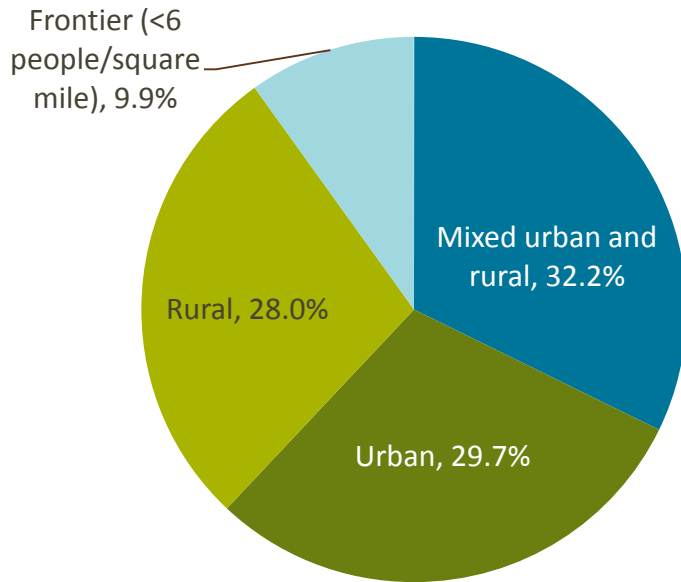
Clatsop, Columbia, Douglas, Grant, Lincoln, Linn, Sherman, and Union Counties had two respondents.

Baker, Clackamas, Crook, Curry, Gilliam, Hood, Josephine, Klamath, Lake, Malheur, Morrow, Polk, Tillamook, Umatilla, Wasco, and Wheeler Counties had one respondent. One respondent reported representing the nation.

Approximately one third of the key informants and CVSD grantee respondents (37.9%, n=46) represented counties designated as rural or frontier by the Oregon Office of Rural Health¹¹. The remaining two thirds represented counties designated as urban (29.7%, n=36) or mixed urban and rural (32.2%, n=39). Figure A1 shows the percentage of respondents by the type of county they represent.

¹¹ Source: <http://www.ohsu.edu/xd/outreach/oregon-rural-health/data/rural-definitions/upload/orh-rural-map.png>. Map based on 2010 U.S. Census Data.

Figure A1: Distribution of Key Informants and CVSD Grantees by Urban, Rural, or Frontier Counties (n=121)



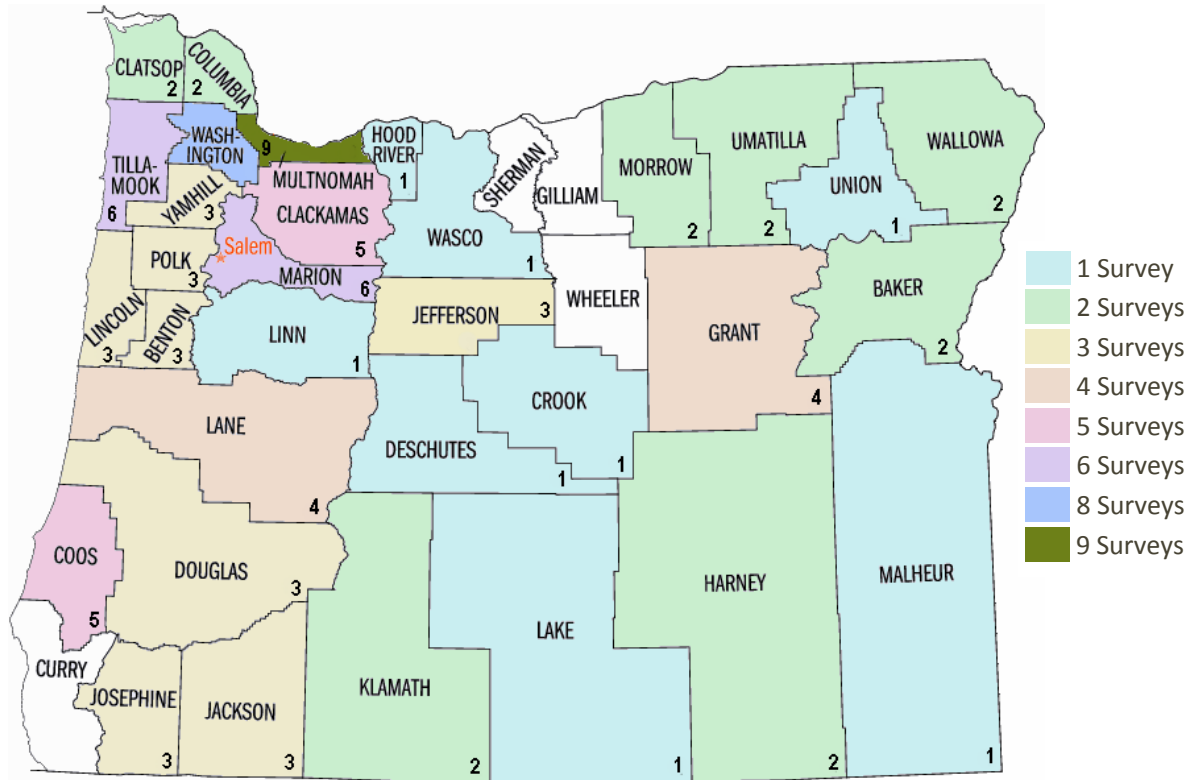
Affiliated Providers

Ninety-five affiliated providers completed a web survey between July and October 2012. Respondents represented a range of agencies from across Oregon. The highest proportion of respondents (21.1%, n=20) identified their agency as a medical facility, followed by Services for Seniors and People with Disabilities; 18.9%, n=18), and county health or public health departments (15.8%, n=15). Table A6 lists the agency types identified by respondents. Respondents could select more than one type to apply to their agency; therefore, the counts add up to more than the total sample size of 95 respondents.

Agency Type <i>(sorted in descending order by count)</i>	Count	Percent
Medical facility	20	21.1%
Services for Seniors and People with Disabilities	18	18.9%
County health or public health department	15	15.8%
Mental health provider	11	11.6%
Housing Agency	8	8.4%
Mental health clinic	7	7.4%
Homeless shelter	5	5.3%
Community action or self-sufficiency agency	4	4.2%
Domestic violence or sexual assault agency	4	4.2%
Faith organization	3	3.2%
Transitional housing program	3	3.2%
Alcohol and drug abuse agency	2	2.1%
Tribal health	2	2.1%
Veterans' services	2	2.1%
Other	1	1.1%

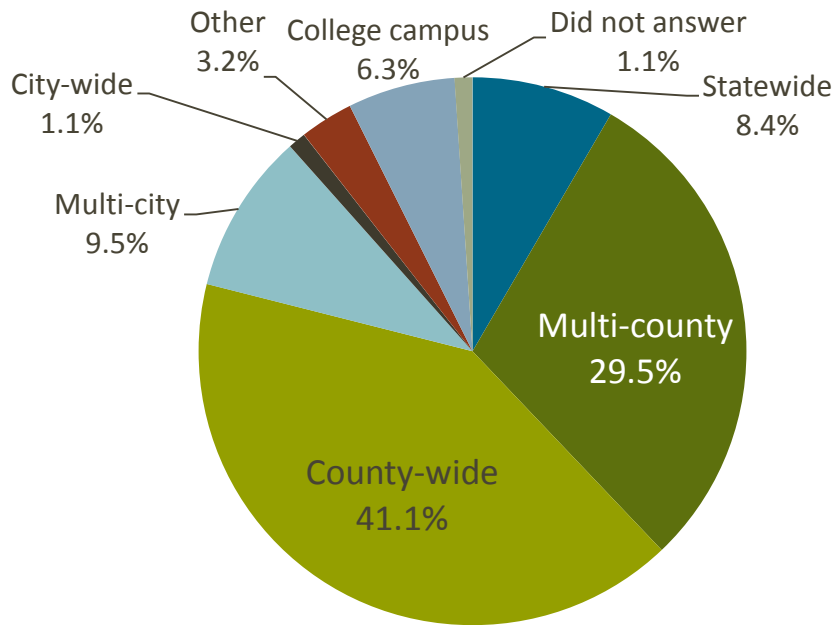
The affiliated providers responding to the survey represented 32 of the 36 counties across Oregon, with the total number of responses in each county ranging from one to nine. Counties with the most respondents were clustered in the northwest quadrant of the state and included Multnomah (n=9), Washington (n=8), Tillamook (n=6), and Marion (n=6). These numbers also correspond with areas of higher population density within the state. Figure A2 shows the total number of completed affiliated provider surveys from agencies within each county.

Figure A2: Count of Affiliated Providers by County (n=95)



The majority of affiliated providers (70.5%, n=67) indicated serving their entire county (41.1%, n=39) or multiple counties (29.5%, n=28). The remaining respondents reported their service area as either multiple cities (9.5%, n=9), statewide (8.4%, n=8), a college campus (6.3%, n=6), or a single city (1.1%, n=1). “Other” service areas reported were a five-neighborhood cluster, areas outside the United States (“international”), and qualifying Native Americans and tribal employees both on and off a reservation. Figure A3 shows the distribution of responding affiliated providers by their service area.

Figure A3: Distribution of Affiliated Provider Service Areas (n=95 Affiliated Providers)



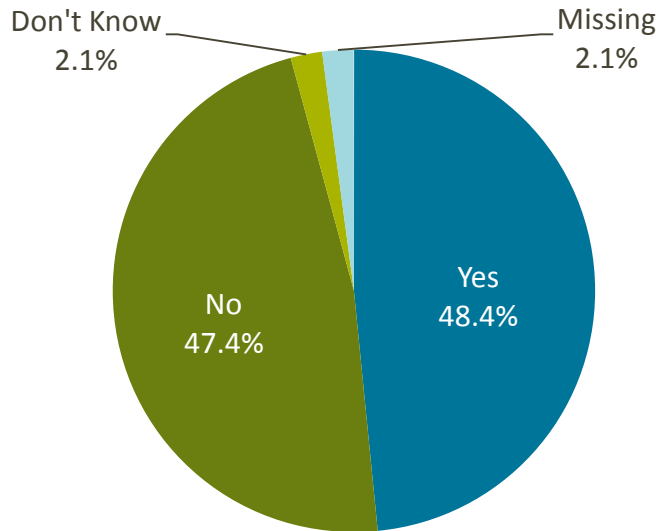
The agencies represented by the affiliated provider respondents also ranged in size, in terms of how many clients they served. The largest proportion (16.8%, n=16) served from 5,000 to 14,999 clients each during the prior fiscal year. Table A7 provides a breakdown of agencies by the number of clients served.

Table A7: Number of Clients Served Annually by Affiliated Providers (n=95)

Total Clients Served in Prior Fiscal Year <i>(sorted in ascending order of number served)</i>		
	Count	Percent
None	1	1.1%
1 – 499 clients	8	8.4%
500 – 999 clients	11	11.6%
1,000 – 1,999 clients	10	10.5%
2,000 – 4,999 clients	15	15.8%
5,000 – 14,999 clients	16	16.8%
15,000 – 39,999 clients	7	7.4%
40,000 – 99,999 clients	5	5.3%
100,000 or more clients	2	2.1%
Did not answer	20	21.1%

Just under half of the respondents (48.4%, n=46) indicated that their agency does screen clients for being a victim of a crime, while 47.4% (n=45) reported their agency does not screen for victimization (Figure A4).

Figure A4: Proportion of Affiliated Providers Screening Clients for Being Crime Victims (n=95)



Respondents who indicated their agency does screen clients for being a victim of a crime were then asked to estimate the percentage of their clients that were identified as crime victims in the prior fiscal year. Responses ranged from less than 1% to more than 50%. Of those agencies, the majority (63.0%, n=29) reported that fewer than 15% of their clients were identified as crime victims in the past year. See Table A8.

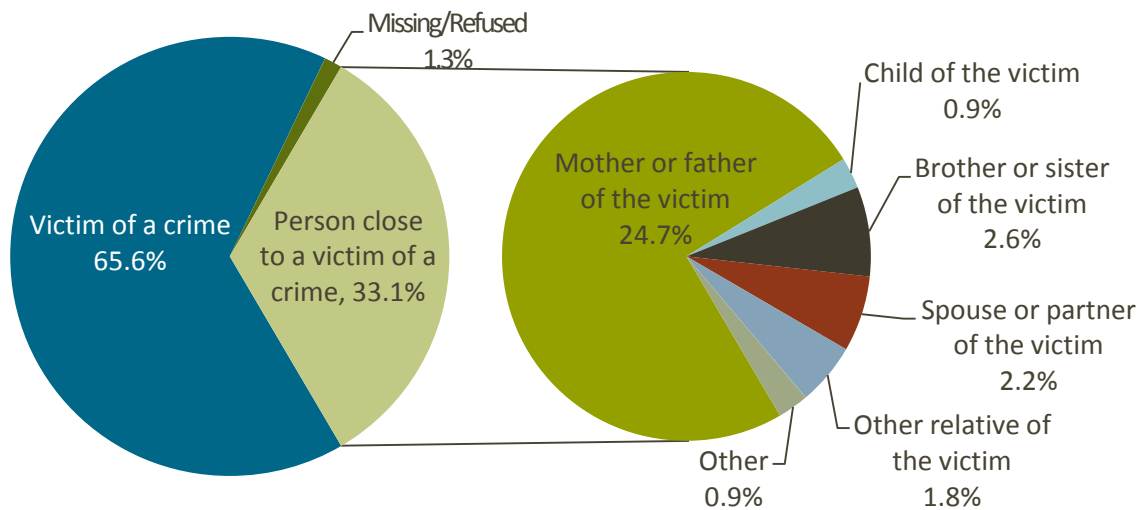
Table A8: Clients Identified as Crime Victims in Prior Fiscal Year for Affiliated Providers that Screen for Victimization (n=46)

Percent of Clients Identified as Crime Victims in Prior Fiscal Year <i>(sorted in ascending order by percent identified)</i>	Count	Percent
Less than 1%	2	4.3%
1% to less than 2%	12	26.1%
2% to less than 5%	6	13.0%
5% to less than 15%	9	19.6%
15% to less than 50%	4	8.7%
50% or more	3	6.5%
Did not answer	10	21.7%

Victims of Crime

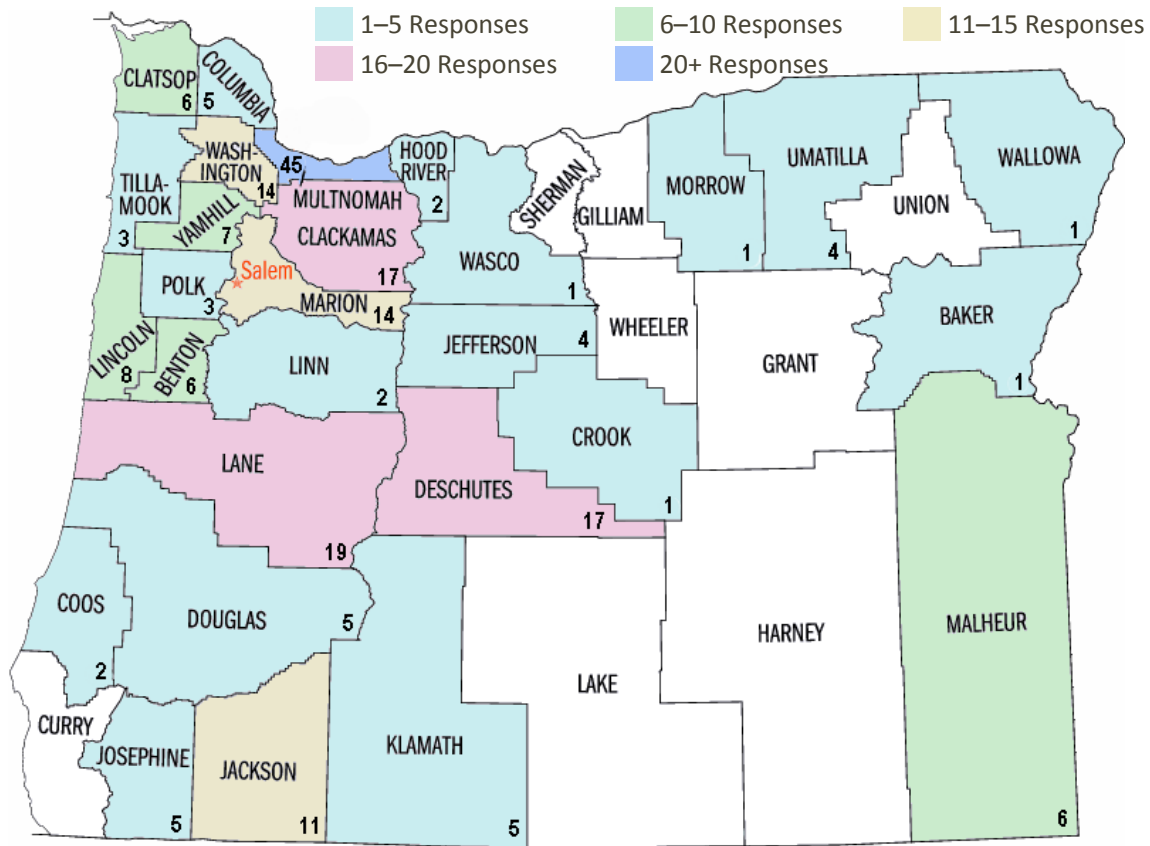
The crime victim survey included several questions to characterize the nature of the crimes the victims had experienced, as well as the demographic characteristics of the respondents. The survey was completed both by crime victims filling it out directly and by respondents answering on behalf of a crime victim. Almost two thirds of respondents (65.6%, n=149) were themselves crime victims, while one-third (33.1%, n=75) were responding on behalf of a victim they were close to. Figure A5 shows the type of respondents who completed the survey, as well as the relationship of respondents to victims they were responding for.

Figure A5: Type of Respondents Completing the Crime Victim Survey (n=227)



Respondents were asked in which county they had received crime victim services for the crime they reported on the survey. Respondents had received crime victim services in all but seven counties across Oregon. Four respondents reported they did not know the county where services had been received, and eleven respondents did not answer this question. Figure A6 provides counts of the remaining respondents who received services in each county.

Figure A6: Counties Where Crime Victim Services Were Received (n=227 Crime Victims)



Respondents had experienced a range of crimes, with over 44 different types of crimes reported. Respondents were asked to identify the crime or crimes they had experienced that they had also received services for in Oregon within the last two years. The crime may have occurred more than two years ago. The largest proportion of crime victims, just under one third, had experienced assault that was not domestic violence (30.0%, n=68). Domestic violence (26.0%, n=59), sexual abuse of a child (21.6%, n=49), and rape (13.2%, n=30) were the next most commonly reported crimes. Table A9 lists the frequency of respondents who reported experiencing each type of crime. Respondents were able to select more than one crime, resulting in a total of more than 100%.

Table A9: Type of Crime Experienced (n=227 Crime Victims)		
Crime <i>(sorted in descending order by count)</i>	Count	Percent
Assault, not domestic violence	68	30.0%
Domestic violence	59	26.0%
Child abuse, sexual	49	21.6%
Rape	30	13.2%
Adult sexual assault, other than rape	22	9.7%
Property damage or property theft	18	7.9%
Child abuse, physical	14	6.2%
Stalking	15	6.6%
Murder, manslaughter, or criminally negligent homicide	11	4.8%
Driving under the influence of intoxicants	11	4.8%
Robbery	10	4.4%
Identity theft, financial exploitation, or fraud	9	4.0%
Kidnapping	9	4.0%
Hate crime	8	3.5%
Vandalism or graffiti	8	3.5%
Burglary	7	3.1%
Elder abuse	4	1.8%
Threats, menacing, or harassment	4	1.8%
Attempted murder or homicide	3	1.3%
Strangulation	3	1.3%
Sodomy	2	0.9%
Terrorism	2	0.9%
Arson	1	0.4%
Other	18	7.9%

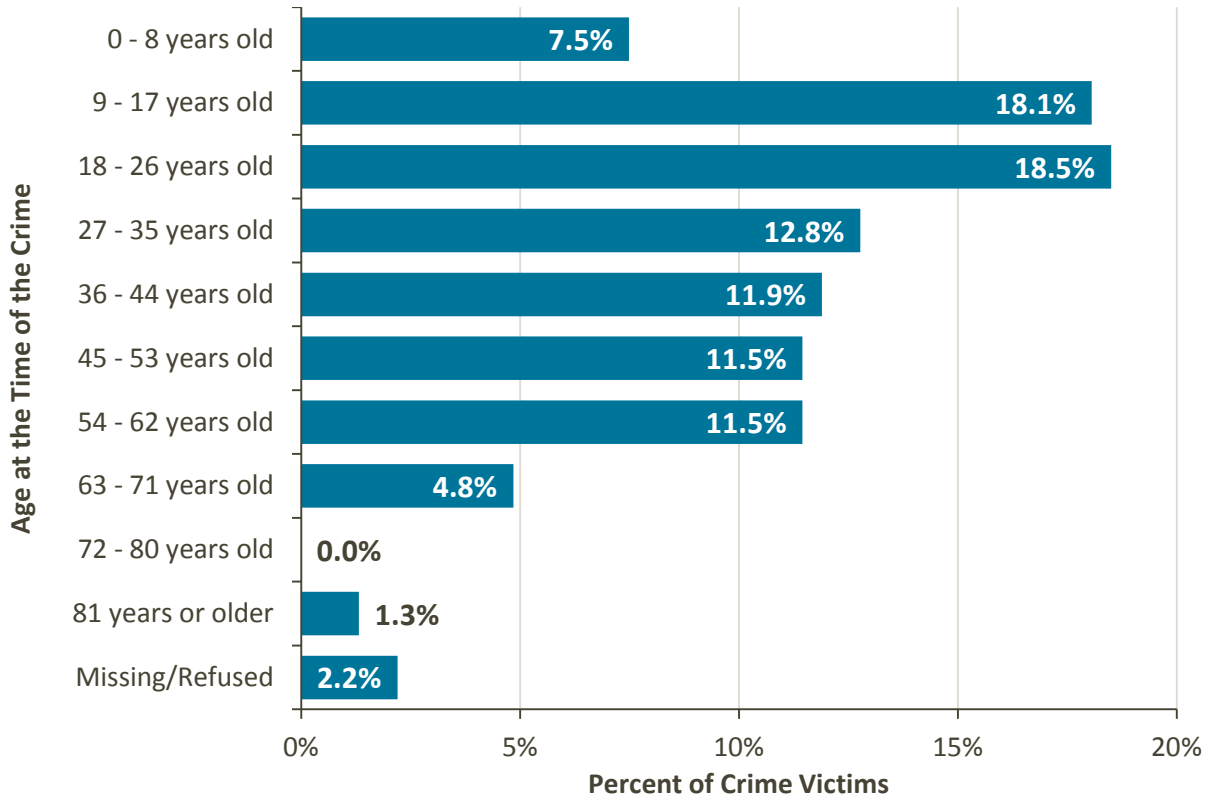
Respondents also had a wide range of relationships to the offender, with 26 different relationship types mentioned. Approximately one quarter of respondents (24.2%, n=55) did not know the offender—the most frequent response for victims. Next most common were friends (11.9%, n=27), domestic partners (11.5%, n=26), and acquaintances (11.0%, n=25). Some respondents were victimized by more than one offender. Table A10 lists the relationship of offender to victim for the crime victims surveyed.

Table A10: Relationship of Offender to Victim (n=227 Crime Victims)

Relationship <i>(sorted in descending order by count)</i>	Count	Percent
Stranger	55	24.2%
Friend	27	11.9%
Domestic partner	26	11.5%
Acquaintance	25	11.0%
Spouse	19	8.4%
Parent	16	7.5%
Neighbor	15	6.6%
Ex-spouse or partner	8	3.5%
In-law or intimate partner of a relative	7	3.1%
Other relative	5	2.2%
Brother or sister	5	2.2%
Child or grandchild	5	2.2%
Romantic partner, not domestic partner or spouse	4	1.8%
Classmate	3	1.3%
Roommate	2	0.9%
Grandparent	1	0.4%
Other	8	3.5%
Did not answer	2	0.9%

Respondents were asked **How old were you, or the victim you are responding for, at the time of the crime?** Figure A7 presents the distribution of ages at which the crime started. A few respondents (3.5%, n=8) reported the crime ongoing over more than one age range, with one of those respondents describing the crime lasting across childhood and adulthood. The most common ages at which the crimes started were 18-26 (18.5%, n=42) and 9-17 years (18.1%, n=41).

Figure A7: Age of the Victim at the Time the Crime Started
(n=227 crime victims)



Nearly three quarters of the respondents (74.4%, n=169) reported that the crime had occurred one to two years ago, with another 14.5% (n=33) reporting that the crime occurred less than one year ago. Table A11 presents a complete distribution of responses.

Table A11: Number of Years since the Crime Occurred
(n=227 Crime Victims)

Time Since the Crime Occurred <i>(sorted in ascending order by time since crime)</i>	Count	Percent
Less than 1 year ago	33	14.5%
1-2 years ago	169	74.4%
3-4 years ago	12	5.3%
5-9 years ago	6	2.6%
10 or more years ago	3	1.3%
Did not answer	4	1.8%

The last question about the crime that occurred asked respondents to indicate whether or not the crime was reported to the police. Almost all crimes described by the respondents were reported to the police (99.1%, n=225).

The survey included a final section in which we asked the respondents to tell us a little bit about themselves so the group of people completing the survey could be described. Unfortunately, this was complicated by the fact that some of the respondents were not the direct victims of the crimes. For that reason, demographic characteristics presented in Table A12 are for only those respondents who identified themselves as the direct victim of the crime (n=149).

Table A12: Demographics for Crime Victims Completing the Crime Victim Survey (n=149)

Gender	Count	Percent
Female	108	72.5%
Male	34	22.8%
Other	1	0.7%
Did not answer	6	4.0%
Age (Average Age = 41.4 years)	Count	Percent
18–24 years	25	16.8%
25–34 years	27	18.1%
35–44 years	31	20.8%
45–54 years	24	16.1%
55–59 years	16	10.7%
60–64 years	10	6.7%
65 years and over	9	6.0%
Did not answer	7	4.7%
Race (multiple responses accepted)	Count	Percent
White	123	82.6%
Hispanic	12	8.1%
American Indian or Alaskan Native	6	4.0%
Asian or Asian American	2	1.3%
Black or African American	1	0.7%
Native Hawaiian or other Pacific Islander	1	0.7%
Other	4	2.7%
Did not answer	4	2.7%

Table A12: Demographics for Crime Victims Completing the Crime Victim Survey (n=149)

Language	Count	Percent
English	130	87.2%
Spanish	12	8.1%
Russian	1	0.7%
French	1	0.7%
Did not answer	5	3.4%
Highest Level of Education Completed		
	Count	Percent
9 th grade or below, and did not receive a GED	6	4.0%
10 th or 11 th grade, and did not receive a GED	4	2.7%
High school graduate or GED	29	19.5%
Some college	50	33.6%
Associate degree	21	14.1%
Bachelor's degree	23	15.4%
Advanced college degree	10	6.7%
Did not answer	6	4.0%
Annual Household Income		
	Count	Percent
Less than \$10,000	51	34.2%
\$10,000 - \$19,999	27	18.1%
\$20,000 - \$34,999	20	13.4%
\$35,000 - \$49,999	10	6.7%
\$50,000 - \$74,999	11	7.4%
\$75,000 - \$99,999	4	2.7%
\$100,000 and over	8	5.4%
Did not answer	18	12.1%
Number of People in the Household <i>(Average =2.5 People per Household)</i>		
	Count	Percent
1 person	44	29.5%
2 people	35	23.5%
3 people	20	13.4%
4 people	15	10.1%
5 people	11	7.4%
6-8 people	7	4.7%
Did not answer	17	11.4%

Table A12: Demographics for Crime Victims Completing the Crime Victim Survey (n=149)

Current Marital Status	Count	Percent
Divorced	40	26.8%
Single, never been married	38	25.5%
Married	37	24.8%
Living as married, living together	13	8.7%
Separated	9	6.0%
Widowed	6	4.0%
Other	2	1.3%
Did not answer	4	2.7%

Victims Identifying as Members of Specific Populations

Telephone interview respondents were asked which of the included specific populations they identified with. Respondents were able to identify membership in more than one group, resulting in 12 of the 20 respondents identifying as members of multiple populations. Table A13 details the count of respondents who identified with each of the included populations.

Table A13: Distribution of Respondents by Specific Population (n=20)

Population (sorted in descending order by count)	Count	Percent
People with developmental or physical disabilities	12	60.0%
Native American	6	30.0%
Elders aged 65 and over	6	30.0%
Immigrant or refugee	5	25.0%
LGBTQ	3	15.0%

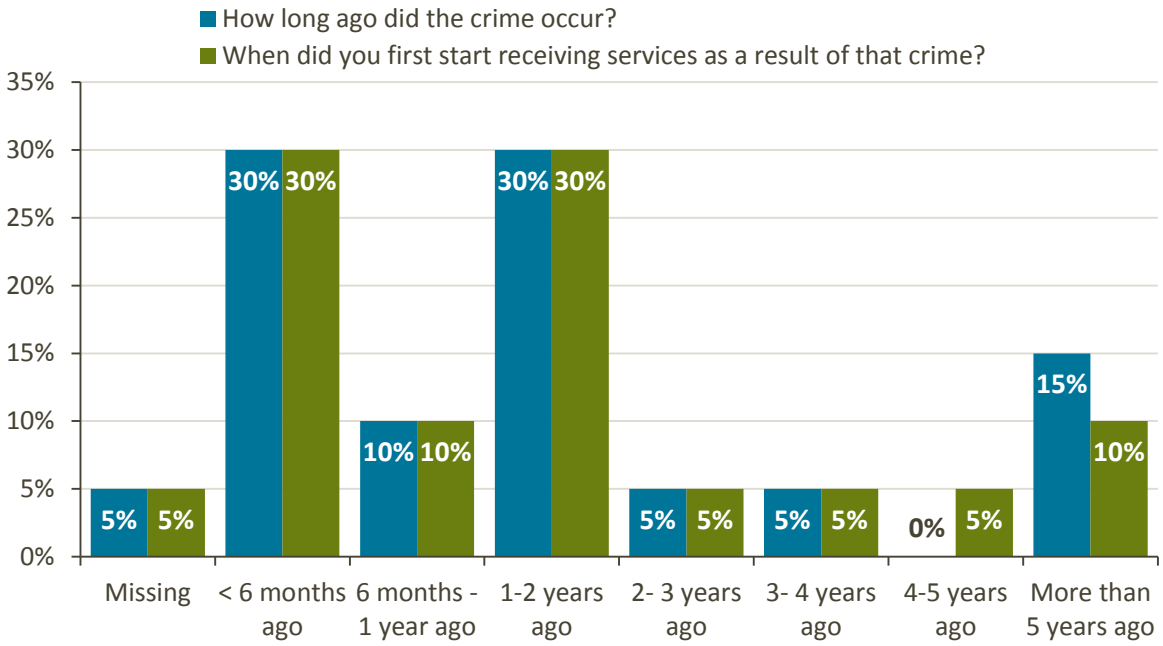
With such a small sample size, it was not possible to achieve a broad geographic distribution of respondents throughout Oregon. The majority of respondents were from Multnomah County (55.0%, n=11), and another 30.0% (n=6) were from Washington County. The other counties represented by one respondent each were Clackamas, Lincoln, Marion, and Jefferson. The total adds up to 21 because one respondent received services in two counties.

The victims identifying as members of specific populations had experienced a range of crimes, with domestic violence (35.0%, n=7) being the most common. Table A14 presents the distribution of the crimes experienced. Respondents could identify having experienced more than one crime, resulting in the percentages in the table adding up to more than 100%.

Table A14: Type of Crimes Experienced by Crime Victims from Specific Populations (n=20)		
Crime <i>(sorted in descending order by count)</i>	Count	Percent
Domestic violence	7	35.0%
Property theft	4	20.0%
Elder abuse	3	15.0%
Adult sexual assault	2	10.0%
Assault	2	10.0%
Identity theft	2	10.0%
Rape	2	10.0%
Financial fraud	1	5.0%
Murder or manslaughter	1	5.0%
Did not answer	2	10.0%

The crime victims from specific populations were also asked when the crime occurred. Some of the respondents had experienced crimes over a period of years; therefore, the times presented here reflect the last time the crime happened before the victim entered the justice system as a result of that crime. For the majority of respondents, the crime occurred either less than six months ago (30.0%, n=6) or one to less than two years ago (30.0%, n=6). They were also asked when they first started receiving services as a result of the crime. Almost all of the respondents (85%, n=17) began receiving services at the same time that they entered the justice system. Figure A8 presents the distribution of all crime victims from specific populations for both of these items.

Figure A8: Time Since the Crime Occurred and When Services were First Received (n=20)



Appendix C: Research Instruments



2012 OREGON CRIME VICTIMS' NEEDS ASSESSMENT Key Informant and CVSD Grantee Telephone Interview

Experience in Crime Victims Field:

1. What is your current job title?
2. How long have you held this position?
3. Including this position, how long have you been involved with crime victims' issues?
 - 3a. In addition to your current position, in what other capacities have you worked in the crime victims' field?

Service Provision Agency Information/Funding:

4. Please tell me the top funding sources that support services to crime victims at your (agency or department).

[Read through list]

- | | |
|--|--|
| <input type="checkbox"/> a. CVSD
<input type="checkbox"/> b. Other State Government
<input type="checkbox"/> c. Federal Government
<input type="checkbox"/> d. County Government
<input type="checkbox"/> e. Foundations | <input type="checkbox"/> f. Private Donations
<input type="checkbox"/> g. Client Fees
<input type="checkbox"/> h. Other [<i>Specify</i>] _____
<input type="checkbox"/> i. N/A (No Funding)
<input type="checkbox"/> j. Don't know |
|--|--|

4dx. Notes or Qualitative information regarding funding.

5. How many staff (including the director) does your agency/department have right now that provide services to crime victims?
 - a. Full-time
 - b. Part-time
 - c. Volunteer
6. Are there any training needs that you don't currently receive, that staff or volunteers at your agency/department would benefit from?

Services Provided:

[If respondent is not a CVSD grantee, skip to next section]

We would like to know what services your agency/department provides to victims of crime. I am going to read through a list of services that crime victims may receive. As I read each possible service, please tell me whether or not your agency currently offers it to victims of crime.

Does your agency provide...

7. Child Care: Providing professional childcare or subsidizing (provide financial assistance for) childcare for clients	NO [if NO] Is it provided by another agency in your service area? NO YES	YES [if YES] When does your agency provide child care [e.g., while parent is in court, working, job hunting, securing housing, etc.]? <hr/> [if YES] Are you meeting the current levels of need for this service? NO YES [if NO] What prevents you from meeting this need?
Comments:		

<p>8. Victim Protection: Assisting victims with identity change or “going underground”</p>	<p style="text-align: center;">NO</p> <p>[if NO] Is it provided by another agency in your service area?</p> <p style="text-align: center;">NO YES</p>	<p style="text-align: center;">YES</p> <p>[if YES] Are you meeting the current levels of need for this service? NO YES</p> <p>[if NO] What prevents you from meeting this need?</p>
<p>Comments:</p>		
<p>9. Victim Impact Panels: Assistance with/support for the victim describing the impact of crime upon their lives [<i>Not court affiliated</i>]</p>	<p style="text-align: center;">NO</p> <p>[if NO] Is it provided by another agency in your service area?</p> <p style="text-align: center;">NO YES</p>	<p style="text-align: center;">YES</p> <p>[if YES] Are you meeting the current levels of need for this service? NO YES</p> <p>[if NO] What prevents you from meeting this need?</p>
<p>Comments:</p>		
<p>10. Emergency Legal Advocacy Filing temporary restraining orders, stalking orders, and other protective orders</p>	<p style="text-align: center;">NO</p> <p>[if NO] Is it provided by another agency in your service area?</p> <p style="text-align: center;">NO YES</p>	<p style="text-align: center;">YES</p> <p>[if YES] Are you meeting the current levels of need for this service? NO YES</p> <p>[if NO] What prevents you from meeting this need?</p>
<p>Comments:</p>		
<p>11. Crime Scene Clean-up: Provide or offer financial assistance for crime scene clean-up</p>	<p style="text-align: center;">NO</p> <p>[if NO] Is it provided by another agency in your service area?</p> <p style="text-align: center;">NO YES</p>	<p style="text-align: center;">YES</p> <p>[if YES] Are you meeting the current levels of need for this service? NO YES</p> <p>[if NO] What prevents you from meeting this need?</p>
<p>Comments:</p>		
<p>12. Transitional Housing: Housing for 6-12 months with a nominal fee</p>	<p style="text-align: center;">NO</p> <p>[if NO] Is it provided by another agency in your service area?</p> <p style="text-align: center;">NO YES</p>	<p style="text-align: center;">YES</p> <p>[if YES] Are you meeting the current levels of need for this service? NO YES</p> <p>[if NO] What prevents you from meeting this need?</p>
<p>Comments:</p>		
<p>13. Transportation: Cab/bus fare or actual transportation to court, medical visits, etc.</p>	<p style="text-align: center;">NO</p> <p>[if NO] Is it provided by another agency in your service area?</p> <p style="text-align: center;">NO YES</p>	<p style="text-align: center;">YES</p> <p>[if YES] Are you meeting the current levels of need for this service? NO YES</p> <p>[if NO] What prevents you from meeting this need?</p>
<p>Comments:</p>		

<p>14. Mental Health Evaluation or Therapy for the Victim or Family: Psychological and/or psychiatric evaluation or treatment for crime victims, their significant others (SO), and/or other family members</p>	<p style="text-align: center;">NO</p> <p>[if NO] Is it provided by another agency in your service area?</p> <p style="text-align: center;">NO YES</p>	<p style="text-align: center;">YES</p> <p>[if YES] Which approaches?</p> <p>Evaluation: <input type="checkbox"/> victim <input type="checkbox"/> SO <input type="checkbox"/> Family</p> <p>Individual Tx: <input type="checkbox"/> victim <input type="checkbox"/> SO</p> <p>Couples Tx: <input type="checkbox"/> victim</p> <p>Group Tx: <input type="checkbox"/> victim <input type="checkbox"/> SO <input type="checkbox"/> Family</p> <p>Family Tx: <input type="checkbox"/> Family</p> <hr/> <p>[if NO] What prevents you from meeting this need?</p> <hr/> <p>[if YES] Are you meeting the current levels of need for this service? NO YES</p> <hr/> <p>[if NO] What prevents you from meeting this need?</p>
<p>Comments:</p>		
<p>15. Substance Abuse Services: Guidance and emotional support by a counselor during addiction recovery. Does not include support groups such as AA, NA, or Al-Anon</p>	<p style="text-align: center;">NO</p> <p>[if NO] Is it provided by another agency in your service area?</p> <p style="text-align: center;">NO YES</p>	<p style="text-align: center;">YES</p> <p>[if YES] Are you meeting the current levels of need for this service? NO YES</p> <hr/> <p>[if NO] What prevents you from meeting this need?</p>
<p>Comments:</p>		
<p>16. Spiritual/Religious Counseling: Guidance and emotional support by a member of the faith community</p>	<p style="text-align: center;">NO</p> <p>[if NO] Is it provided by another agency in your service area?</p> <p style="text-align: center;">NO YES</p>	<p style="text-align: center;">YES</p> <p>[if YES] Are you meeting the current levels of need for this service? NO YES</p> <hr/> <p>[if NO] What prevents you from meeting this need?</p>
<p>Comments:</p>		
<p>17. Parenting Classes: Provide classes that teach dynamics of abuse, child-rearing skills, anger management, and discipline techniques</p>	<p style="text-align: center;">NO</p> <p>[if NO] Is it provided by another agency in your service area?</p> <p style="text-align: center;">NO YES</p>	<p style="text-align: center;">YES</p> <p>[if YES] Are you meeting the current levels of need for this service? NO YES</p> <hr/> <p>[if NO] What prevents you from meeting this need?</p>
<p>Comments:</p>		
<p>18. Employment Services: Assess job skill levels, assist clients in resume preparation, or teach job hunting skills</p>	<p style="text-align: center;">NO</p> <p>[if NO] Is it provided by another agency in your service area?</p> <p style="text-align: center;">NO YES</p>	<p style="text-align: center;">YES</p> <p>[if YES] Are you meeting the current levels of need for this service? NO YES</p> <hr/> <p>[if NO] What prevents you from meeting this need?</p>
<p>Comments:</p>		
<p>19. Legal Assistance for non-emergency purposes:</p>	<p style="text-align: center;">NO</p> <p>[if NO] Is it provided by another agency in your service area?</p> <p style="text-align: center;">NO YES</p>	<p style="text-align: center;">YES</p> <p>[if YES] Are you meeting the current levels of need for this service? NO YES</p> <hr/> <p>[if NO] What prevents you from meeting this need?</p>
<p>Comments:</p>		

20. Co-advocacy: Providing services with another agency under a formal service coordination agreement	NO [if NO] Is it provided by another agency in your service area? NO YES	YES [if YES] What type of services and with which other agencies? <hr/> [if YES] Are you meeting the current levels of need for this service? NO YES
		[if NO] What prevents you from meeting this need?
Comments:		

22. What services or resources are available for victims of crime who do not want to press charges or notify police?

Gaps In Services in Community:

[If respondent is not a CVSD grantee, skip to next section]

23. What services do your clients express a greater need for, as a result of their victimization, that are not available or insufficient in your service area? [Do not read list]

- | | |
|---|--|
| ___ a. Car repair
___ b. Child care
___ c. Counseling for victim
___ d. Counseling for other family members
___ e. Criminal justice support/advocacy
___ f. Culturally specific counseling or healing (sweat lodges, etc.)
___ g. Emergency cash
___ h. Assistance getting financial help
___ i. Food
___ j. Help with employment issues/ problems
___ k. Housing/Shelter
___ l. Interpreters or bilingual support | ___ m. <u>Civil</u> legal assistance (family law, divorce, immigration)
___ n. Other (non-civil) Legal assistance
___ o. Restitution information and assistance
___ p. Transportation
___ q. Victim notification of offender and case status
___ r. Victim/offender mediation
___ s. Victimization prevention skills education
___ t. None
___ u. Other: _____
___ v. Other: _____
___ w. Other: _____ |
|---|--|

23a. In your opinion, why are those services insufficient or not available?

24. If you could create a wish list for services that are not currently provided but are needed- what would it include? List the top three.

Barriers to Services and Resources Experienced by Crime Victims:

25. What barriers to services and resources do crime victims experience? [Do not read list]

- | | |
|---|--|
| ___ a. Lack of phone service
___ b. Language
___ c. Physical barriers due to disabilities
___ d. Reading ability in their main language
___ e. Transportation | ___ f. None
___ g. Don't know/Can't specify
___ h. Other: _____
___ i. Other: _____ |
|---|--|

25a. Comments:

26. What is the biggest barrier that prevents victims of crime from getting the services they need?

27. What solutions or recommendations do you have to address these barriers?

[If respondent is not a CVSD grantee, skip to next section]

28. Which agencies would you like to have more interaction or stronger collaboration with? And Why?

29. Does your agency experience any specific challenges or barriers to sending or receiving referrals for services to crime victims?

Services for Victims with Specific Needs:

I am now going to ask about crime victims who might have specialized needs based on, for example, language, culture, gender, sexual orientation or disability.

29. Does your agency or department serve crime victims with specialized needs based on language, culture, gender, sexual orientation or disability?

29b. *[if YES]* Which specialized needs populations does your agency/department serve?

30. In your experience, what are the specialized needs of crime victims you are familiar with?

31. Do you have any suggestions or advice to service providers regarding how to address the specialized needs of the population(s) you serve?

32. Are there any other populations or groups with specialized needs that are not being addressed through crime victims services?

[probe if needed:] for example, other groups based on language, culture, gender, sexual orientation or disability

33. What bi-lingual or bi-cultural services are needed, but not available in your area?

34. Do you have a need for written materials in any additional languages?

[If yes] Which ones?

35. Have you developed any materials or programs on your own for populations with specialized needs? *[If yes]* What have you developed?

36. What is the number one service that should be added in your community for victims with specialized needs?

Implementation of Crime Victims' Rights in Oregon:

The next set of questions is related to crime victims' rights. Crime victims are guaranteed rights under the Oregon Constitution and Oregon State Law. Some rights are only relevant at certain stages of a case, and some rights are only guaranteed if the victim formally requests them.

37. How has victims' rights enforcement changed now that the Victims' Rights Law has been passed?

38. Which rights are most difficult for crime victims to have enforced and why?

39. What key expenses do victims have that are not covered by crime victims' compensation?

Major Issues facing crime victims today and over the last 10 years

The last CVSD needs assessment was conducted 10 years ago. In the next section of this interview, we would like to get your perspective on the key events, policies and funding issues that have occurred over the last ten years.

- 40. What have been the major events that have impacted crime victims' services in the last 10 years? This might include key legislation, key funding decisions or changes, or policy or systems changes.**
- 41. From your perspective, what are the major issues facing the delivery of crime victims services today?**
- 42. What should be the highest funding priorities for crime victims' services (for example, services or issues that are so essential they should be guaranteed funding)?**
- 43. What are current crime trends and victim needs associated with those types of crimes?**
- 44. From your perspective, who are the most underserved crime victims, and why?**
- 45. What are some of the ways that the Oregon Crime Victims' Services Division (CVSD) has been most helpful to ensuring that victims of crimes service needs are met?**
- 46. What could CVSD do differently to be more effective in ensuring that service needs are met for crime victims? *[probe, if needed:]* for example, activities in the areas of leadership, funding priorities, support services, or trainings**

Innovation:

We are getting to the end of the interview. The next three questions ask about innovations or changes that could be made to improve the services to crime victims.

- 47. How could new resources to better serve crime victims be generated?**
- 48. How would you target additional resources for the greatest impact?**
- 49. What new, innovative approaches could address the issues facing crime victims?**
- 49a. Have you developed any materials or curriculum to educate people regarding crime victims' issues, needs or services?**

Service System Collaboration:

We are almost done. For this last part of the interview, I would like to ask you questions about the service system in your area for victims of crime. It should only take about 5 more minutes.

On a scale of 1 to 4, with 1 being “Not At All” and 4 being “Very Much”, please rate the extent to which you believe that the current service system has the following characteristics. By service system, I mean all of the agencies and programs that are available to serve and support people who have been victimized by crime in your area.

Please rate the extent to which you believe that the current service system:	Not at all			Very Much	DK	NA	Ref Miss
50. is integrated, that is, agencies are by various means linked together to allow services to be provided in a coordinated and comprehensive manner?	1	2	3	4	7	8	9
51. is duplicative or redundant in services provided?	1	2	3	4	7	8	9
52. is characterized by efficient and accurate communication?	1	2	3	4	7	8	9
53. lacks centralization for key functions?	1	2	3	4	7	8	9
54. provides services that are accessible?	1	2	3	4	7	8	9
55. provides services that are individualized?	1	2	3	4	7	8	9
56. provides services that incorporate non- traditional approaches?	1	2	3	4	7	8	9
57. is responsive to most or all victims' needs?	1	2	3	4	7	8	9
58. prevents crime victims from getting lost in the complex system?	1	2	3	4	7	8	9
59. provides services that are culturally appropriate?	1	2	3	4	7	8	9
60. provides services that are gender specific?	1	2	3	4	7	8	9
61. addresses the issues of trauma?	1	2	3	4	7	8	9
62. involves crime victims in improving and/or changing services?	1	2	3	4	7	8	9
63. creates opportunities for joint planning across different types of agencies (e.g., legal, mental health, physical health, public safety, domestic violence, child welfare)?	1	2	3	4	7	8	9
64. fosters a “big picture” understanding of the service system and the roles/responsibilities of the agencies that constitute that system?	1	2	3	4	7	8	9
65. ensures that agencies have timely access to client records in ways that do not violate client confidentiality and/or rights?	1	2	3	4	7	8	9
66. shares information about what services agencies currently deliver or are planning to deliver?	1	2	3	4	7	8	9
67. develops clear community-wide goals and plans?	1	2	3	4	7	8	9
68. allows differing points of view to exist among organizations?	1	2	3	4	7	8	9
69. can be accessed at different stages of the victim recovery process?	1	2	3	4	7	8	9
70. ensures that victims receive appropriate and timely restitution?	1	2	3	4	7	8	9
71. provides protection from harm that may result from participation in the criminal justice system?	1	2	3	4	7	8	9
72. has efficient referral mechanisms	1	2	3	4	7	8	9
73. trusts that referred clients will be treated appropriately	1	2	3	4	7	8	9

That is the end of the list of items to be rated. I just have one more question:

74. Is there anything else we should know regarding the needs of crime victims in Oregon today?



2012 OREGON CRIME VICTIMS' NEEDS ASSESSMENT Affiliated Provider Survey

Descriptive Information about Your Agency:

Please tell us about the agency you are representing.

1. What type of agency is it? (select all that apply)

- College/University Health or Mental Health Clinic
- County Health or Public Health Department
- DHS Seniors and People with Disabilities (SPD)
- Faith Organization
- Homeless Shelter
- Housing Authority
- Medical Facility
- Mental Health Provider
- Transitional Housing Program
- Tribal Health
- Other *[please specify]* _____

2. What is your agency's service area?

- Statewide
- Multi-county
- County-wide
- Multi-city
- City-wide
- Other *[please specify]* _____
- Don't know

3. In total, how many clients did your agency serve during the last fiscal year? _____ clients served

4. Does your agency screen clients for being a victim of a crime?

Yes No *[skip to #6]* DK *[skip to #6]*

5. Of all the clients your agency served during the last fiscal year, what percent are identified as a crime victim? _____%

6. Do staff in your agency receive training about working with victims of crime?

Yes No DK

6a. *[If YES:]* Please describe the training(s) received. _____

7. Does your agency provide support for staff who may experience vicarious traumatization in their work with crime victims?

Yes No DK

7a. *[If YES:]* Please describe the support provided. _____

Services & Supports Your Agency Provides to Crime Victims:

8. Does having a client identify as a crime victim affect how your agency provides services?

Yes No DK

8a. *[If YES:]* Please describe how your services are affected. _____

Yes No DK

9. Do you assist your clients who are crime victims with applying for Crime Victim Compensation?

Yes No DK

10. Do you help your clients who are crime victims connect with a crime victim advocate in your community or county?

Yes No DK

11. Do you coordinate with other crime victim serving agencies on behalf of these clients?

Yes No DK

12. Over the last two years, have there been changes in the types of services your agency provides to victims?

Yes No DK NA

12a. [If YES:] Please describe those changes. _____

13. What barriers does your agency experience to providing services/supports to crime victims? (select all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Cultural competency among staff | <input type="checkbox"/> Victims not wanting to report the crime |
| <input type="checkbox"/> Staff having limited knowledge of the service system for victims | <input type="checkbox"/> Difficulty referring to or working with victim-serving agencies |
| <input type="checkbox"/> Not enough staff | <input type="checkbox"/> Victims not knowing about services available to them |
| <input type="checkbox"/> Staff turnover | <input type="checkbox"/> Other <i>[please specify]</i> _____ |
| <input type="checkbox"/> Funding | <input type="checkbox"/> Other <i>[please specify]</i> _____ |
| <input type="checkbox"/> Language barriers <i>[please describe]</i> | |

14. What questions do you have related to serving victims of crime? _____

15. What information would be helpful for you to better serve victims of crime? (select all that apply)

- Crime Victim Compensation Program materials (including application and brochures in both English and Spanish)
- Crime Victim Compensation Program application online
- List or map of non-profit providers in your service area or county
- List or map of child abuse intervention centers in your service area or county
- Victim service provider information in multiple languages *[please specify languages]* _____
- Sexual Assault Victims' Emergency Medical Response Fund (SAVE) application or information regarding how to access this service
- Victim Information Notification Everyday (VINE) brochures in English and Spanish
- Other *[please specify]* _____
- Other *[please specify]* _____

Services in the Community for Clients Who Are Crime Victims:

16. What agencies in your county provide services specifically for victims of crime? (select all that apply)

- District attorney or prosecutor-based Victim Assistance Program
- Police/sheriff-based Victim Assistance Program
- Child Abuse Assessment and Advocacy Centers
- Domestic violence/sexual assault shelter(s)

17. Other than referring victims of crime to police/sheriff to report a crime, please identify which of the following agencies your organization refers crime victims to for services/supports. (select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> District attorney Victim Assistance Program | <input type="checkbox"/> Probation/parole offices |
| <input type="checkbox"/> Police/sheriff Victim Assistance Program | <input type="checkbox"/> Faith community |
| <input type="checkbox"/> Private counselors/mental health providers | <input type="checkbox"/> Adult and Family Services (AFS)/Welfare/Self-sufficiency/Food Stamps |
| <input type="checkbox"/> Child Abuse Assessment and Advocacy Centers | <input type="checkbox"/> Community agencies that provide food, clothing, etc. |
| <input type="checkbox"/> Domestic violence/sexual assault program(s) | <input type="checkbox"/> None |
| <input type="checkbox"/> Homeless shelters | <input type="checkbox"/> Other <i>[Specify]</i> _____ |
| <input type="checkbox"/> Lawyer/legal assistance | <input type="checkbox"/> Other <i>[Specify]</i> _____ |
| <input type="checkbox"/> Courts | |

18. Of those agencies to which your agency has referred victims of crime, please identify the one agency that your organization sent the most crime victims to during the last fiscal year.

19. What services do your clients who are crime victims express a greater need for? (select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Car Repair | <input type="checkbox"/> Housing |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Interpreters |
| <input type="checkbox"/> Counseling | <input type="checkbox"/> Legal Assistance |
| <input type="checkbox"/> Culturally-specific counseling or healing | <input type="checkbox"/> Relocation |
| <input type="checkbox"/> Crime Scene Clean-Up | <input type="checkbox"/> Replacement Locks |
| <input type="checkbox"/> Damaged Property Repair | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Emergency Cash | <input type="checkbox"/> None, crime victims have not expressed a greater need for any services |
| <input type="checkbox"/> Financial Assistance | <input type="checkbox"/> Other <i>[please specify all other services]</i> _____ |
| <input type="checkbox"/> Food | |
| <input type="checkbox"/> Help with employment issues/problems | |

19a. In your opinion, why do crime victims have a greater need for those services? _____

20. Does your agency assist victims in finding assistance for expenses not covered by Crime Victims Compensation?

Yes No DK NA

20a. [If YES:] What other sources of assistance have you identified? _____

Recommendations for Improvements to Service System:

21. The following set of questions asks about the service system in your area. By service system, we mean all of the agencies and programs that are available to serve and support people who have been victimized by crime in your area. On a scale of 1 to 4, with 1 being "Not At All" and 4 being "Very Much", please rate the extent to which you believe that the current service system is characterized in each of the following ways.

To what extent do you believe the current service system for crime victims...	Not at all			Very Much
is integrated, that is, agencies are by various means linked together to allow services to be provided in a coordinated and comprehensive manner?	1	2	3	4
is characterized by efficient and accurate communication?	1	2	3	4
provides services that are accessible?	1	2	3	4
provides services that are individualized?	1	2	3	4
provides services that incorporate non- traditional approaches?	1	2	3	4
is responsive to most or all victims' needs?	1	2	3	4
prevents crime victims from getting lost in the complex system?	1	2	3	4
provides services that are culturally appropriate?	1	2	3	4
provides services that are gender specific?	1	2	3	4
addresses the issues of trauma?	1	2	3	4
involves crime victims in improving and/or changing services?	1	2	3	4
creates opportunities for joint planning across different types of agencies (e.g., legal, mental health, physical health, public safety, domestic violence, child welfare)?	1	2	3	4
fosters a "big picture" understanding of the service system and the roles/responsibilities of the agencies that constitute that system?	1	2	3	4
ensures that agencies have timely access to client records in ways that do not violate client confidentiality and/or rights?	1	2	3	4
shares information about what services agencies currently deliver or are planning to deliver?	1	2	3	4
develops clear community-wide goals and plans?	1	2	3	4
allows differing points of view to exist among organizations?	1	2	3	4
can be accessed at different stages of the victim recovery process?	1	2	3	4
ensures that victims receive appropriate and timely restitution?	1	2	3	4

22. Do you believe that the service system for crime victims could be improved? Yes No

22a. **[If YES:]** What improvements would you recommend? _____

23. We realize that this survey included a lot of questions and you have provided us with a great deal of information about your agency and how it serves victims of crime. However, if there is anything else you would like to add, please write your comments here. _____

Thank you for your time today and
for your willingness to participate in this statewide needs assessment.

Survey of Oregon Crime Victims/Survivors



This survey is being conducted by researchers at Portland State University as part of a study to better understand the service needs for victims of crime in Oregon.

If you have received any services in Oregon during the past two years because you were a victim of a crime, you can help by taking this survey and telling us about your experiences. The crime you received services for may have occurred more than two years ago.

The survey will take about **15 minutes** to complete. The information you provide will be **anonymous** because we will not ask for your name or other identifying information. Your responses will be summarized with the answers we receive from everyone who completes this survey. Your participation is completely **voluntary** and you may skip any item that you feel uncomfortable answering.

If You Have Questions about this Survey:

Please call 503-725-8130 or toll-free at 1-855-576-9444, or email horn@pdx.edu.

If You Have Questions about Participating in Research at PSU:

Please call 503-725-4288 or toll-free at 1-877-480-4400.

Have you received services in Oregon in the past 2 years because you were a victim of a crime?

Yes



No



If you answered NO, you do not need to continue. We would like to survey only those who have received crime victim services within the last two years. Thank you for your time.

If you **HAVE received crime victim services within the past two years**, answer the following questions based on your experiences as a victim of a crime or on behalf of someone who experienced a crime (e.g., a family member or friend). Please **do not include your name** in your responses so we can make sure your privacy is protected. Also, follow the **skip instructions** throughout the survey so you only answer the items that are applicable to you.

Please complete **only ONE** survey about your experiences as a crime victim. Return this paper survey in the enclosed postage-paid envelope or complete the survey online by **October 20, 2012**.

1. Are you filling this survey out as a.....

Victim of a crime

[Skip to #2](#)

Person close to a victim of a crime

1a. If you are not the victim, what is your relationship to the crime victim?

Mother or Father of the victim

Brother or Sister of the victim

Spouse or Partner of the victim

Other Relative of the victim

Child of the victim

Other (please describe): _____

2. Which type of crime were you a victim of and received services for **in the past two years**? We understand that multiple crimes can occur in one incident, please select all that apply.

Adult sexual assault (*other than rape*)

Hate Crime

Terrorism

Arson

Identify Theft, Financial Exploitation or Fraud

Vandalism or Graffiti

Assault (*not domestic violence*)

Kidnapping

Other [please describe]:

Burglary

Murder, Manslaughter, Homicide, or Criminally Negligent Homicide

Child abuse – physical

Property Theft

Other [please describe]:

Child abuse – sexual

Rape

Domestic violence

Robbery

Driving under influence of intoxicants (DUI)

Stalking

Elder abuse

For the remainder of this survey, please respond only about the crime(s) you received services for within the past two years.

3. What county are you receiving or did you receive crime victim services in?

- | | | | | | |
|------------------------------------|-------------------------------------|------------------------------------|------------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Baker | <input type="checkbox"/> Curry | <input type="checkbox"/> Jackson | <input type="checkbox"/> Linn | <input type="checkbox"/> Tillamook | <input type="checkbox"/> Yamhill |
| <input type="checkbox"/> Benton | <input type="checkbox"/> Deschutes | <input type="checkbox"/> Jefferson | <input type="checkbox"/> Malheur | <input type="checkbox"/> Umatilla | <input type="checkbox"/> Don't Know |
| <input type="checkbox"/> Clackamas | <input type="checkbox"/> Douglas | <input type="checkbox"/> Josephine | <input type="checkbox"/> Marion | <input type="checkbox"/> Union | |
| <input type="checkbox"/> Clatsop | <input type="checkbox"/> Gilliam | <input type="checkbox"/> Klamath | <input type="checkbox"/> Morrow | <input type="checkbox"/> Wallowa | |
| <input type="checkbox"/> Columbia | <input type="checkbox"/> Grant | <input type="checkbox"/> Lake | <input type="checkbox"/> Multnomah | <input type="checkbox"/> Wasco | |
| <input type="checkbox"/> Coos | <input type="checkbox"/> Harney | <input type="checkbox"/> Lane | <input type="checkbox"/> Polk | <input type="checkbox"/> Washington | |
| <input type="checkbox"/> Crook | <input type="checkbox"/> Hood River | <input type="checkbox"/> Lincoln | <input type="checkbox"/> Sherman | <input type="checkbox"/> Wheeler | |

4. What was the relationship of the offender to you or the victim you are responding for?

- | | | |
|---|---|---|
| <input type="checkbox"/> Stranger | <input type="checkbox"/> Friend | <input type="checkbox"/> Neighbor |
| <input type="checkbox"/> Spouse | <input type="checkbox"/> Other relative | <input type="checkbox"/> Acquaintance |
| <input type="checkbox"/> Domestic Partner | <input type="checkbox"/> Roommate | <input type="checkbox"/> Other <i>[please describe]</i> : |
| <input type="checkbox"/> Parent | <input type="checkbox"/> Co-worker | |
| <input type="checkbox"/> Brother/sister | | |

5. How old were you, or the victim you are responding for, at the time of the crime? _____ Years

6. How long ago did the crime occur?

- | | |
|---|---|
| <input type="checkbox"/> Less than 1 year ago | <input type="checkbox"/> 5-9 years ago |
| <input type="checkbox"/> 1-2 years ago | <input type="checkbox"/> 10 or more years ago |
| <input type="checkbox"/> 3-4 years ago | |

7. How long after the crime occurred did you approach someone for help, other than friends and family?

- | | |
|--|---|
| <input type="checkbox"/> Immediately | <input type="checkbox"/> Within 2 to 6 months |
| <input type="checkbox"/> Within 24 hours | <input type="checkbox"/> Within 7 to 12 months |
| <input type="checkbox"/> Within 1 week | <input type="checkbox"/> After one year or more |
| <input type="checkbox"/> Within 2 weeks to 1 month | |

8. Who did you first contact for help outside of friends and family?

- | | | |
|---|---|---|
| <input type="checkbox"/> Law Enforcement | <input type="checkbox"/> Victims Assistance Program | <input type="checkbox"/> Religious or Faith-based Organization/Person |
| <input type="checkbox"/> Crisis Line | <input type="checkbox"/> Shelter | <input type="checkbox"/> Other <i>[please describe]</i> : |
| <input type="checkbox"/> Hospital or Medical Facility | <input type="checkbox"/> Lawyer or Legal Assistance | |
| <input type="checkbox"/> Mental health counselor | | |

9. Was the crime reported to the police or sheriff?

- Yes No Skip to #10

9a. There are five basic steps or stages in the criminal or juvenile justice process. Which stage are you in now?

- | | |
|--|---|
| <input type="checkbox"/> The crime happened, but no one has been arrested yet. | <input type="checkbox"/> The trial or fact finding is finished, but the sentencing or disposition has not yet happened. |
| <input type="checkbox"/> An arrest has been made. | <input type="checkbox"/> Sentencing or disposition has been completed. |
| <input type="checkbox"/> The trial, plea or fact finding is happening now. | <input type="checkbox"/> Not sure. |

9b. If the crime was reported, were you kept informed of the status of the offender (i.e., were you given information about the offender's conviction, sentence, imprisonment, parole hearings and/or release from physical custody)?

- Yes No Don't Know Not Applicable

10. What was the primary reason the crime was not reported to the police or sheriff?

- Afraid of offender
- Dealt with it another way
- Felt sorry for the offender
- Did not want to report against a family member
- Police couldn't or wouldn't do anything
- No confidence in the justice system
- Did not know how to report the crime
- Did not want to go through legal process
- Did not have a telephone or transportation
- Other *[please describe]*:

11. Being victimized by a crime can affect a person in many different ways. Please rate how much the crime committed against you affected the following areas of your life:

	Not Affected 1	2	3	Very Affected 4	Don't Know
a. Financial (<i>monetary losses or difficulties</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Physical/Medical (<i>physical pain or injury</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Psychological/Emotional (<i>behavioral or mental issues</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Spiritual (<i>issues about faith or religion</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Social (<i>problems keeping healthy relationships with friends and/or family</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Community (<i>isolation and/or lack of support from your community</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Here is a list of services that are sometimes available for victims of crime. Please read each service and tell us whether or not you needed that service, and if so, if you received that service.
[DK=Don't Know]

	Did you NEED this service?	<i>[If YES:]</i> Did you RECEIVE this service?
Criminal Justice Support/Advocacy (<i>someone goes to court with you, assists during law enforcement investigations, explains criminal or civil procedures, assists in making victim statement at sentencing</i>)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Assistance with Applying for Crime Victims' Compensation	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Emergency Legal Advocacy (<i>help with filing temporary restraining orders, stalking orders and other protective orders; help with landlord issues/problems</i>)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Victim Notification of Offender/Case Information and Status	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Hospital Accompaniment (<i>someone goes with you or meets you at the hospital</i>)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Emergency Financial Assistance	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Victim/Offender Mediation (<i>someone serves as an intermediary between you and the offender to discuss the impact of the crime and to provide offender with an opportunity to voice remorse</i>)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Getting Information about Restitution or Help with Processing Restitution Claims	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Property Return or Damaged Property Repair	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Shelter/Short-term Housing Services/Transitional Housing	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Child Care	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Help with Transportation	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Bilingual Services (<i>services or printed information in a language other than English</i>)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK

12. Here is a list of services that are sometimes available for victims of crime. Please read each service and tell us whether or not you needed that service, and if so, if you received that service.
[DK=Don't Know]

	Did you NEED this service?	[If YES:] Did you RECEIVE this service?
Information about or Help with Immigration Issues	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Medical Services	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Crisis Services (in person or a telephone hotline)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Support Groups (including self-help groups, AA/NA/Al-Anon, and drop-in groups)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Mental Health Evaluation or Therapy/Counseling	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Spiritual/Religious Counseling	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Substance Abuse Services (guidance and emotional support by a counselor during addiction recovery. Does not include support groups such as AA, NA or Al-Anon)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Victimization Prevention Skills Education (skill building instruction or guidance from a school counselor, mental health provider, faith community person, domestic violence shelter, sexual assault resource center, etc.)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Other Service [please describe]: <input type="text"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK
Other Service [please describe]: <input type="text"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK

12a. For each of the services you received [YES in the right column of #12 above], please rate how helpful the service was to you.
[N/A=Not Applicable]

	Not Helpful 1	2	3	Very Helpful 4	N/A
Criminal Justice Support/Advocacy (someone goes to court with you, assists during law enforcement investigations, explains criminal or civil procedures, assists in making victim statement at sentencing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance with Applying for Crime Victims' Compensation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Legal Advocacy (help with filing temporary restraining orders, stalking orders and other protective orders; help with landlord issues/problems)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Victim Notification of Offender/Case Information and Status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospital Accompaniment (someone goes with you or meets you at the hospital)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Financial Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Victim/Offender Mediation (someone serves as an intermediary between you and the offender to discuss the impact of the crime and to provide offender with an opportunity to voice remorse)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting Information about Restitution or Help with Processing Restitution Claims	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property Return or Damaged Property Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shelter/Short-term Housing Services/Transitional Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help with Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12a. For each of the services you received [YES in the right column of #12 above], please rate how helpful the service was to you. [N/A=Not Applicable]

	Not Helpful 1	2	3	Very Helpful 4	N/A
Bilingual Services (services or printed information in a language other than English)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about or Help with Immigration Issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crisis Services (in person or a telephone hotline)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support Groups (including self-help groups, AA/NA/Al-Anon, and drop-in groups)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health Evaluation or Therapy/Counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spiritual/Religious Counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Abuse Services (guidance and emotional support by a counselor during addiction recovery. Does not include support groups such as AA, NA or Al-Anon)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Victimization Prevention Skills Education (skill building instruction or guidance from a school counselor, mental health provider, faith community person, domestic violence shelter, sexual assault resource center, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Service [please describe]: <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Service [please describe]: <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Of all those services you received to support you as a victim of a crime [YES in the right column of #12 above], please identify the three services that you found most helpful.

1. <input type="text"/>	2. <input type="text"/>	3. <input type="text"/>
--------------------------------	--------------------------------	--------------------------------

14. Did you experience any barriers to getting services you need? Yes

No [Skip to #15](#)

Don't Know [Skip to #15](#)

14a. What types of barriers did you experience? (Select all that apply)

- Language problems
- Cultural differences
- Transportation issues
- Could not afford
- Service was not available
- Discrimination
- Feeling afraid
- Not aware of services
- Child care needs
- Disability issues

Other [please describe]:

Other [please describe]:

Other [please describe]:

Other [please describe]:

15. We would like to hear about the interactions you had with the people and agencies that worked with you after the crime. Rate how strongly you agree or disagree that you were treated with (a) RESPECT [see definition] and (b) RESPONSIVENESS [see definition] by each of the service providers listed. [N/A=Not Applicable]

	(a) RESPECT: <i>The staff were sympathetic to my situation, feelings, and experiences. They took into account what I had been through and made me feel as comfortable as possible. They treated me with respect and dignity.</i>					(b) RESPONSIVENESS: <i>The staff responded to me in a timely manner, returned my calls when I left messages, gave me appointments when I needed them and satisfied my requests for information and additional needs.</i>				
	Strongly Disagree			Strongly Agree	N/A	Strongly Disagree			Strongly Agree	N/A
	1	2	3	4		1	2	3	4	
Law Enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
District Attorney or Prosecutor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime Victim Advocate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Service Providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Optional Comments:										

16. Please rate your overall satisfaction with the criminal justice system. By criminal justice system we mean all the individuals and agencies that provide public safety and/or legal services (e.g., police/ sheriff, attorney, prosecutor, judge) or are otherwise involved with the arrest, trial and/or punishment of criminals.

- Very Dissatisfied
 Somewhat Dissatisfied
 Satisfied
 Very Satisfied
 Not Applicable

Crime Victims' Compensation: Oregon has a program through the Department of Justice that pays expenses for victims of violent crime. Benefits include medical, mental health counseling, funeral and loss of earnings. It does not cover property loss. To qualify, the crime must be reported to law enforcement (i.e., police or sheriff).

17. Did you apply for Crime Victims' Compensation? Yes Skip to #18 No Don't Know

17a. Which of the following reasons explain why you **DID NOT** apply for compensation? [Select all that apply]

- I did not know about it
- I was told that I did not qualify
- I did not understand the program
- I waited past the deadline
- I had no expenses
- My insurance paid my expenses
- The application was too difficult to complete
- The application was not available in my language
- I couldn't find the emotional energy to go through the process
- I determined I was not eligible under the guidelines
- Other [please describe]:

Descriptive Information

Please tell us a little bit about yourself. Remember, all of the information you provide will be kept completely confidential. We will use this information to describe the group of people who answered this survey.

18. What is your sex/gender? Male Female Other

19. How old are you right now? _____ Years

20. What is your race?

- White
- Black or African-American
- Asian or Asian-American
- American Indian or Alaskan Native
- Native Hawaiian or other Pacific Islander
- Hispanic
- Other *[please specify]:*

21. What language are you most comfortable speaking?

- English
- Spanish
- Other *[please specify]:*
- Russian
- Vietnamese
- Korean
- Chinese

22. What is the highest level of education you have completed?

- 9th grade or below and you did *NOT* receive a GED
- 10-11th grade and you did *NOT* receive a GED
- High School Graduate or GED
- Some college
- Associate Degree
- Bachelor's Degree
- Advanced College Degree

23. Which of the following categories best describes your current annual household income?

- Less than \$10,000
- \$10,000 - \$19,999
- \$20,000 - \$34,999
- \$35,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 and over

24. How many people live in your household? _____

25. What is your current marital status?

- Married
- Single, never been married
- Separated
- Living as married/living together
- Divorced
- Widowed
- Other *[please specify]:*

***Those are the questions we have.
Thank you for taking the time to provide us with this very valuable information!***

If you have any additional comments you'd like to share, please use the space below.

Additional Comments:



2012 OREGON CRIME VICTIMS' NEEDS ASSESSMENT Telephone Interview with Crime Victims from Specific Populations

1. What county did you receive services in?
2. *[If Native American]* How often you go back to the reservation, if at all?
 - a. What county is that in? Same Other: _____
 - b. *[If different from main service location:]* Did you receive services there as well?
3. How long ago did the crime occur?
4. When did you first start receiving services as a result of that crime?
5. Once you became the victim of a crime, how soon afterwards did you know you could get services?
6. What types of services did you receive?
7. Which services were most helpful?
8. Were there any supports or services you needed, but didn't get?
9. What special service needs should be taken into consideration regarding *[LGBTQ individuals, tribal populations, people with disabilities, immigrants, elders]*?
10. *[If Native American]* How are the needs different for Native Americans living in the city compared to those on the reservation?
11. *How could your community improve its outreach to victims of crime?*
12. Did any additional needs arise after your case was wrapped up? How did that go?
13. What helped your feeling of health and well being after being a victim of a crime?
14. Does it still affect your life? If yes, what would be helpful now?
15. Is there anything else we should know about your experiences as a crime victim or *[LGBTQ individuals, tribal populations, people with disabilities, immigrants, elders]*?

That is the end of our interview.

Thank you for sharing this information with us.

