

DESCRIPTIVE ANALYSIS - PRELIMINARY RESULTS

STATEWIDE

A preliminary review of the data was analyzed to produce preliminary results. The objectives of preliminary data analysis were to edit the data to prepare it for further analysis, describe the key features of the data, and summarize the results. This analysis was conducted statewide for both the stakeholder and victim responses. These summaries are provided in this section. In addition, this analysis was conducted by county for both the stakeholder and victim responses. These county-specific reports are provided in **Appendix IV-1**.

SUMMARY OF STAKEHOLDER RESPONSES

- Majority [23%] of stakeholder responses from Region 5 (Philadelphia, Bucks, Chester, Delaware, and Montgomery Counties) Region 8 [17%] and Region 6 [14%] were 2nd and 3rd. 7% were unspecified or outside of Pennsylvania. See Figure IV-1 for stakeholder responses by region.

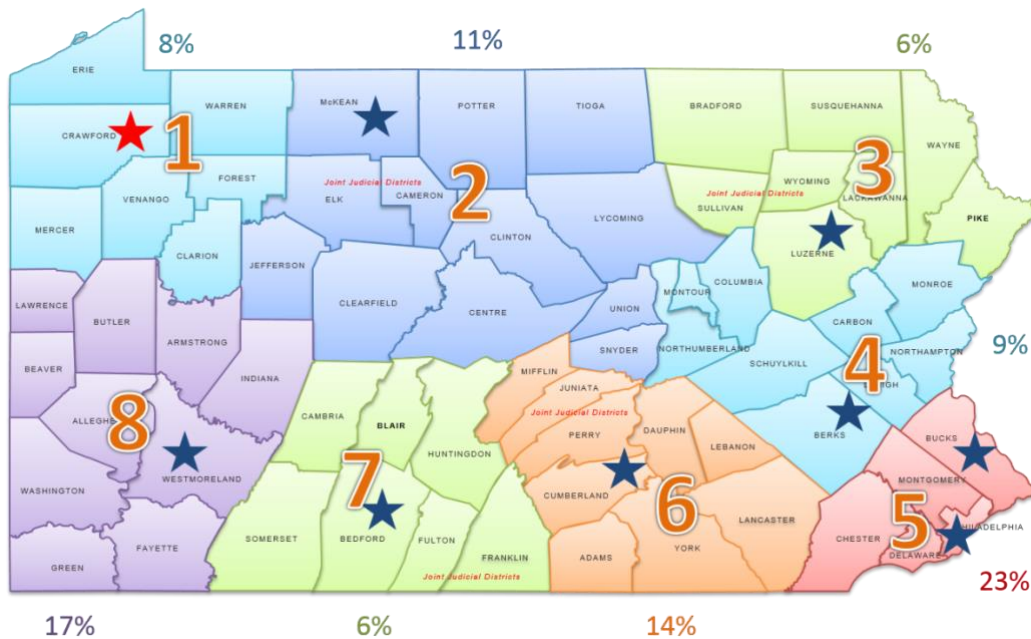


Figure IV-1: Map of Stakeholder Responses by Region

- Majority of responses [41%] came from primarily smaller city and suburban areas. Larger cities represented 28% of respondents and primarily rural areas represented 15%.
- About 47% of respondents represented victim service providers. Criminal/Juvenile Justice agencies represented almost 21% and organizations not affiliated with victims' services represented almost 17%.

- Majority of respondents [58%] work directly with victims on a daily/weekly basis.
- Top five greatest needs based on “available but does not meet need” or “not available but needed” responses are:
 - Long-Term Housing [83%]
 - Transportation [79%]
 - Emergency Financial Assistance [78%]
 - Relocation Services [73%]
 - In-Home Personal Care [70%]
- Top five currently met needs based on “available and meets need” or “not needed” responses are:
 - Crisis Hotline [76%]
 - Assistance with VCAP [72%]
 - Child Advocacy Center Services [70%]
 - Medical Exam for Sexual Assault [67%]
 - Notification of Court Hearings and Events [67%]
- Top five unserved/underserved populations by victimization type based on “underserved” and “unserved” responses are:
 - Harassment/Bullying [55%]
 - Human Trafficking (Sex/Labor) [55%]
 - Stalking [43%]
 - Physical Assault or Domestic Violence Against and Older Adult/Elderly [41%]
 - Identity Theft/Financial Abuse/Scam [39%]
- Top five adequately served populations by victimization type based on “not applicable in area” and “adequately served” responses are:
 - Arson [78%]
 - Injury by DUI [77%]
 - Homicide/Murder [76%]
 - Robbery [76%]
 - Burglary [76%]
- Top five unserved/underserved populations by population type based on “underserved” and “unserved” responses are:
 - Homeless [61%]
 - Non-native Speakers [58%]
 - LGBTQ [56%]
 - Immigrant/Refugees [55%]
 - Hispanic or Latino (Sex/Labor) [48%]
- Top five adequately served populations by population type based on “not applicable in area” and “adequately served” responses are:
 - White [77%]
 - Individuals with Intellectual/Emotional Disabilities [76%]
 - American Indian or Alaska Native [74%]
 - Native Hawaiian or Pacific Islander [72%]
 - Adults (age 26-64) [76%]
- Top five (based on a 1-5 scale rating) most significant barriers to accessing services are:
 - Substance abuse additions [3.28]

- Ashamed/Embarrassed about victimization [3.28]
- Caretaker was/is offender [3.24]
- Fear of losing housing [3.13]
- No childcare available [3.10]
- Top five (based on a 1-5 scale rating) stakeholder training are:
 - Topic-specific training (e.g. human trafficking, stalking, dating violence, etc.) [2.66]
 - Trauma-informed/Sensitive Services and Support [2.58]
 - Advanced Victim Advocate Training [2.47]
 - Comprehensive information about victims’ services and other programs available locally and statewide [2.47]
 - Pennsylvania Laws (Victims’ Rights, DV, SA, etc.) [2.45]
- Top five (based on a 1-5 scale rating) infrastructure/support needs are:
 - Increased pay and benefits for staff [3.31]
 - Shelter maintenance and repair [3.21]
 - Access to telemedicine [3.08]
 - Technology to assist with language barriers (build-in translators for online communication) [2.81]
 - Security systems [2.73]

SUMMARY OF VICTIM RESPONSES

- The majority [30%] of responses were from Region 5 (Philadelphia, Bucks, Chester, Delaware, and Montgomery counties), Region 8 [27%] and Region 6 [12%]. 2% were unspecified our outside of Pennsylvania. See Figure IV-2 and Table IV-1 below for responses by region.

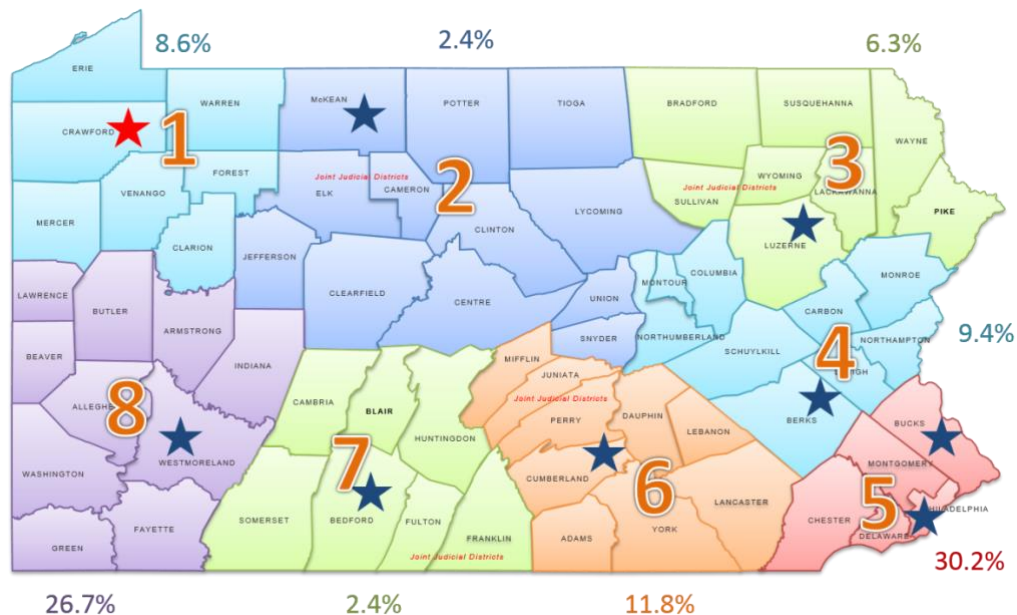


Figure IV-2: Map of Victim Responses by Region

Table IV-1: Responses by Region

		Responses			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Region 1 (Northwest)	22	8.6	8.6	8.6
	Region 2 (North Central)	6	2.3	2.4	11.0
	Region 3 (Northeast)	16	6.3	6.3	17.3
	Region 4 (East)	24	9.4	9.4	26.7
	Region 5 (SE/Philadelphia)	77	30.1	30.2	56.9
	Region 6 (Southcentral east)	30	11.7	11.8	68.6
	Region 7 (Southcentral west)	6	2.3	2.4	71.0
	Region 8 (SW/Pittsburgh)	68	26.6	26.7	97.6
	Unspecified	6	2.3	2.4	100.0
	Total	255	99.6	100.0	
Missing	System	1	.4		
Total		256	100.0		

- The majority [73%] of respondents reported being either directly impacted by a crime or having someone in their household directly impacted by a crime ($n=186$). Of those, 69% reported being the victim of crime ($n=125$). Respondents who reported not being directly impacted by a crime or having a household member directly impacted by a crime, represented 27% of the total sample ($n=70$).
- The majority [29.3%] of responses came from respondents living in suburban regions, followed by urban regions [19.1%] and rural regions [16.5%]. Most respondents lived in Philadelphia County [21.5%], Allegheny County [14%], Westmoreland County [4.7%], and Erie County [4.3%].
- The majority of respondents who have been directly impacted by a crime were white [69%], female [63%], heterosexual [82%], married [40%], employed fulltime [53%], and between 25 and 59 years old [61%].
- 50% of respondents who had been directly impacted by a crime think that victims/survivors of crime are eligible for financial assistance/reimbursement from the state, but only 33% reported applying for such assistance. 36% of respondents who have not been impacted by a crime reported that they do not know if victims/survivors of crime are eligible for financial/assistance/reimbursement from the state and an additional 10% reported that they are not eligible.
- The Top five most frequently reported types of crimes were:
 - Physical Assault [37%]
 - Bullying [28%]
 - Rape [25%]
 - Domestic Abuse/Domestic Violence [25%]
 - Burglary [17%]
- The average number of crimes reported per person directly impacted by crime was almost 2 ($M=1.8164$).

- The majority [65%] of the “most impactful” crimes were violent crimes, followed by property crimes [18%], and harassment/bullying [7%]
- Among those who reported being directly impacted by more than one crime, child sexual abuse/assault ($M=1.88$), rape/sexual assault ($M=2.11$), homicide/murder ($M=2.18$), domestic abuse/domestic violence ($M=2.34$) and physical assault ($M=2.34$) were ranked the highest, on average.
- Among those who reported being directly impacted by at least one crime, the top five most impactful crimes were:
 - Physical Assault [14%]
 - Rape/sexual assault [14%]
 - Child Sexual Abuse/Assault [10%]
 - Homicide/Murder [9%]
 - Domestic Abuse/Domestic Violence [67%]
- The majority of most impactful crimes were classified as violent (65.2%), property (17.9%), Harassment/Bullying (6.5%), Human trafficking (2.7%), and other (7.6%).
- Most [52%] respondents directly impacted by crime contacted the police.
- Among those who did not report the crime to the police, the highest ranked barriers to contacting the police were:
 - “Did not think the police could/would do anything to help me ($M=2.59$)”
 - “Afraid of not being believed” ($M=2.53$)
 - “Ashamed/embarrassed about victimization” ($M=2.43$)
 - “Worried about being blamed” ($M=2.42$)
 - “Afraid of retaliation” ($M=2.41$)
 - “Concerned about what others would think” ($M=2.25$)
- Among those who received services as a result of the victimization, the top five services received were:
 - Counseling, Therapy, or Mental Health Services [47%]
 - Medical/Healthcare Services [21%]
 - Notices about status of hearings or location of offender [20%]
 - Court accompaniment and/or assistance in court procedures [20%]
 - Information/free resources about services available [13%]
- Among services received, and in descending order
 - Language/interpretation services
 - Legal immigration services related to crime
 - Faith-based/spiritual help
 - Information/free resources about services
 - Someone to help coordinate victim services
 - Assistance filling out compensation forms for reimbursement/payment of crime-related expenses
 - Safety/security planning, court accompaniment and/or assistance in court system procedures
 - Counseling/therapy, or mental health services
 - Notices about the status of court hearings and/or location of the criminal defendant,
 - Basic needs, medical/healthcare services
 - Crisis hotline, transportation

- Emergency shelter and/or short-term housing
- Financial assistance for funeral/burial services
- Emergency financial assistance
- Legal assistance/representation
- Peer support groups
- Child advocacy center services all achieved a quality rating of 3.5 stars or better.
- The top five most cited sources of information on victims' services were received from:
 - Law enforcement [23%]
 - Victim service agency [21%]
 - Counselor/mental health provider (11%)
 - Friend [10%]
 - Family [9%]
- Top five needed services were:
 - Peer support groups [21%]
 - Information about availability of victims' services [15%]
 - Legal assistance [13%]
 - Someone to help coordinate victim services [11%]
 - Counseling [9%] and Legal assistance [9%]
- The top services sought were:
 - Resources/info about availability of victim services [5%]
 - Support Groups [4%]
 - Counseling, Therapy, and Mental Health Services [4%]
 - Drug/alcohol addiction support/treatment [3%]
 - Medical/healthcare services [2%]
 - Safety/security planning [2%]
 - Victim/witness protection [2%]
 - Medical exam for sex assault [2%]
- The top barriers to receiving services were:
 - Unaware of services ($M=3.18$)
 - Did not know that I was eligible for services ($M=2.98$)
 - I thought I was OK/thought I could deal with on my own ($M=2.83$)
 - Services not available ($M=2.76$)
 - Afraid of retaliation ($M=2.73$)
 - Did not know services were free ($M=2.58$)
 - Still dealing with issues involving crime ($M=2.56$)
 - Afraid of not being believed ($M=2.56$)

INFERENCE ANALYSIS - STAKEHOLDER RESULTS

STAKEHOLDER RESULTS

DEMOGRAPHICS

WORK REGION

Stakeholders were asked to identify the Pennsylvania (PA) county(ies) where they work. Response items included all 67 counties. For this analysis, counties were grouped into the work region groups noted in Table IV-2.

Table IV-2: Work Region Groups

Region	Group	Counties Included
1	Northwest	Crawford, Clarion, Erie, Forest, Mercer, Venango, and Warren
2	Northcentral	Cameron, Centre, Clearfield, Clinton, Elk, Jefferson, Lycoming, McKean, Potter, Snyder, Tioga, and Union
3	Northeast	Bradford, Lackawanna, Luzerne, Pike, Sullivan, Susquehanna, Wayne, and Wyoming
4	East	Berks, Carbon, Columbia, Lehigh, Monroe, Montour, New Cumberland, Northampton, and Schuylkill
5	Southeast/Philadelphia	Bucks, Chester, Delaware, Montgomery, and Philadelphia
6	Southcentral/east	Adams, Cumberland, Dauphin, Juniata, Lancaster, Lebanon, Mifflin, Perry, and York
7	Southcentral/west	Bedford, Blair, Cambria, Franklin Fulton Huntingdon, and Somerset
8	Southwest/Pittsburgh	Alleghany, Armstrong, Beaver, Butler, Fayette, Green, Indiana, Lawrence, Washington, and Westmoreland

A total of 587 stakeholders identified their work county. 8.2% (n = 48) of respondents did not specify a county. After grouping into regions, 6.8 % (n = 40) of respondents reported working in the Northwest. 6.8 % (n = 40) of respondents reported working in the Northeast. 7.7% (n=45) of respondents reported working in the East. 22.8% (n = 134) of respondents reported working in the Southeast/Philadelphia region. 13.8 (n = 81) of respondents reported working in the Southcentral/east. 5.5% (n=32) of respondents reported working in the Southcentral/west region. 16.2% (n = 95) of respondents reported working in Southwest/Pittsburgh region. 8.7 (n = 51) of respondents reported working in both the Northcentral and Northeast region. 1.5 % (n = 9) of respondents reported working in more than three regions. 1.9% (n=11) of respondents reported working in some other regional combination.

Inferential Analysis – Stakeholder Results

Due to overlap in county work regions within the Northcentral and Northeast regions, Northeast (n = 40) was combined with Northcentral & Northeast (n = 51). This recode produced a region including both Northcentral & Northeast counties (n = 91). Furthermore, stakeholders that worked in two or more regions or other regional combination reclassified as unspecified for this analysis. As such, 11.6% (n = 68) of respondents were coded as unspecified. 6.8% (n = 40) of respondents reported working in the Northwest. 7.7% (n=45) of respondents reported working in the East. 22.8% (n = 134) of respondents reported working in Southeast/Philadelphia. 13.8 (n = 81) of respondents reported working in the Southcentral/east. 5.5% (n =32) of respondents reported working in the Southcentral/west region. 16.2% (n = 95) of respondents reported working in Southwest/Pittsburgh. 15.5% (n = 91) of respondents reported working in the Northcentral and Northeast region.

Table IV-3: Stakeholder Work Region

		Stakeholder Work Region			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Northwest	40	7.7	7.7	7.7
	East	45	8.7	8.7	16.4
	Southeast/Philadelphia	134	25.9	25.9	42.3
	Southcentral/east	81	15.6	15.6	57.9
	Southcentral/west	32	6.2	6.2	64.1
	Southwest/Pittsburgh	95	18.3	18.3	82.4
	Northcentral & Northeast	91	17.6	17.6	100.0
	Total	518	100.0	100.0	

For the purpose of this analysis, all participants who had an unspecified code to Work Region were dropped from the analysis. As a result, 7.7% (n = 40) of respondents reported working in the Northwest. 8.7% (n=45) of respondents reported working in the East. 25.9% (n = 134) of respondents reported working in the Southeast/Philadelphia region. 15.6 (n = 81) of respondents reported working in the Southcentral/east. 6.2% (n =32) of respondents reported working in the Southcentral/west region. 18.3% (n = 95) of respondents reported working in Southwest/Pittsburgh region. 17.6% (n = 91) of respondents reported working in the Northcentral and Northeast. In sum, 518 stakeholders were included in the subsequent analysis.

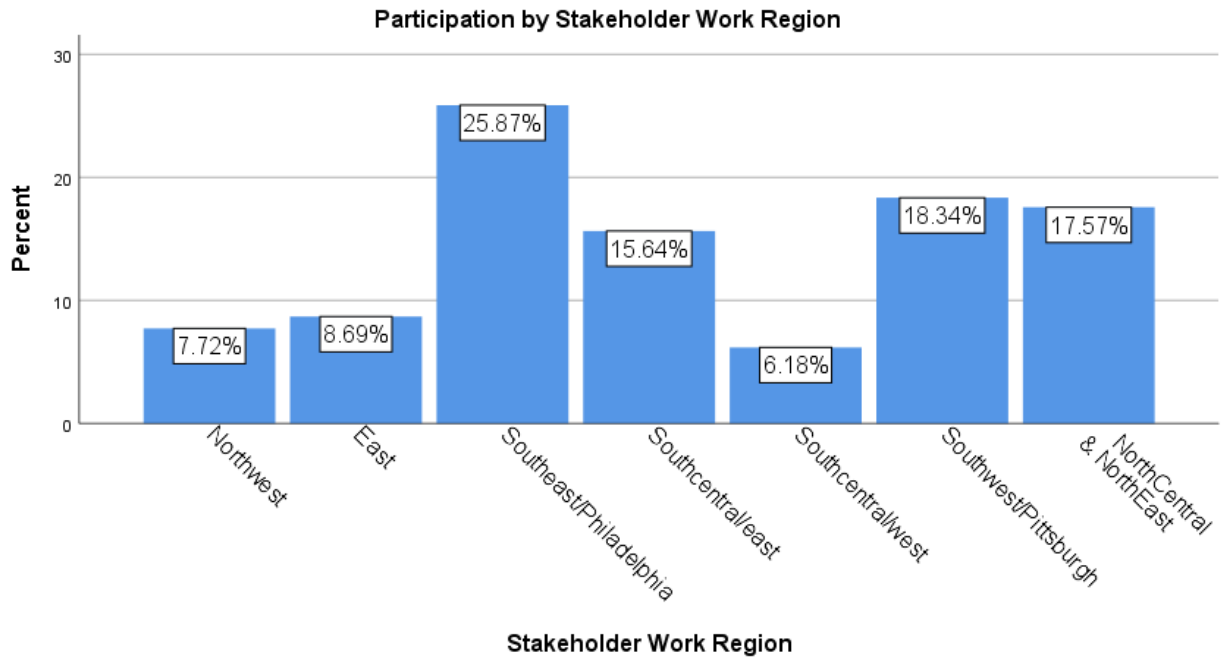


Figure IV-3: Participation Rate by Stakeholder Work Region

ROLE IN PROVIDING SERVICES

Stakeholders were asked to identify their role in providing services to individuals who are victims/survivors of crime. Response items for Stakeholder Role included: I work/volunteer for a Victim Services Provider (VSP) – Government affiliated (n=52, 8.9%); I work/volunteer for a Victim Services Provider – Nonprofit (n=223, 38%); I work for a social service organization not affiliated with a victim service provider (n=36, 6%); I work/volunteer for a private, nonprofit organization or program not affiliated with a victim service provider (e.g., religious cultural, social, community service, etc.) that comes into contact with victims of crime (n=61, 10%); I work for a criminal/juvenile justice agency (n=120, 20%), I work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, health, DCED/HUD, Welfare, School District, etc.) (n=51, 8.7%); I work for a hospital/medical service provider (n=10, 1.7%); I work for a legislative office (n=0, 0%); or Other (please specify) (n=33, 5%), which yielded commonalities and recoded as of Advocacy (n=5, 1%), Court System (n=11, 1.9%), and Behavioral Health (n=5, .9%), while 12 (2%) remained as “Other.”

However, 68 cases were removed because of the reduction in cases based on work region abnormalities as described in the previous section. As such, for this analysis, there were 49 participants who work/volunteer for a VSP – Government affiliated (9.5%), 186 participants who work/volunteer for a VSP – Nonprofit (35.9%), 33 participants who work for a social service organization not affiliated with a VSP (6.4%), 57 participants who work/volunteer for a private, nonprofit organization or program not affiliated with a victim service provider (e.g., religious cultural, social, community service, etc.) that comes into contact with victims of crime (11%), 112 who work for a criminal/juvenile justice agency (21.6%), 47 who work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland

Inferential Analysis – Stakeholder Results

Security, health, DCED/HUD, Welfare, School District, etc.) (9.1%), 8 who work for a hospital/medical service provider (1.5%), 3 who work in Advocacy (.6%), 11 who work in the Court System (2.1%), four who work in Behavioral Health (.8%), and 8 “other” (1.5%).

For the purpose of this analysis, and due to the low number of cases for each role within each region, Stakeholder Role was collapsed into two categories: 0 = Victim Services Providers (VSP) (i.e., I work/volunteer for a Victim Services Provider (VSP) – Government affiliated; I work/volunteer for a Victim Services Provider – Nonprofit), and 1 = Non-VSP (i.e., I work/volunteer for a social service organization not affiliated with a VSP; I work/volunteer for a private, nonprofit organization or program not affiliated with a victim service provider (e.g., religious cultural, social, community service, etc.) that comes into contact with victims of crime; I work for a criminal/juvenile justice agency; I work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, health, DCED/HUD, Welfare, School District, etc.); I work for a hospital/medical service provider; Advocacy; Court System; Behavioral Health; and Other). **For this analysis, Stakeholder Role consisted of 235 (45.37%) VSPs and 283 (54.63%) Non-VSPs.**

Table IV-4: Collapsed Stakeholder Roles

VSP	Non-VSP (not affiliated with a VSP)
VSP – Government affiliated	Social Service Organization
VSP – Nonprofit	Private, Nonprofit Organization or Program (e.g., religious cultural, social, community service, etc.) that comes into contact with victims of crime
	Criminal/Juvenile Justice Agency
	Other Government Agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, health, DCED/HUD, Welfare, School District, etc.)
	hospital/medical service provider
	legislative office
	Other

Table IV-5: Responses by Stakeholder Role

Responses by Stakeholder Role					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	VSP	235	45.4	45.4	45.4
	Non-VSP	283	54.6	54.6	100.0
Total		518	100.0	100.0	

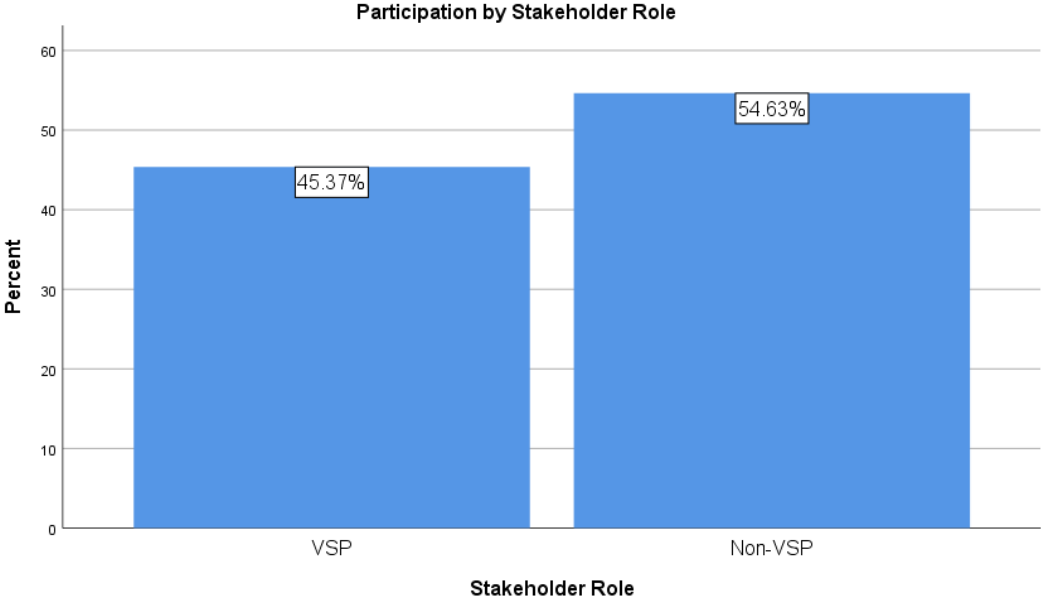


Figure IV-4: Participation Rate by Stakeholder Role

Within regions, there were 19 (47.5%) VSPs and 21 (52.5%) Non-VSPs in the Northwest, which accounted for 8.1% and 7.4% of all VSPs and Non-VSPs respectively, 14 (31.1%) VSPs and 31 (68.9%) Non-VSPs in the East, which accounted for 6.0% and 11.0% of all VSPs and Non-VSPs respectively, 83 (61.9%) VSPs and 51 (38.1%) Non-VSPs in Southeast/Philadelphia region, which accounted for 35.3% and 18.0% of all VSPs and Non-VSPs respectively, 34 (42%) VSPs and 47 (58%) Non-VSPs in the South East, which accounted for 14.5% and 16.6% of all VSPs and Non-VSPs respectively, 9 (28%) VSPs and 23 (71%) Non-VSPs in the Southcentral/west region, which accounted for 3.8% and 8.1% of all VSPs and Non-VSPs respectively, 38 (40%) VSPs and 57 (60%) Non-VSPs in the Southwest/Pittsburgh region, which accounted for 16.2% and 20.1% of all VSPs and Non-VSPs respectively, and 38 (41.8%) and 38 (41.8%) VSPs and 53 (58.2%) Non-VSPs in the combined Northcentral and Northeast regions, which accounted for 16.2% and 18.7% of all VSPs and Non-VSPs respectively.

PRINCIPLE COMPONENTS ANALYSIS

Principle Components Analysis was used to convert potentially correlated observations in each category or series into a set of uniquely independent values or principle components. To do this, a series of survey items were subjected to principal components analyses (PCA), a type of factor analysis, using SPSS 24 (See **Appendix IV-2**). For each analysis, suitability of data for factor analysis was assessed. Inspection of the correlation matrices revealed the presence of many coefficients of .3 or above. The Kaiser-Meyer-Olkin value exceeded the recommended value of .6 and Bartlett’s Test of Sphericity reached statistical significance, supporting the factorability of the correlation matrices. As a result, each of the following series was collapsed into a single variable as described.

SERVICE NEEDS

For this analysis, factor scores for **Adequacy of Services for Victims of Crimes Against a Person** were computed based on the following crime type survey items: physical assault or domestic violence against an older adult/senior, child physical abuse, child sexual abuse/assault, domestic abuse/domestic violence, harassment/bullying, homicide/murder, human trafficking (sex/labor), kidnapping, physical assault, rape/sexual assault, stalking and robbery.

For this analysis, factor scores for the **Adequacy of Services for Victims of Crimes Against Property** were computed based on the following crime type survey items: arson, burglary, identity theft/financial abuse/scam, injury by DUI (driving under the influence) offender, and larceny/theft.

For this analysis, factor scores for **Legal Services & Assistance Need** were computed based on the following service need survey items: legal assistance/representation, legal immigration services related to a crime, notifications about the status of court hearings and/or the location of the criminal defendant, court accompaniment and/or assistance in court system procedures, assistance completing victims compensation application for reimbursement/payment of crime-related expenses, and coordination of victim services.

For this analysis, factor scores for **Assistance/Shelter/Transportation Service Need** were computed based on the following survey items: financial assistance for funeral/burial services, relocation services, in-home person care (e.g. day care for children; medical care for elder or disabled adult), emergency financial assistance, transportation (e.g. to receive services, to attend court hearings, medical appointments, etc.), emergency shelter and/or emergency short-term housing, employment assistance, basic needs (i.e. clothing, food, shelter), and long-term housing.

For this analysis, factor scores for **Medical/Mental Health Service Need** were computed based on the following survey items: counseling, therapy, or mental health services, medical exam for sexual assault, substance abuse support/treatment, and medical/healthcare services.

For this analysis, factor scores for **Safety/Support/Crisis Assistance Service Need** were computed based on the following items: crisis response at the crime scene, crisis hotline, continuing crisis intervention, safety/security planning, accompaniment to medical services, child advocacy center services (including forensic interviews for child victims), faith-based/spiritual help, and peer support groups.

For this analysis, factor scores for **Language/Disability Assistance Service Need** were computed based on the following survey items: language/interpretation services, disability assistance (e.g. assistive technology, signing, etc.), and accommodations for victims/survivors with disabilities (e.g. assistive technology, signing, etc.).

POPULATION CHARACTERISTICS

For this analysis, factor scores for **Non-Minority Populations** were computed based on the following survey items: white, men, and adults (age 26-64).

For this analysis, factor scores for **Minority/Ethnic Populations** were computed based on the following survey items: women, LGBTQ, elderly/seniors (age 65+), black or African American, Asian, Hispanic or

Latino, Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, immigrant/refugee, and non-native speakers (e.g. limited English proficiency).

For this analysis, factor scores for **Special/Sensitive Populations** were computed based on the following survey items: veterans, homeless, incarcerated, individuals with intellectual/emotional disabilities, individuals with physical disabilities, families of homicide victims, children (age 12 and younger), adolescents (age 13-17), young adults (age 18-25), and college students.

BARRIERS TO SERVICES

For this analysis, factor scores for **Personal Barriers** to receiving services were computed based on the following survey items: substance abuse addictions, caretaker was/is offender, protecting the offender from the justice system, ashamed/embarrassed about victimization, victim was a child/too young, victim changed mind, fear of losing housing, and still coping with issues involving crime.

For this analysis, factor scores for **Cultural Barriers** to receiving services were calculated based on the following survey items: language barrier, cultural barrier, fear of deportation, and religious barrier.

For this analysis, factor scores for **Structural Barriers** to receiving services were computed based on the following survey items: work schedule conflict, inconvenient service hours, competing needs of household, service is not accessible at location, no childcare available, and service(s) not accessible due to disability.

STAKEHOLDER TRAINING & INFRASTRUCTURE NEEDS

For this analysis, factor scores for **Existing Statutes, Regulations, and Requirements Training Need** were computed based on the following survey items: confidentiality, HIPPA, and ethics, mandated reporter requirements, navigating the Pennsylvania criminal justice system, Pennsylvania laws (victims' rights, DV, SA, etc.), hotline training, and comprehensive information about victims' services and other programs available locally and statewide.

For this analysis, factor scores for **Managerial and Victim Advocacy Training Need** were computed based on the following survey items: basic advocacy, executive director training, foundational academy training, and advanced victim advocate training.

For this analysis, factor scores for **Operational and Topical Training Need** were computed based on the following survey items: therapeutic counseling training, topic-specific training (e.g. human trafficking, stalking, dating violence, etc.), trauma informed/sensitive services and support, support group knowledge and information, and sensitivity and cultural competency.

For this analysis, factor scores for **Cross-Network/Access Services Need** for organizations were computed based on the following survey items: remote training access, technical assistance/visits, statewide comprehensive victim service hotline, access to telemedicine, and regional cross-training initiatives.

For this analysis, factor scores for **Information technology & facility & Facility Need** for organizations were computed based on the following survey items: specialized software for online appointment scheduling, website design/redesign, IT support, technology to assist with language barriers (build-in translators for

Inferential Analysis – Stakeholder Results

online communication), teleconferencing/virtual meeting equipment, computer equipment, shelter maintenance/repair, office maintenance/repair.

For this analysis, factor scores for **Office & staff Needs** for organizations were computed based on the following survey items: security systems, data collection software, increased pay/benefits for staff, and furniture (waiting room/office).

Table IV-6: Descriptive Statistics for Factor Scores

Descriptive Statistics for Factor Scores					
	N	Minimum	Maximum	Mean	Std. Deviation
Adequacy of Services for Victims of crimes against a person	449	.00	4.17	1.6314	.78527
Adequacy of Services for Victims of crimes against property	457	.00	5.00	1.3593	.96008
Legal Services & Assistance Need	482	.00	5.00	1.7619	.97845
Assistance/Shelter/Transportation Service Need	437	.00	5.00	2.7259	.92851
Medical/Mental Health Service Need	490	.33	5.00	2.1830	.90006
Safety/Support/Crisis Assistance Service Need	427	.22	5.00	1.9737	.84058
Language & Disability Assistance Service	477	.00	5.00	2.2320	1.07416
Non-Minority Populations Service Need	458	1.00	4.00	2.7467	.45875
Minority/Ethnic Populations Service Needs	432	1.00	4.00	2.7532	.52199
Special/Sensitive Populations Service Need	451	1.40	4.00	2.6650	.46759
Existing Statutes, Regulations, & Requirements Training Need	486	.00	5.00	1.5652	1.20665
Managerial & Victim Advocacy Training Need	473	.00	5.00	1.4625	1.27092
Operational & Topical Training Need	488	.00	5.00	2.0217	1.42161
Cross-Network/Access Service Need	255	1.00	4.00	2.0706	.77462
Information technology & Facility Need	251	1.00	4.00	2.0164	.83009
Office & Staff Need	350	1.00	4.00	2.3750	.77979
Personal Barriers to Receiving Services	464	1.00	5.00	3.0943	.83907
Cultural Barriers to Receiving Services	484	1.00	5.00	2.6173	1.08827
Structural Barriers to Receiving Services	468	1.00	5.00	2.6090	.83764

VICTIM SERVICES AVAILABILITY ANALYSIS

STATEWIDE

ADEQUACY OF SERVICE BASED ON CRIME TYPE

A paired samples t-test was conducted to evaluate the difference between PA stakeholder perceptions of the adequacy of service for victims of crimes against a person and victims of crimes against property. **Services for victims of crimes against property were rated statistically significantly less adequate (M = 1.3688, SD = .96167) than services for victims of crimes against a person (M = 1.6240, SD = .78858).**

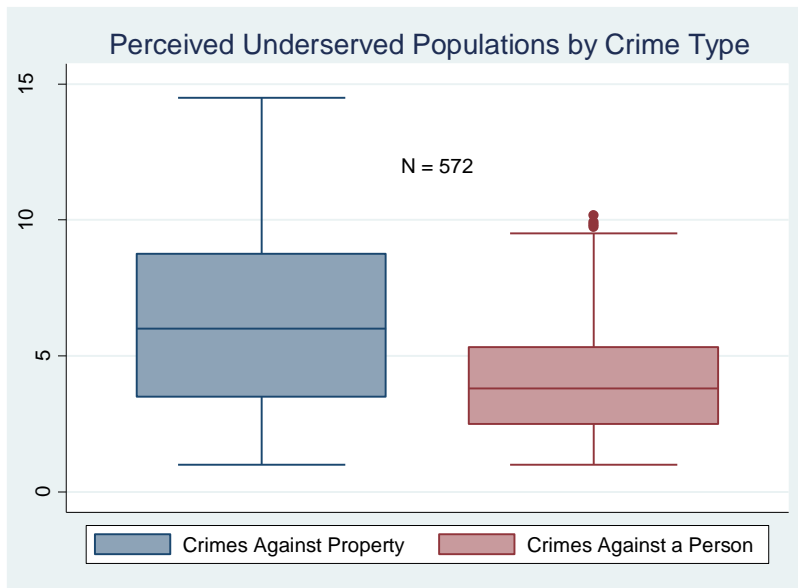


Figure IV-5: Perceived Underserved Populations by Crime Type

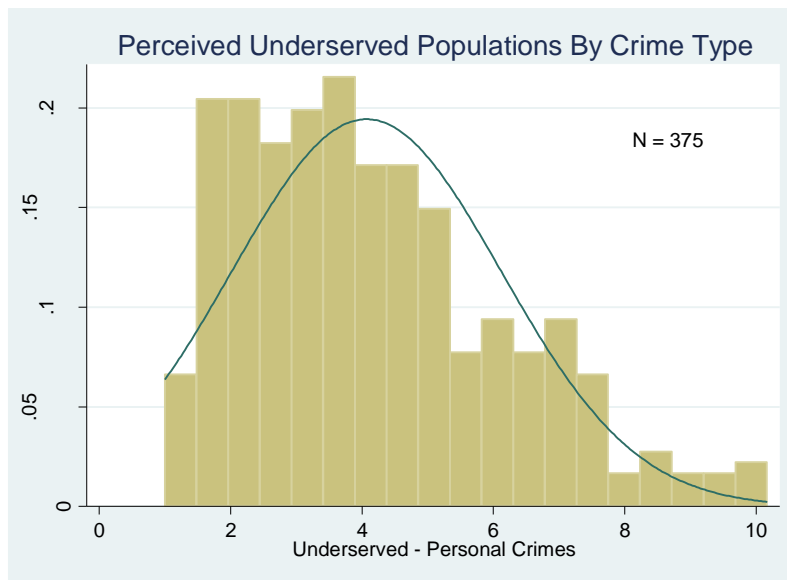


Figure IV-6: Perceived Underserved Populations by Personal Crimes

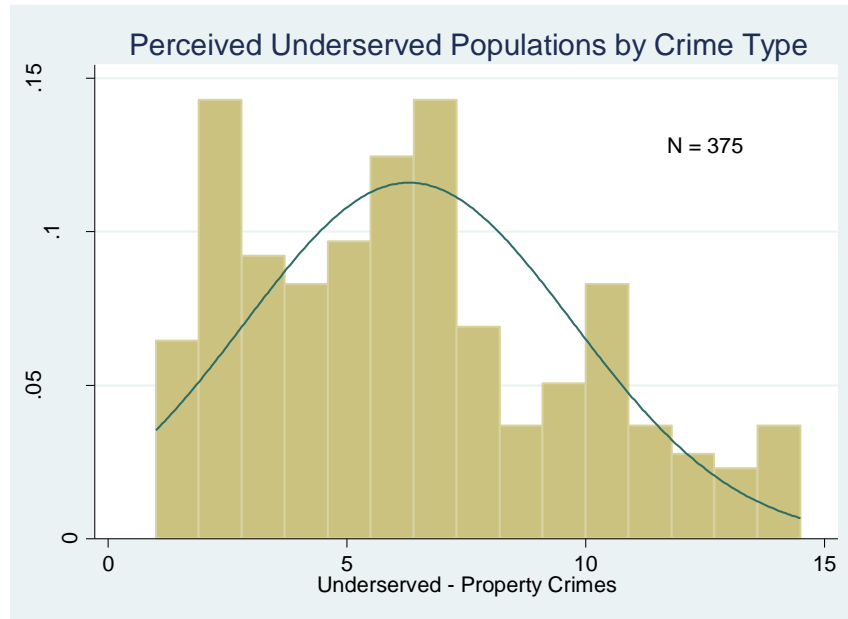


Figure IV-7: Perceived Underserved Populations by Property Crimes

NEED FOR SERVICES BY SERVICE TYPE

A series of paired-samples t-tests were conducted to evaluate the differences between PA stakeholder perceptions of the need for legal services & assistance, assistance/shelter/ transportation, medical/mental health, safety/support/crisis assistance, and language & disability assistance services for victims of crime. **Legal services & assistance** (M = 1.7797, SD = .99494) **were rated statistically significantly lower than assistance/shelter/transportation needs** (M = 2.1715, SD = .92801), **medical/mental health needs** (M = 2.1840, SD = .90528), **safety/support/crisis assistance needs** (M = 1.96756, SD = .84371), and **language & disability assistance needs** (M = 2.2073, SD = 1.0596). **Assistance/shelter/transportation needs** (M = 2.7333, SD = .91853) **were statistically significantly higher than medical/mental health needs** (M = 2.1959, SD = .90605), **safety/support/crisis assistance needs** (M = 1.9754, SD = .83769), and **language & disability assistance needs** (M = 2.2357, SD = 1.0678). **Medical/mental health needs** (M = 2.152, SD = .91464) **were statistically significantly higher than safety/support/crisis assistance needs** (M = 1.9706, SD = .83300) and **medical/mental health needs** (M = 2.1783, SD = .90994) **were statistically significantly lower than language & disability assistance needs** (M = 2.2313, SD = 1.0700). **Safety/support/crisis assistance needs** (M = 1.9836, SD = .84129) **were statistically significantly lower than language & disability assistance needs** (M = 2.2222, SD = 1.06751).

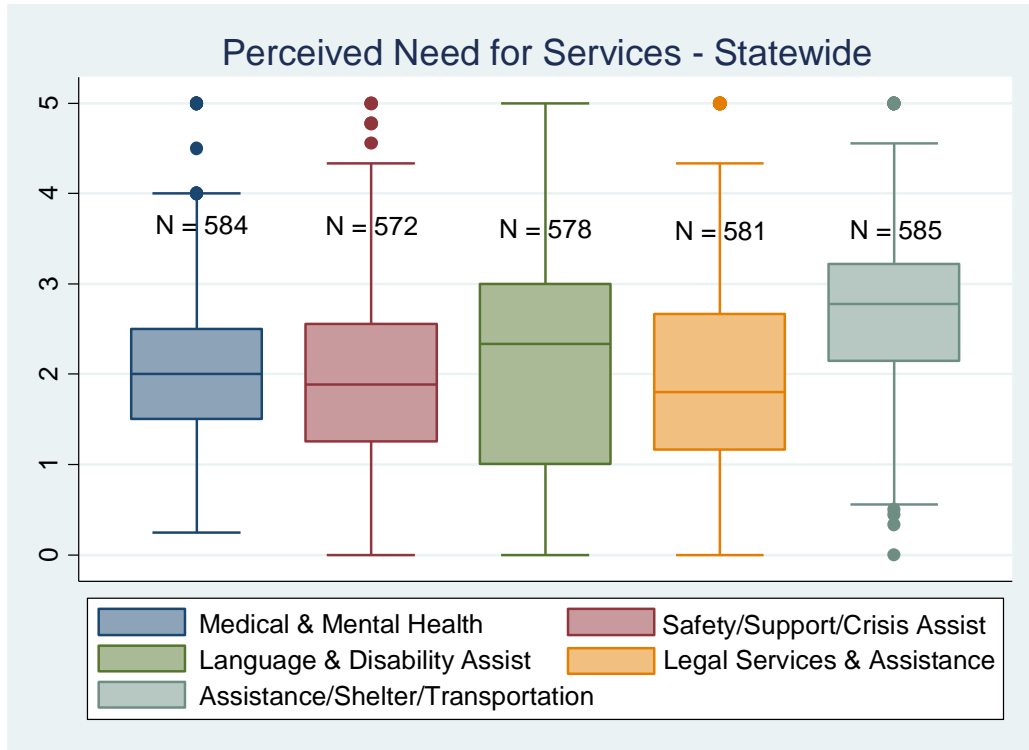


Figure IV-8: Perceived Need for Statewide Services

ADEQUACY OF SERVICE BASED ON POPULATION CHARACTERISTICS

A series of paired-samples t-tests were conducted to evaluate the differences between PA stakeholder perceptions of the adequacy of services for victims of crime from non-minority, minority/ethnic, and special/sensitive populations. **There was no statistical significance between adequacy of service for non-minority victim populations and minority/ethnic populations. Adequacy of service for victims from minority/ethnic populations (M = 2.7547, SD = .46529) were rated statistically significantly more adequate than victims from special/sensitive populations (M = 2.6856, SD = .46781). Adequacy of services for victims from non-minority populations (M = 2.7488, SD = .46529) was rated statistically significantly more adequate than special/sensitive population (M = 2.6856, SD = .46781).**

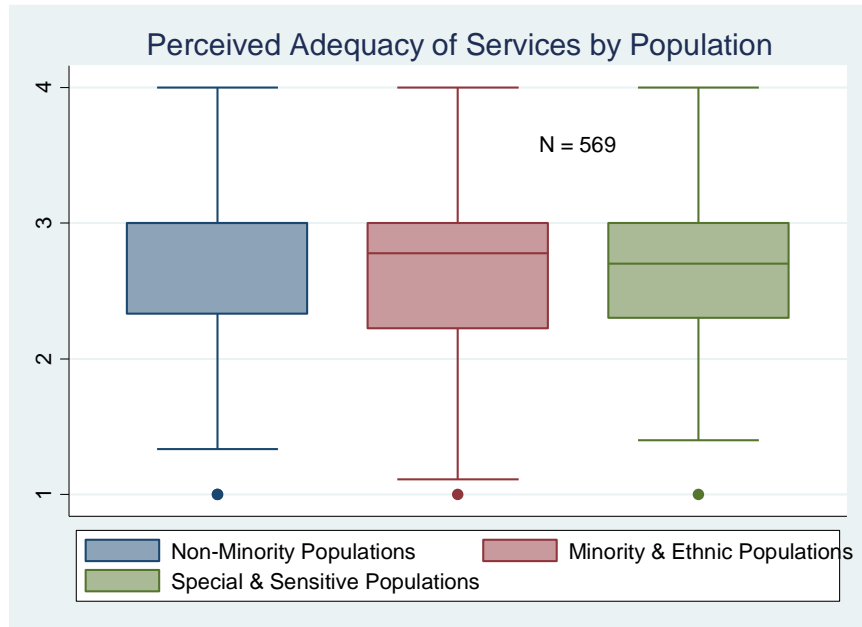


Figure IV-9: Perceived Adequacy of Services by Population

COMPARISON BY REGION

NORTHWEST REGION

ADEQUACY OF SERVICE BASED ON CRIME TYPE

A paired samples t-test was conducted to evaluate the difference between Northwest region stakeholder perceptions of the adequacy of service for victims of crimes against a person and victims of crimes against property. **There were no statistically significant differences between the adequacy of services for victims of crime against a person (M = 1.5807, SD = .72106) and services for victims of crime against property (M = 1.3938, SD = .95915) in the Northwest region.**

NEED FOR SERVICES

A series of paired-samples t-tests were conducted to evaluate the differences between Northwest region stakeholder perceptions of the need for legal services & assistance, medical/mental health, safety/support/crisis assistance, and language & disability services for victims of crime. **Legal services & assistance (M = 1.4583, SD = .80512) was statistically significantly lower than assistance/shelter/transportation needs (M = 2.5833, SD = .84552), medical/mental health needs (M = 1.9608), safety/support/crisis assistance needs (M = 1.7873, SD = .64133) and language & disability assistance needs (M = 1.9815, SD = 1.09818). Assistance/shelter/transportation needs (2.6046, SD = .81199) was statistically significantly higher than medical/mental health needs (M = 1.9608, SD = .98734), safety/support/crisis assistance needs (M = 1.7873, SD = .64133), and language & disability assistance needs (M = 1.9815, SD = 1.0981). There was no statistical significance between medical/mental health needs and safety/support/crisis assistance needs. There was no statistical significance between**

medical/mental health needs and language disability service needs. There was no statistical significance between safety/support/crisis assistance, and language & disability assistance needs.

ADEQUACY OF SERVICE BASED ON POPULATION CHARACTERISTICS

A series of paired-samples t-tests were conducted to evaluate the differences between Northwest region stakeholder perceptions of the adequacy of services for victims of crime from non-minority, minority/ethnic, and special/sensitive populations. **There was no statistically significant difference between the adequacy of services for victims from non-minority populations and minority/ethnic population. Adequacy of services for victims from non-minority populations (M = 2.8039, SD = .45397) were rated statistically significantly more adequate than special and sensitive populations (M = 2.6412, SD = .43283). Services for minority/ethnic populations (M = 2.8688, SD = .45397) was rated statistically significantly more adequate than services for victims of crime from special/sensitive populations (M = 2.6688, SD = .43063).**

EAST REGION

ADEQUACY OF SERVICE BASED ON CRIME TYPE

A paired samples t-test was conducted to evaluate the difference between East region stakeholder perceptions of the adequacy of service for victims of crimes against a person and victims of crimes against property. **The adequacy of service provided for victims of crimes against a person (M= 1.5208, SD = .96829) was rated statistically significantly higher than victims of crimes against property (M = 1.2400, SD = 1.22972).**

NEED FOR SERVICES

A series of paired-samples t-tests were conducted to evaluate the differences between East region stakeholder perceptions of the need for legal services & assistance, medical/mental health, safety/support/crisis assistance, and language & disability assistance services for victims of crime. **Legal services & assistance (M = 1.8071, SD = 1.0848) was rated statistically significantly lower than assistance/shelter/transportation needs (M = 2.8730, SD = .93474). There was no statistical significance between Legal services & assistance and medical/mental health needs, or peer support and safety needs. Legal services & assistance (M = 1.7422, SD = 1.0307) was statistically significantly lower than safety/support/crisis assistance needs (M= 1.9549, SD = .87710). Assistance/shelter/transportation needs (M = 2.8667, SD = .95155) was statistical significantly higher than medical/mental health needs (M = 1.9619, SD = .82751), safety/support/crisis assistance needs (M = 1.9519, SD = .86790) and language & disability assistance needs (M= 2.3095, SD = 1.15211). Medical/mental health needs (M = 1.8990, SD = .84362) was statistical significantly higher than safety/support/crisis assistance needs (M = 1.9529, SD = .86336), language & disability assistance needs (M = 2.3000, SD = 1.14926). Safety/support/crisis assistance needs (M = 1.9529, SD = .86336) was statistical significantly lower than language & disability assistance needs (M = 2.3333, SD = 1.09291).**

ADEQUACY OF SERVICE BASED ON POPULATION CHARACTERISTICS

A series of paired-samples t-tests were conducted to evaluate the differences between East region stakeholder perceptions of the adequacy of services for victims of crime from non-minority, minority/ethnic, and special/sensitive populations. **There were no statistically significant differences in the adequacy of services for victims from non-minority populations** (M = 2.7593, SD = .58884), **minority/ethnic populations** (M = 2.8222, SD = .57377), or **special/sensitive populations** (M = 2.7514, SD = .58482).

SOUTHEAST/PHILADELPHIA REGION

ADEQUACY OF SERVICE BASED ON CRIME TYPE

A paired samples t-test was conducted to evaluate the difference between Southeast/Philadelphia region stakeholder perceptions of the adequacy of service for victims of crimes against a person and victims of crimes against property. **The adequacy of services for victims of crimes against a person** (M = 1.7160, SD = .86653) **was rated statistical significantly higher than for victims of crimes against property** (M = 1.3670, SD = .95511).

NEED FOR SERVICES

A series of paired-samples t-tests were conducted to evaluate the differences between Southeast/Philadelphia region stakeholder perceptions of the needs for legal services & assistance, medical/mental health, safety/support/crisis assistance, and language & disability assistance services for victims of crime. **Legal services & assistance** (M = 2.0047, SD = .96151) **was rated statistical significantly lower than assistance/shelter/transportation needs** (M = 2.9958, SD = .87953), **medical/mental health needs** (M = 2.5100, SD = .87162), **safety/support/crisis assistance needs** (M = 2.3323, SD = .96908), and **language & disability assistance needs** (M = 2.5584, SD = .98633). **Assistance/shelter/transportation needs** (M = 3.0063, SD = .86731) **was statistical significantly higher than medical/mental health needs** (M = 2.5157, SD = .88387), **safety/support/crisis assistance needs** (M = 2.3356, SD = .95449) and **language & disability assistance needs** (M = 2.5503, SD = 1.00163). **There was no statistical significance between peer support and safety needs and language and disability service needs.**

ADEQUACY OF SERVICE BASED ON POPULATION CHARACTERISTICS

A series of paired-samples t-tests were conducted to evaluate the differences between Southeast/Philadelphia region stakeholder perceptions of the adequacy of services for victims of crime from non-minority, minority/ethnic, and special/sensitive populations. **Adequacy of services for victims from non-minority populations** (M = 2.6799, SD = .45441) **was rated statistically significantly higher than minority/ethnic population needs** (M = 2.5297, SD = .46142). **There was no statistical difference between the adequacy of service for victims from non-minority populations and special/sensitive population.** **The adequacy of services for victims from minority/ethnic populations** (M = 2.6511, SD = .46780) **was statistically significantly higher than victims from special/sensitive populations** (M = 2.6390, SD = .48198).

SOUTHCENTRAL/EAST REGION

ADEQUACY OF SERVICE BASED ON CRIME TYPE

A paired samples t-test was conducted to evaluate the difference between Southcentral/east region stakeholder perceptions of the adequacy of services for victims of crimes against a person and victims of crimes against property. **Ratings for adequacy of services for victims of crimes against a person (M = 1.6679, SD = .78821) was statistically significantly higher than ratings for the adequacy of services for victims of crimes against property (M = 1.3714, SD = .99348).**

NEED FOR SERVICES

A series of paired-samples t-tests were conducted to evaluate the differences between Southcentral/east region stakeholder perceptions of the needs for legal services & assistance, medical/mental health, safety/support/crisis assistance, and language & disability services for victims of crime. **Legal services & assistance (M = 1.8239, SD = .99588) was statistically significantly lower than assistance/shelter/transportation needs (M = 2.6948, SD = .93241) and medical/mental health needs (M = 2.2368, SD = .87401). There was no statistically significant difference between legal services & assistance and safety/support/crisis assistance (M = 1.9597, SD = .75069). Legal services & assistance (M = 1.7808, SD = .97088) was statistically significantly lower than language & disability assistance needs (M = 2.2009, SD = .96982). Assistance/shelter/transportation needs (M = 2.6898, SD = .97088) was statistically significantly higher than medical/mental health needs (M = 2.2315, SD = .87683), safety/support/crisis assistance needs (M = 1.9735, SD = .75262), and language & disability assistance needs (M = 2.2000, SD = .97373). Medical/mental health needs (M = 2.2367, SD = .88580) was statistically significantly higher than safety/support/crisis assistance needs (M = 1.9597, SD = .75069). There was no statistically significant difference between medical/mental health needs and language & disability assistance needs (M = 2.2090, SD = .98787). Safety/support/crisis assistance needs (M = 1.9652, SD = .74916) was statistically significantly lower than language & disability assistance needs (M = 2.2090, SD = .98787).**

ADEQUACY OF SERVICE BASED ON POPULATION CHARACTERISTICS

A series of paired-samples t-tests were conducted to evaluate the differences between Southcentral/east region stakeholder perceptions of the adequacy of services for victims of crime from non-minority, minority/ethnic, and special/sensitive populations. There was no statistically significant difference between the ratings of the adequacy of services for victims of crime from non-minority populations (M = 2.7402, SD = .52735) and either minority/ethnic population (M = 2.6868, SD = .52629) and special/sensitive populations (M = 2.7057, SD = .46870). There was no statistically significant difference between minority/ethnic populations (M = 2.6841, SD = .52289) and special/sensitive population (M = 2.7000, SD = .47123).

SOUTHCENTRAL/WEST REGION

ADEQUACY OF SERVICE BASED ON CRIME TYPE

A paired samples t-test was conducted to evaluate the difference between Southcentral/west region stakeholder perceptions of the adequacy of service for victims of crimes against a person and victims of crimes against property. **There was no statistically significant difference between the ratings for the adequacy of services for victims of crimes against a person (M = 1.5891, SSD = .74500) and victims of crimes against property (M = 1.4552, SD = .76699).**

NEED FOR SERVICES

A series of paired-samples t-tests were conducted to evaluate the differences between Southcentral/west region stakeholder perceptions of the needs for legal services & assistance, medical/mental health, safety/support/crisis assistance, and language & disability assistance services for victims of crime. **Legal services & assistance (M= 1.4630, SD = .80773) was rated statistically significantly lower than assistance/shelter/transportation needs (M = 2.6173, SD = .80773) and medical/mental health needs (M = 1.9333, SD = .73488). Legal Services & Assistance (M = 1.5000, SD = .90481) was statistically significantly lower than safety/support/crisis assistance needs (M = 1.7897, .67168). There was no statistically significant difference between Legal services & assistance and language & disability assistance needs (M = 1.8111, SD = .94963). Assistance/shelter/transportation needs (M = 2.6173, SD = .80733) was statistically significantly higher than medical/mental health needs (M = 1.8889, SD = .73960). Assistance/shelter/transportation needs (M = 2.5911, .80809) was statistically significantly higher than safety/support/crisis assistance needs (M = 1.7600, SD = .60492) and language & disability assistance needs (M = 1.7897, SD = .67168). There was no statistically significant difference between medical/mental health needs (M = 2.6173, SD = .80733) and either safety/support/crisis assistance needs (M = 1.7897, SD = .67168) and language & disability assistance needs (M = 1.8111, SD = .94963). There was no statistically significant difference between safety/support/crisis assistance needs (M = 1.7897, SD = .67168) and language & disability assistance needs (M = 1.8810, SD = .94374).**

ADEQUACY OF SERVICE BASED ON POPULATION CHARACTERISTICS

A series of paired-samples t-tests were conducted to evaluate the differences between Southcentral/west region stakeholder perceptions of the adequacy of services for victims of crime from non-minority, minority/ethnic, and special/sensitive populations. **There was no statistically significant difference in the ratings of the adequacy of services for victims of crime from non-minority populations (M = 2.8133, SD = .40915) and minority/ethnic populations (M= 2.9040, SD= .52320). Services for victims of crime from non-minority populations (M = 2.7931, SD = .42177) was rated statistically significantly higher than special/sensitive populations (M = 2.6655, SD = .36866). Services for victims of crime from minority/ethnic populations (M = 2.9042, SD = .53445) was rated statistically significantly higher than victims of crime from special/sensitive populations (M = 2.6875, SD = .37914).**

SOUTHWEST/PITTSBURGH REGION

ADEQUACY OF SERVICE BASED ON CRIME TYPE

A paired samples t-test was conducted to evaluate the difference between Southwest/Pittsburgh region stakeholder perceptions of the adequacy of service for victims of crimes against a person and victims of crimes against property. **Services for victims of crimes against a person** (M = 1.5698, SD = .73854) **was rated statistically significantly higher than services for property crime victims** (M = 1.3775, SD = .96836).

NEED FOR SERVICES

A series of paired-samples t-tests were conducted to evaluate the differences between Southwest/Pittsburgh region stakeholder perceptions of the need for legal services & assistance, medical/mental health, safety/support/crisis assistance, and language & disability assistance services for victims of crime. **Legal services & assistance** (M = 1.9000, SD = 1.09775) **was statistically significantly lower than assistance/shelter/transportation needs** (M = 2.6028, SD = .88568). **There was no statistically significant difference between legal services & assistance** (M = 1.9000, SD = 1.09775), **medical/mental health needs** (M = 1.9811, SD = .94058) **and safety/support/crisis assistance needs** (M = 1.8573, SD = .84057). **Legal services & assistance** (M = 1.8824, SD = 1.0819) **was statistically significantly lower than language & disability assistance needs** (M = 2.1137, SD = 1.05479). **Assistance/shelter/transportation needs** (M = 2.6351, SD = .86500) **was statistically significantly higher than medical/mental health needs** (M = 2.0370, SD = .95015), **safety/support/crisis assistance needs** (M = 1.8561, SD = .84090) **and language & disability assistance needs** (M = 2.1440, SD = 1.04873). **There was no statistically significant difference between medical/mental health needs** (M = 1.9675, SD = .95094), **safety/support/crisis assistance needs** (M = 2.1418, SD = 1.04502), **and language and disability service needs**. **Safety/support/crisis assistance needs** (M = 1.8820, SD = .82969) **was rated statistically significantly lower than language & disability assistance needs** (M = 2.1029, SD = 1.03768).

ADEQUACY OF SERVICE BASED ON POPULATION CHARACTERISTICS

A series of paired-samples t-tests were conducted to evaluate the differences between Southwest/Pittsburgh region stakeholder perceptions of the adequacy of services for victims of crime from non-minority, minority/ethnic, and special/sensitive populations. **There is no statistically significant difference between the adequacy of services for victims from non-minority populations** (M = 2.7822, SD = .48551) **and minority/ethnic populations** (M = 2.8507, SD = .56816). **Services for victims from non-minority populations** (M = 2.7867, SD = .47974) **was rated statistically significantly higher than special/sensitive populations** (M = 2.6787, SD = .50143). **Services for minority/ethnic populations** (M = 2.8667, SD = .58039) **was rated statistically significantly higher than special/sensitive populations** (M = 2.7000, SD = .51043).

NORTHCENTRAL AND NORTHEAST REGIONS

ADEQUACY OF SERVICE BASED ON CRIME TYPE

A paired samples t-test was conducted to evaluate the difference between Northcentral and Northeast regions stakeholder perceptions of the adequacy of service for victims of crimes against a person and victims of crimes against property. **The adequacy of services for victims of crimes against a person** (M = 1.6037, SD = .68438) **was rated statistically significantly higher than services for victims of crimes against property** (M = 1.3829, SD = .87613).

NEED FOR SERVICES

A series of paired-samples t-tests were conducted to evaluate the differences between Northcentral and Northeast regions stakeholder perceptions of the need for legal services & assistance, medical/mental health, safety/support/crisis assistance, and language & disability assistance services for victims of crime. **Legal services & assistance** (M= 1.5377, SD = .94251) **was rated statistically significantly lower than assistance/shelter/transportation needs** (M = 2.4764, SD = 1.03214), **medical/mental health needs** (M = 2.2265, SD = .86037), **safety/support/crisis assistance needs** (M = 1.7868, SD = .73628) and **language & disability assistance needs** (M = 2.0488, SD = 1.15128). **Assistance/shelter/transportation needs** (M = 2.5247, SD = 1.03868) **was statistically significantly higher than medical/mental health needs** (M = 2.2083, SD = .85477), **safety/support/crisis assistance needs** (M = 1.7870, SD = .74635), and **language & disability assistance needs** (M = 2.1200, SD = 1.16845). **Medical/mental health needs** (M =2.1972, SD = .85557) **was rated statistically significantly higher than peer support and safety needs** (M = 1.7778, SD = .70922). **There was no statistically significant difference in ratings between medical/mental health needs and language & disability assistance needs** (M = 2.1440, SD = 1.18197). **Safety/support/crisis assistance needs** (1.7868, SD = .73628) **was rated statistically significantly lower than language & disability assistance needs** (M 2.0991, SD = 1.16223).

ADEQUACY OF SERVICE BASED ON POPULATION CHARACTERISTICS

A series of paired-samples t-tests were conducted to evaluate the differences between Northcentral and Northeast regions stakeholder perceptions of the adequacy of services for victims of crime from non-minority, minority/ethnic, and special/sensitive populations. **There was no statistically significant difference in the ratings of the adequacy of services for victims of crime from non-minority populations and minority/ethnic populations.** The adequacy of services for victims from non-minority populations (M = 2.8034, SD = .38152) **was rated statistical significantly higher than special/sensitive populations** (M = 2.6744, SD = .38627). **Minority/ethnic population services** (M = 2.8613, SD = .45645) **was statistically significantly higher than services for victims from special/sensitive populations** (M = 2.6773, SD = .39304).

URBAN VS RURAL STAKEHOLDERS

ADEQUACY OF SERVICES BASED ON CRIME TYPE – URBAN/RURAL STAKEHOLDERS

To evaluate the stakeholder perceived underserved populations by crime type between urban and rural areas, a series of two-sample *t* tests was performed to compare the mean strength of the barriers scores. The analysis produced a significant *t* value for the population groups, crimes against a person and crimes against property. **There was no significant difference in the perceived underserved populations by crime type among urban and rural stakeholders.**

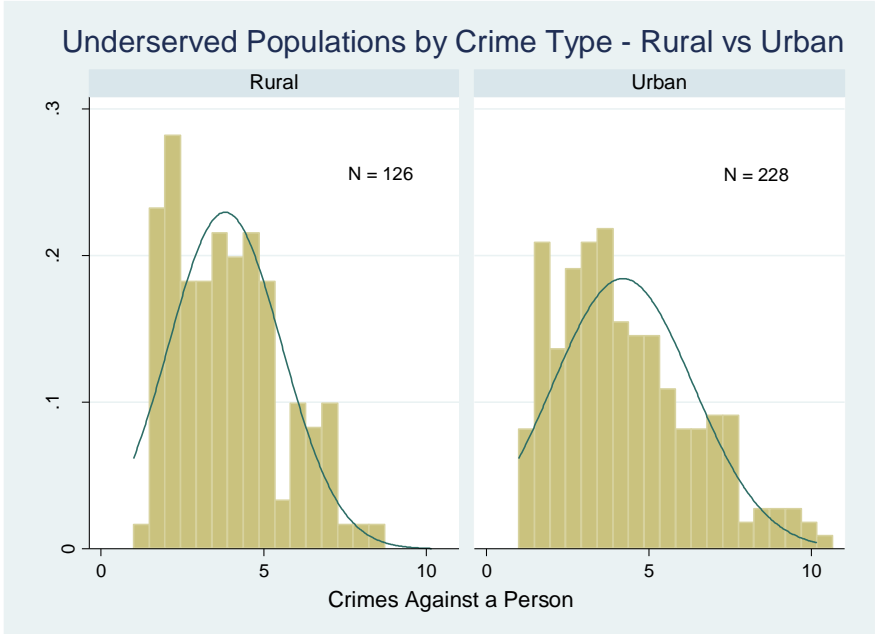


Figure IV-10: Underserved Populations by Crimes Against a Person -Rural vs Urban

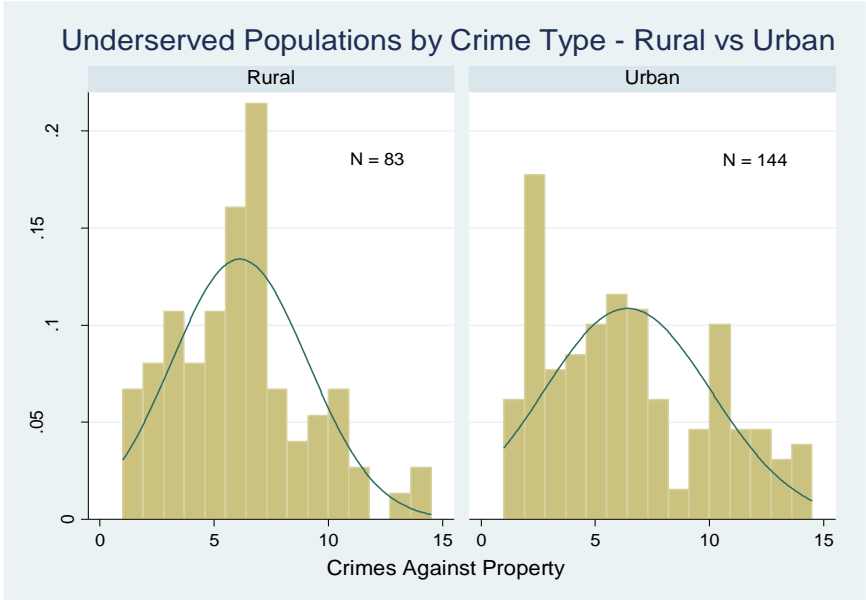


Figure IV-11: Underserved Populations by Crimes Against Property -Rural vs Urban

NEED FOR SERVICES – URBAN/RURAL STAKEHOLDERS

To evaluate the stakeholder perceived adequacy of services between urban and rural areas, a series of two-sample *t* tests was performed to compare the mean adequacy scores by services group. The analysis produced a significant *t* value for the five services groups. **Rural stakeholders had lower perceived adequacy of services scores for all services groups over urban stakeholders. Adequacy of legal services &**

assistance ranked significantly lower among rural stakeholders ($M = 1.70, SD = 0.84$) than urban stakeholders ($M = 2.19, SD = 0.95$), $t(549) = 6.25, p = 0.000$. Adequacy of Safety/Support/Crisis Assistance Services ranked significantly lower among rural stakeholders ($M = 1.85, SD = 0.77$) than urban stakeholders ($M = 2.16, SD = 0.96$), $t(548) = 4.11, p = 0.000$. Adequacy of Medical & Mental Health services ranked significantly lower among rural stakeholders ($M = 1.91, SD = 0.75$) than urban stakeholders ($M = 2.19, SD = 0.89$), $t(546) = 3.84, p = 0.001$. Adequacy of Language/Disability Assistance Services ranked significantly lower among rural stakeholders ($M = 2.03, SD = 1.14$) than urban stakeholders ($M = 2.40, SD = 1.02$), $t(542) = 3.95, p = 0.001$. Adequacy of Assistance, Shelter, & Transportation Services ranked significantly lower among rural stakeholders ($M = 2.57, SD = 0.92$) than urban stakeholders ($M = 2.81, SD = 0.94$), $t(549) = 2.98, p = 0.0030$.

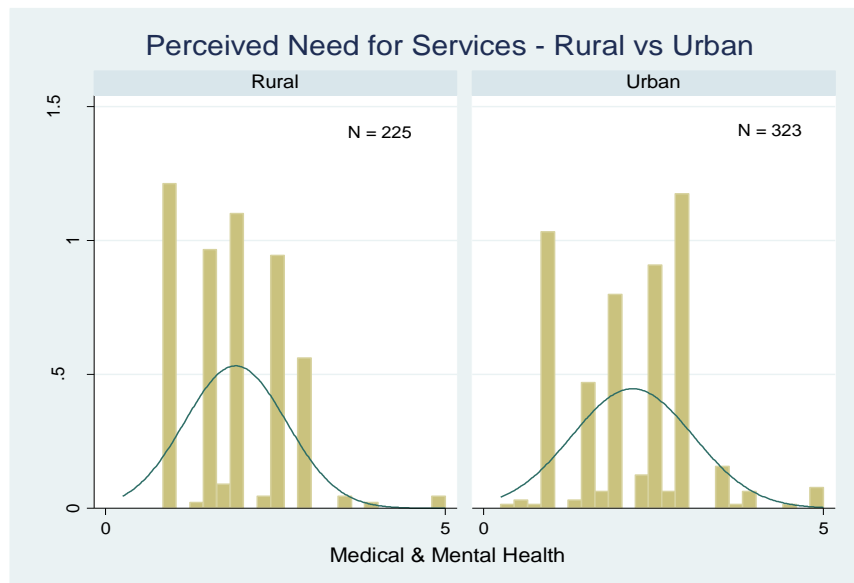


Figure IV-12: Perceived Need for Medical and Mental Health Services - Rural vs Urban

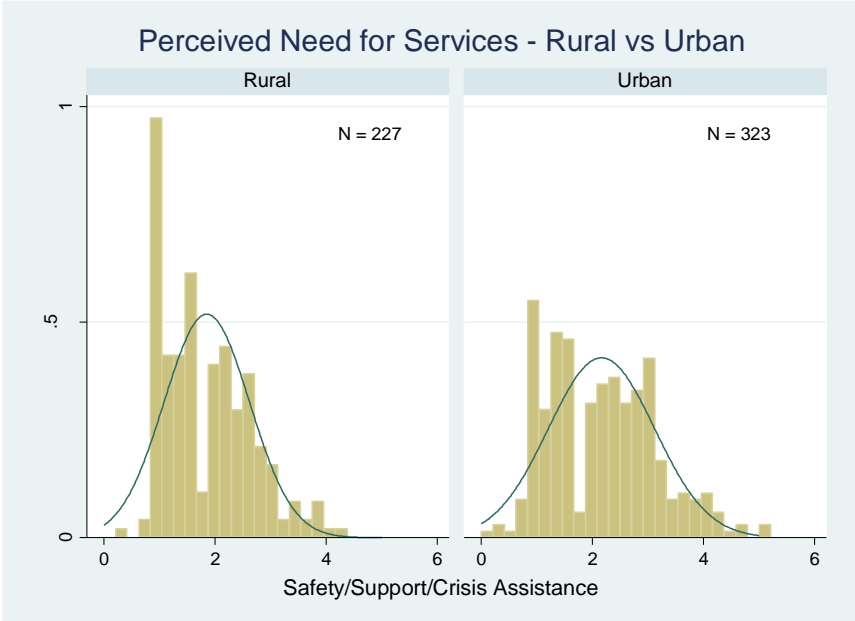


Figure IV-13: Perceived Need for Safety/Support/Crisis Assistance Services - Rural vs Urban

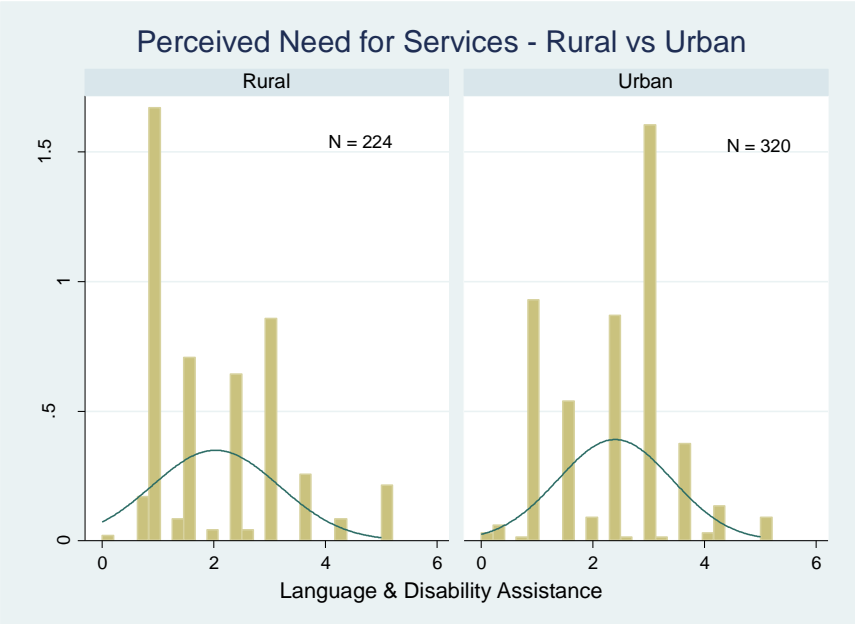


Figure IV-14: Perceived Need for Language & Disability Assistance Services - Rural vs Urban

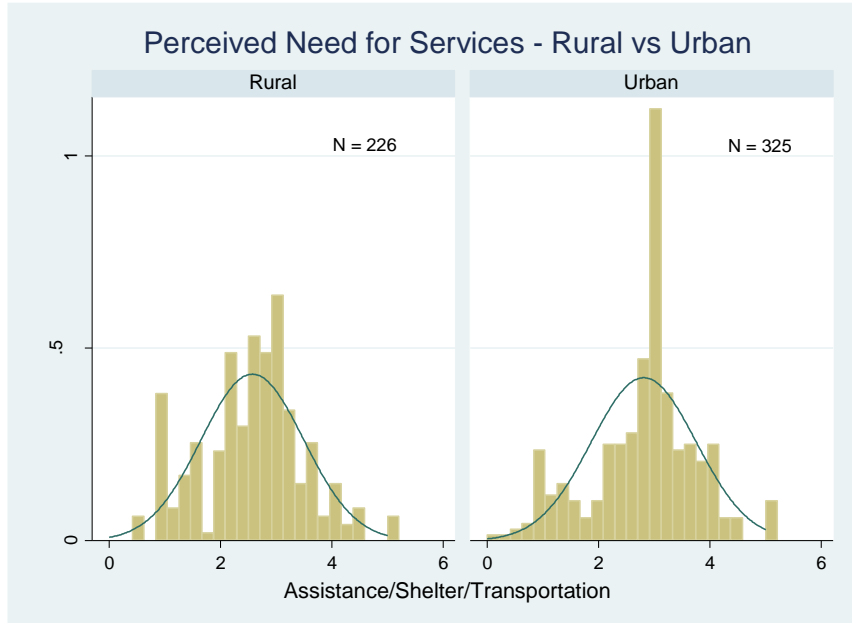


Figure IV-15: Perceived Need for Assistance/Shelter/Transportation Services - Rural vs Urban

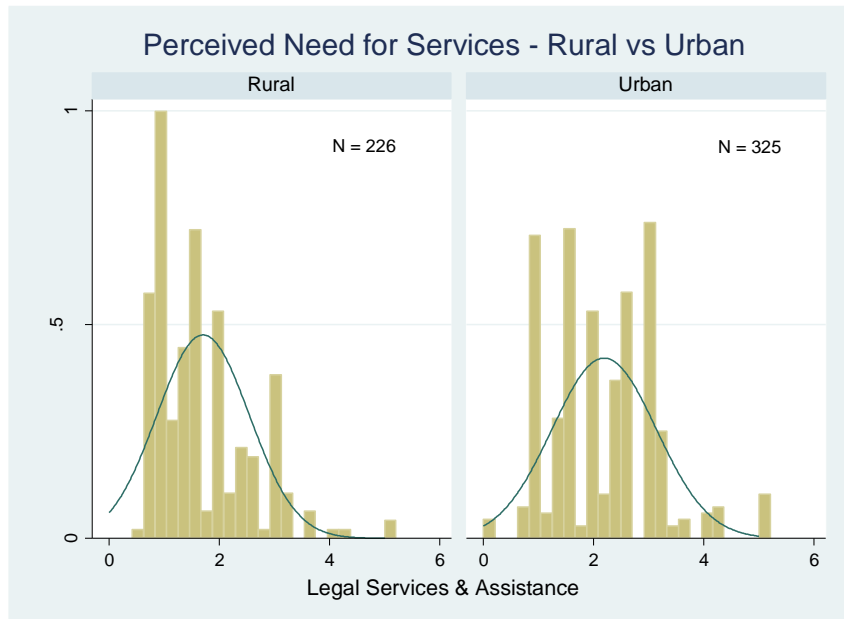


Figure IV-16: Perceived Need for Legal Services & Assistance - Rural vs Urban

ADEQUACY OF SERVICES BASED ON POPULATION CHARACTERISTICS – URBAN/RURAL STAKEHOLDERS

To evaluate the stakeholder perceived adequacy of services by population between urban and rural areas, a series of two-sample *t* tests was performed to compare the mean strength of the adequacy scores. The analysis produced a significant *t* value for the three victim population groups. Urban

stakeholders had lower perceived adequacy of services for just one of the victim population types over urban stakeholders. **Minority & ethnic victim populations ranked significantly lower among urban stakeholders ($M = 2.57, SD = 0.52$) than rural stakeholders ($M = 2.83, SD = 0.48$), $t(537) = 5.83, p = 0.000$.** There was no significant difference in the perceived adequacy of services for non-minority populations or special & sensitive populations among urban and rural stakeholders.

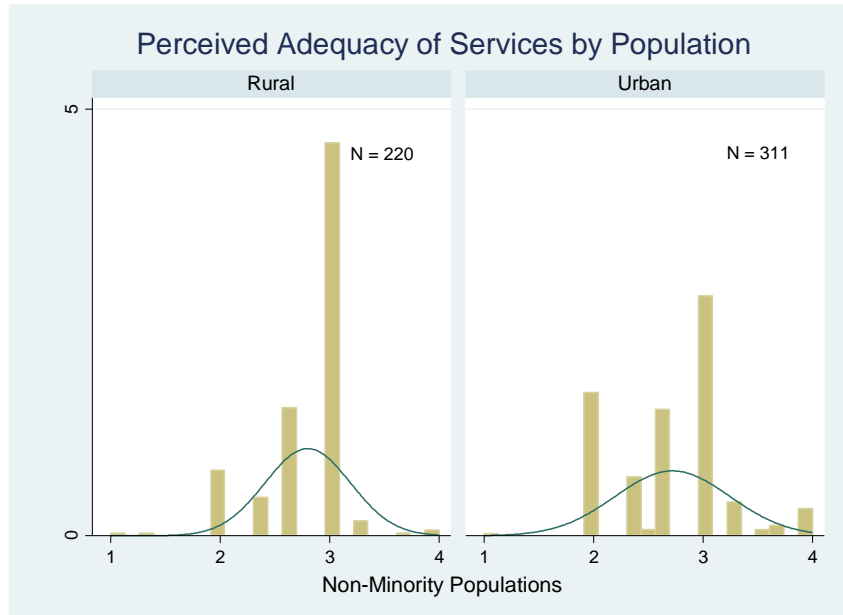


Figure IV-17: Perceived Adequacy of Services for Non-Minority Populations

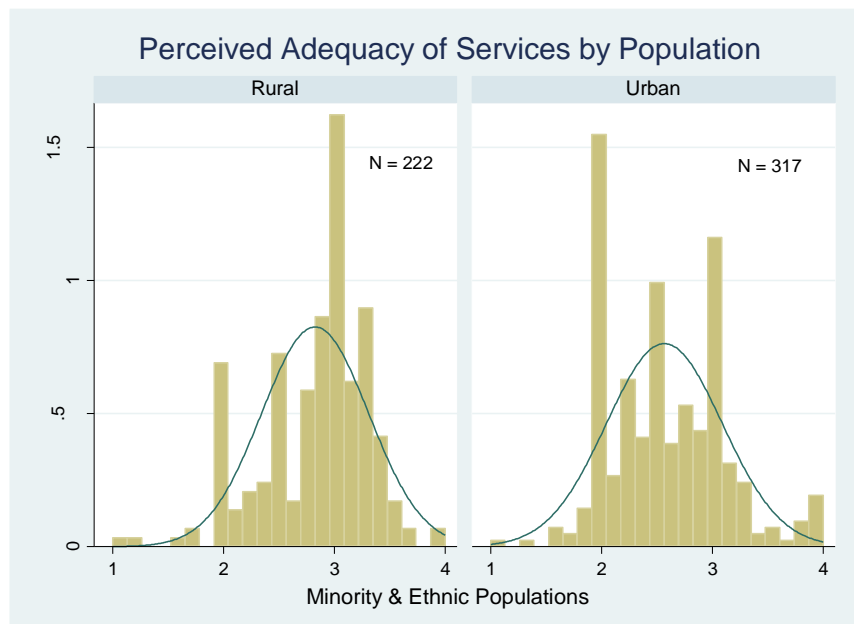


Figure IV-18: Perceived Adequacy of Services for Minority & Ethnic Populations

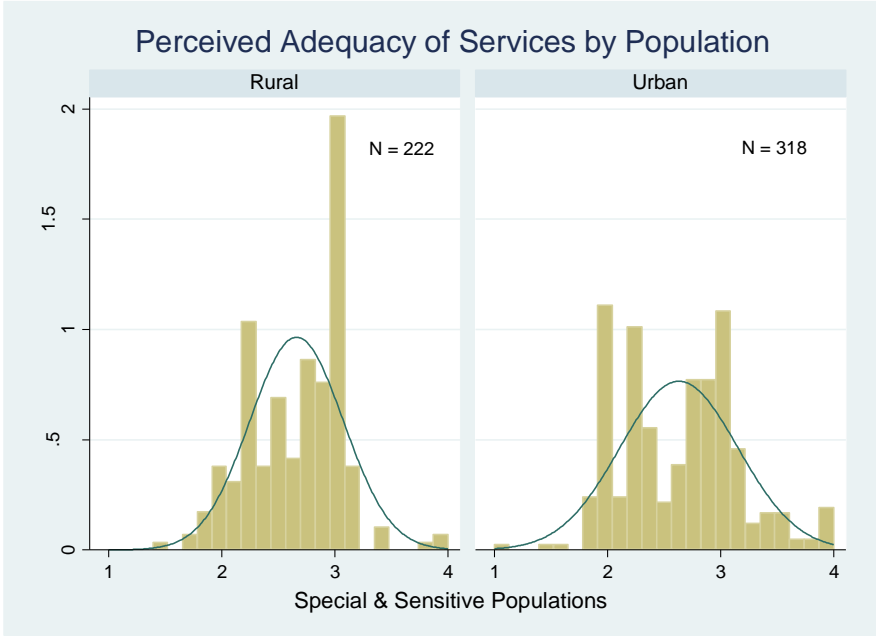


Figure IV-19: Perceived Adequacy of Services for Special & Sensitive Populations

NON-VSP VS VSP STAKEHOLDERS

ADEQUACY OF SERVICES BY CRIME TYPE – NON-VSP/VSP STAKEHOLDERS

To evaluate the stakeholder perceived underserved populations by crime type between non-VSP and VSP stakeholders, a series of two-sample *t* tests was performed to compare the mean strength of the barriers scores. The analysis produced a significant *t* value for the population groups, crimes against a person and crimes against property. **There was no significant difference in the perceived underserved populations by crime type among non-VSP and VSP stakeholders.**

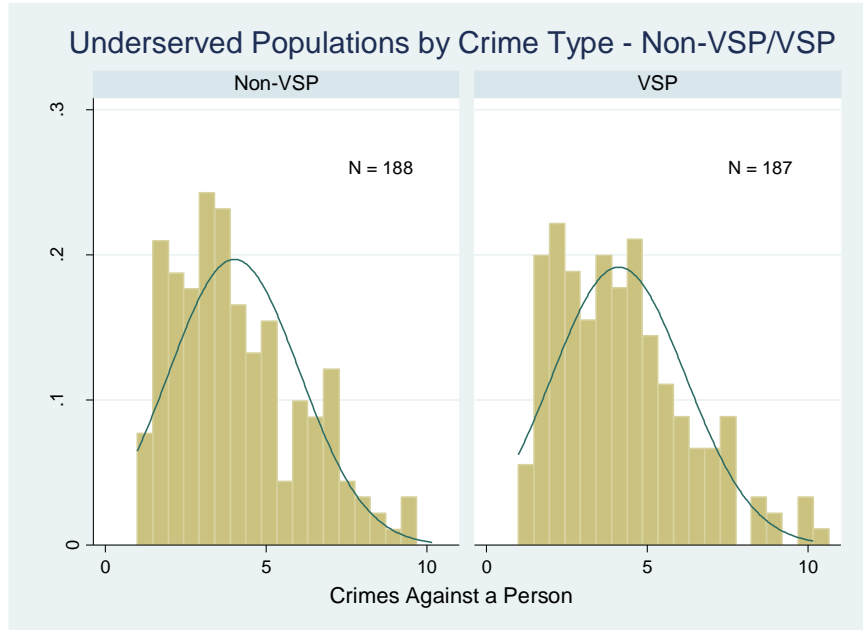


Figure IV-20: Underserved Populations by Crime Against a Person - Non-VSP/VSP

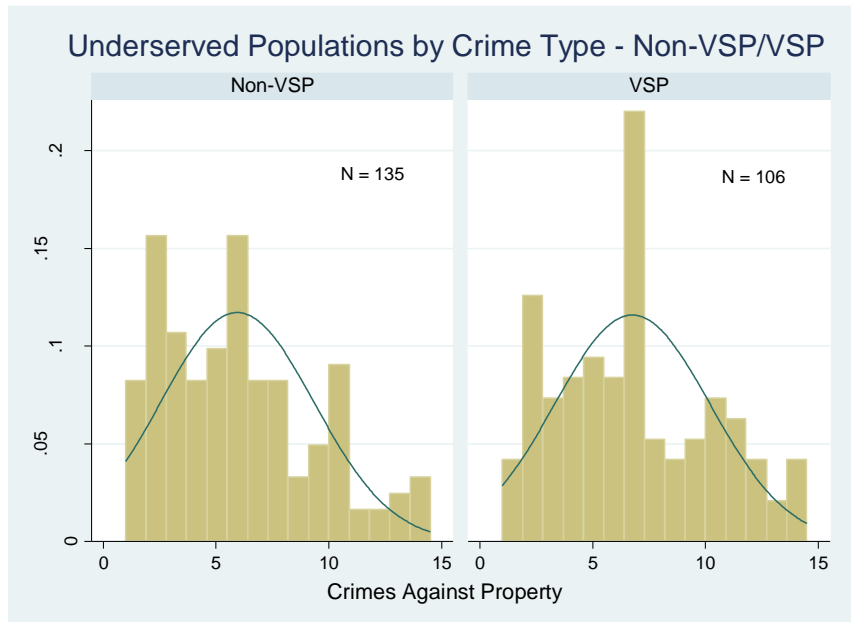


Figure IV-21: Underserved Populations by Crime Against Property - Non-VSP/VSP

VICTIMS OF CRIMES AGAINST A PERSON

Table IV-7: Descriptive Statistic for the Adequacy of Services for Victims of Crimes Against a Person

Descriptive Statistics for the Adequacy of Services for Victims of Crimes Against a Person

Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	1.6203	.66668	17
	Non-VSP	1.6477	.82380	16
	Total	1.6336	.73521	33
East	VSP	1.7576	.79095	12
	Non-VSP	1.4643	1.04339	28
	Total	1.5523	.97400	40
Southeast/Philadelphia	VSP	1.8771	.80993	71
	Non-VSP	1.5965	.90111	41
	Total	1.7744	.85132	112
Southcentral/east	VSP	1.5361	.75333	29
	Non-VSP	1.8004	.81063	41
	Total	1.6909	.79274	70
Southcentral/west	VSP	1.7727	.54761	8
	Non-VSP	1.5411	.80621	21
	Total	1.6050	.74185	29
Southwest/Pittsburgh	VSP	1.5535	.69500	34
	Non-VSP	1.6074	.77652	47
	Total	1.5847	.73938	81
Northcentral & Northeast	VSP	1.7677	.58005	36
	Non-VSP	1.5028	.73296	49
	Total	1.6150	.68155	85
Total	VSP	1.7251	.72934	207
	Non-VSP	1.5975	.83220	243
	Total	1.6562	.78827	450

A two-way between-groups analysis of variance (ANOVA) was conducted to explore the impact of stakeholder region and role on their perception of the adequacy of services for victims of crimes against a person. Stakeholders were asked to indicate the adequacy of the current crime victim services available in the community(ies) where they work. The response scale was 1 = unserved, 2 = underserved, 3 = adequately served, and 4 = not applicable to my area. These response items were recoded to 1 = unserved, 2 = underserved, and 5 = adequately served. For this analysis, factor scores for crimes against a person were computed based on the following survey items: physical assault or domestic violence against an older adult/senior, child physical abuse, child sexual abuse/assault, domestic abuse/domestic violence, harassment/bullying, homicide/murder, human trafficking (sex/labor), kidnapping, physical assault,

rape/sexual assault, stalking, and robbery. The crime against a person factor had an eigenvalue of 7.824 and explained 46.021 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .894$). The overall mean and standard deviation for victims of crimes against a person service needs across region and role was 1.6314 and .78527, respectively. Results show that the interaction effect between region and role was not statistically significant, $F(6, 449) = 1.346, p = .235$. There was not a statistically significant main effect for region, $F(6, 449) = .357, p = .906$. There was not a statistically significant main effect for role, $F(1, 449) = 1.019, p = .313$. In other words, for this sample, **there is no mean difference between stakeholder regions or roles in their ratings of the adequacy of services for victims of crimes against a person**. Furthermore, a series of independent-samples t-tests found that **there are no significant differences in ratings of the adequacy of services for victims of crimes against a person between VSPs and non-VSPs within each individual region**.

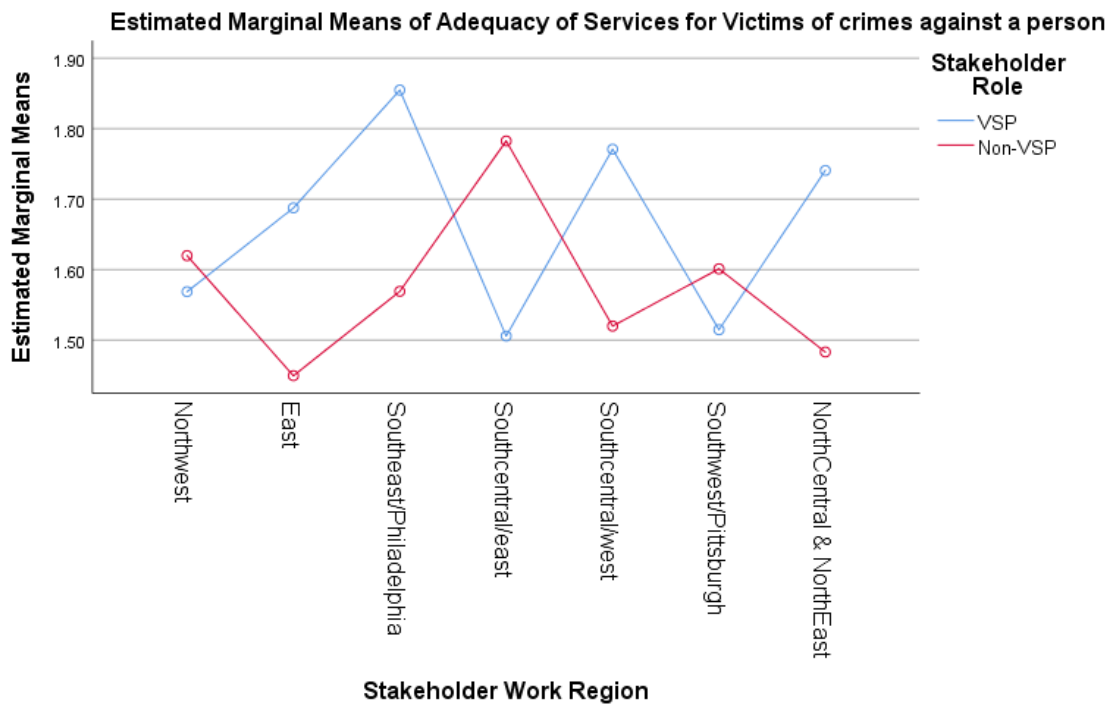


Figure IV-22: Estimated Marginal Means of Adequacy of Services for Victims of Crimes Against a Person Between VSPs And Non-VSPs Within Each Work Region

VICTIMS OF CRIMES AGAINST PROPERTY

Table IV-8: Descriptive Statistic for the Adequacy of Services for Victims of Crimes Against Property

Descriptive Statistics of the Adequacy of Services for Victims of Crimes Against Property

Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	1.3241	1.00728	18
	Non-VSP	1.3431	.71315	17
	Total	1.3333	.86414	35
East	VSP	.9028	.94937	12
	Non-VSP	1.3690	1.31887	28
	Total	1.2292	1.22689	40
Southeast/Philadelphia	VSP	1.4461	.90761	68
	Non-VSP	1.2597	1.01072	43
	Total	1.3739	.94874	111
Southcentral/east	VSP	1.0722	.83927	30
	Non-VSP	1.5155	1.08551	43
	Total	1.3333	1.00960	73
Southcentral/west	VSP	1.8519	.66898	9
	Non-VSP	1.2857	.74748	21
	Total	1.4556	.76054	30
Southwest/Pittsburgh	VSP	1.1619	.92663	35
	Non-VSP	1.5102	.99035	49
	Total	1.3651	.97405	84
Northcentral & Northeast	VSP	1.3843	.94266	36
	Non-VSP	1.3688	.82747	47
	Total	1.3755	.87375	83
Total	VSP	1.3093	.92002	208
	Non-VSP	1.3945	.98502	248
	Total	1.3556	.95583	456

A two-way between-groups analysis of variance (ANOVA) was conducted to explore the impact of stakeholder region and role on their perception of the adequacy of services for victims of crimes against property. Stakeholders were asked to indicate the adequacy of the current crime victim services available in the community(ies) where they work. The response scale was 1 = unserved, 2 = underserved, 3 = adequately served, and 4 = not applicable to my area. These response items were recoded to 1 = unserved, 2 = underserved, and 5 = adequately served. For this analysis, factor scores for crimes against property were computed based on the following survey items: arson, burglary, identity theft/financial abuse/scam, injury by DUI (driving under the influence) offender, and larceny/theft. The crimes against

property factor had an eigenvalue of 2.257 and explained 13.274 of variance. The items for this scale were shown to be internally consistent ($\alpha = .876$). The overall mean and standard deviation for the adequacy of services for victims of crime against property across region and role was 1.3593 and .96008, respectively. Results show that the interaction effect between region and role was not statistically significant, $F(6, 457) = 1.806, p = .096$. There was not a statistically significant main effect for region, $F(6, 457) = .580, p = .746$. There was not a statistically significant main effect for role, $F(1, 457) = .388, p = .534$. In other words, for this sample, **there is no mean difference between stakeholder regions and roles in their ratings of the adequacy of services for victims of crimes against property**. Furthermore, a series of independent-samples t-tests found that **there are no significant differences in ratings of the adequacy of services for victims of crimes against property between VSPs and non-VSPs within each individual region**.

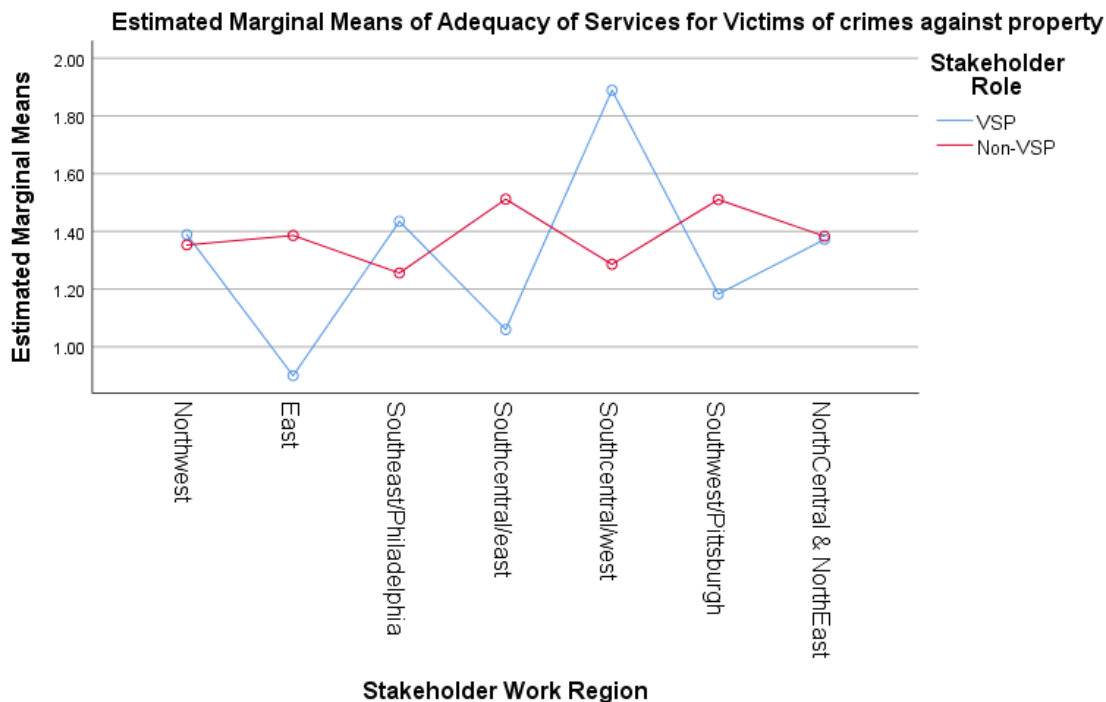


Figure IV-23: Estimated Marginal Means of Adequacy of Services for Victims of Crimes Against Property Between VSPs and Non-VSPs Within Each Work Region

NEED FOR SERVICES - NON-VSP/VSP STAKEHOLDERS

To evaluate the stakeholder perceived adequacy of services between Non-VSP stakeholders and VSP stakeholders, a series of two-sample *t* tests was performed to compare the mean adequacy scores by services group. The analysis produced a significant *t* value for the five services groups. **Non-VSP stakeholders had lower perceived adequacy of services scores for two of the five services groups over VSP stakeholders. Adequacy of Medical & Mental Health services ranked significantly lower among non-VSP stakeholders ($M = 1.96, SD = 0.84$) than VSP stakeholders ($M = 2.20, SD = 0.83$), $t(580) = 3.41, p = 0.0007$. Adequacy of Language/Disability Assistance Services ranked significantly lower among non-VSP stakeholders ($M = 2.18, SD = 1.12$) than VSP stakeholders ($M = 2.38, SD = 1.07$), $t(576) = 2.18, p = 0.0299$. There was no significant difference in the perceived adequacy of Legal Services & Assistance,**

Safety/Support/Crisis Assistance Services, and Assistance, Shelter, & Transportation Services among non-VSP and VSP stakeholders.

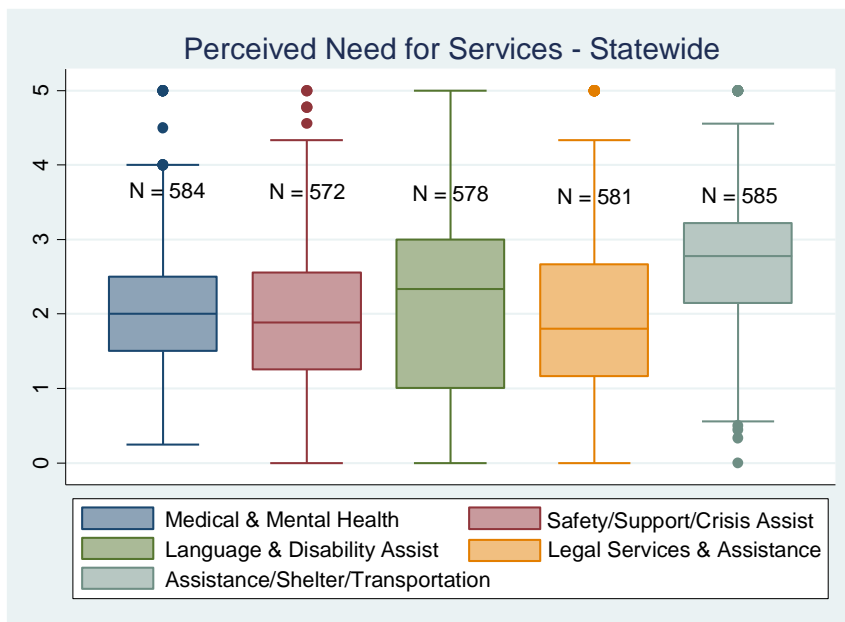


Figure IV-24: Perceived Need for Statewide Services- Non-VSP vs VSP

LEGAL SERVICES & ASSISTANCE

Table IV-9: Descriptive Statistics of the Need for Legal Services & Assistance for Crime Victims

Descriptive Statistics of the Need for Legal Services & Assistance for Crime Victims

Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	1.4211	.62944	19
	Non-VSP	1.4722	.96211	18
	Total	1.4459	.79742	37
East	VSP	1.6786	.89027	14
	Non-VSP	1.8056	1.13581	27
	Total	1.7622	1.04874	41
Southeast/Philadelphia	VSP	1.8586	.85959	76
	Non-VSP	2.1862	1.03927	47
	Total	1.9837	.94182	123
Southcentral/east	VSP	1.6288	.87080	33
	Non-VSP	1.9000	1.03545	45

Inferential Analysis – Stakeholder Results

	Total	1.7853	.97262	78
Southcentral/west	VSP	1.4444	.68211	9
	Non-VSP	1.5476	.99881	21
	Total	1.5167	.90481	30
Southwest/Pittsburgh	VSP	1.5658	.76380	38
	Non-VSP	2.1275	1.22001	51
	Total	1.8876	1.08123	89
Northcentral & Northeast	VSP	1.7361	1.05888	36
	Non-VSP	1.3385	.73022	48
	Total	1.5089	.90218	84
Total	VSP	1.6911	.86223	225
	Non-VSP	1.8239	1.06772	257
	Total	1.7619	.97845	482

A two-way between-groups analysis of variance (ANOVA) was conducted to explore the impact of stakeholder region and role on their perception of the need for legal-related services for crime victims. Stakeholders were asked to indicate the extent to which they felt certain victim services are needed in the community(ies) where they work. The response scale was 1 = not needed, 2 = currently available but does not meet the need, 3 = not available but needed, and 4 = currently available and meets the need. These response items were recoded to 1 = currently available and meets the need, 3 = currently available but does not meet the need, and 5 = not available but needed. For this analysis, factor scores for legal services and assistance needs were computed based on the following survey items: legal assistance/representation, legal immigration services related to a crime, notifications about the status of court hearings and/or the location of the criminal defendant, court accompaniment and/or assistance in court system procedures, assistance completing victims compensation application for reimbursement/payment of crime-related expenses, and coordination of victim services. The Legal Services & Assistance Need factor had an eigenvalue of 10.463 and explained 33.752 of variance. The items for this scale were shown to be internally consistent ($\alpha = .850$). The overall mean and standard deviation for Legal Services & Assistance Need across region and role was 1.7619 and .97845, respectively. Results show that the interaction effect between region and role was not statistically significant, $F(6, 468) = 2.016, p = .062$. There was a statistically significant main effect for region, $F(6, 468) = 3.309, p = .003$. Post hoc comparisons using the Tukey HSD test indicated that the Southeast/Philadelphia region ($M = 1.98, SD = .94$) has a significantly higher need for Legal Services & Assistance than the Northwest region ($M = 1.45, SD = .80$) and the Northcentral and Northeast region ($M = 1.51, SD = .90$). There was not a statistically significant main effect for role, $F(1, 468) = 2.145, p = .144$. In other words, on average, and for this sample, **there is a mean difference in the ratings of the need for Legal Services & Assistance for victims of crime between regions, but not roles**. Furthermore, a series of independent-samples t-tests found that **there is a significant difference in ratings of need for Legal Services & Assistance between VSPs ($M = 1.57, SD = .76$) and non-VSPs ($M = 2.13, SD = 1.22$) in the Southwest/Pittsburgh region, and between VSP's ($M = 1.74, SD = 1.06$) and non-VSP's ($M = 1.34, SD = .73$) in the Northcentral and Northeast region.**

Inferential Analysis – Stakeholder Results

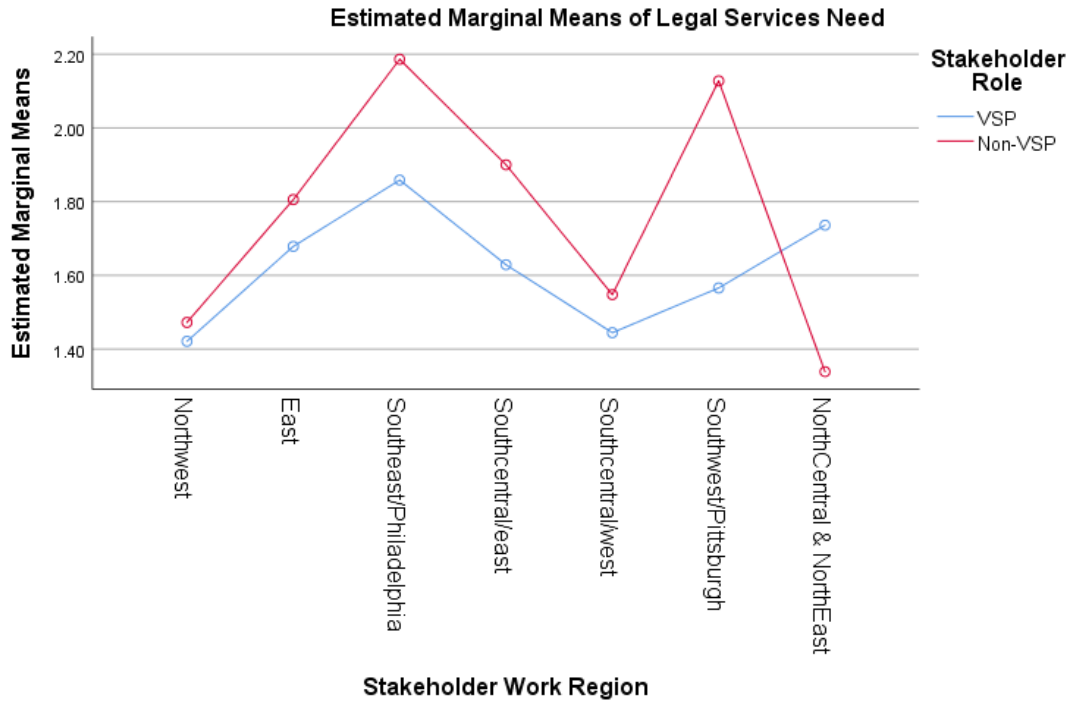


Figure IV-25: Estimated Marginal Means of Legal Services & Assistance Need for Victims of Crime Between VSPs And Non-VSPs Within Each Work Region

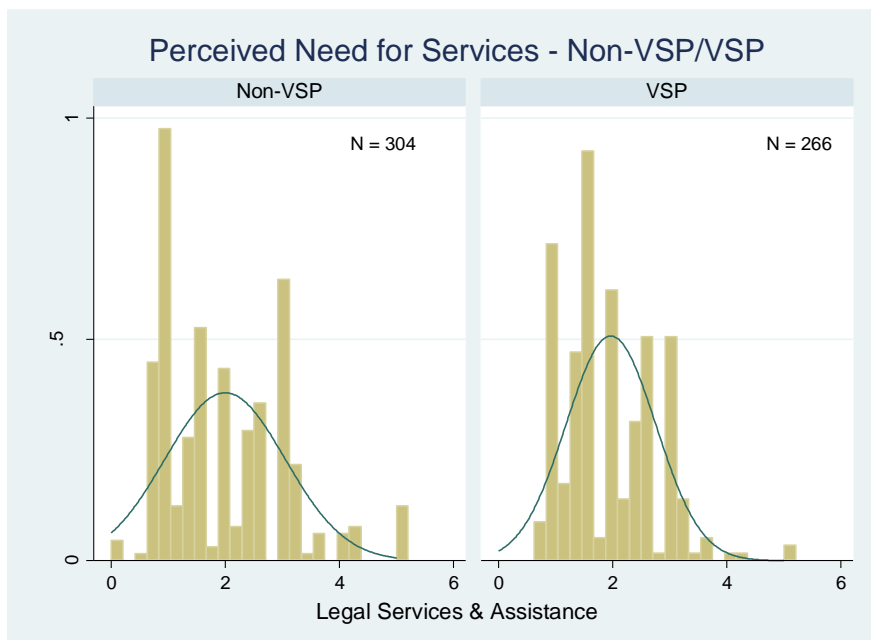


Figure IV-26: Perceived Need for Legal Services & Assistance for Victims of Crime Between VSPs And Non-VSPs Within Each Work Regions

ASSISTANCE, SHELTER, AND TRANSPORTATION SERVICES

Table IV-10: Descriptive Statistics of the Need for Assistance, Shelter, and Transportation for Crime Victims

Descriptive Statistics of the Need for Assistance, Shelter, and Transportation for Crime Victims

Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	2.4620	.85287	19
	Non-VSP	2.7190	.84173	17
	Total	2.5833	.84552	36
East	VSP	3.0101	.55878	11
	Non-VSP	2.9017	1.11170	26
	Total	2.9339	.97340	37
Southeast/Philadelphia	VSP	3.0448	.78554	62
	Non-VSP	2.9203	.99040	46
	Total	2.9918	.87643	108
Southcentral/east	VSP	2.6840	.69995	32
	Non-VSP	2.6944	1.08363	40
	Total	2.6898	.92680	72
Southcentral/west	VSP	2.8519	.74536	9
	Non-VSP	2.5000	.83170	18
	Total	2.6173	.80733	27
Southwest/Pittsburgh	VSP	2.4286	.72368	35
	Non-VSP	2.7541	.96195	47
	Total	2.6152	.87840	82
Northcentral & Northeast	VSP	2.8065	1.01063	31
	Non-VSP	2.2904	1.00650	44
	Total	2.5037	1.03353	75
Total	VSP	2.7750	.82102	199
	Non-VSP	2.6849	1.00953	238
	Total	2.7259	.92851	437

A two-way between-groups analysis of variance (ANOVA) was conducted to explore the impact of stakeholder region and role on their perception of the need for assistance, shelter, and transportation services for crime victims. Stakeholders were asked to indicate the extent to which they felt certain victim services are needed in the community(ies) where they work. The response scale was 1=not needed, 2 = currently available but does not meet the need, 3 = not available but needed, and 4 = currently available and meets the need. These response items were recoded to 1 = currently available and meets the need, 3 = currently available but does not meet the need, and 5 = not available but needed. For this analysis, factor scores for assistance, shelter, and transportation were computed based on the following survey

items: financial assistance for funeral/burial services, relocation services, in-home person care (e.g. day care for children; medical care for elder or disabled adult), emergency financial assistance, transportation (e.g. to receive services, to attend court hearings, medical appointments, etc.), emergency shelter and/or emergency short-term housing, employment assistance, basic needs (i.e. clothing, food, shelter), and long-term housing. The Assistance, Shelter, and Transportation Need factor had an eigenvalue of 2.243 and explained 7.235 of variance. The items for this scale were shown to be internally consistent ($\alpha = .848$). The overall mean and standard deviation for Assistance/Shelter/Transportation Service across region and role was 2.7259 and .92851, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 423) = 1.681, p = .124$. There was a statistically significant main effect for region, $F(6, 423) = 2.632, p = .016$. Post hoc comparisons using the Tukey HSD test indicated that the Southeast/Philadelphia region ($M = 2.99, SD = .88$) has a significantly higher need for assistance, shelter, and transportation than the Northcentral and Northeast region ($M = 2.50, SD = 1.03$). There was not a statistically significant main effect for role, $F(1, 423) = .511, p = .475$. In other words, on average, and for this sample, **there is a mean difference in the ratings of the need for assistance, shelter, and transportation for victims of crime between regions, but not roles**. Furthermore, a series of independent-samples t-tests found that **there is a significant difference in ratings of the need for assistance, shelter, and transportation between VSPs ($M = 2.81, SD = 1.01$) and non-VSPs ($M = 2.29, SD = 1.01$) within the Northcentral and Northeast region**.

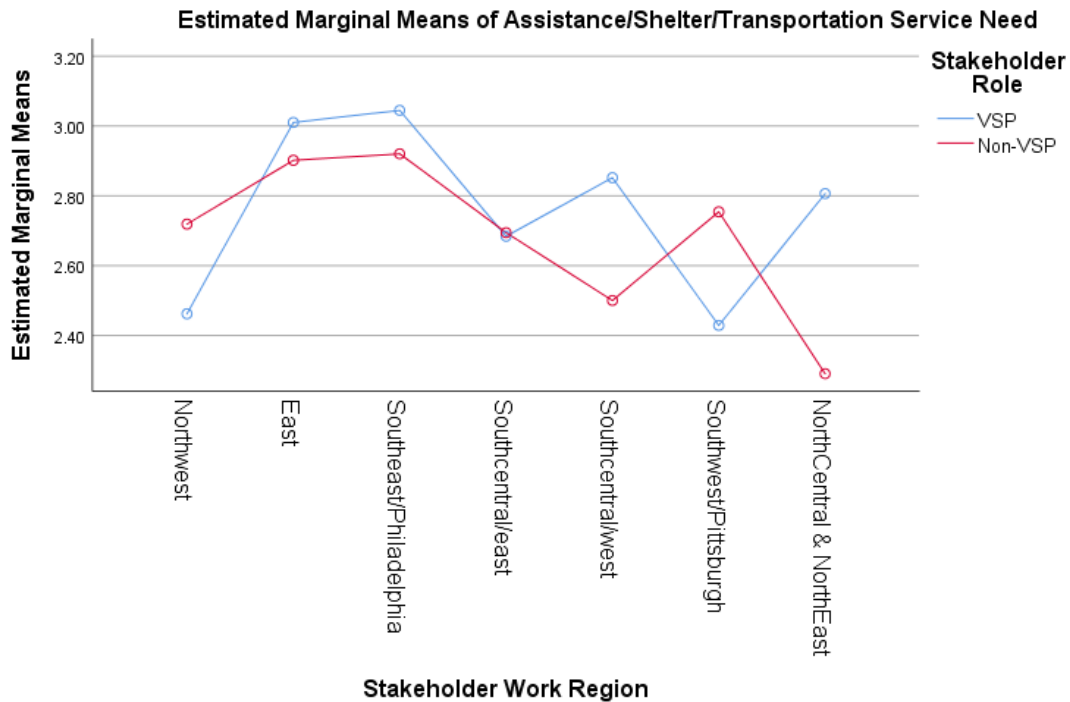


Figure IV-27: Estimated Marginal Mean of Assistance, Shelter, and Transportation Needs for Victims Of Crime Between VSPs And Non-VSPs Within Each Work Region

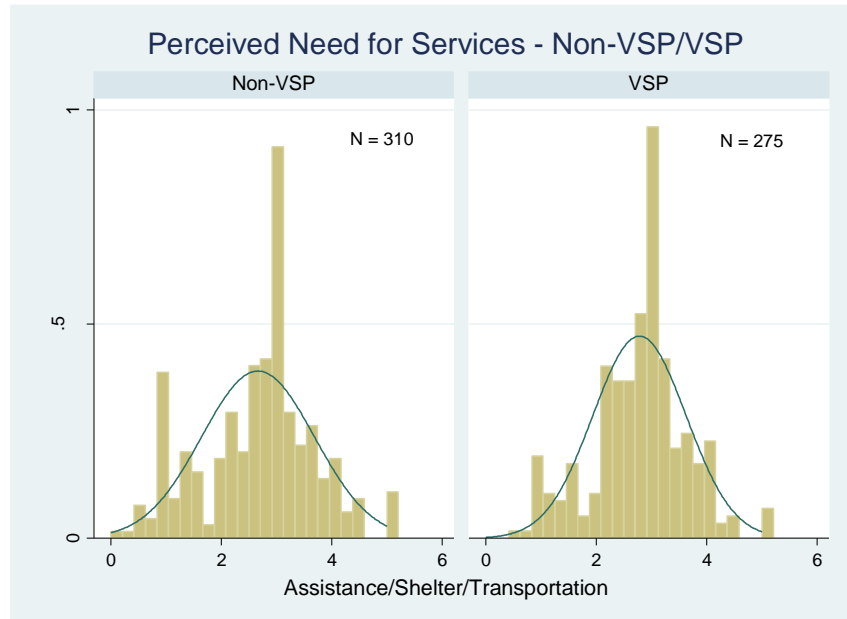


Figure IV-28: Perceived Need for Assistance/Shelter/Transportation- Non-VSP vs VSP

MEDICAL & MENTAL HEALTH SERVICES

Table IV-11: Descriptive Statistics of The Need for Medical/Mental Health Services for Crime Victims

Descriptive Statistics of the need for medical/mental health services for crime victims

Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	2.1111	.97014	18
	Non-VSP	1.8889	.99673	18
	Total	2.0000	.97590	36
East	VSP	2.2308	.71213	13
	Non-VSP	1.7000	.83207	30
	Total	1.8605	.82690	43
Southeast/Philadelphia	VSP	2.5676	.81599	74
	Non-VSP	2.4667	.91844	50
	Total	2.5269	.85656	124
Southcentral/east	VSP	2.2157	.84440	34
	Non-VSP	2.2424	.89027	44
	Total	2.2308	.86508	78
Southcentral/west	VSP	2.2593	.52116	9
	Non-VSP	1.7879	.75974	22
	Total	1.9247	.72372	31

Inferential Analysis – Stakeholder Results

Southwest/Pittsburgh	VSP	1.8684	.77320	38
	Non-VSP	2.0667	1.02920	55
	Total	1.9857	.93369	93
Northcentral & Northeast	VSP	2.4259	.93133	36
	Non-VSP	2.0136	.79337	49
	Total	2.1882	.87355	85
Total	VSP	2.3018	.85823	222
	Non-VSP	2.0846	.92335	268
	Total	2.1830	.90006	490

A two-way between-groups analysis of variance (ANOVA) was conducted to explore the impact of stakeholder region and role on their perception of the need for medical/mental health services for crime victims. Stakeholders were asked to indicate the extent to which they felt certain victim services are needed in the community(ies) where they work. The response scale was 1 = not needed, 2 = currently available but does not meet the need, 3 = not available but needed, and 4 = currently available and meets the need. These response items were recoded to 1 = currently available and meets the need, 3 = currently available but does not meet the need, and 5 = not available but needed. For this analysis, factor scores for medical/mental health services were computed based on the following survey items: counseling, therapy, or mental health services, substance abuse support/treatment, and medical/healthcare services. The Medical/Mental Health Service Need factor had an eigenvalue of 1.498 and explained 4.833 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .700$). The overall mean and standard deviation for Medical/Mental Health Service Need across region and role was 2.1830 and .90006, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 476) = 1.503, p = .175$. There was a statistically significant main effect for region, $F(6, 476) = 4.659, p = .000$. Post hoc comparisons using the Tukey HSD test indicated that the Southeast/Philadelphia region ($M = 2.53, SD = .86$) has a significantly higher need for medical services than the Northwest region ($M = 2.00, SD = .98$), the East region ($M = 1.86, SD = .83$), the Southcentral/west region ($M = 1.92, SD = .72$), and the Southwest/Pittsburgh region ($M = 1.99, SD = .93$). There was a statistically significant main effect for role, $F(1, 476) = 5.427, p = .020$. An independent-samples t-test confirmed that there was a significantly higher rated perception of medical/mental health needs for victims of crime among VSPs ($M = 2.3018, SD = .85823$) compared to Non-VSPs ($M = 2.0846, SD = .92335$); $t(488) = 2.676, p = .008$. In other words, on average, and for this sample, **there is an overall mean difference in ratings of the need for medical services for crime victims between stakeholders' regions and roles**. Furthermore, a series of independent-samples t-tests found that there is a **significant difference in ratings of need for medical services between VSPs ($M = 2.43, SD = .93$) and non-VSPs ($M = 2.01, SD = .79$) in the Northcentral and Northeast region**.

Inferential Analysis – Stakeholder Results

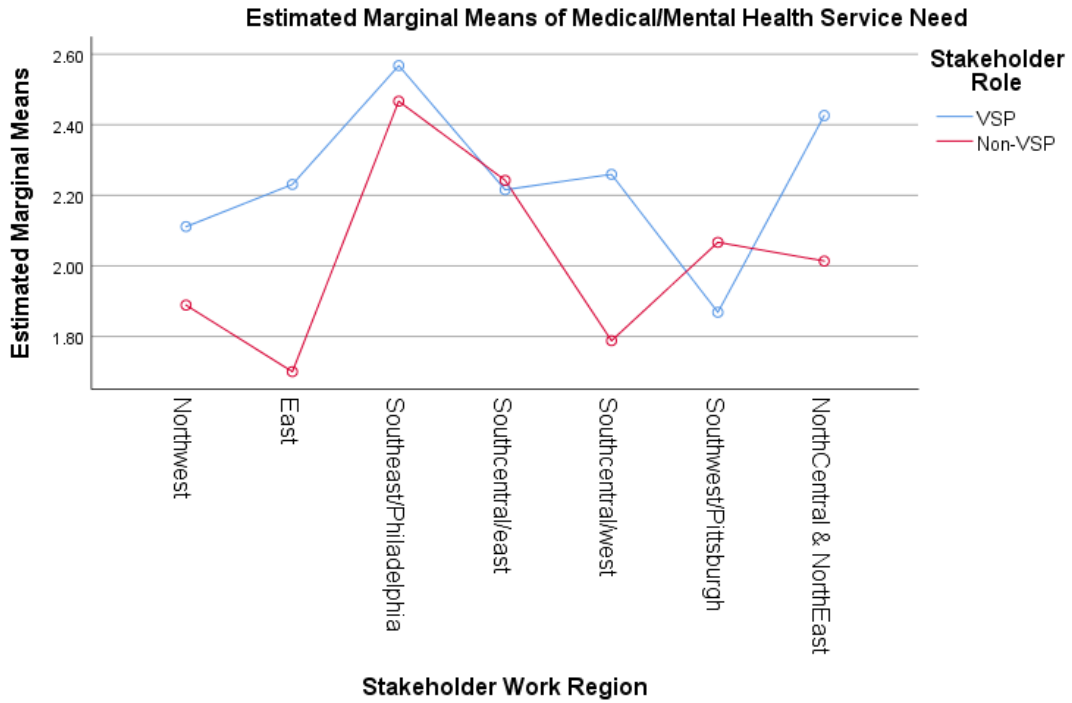


Figure IV-29: Estimated Marginal Means of Medical/Mental Health Service Need for Victims of Crime Between VSPs And Non-VSPs Within Each Work Region

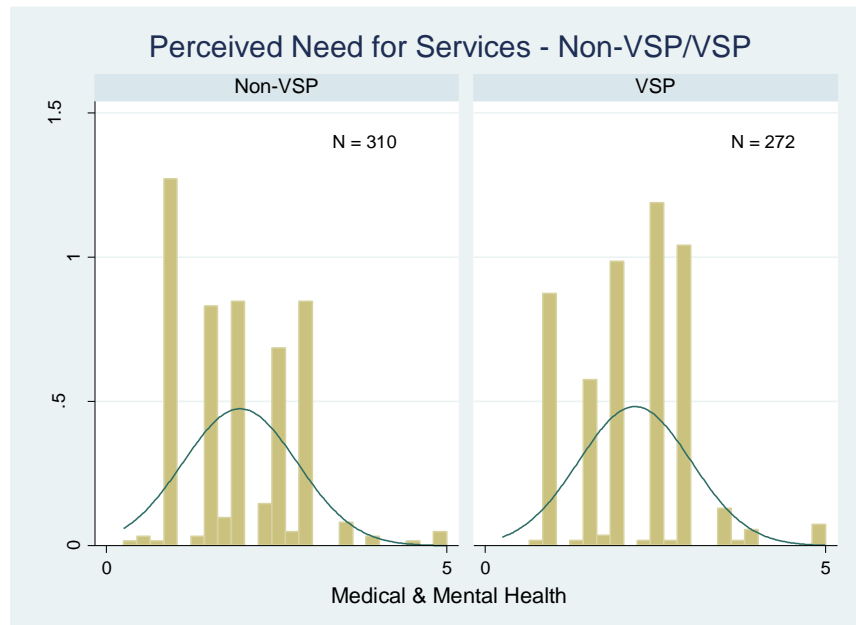


Figure IV-30: Perceived Need for Medical and Mental Health Services Non-VSP vs VSP

SAFETY, SUPPORT AND CRISIS ASSISTANCE SERVICES

Table IV-12: Descriptive Statistics of the Need for Safety, Support, and Crisis Assistance Services for Crime Victims

Descriptive Statistics of the Need for Safety, Support, and Crisis Assistance Services for Crime Victims				
Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	1.6667	.48954	18
	Non-VSP	1.9150	.76531	17
	Total	1.7873	.64133	35
East	VSP	1.9667	.65431	10
	Non-VSP	1.9469	.95339	23
	Total	1.9529	.86336	33
Southeast/Philadelphia	VSP	2.3692	.95046	62
	Non-VSP	2.2532	1.00596	43
	Total	2.3217	.97047	105
Southcentral/east	VSP	1.7926	.58485	30
	Non-VSP	2.0883	.84165	39
	Total	1.9597	.75069	69
Southcentral/west	VSP	1.8333	.54108	8
	Non-VSP	1.7722	.72947	20
	Total	1.7897	.67168	28
Southwest/Pittsburgh	VSP	1.7387	.74361	37
	Non-VSP	1.9589	.89054	46
	Total	1.8608	.83073	83
Northcentral & Northeast	VSP	1.9677	.72645	31
	Non-VSP	1.6563	.72367	43
	Total	1.7868	.73628	74
Total	VSP	1.9915	.80146	196
	Non-VSP	1.9586	.87385	231
	Total	1.9737	.84058	427

A two-way between-groups analysis of variance (ANOVA) was conducted to explore the impact of stakeholder region and role on their perception of the need for safety, support, and crisis assistance services for crime victims. Stakeholders were asked to indicate the extent to which they felt certain victim services are needed in the community(ies) where they work. The response scale was 1=not needed, 2 = currently available but does not meet the need, 3 = not available but needed, and 4 = currently available and meets the need. These response items were recoded to 1 = currently available and meets the need, 3 = currently available but does not meet the need, and 5 = not available but needed. For this analysis, factor scores for safety, support, and crisis assistance services were computed based on the following items: crisis response at the crime scene, crisis hotline, continuing crisis intervention, safety/security

planning, accompaniment to medical services, child advocacy center services (including forensic interviews for child victims), faith-based/spiritual help, medical exam for sexual assault, and peer support groups. The peer support and safety services need factor had an eigenvalue of 1.211 and explained 3.906 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .822$). The overall mean and standard deviation for peer support and safety need across region and role was 1.9737 and .84058, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 413) = 1.256, p = .277$. There was a statistically significant main effect for region, $F(6, 413) = 4.133, p = .000$. Post hoc comparisons using the Tukey HSD test indicated that the Southeast/Philadelphia region ($M = 2.32, SD = .97$) has a significantly higher need for peer support and safety services than the Northwest region ($M = 1.79, SD = .64$), the Southcentral/west region ($M = 1.79, SD = .67$), the Southwest/Pittsburgh region ($M = 1.86, SD = .83$), and the Northcentral and Northeast region ($M = 1.79, SD = .74$). There was not a statistically significant main effect for role, $F(1, 413) = .154, p = .695$. In other words, for this sample, **there is a mean difference in need for safety, support, and crisis assistance service needs for crime victims between regions, but not roles**. Furthermore, a series of independent-samples t-tests found that **there are no significant differences in ratings of the need for Safety/Support/Crisis Assistance Services between VSPs and non-VSPs within each individual region**.

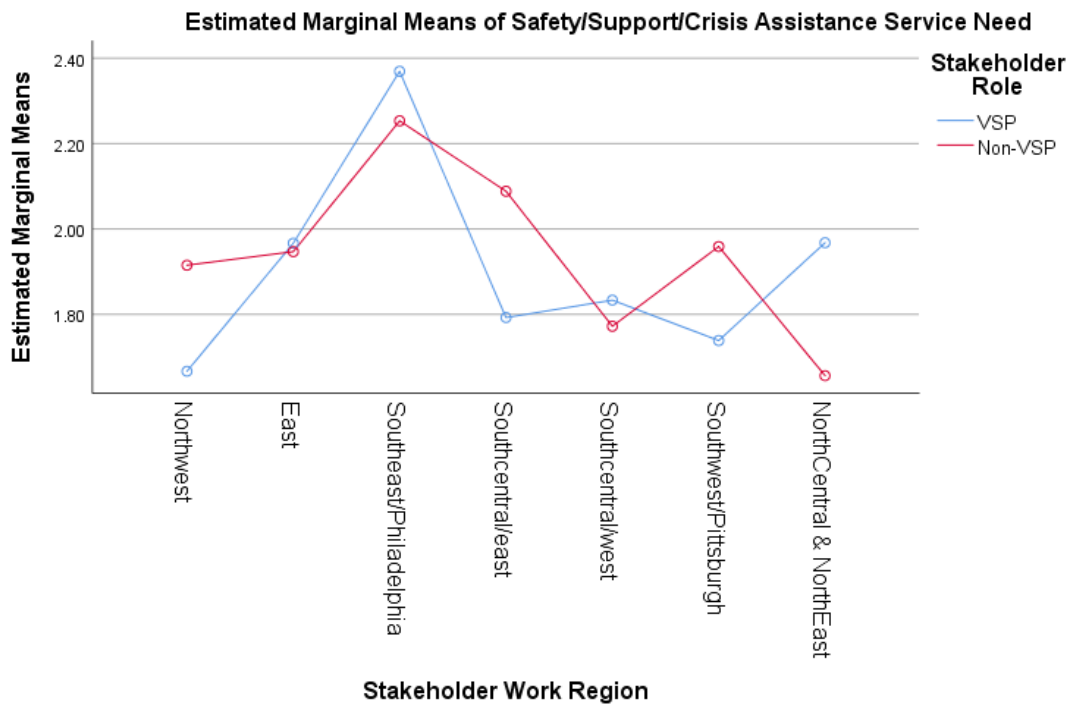


Figure IV-31: Estimated Marginal Mean of Safety/Support/Crisis Assistance Services for Victims of Crime Between VSPs and Non-VSPs Within Each Work Region

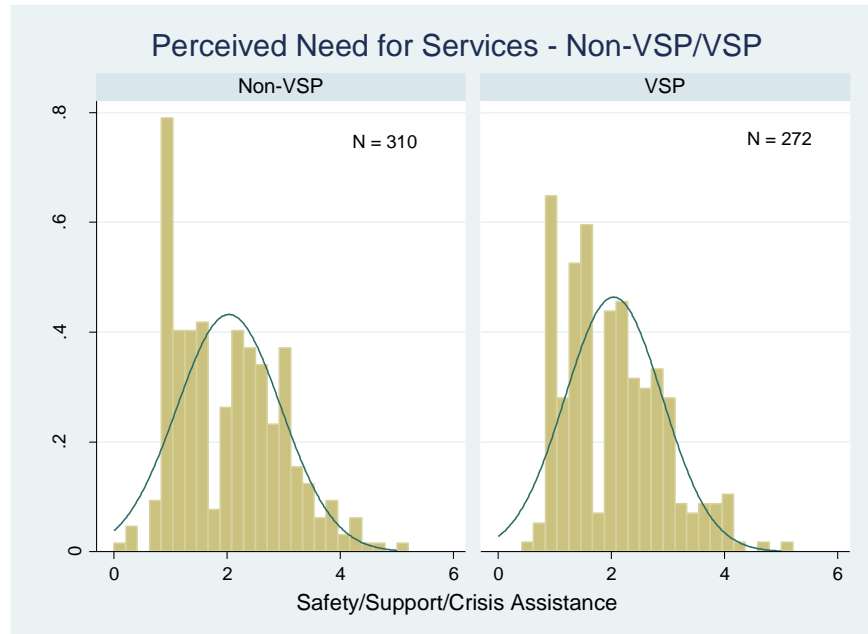


Figure IV-32: Perceived Need for Safety/Support/Crisis Assistance Services Non-VSP vs VSP

LANGUAGE & DISABILITY ASSISTANCE SERVICES

Table IV-13: Descriptive Statistics of The Need for Language & Disability Assistance Services for Crime Victims

Descriptive Statistics of the Need for Language & Disability Assistance Services for Crime Victims				
Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	2.0702	1.06909	19
	Non-VSP	1.8824	1.15435	17
	Total	1.9815	1.09818	36
East	VSP	2.3846	.96077	13
	Non-VSP	2.2184	1.22240	29
	Total	2.2698	1.13872	42
Southeast/Philadelphia	VSP	2.7443	.85801	73
	Non-VSP	2.3404	1.13888	47
	Total	2.5861	.99297	120
Southcentral/east	VSP	2.1313	.94992	33
	Non-VSP	2.2778	.99842	42
	Total	2.2133	.97359	75
Southcentral/west	VSP	2.1111	.81650	9
	Non-VSP	1.6825	.99150	21
	Total	1.8111	.94963	30

Inferential Analysis – Stakeholder Results

Southwest/Pittsburgh	VSP	1.8919	.96882	37
	Non-VSP	2.3007	1.07549	51
	Total	2.1288	1.04610	88
Northcentral & Northeast	VSP	2.3964	1.17020	37
	Non-VSP	1.8639	1.15854	49
	Total	2.0930	1.18669	86
Total	VSP	2.3469	1.01071	221
	Non-VSP	2.1328	1.11854	256
	Total	2.2320	1.07416	477

A two-way between-groups analysis of variance (ANOVA) was conducted to explore the impact of stakeholder region and role on their perception of the need for Language & Disability Assistance services for crime victims. Stakeholders were asked to indicate the extent to which they felt certain victim services are needed in the community(ies) where they work. The response scale was 1 = not needed, 2 = currently available but does not meet the need, 3 = not available but needed, and 4 = currently available and meets the need. These response items were recoded to 1 = currently available and meets the need, 3 = currently available but does not meet the need, and 5 = not available but needed. For this analysis, factor scores for Language & Disability Assistance services were computed based on the following survey items: language/interpretation services, disability assistance (e.g. assistive technology, signing, etc.), and accommodations for victims/survivors with disabilities (e.g. assistive technology, signing, etc.). The language and disability services need factor had an eigenvalue of 1.024 and explained 3.304 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .712$). The overall mean and standard deviation for language and disability service need across region and role was 2.2320 and 1.07416, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 463) = 2.090, p = .053$. There was a statistically significant main effect for region, $F(6, 463) = 2.869, p = .009$. Post hoc comparisons using the Tukey HSD test indicated that the Southeast/Philadelphia region ($M = 2.59, SD = .99$) has a significantly higher need for language and disability services than the Northwest region ($M = 1.98, SD = 1.10$), the Southcentral/west region ($M = 1.81, SD = .95$), the Southwest/Pittsburgh region ($M = 2.13, SDD = 1.05$), and the Northcentral and Northeast region ($M = 2.09, SD = 1.19$). There was not a statistically significant main effect for role, $F(1, 463) = 2.187, p = .140$. In other words, on average, and for this sample, **there is a mean difference in the need for Language & Disability Assistance services for crime victims between regions, but not roles.** Furthermore, a series of independent-samples t-tests found that **there is a significant difference in ratings of need for language and disability services between VSP's ($M = 2.74, SD = .86$) and non-VSP's ($M = 2.34, SD = 1.14$) in the Southeast/Philadelphia region, and between VSPs ($M = 2.40, SD = 1.17$) and non-VSPs ($M = 1.86, SD = 1.16$) in the Northcentral and Northeast region.**

Inferential Analysis – Stakeholder Results

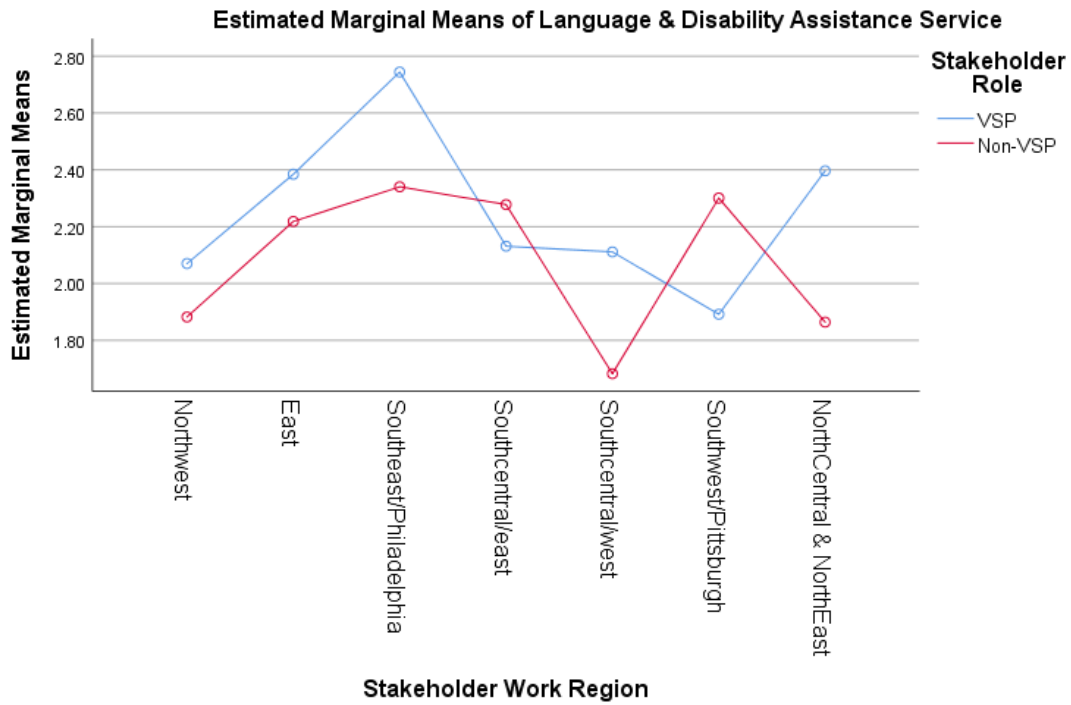


Figure IV-33: Estimated Marginal Mean of Language & Disability Assistance Service Need for Victims Of Crime Between VSPs and Non-VSPs Within Each Work Region

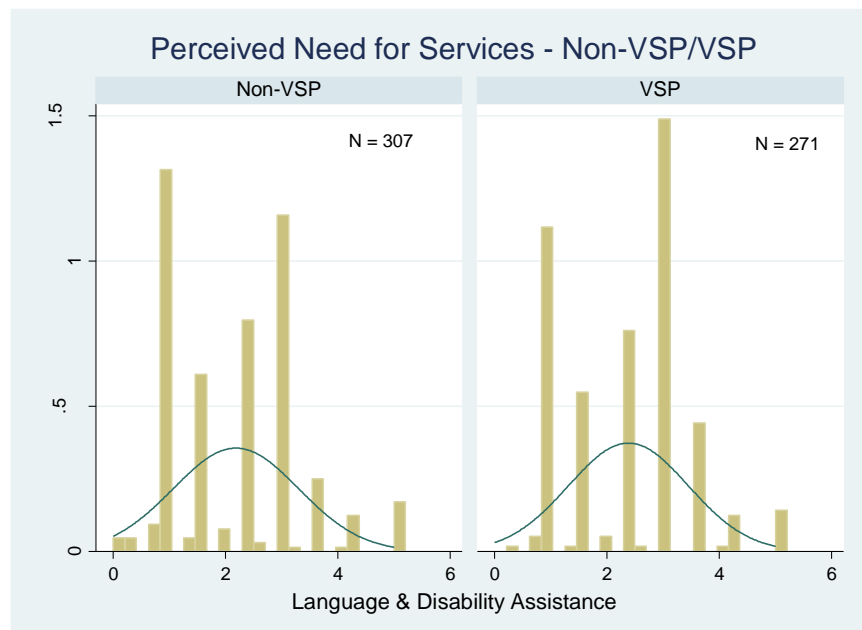


Figure IV-34: Perceived Need for Language & Disability Assistance - Non-VSP vs VSP

ADEQUACY OF SERVICES BY POPULATION CHARACTERISTICS – NON-VSP/VSP STAKEHOLDERS

To evaluate the stakeholder perceived adequacy of services by population between non-VPS and VSP stakeholders, a series of two-sample *t* tests was performed to compare the mean strength of the adequacy scores. The analysis produced a significant *t* value for the three victim population groups. VSP stakeholders had lower perceived adequacy of services for just one of the victim population types over non-VSP stakeholders. **Minority & ethnic victim populations ranked significantly lower among VSP stakeholders ($M = 2.59, SD = 0.46$) than non-VSP stakeholders ($M = 2.74, SD = 0.57$), $t(566) = 3.31, p = 0.0010$. There was no significant difference in the perceived adequacy of services for non-minority populations or special & sensitive populations among non-VSP and VSP stakeholders.**

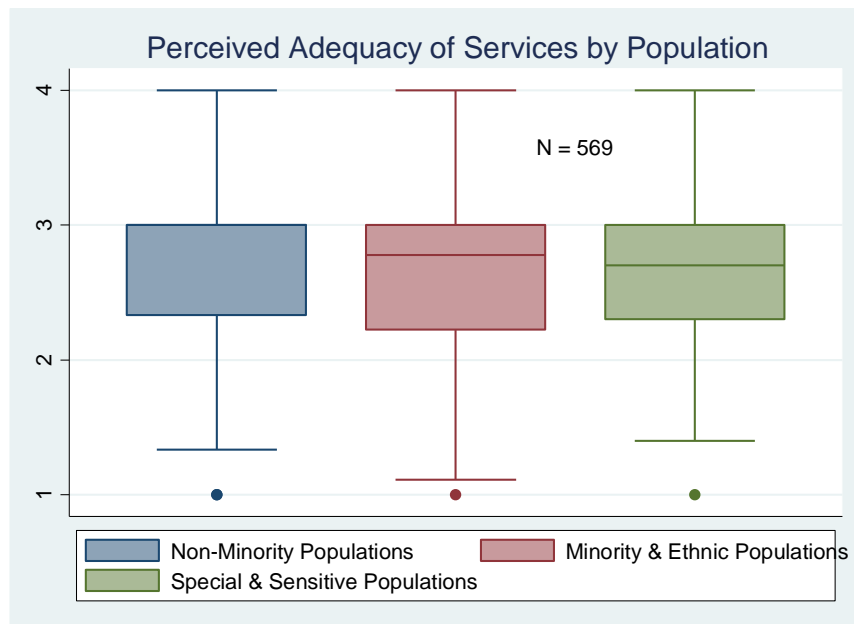


Figure IV-35: Perceived Adequacy of Services by Population

NON-MINORITY POPULATIONS

Table IV-14: Descriptive Statistics of the Adequacy of Services for Crime Victims from Non-Minority Populations

Descriptive Statistics of the Adequacy of Services for Crime Victims from Non-Minority Populations

Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	2.8889	.25565	18
	Non-VSP	2.7255	.39503	17
	Total	2.8095	.33612	35
East	VSP	2.4444	.47849	12
	Non-VSP	2.8642	.58660	27
	Total	2.7350	.58329	39
Southeast/Philadelphia	VSP	2.6578	.46490	75
	Non-VSP	2.6410	.44842	39
	Total	2.6520	.45741	114
Southcentral/east	VSP	2.6979	.45088	32
	Non-VSP	2.7886	.56153	41
	Total	2.7489	.51454	73
Southcentral/west	VSP	2.7407	.36430	9
	Non-VSP	2.8182	.43312	22
	Total	2.7957	.40985	31
Southwest/Pittsburgh	VSP	2.8333	.34082	34
	Non-VSP	2.7447	.55261	47
	Total	2.7819	.47481	81
Northcentral & Northeast	VSP	2.7963	.38444	36
	Non-VSP	2.8027	.37834	49
	Total	2.8000	.37866	85
Total	VSP	2.7253	.42244	216
	Non-VSP	2.7658	.48896	242
	Total	2.7467	.45875	458

A two-way between-groups analysis of variance (ANOVA) was conducted to explore the impact of stakeholder region and role on their perception of the adequacy of services for crime victims from non-minority populations. Stakeholders were asked to indicate the adequacy of current crime victim services available in the community(ies) where they work. The response scale was 1 = unserved, 2 = underserved, 3 = adequately served, and 4 = not applicable to my area. These response items were recoded to 1 = unserved, 2 = underserved, and 5 = adequately served. For this analysis, factor scores for non-minority populations were computed based on the following survey items: white, men, and adults (age 26-64). The adequacy of services for crime victims from non-minority populations factor had an eigenvalue of 9.685 and explained 42.108 of the variance. The items for this scale were shown to be internally consistent ($\alpha =$

.744). The overall mean and standard deviation for the adequacy of services for victims from non-minority populations across region and role was 2.7467 and .45875, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 444) = 1.602, p = .145$. There was not a statistically significant main effect for region, $F(6, 444) = 1.414, p = .208$. There was not a statistically significant main effect for role, $F(1, 444) = .869, p = .352$. In other words, on average, and for this sample, **there is no mean difference between regions or roles in the ratings of the adequacy of services for crime victims from non-minority populations**. Furthermore, a series of independent-samples t-tests found that **there is a significant difference in ratings of adequacy of services for crime victims from non-minority populations between VSPs ($M = 2.44, SD = .48$) and non-VSPs ($M = 2.86, SD = .59$) in the East region**.

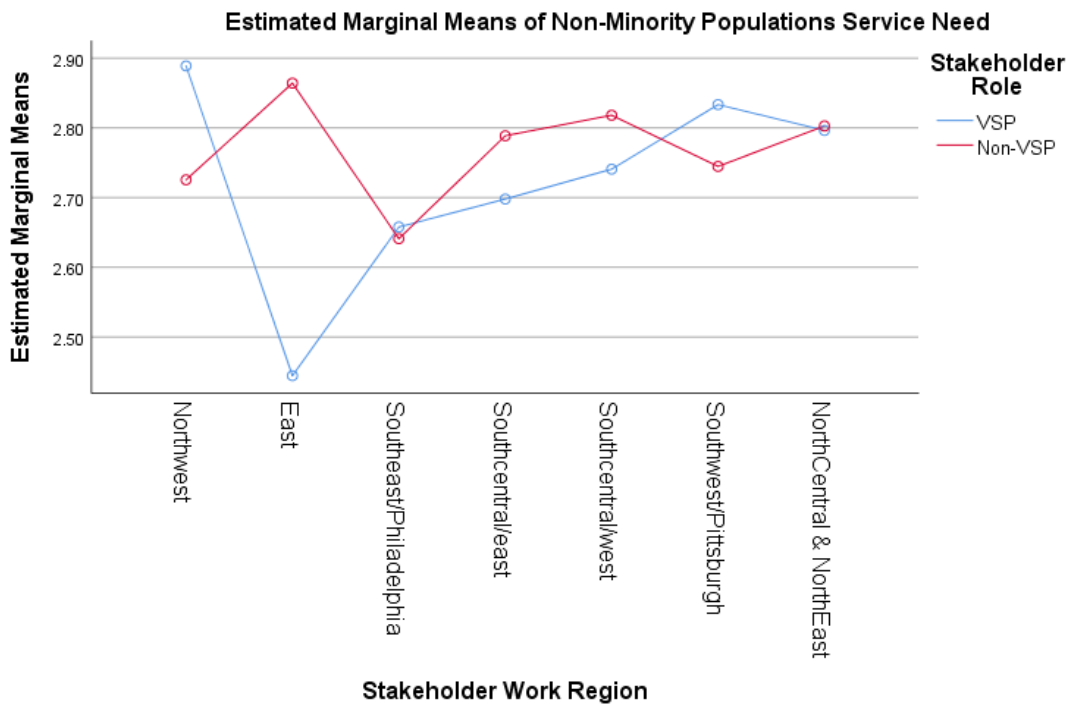


Figure IV-36: Estimated Marginal Mean of Non-Minority Populations Service Need Between VSPs And Non-VSPs Within Each Work Region

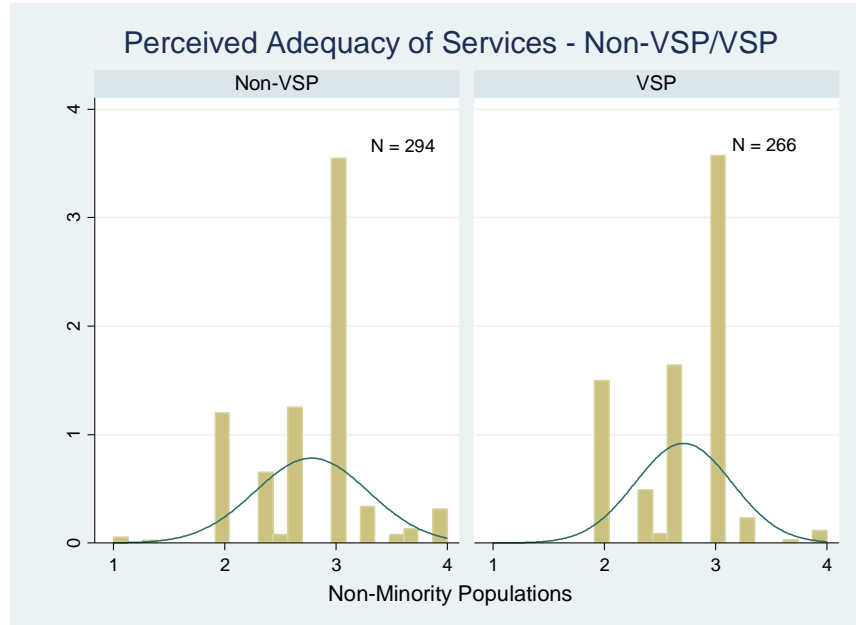


Figure IV-37: Perceived Adequacy of Services by Non-Minority Population - Non-VSP vs VSP

MINORITY/ETHNIC POPULATIONS

Table IV-15: Descriptive Statistics of the Adequacy of Services for Crime Victims from Minority/Ethnic Populations

Descriptive Statistics of the Adequacy of Services for Crime Victims from Minority/Ethnic Populations				
Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	2.8765	.30929	17
	Non-VSP	2.8625	.56906	16
	Total	2.8697	.44685	33
East	VSP	2.5800	.30111	10
	Non-VSP	2.9148	.61688	27
	Total	2.8243	.56588	37
Southeast/Philadelphia	VSP	2.5031	.40887	65
	Non-VSP	2.5738	.52687	42
	Total	2.5308	.45772	107
Southcentral/east	VSP	2.6226	.41850	31
	Non-VSP	2.7154	.59936	39
	Total	2.6743	.52549	70
Southcentral/west	VSP	2.6375	.55275	8
	Non-VSP	3.0294	.47403	17
	Total	2.9040	.52320	25

Inferential Analysis – Stakeholder Results

Southwest/Pittsburgh	VSP	2.8152	.51303	33
	Non-VSP	2.9152	.61100	46
	Total	2.8734	.57081	79
Northcentral & Northeast	VSP	2.7848	.43883	33
	Non-VSP	2.9313	.47228	48
	Total	2.8716	.46185	81
Total	VSP	2.6629	.44515	197
	Non-VSP	2.8289	.56856	235
	Total	2.7532	.52199	432

A two-way between-groups analysis of variance (ANOVA) was conducted to explore the impact of stakeholder region and role on their perception of the adequacy of services for crime victims from minority/ethnic populations. Stakeholders were asked to indicate the adequacy of current crime victim services available in the community(ies) where they work. The response scale was 1 = unserved, 2 = underserved, 3 = adequately served, and 4 = not applicable to my area. These response items were recoded to 1 = unserved, 2 = underserved, and 5 = adequately served. For this analysis, factor scores for minority/ethnic populations were computed based on the following survey items: women, LGBTQ, elderly/seniors (age 65+), black or African American, Asian, Hispanic or Latino, Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, immigrant/refugee, and non-native speakers (e.g. limited English proficiency). The adequacy of services for crime victims from minority/ethnic populations factor had an eigenvalue of 2.034 and explained 8.842 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .881$). The overall mean and standard deviation for the adequacy of services for victims of crime from minority/ethnic populations across region and role was 2.7532 and .52199, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 418) = .647, p = .692$. There was a statistically significant main effect for region, $F(6, 418) = 4.966, p = .000$. Post hoc comparisons using the Tukey HSD test indicated that services for victims of crime from minority/ethnic populations were rated by the Southeast/Philadelphia region ($M = 2.53, SD = .46$) as less adequate served than the Northwest region ($M = 2.87, SD = .45$), the East region ($M = 2.82, SD = .57$), the Southcentral/west region ($M = 2.90, SD = .52$), the Southwest/Pittsburgh region ($M = 2.87, SD = .57$), and the Northcentral and Northeast region ($M = 2.87, SD = .46$). There was a statistically significant main effect for role, $F(1, 418) = 7.761, p = .006$. An independent-samples t-test confirmed that there was a significant difference in perception of adequacy of services for crime victims from minority/ethnic population for VSPs ($M = 2.6629, SD = .44515$), which were less than Non-VSPs ($M = 2.8289, SD = .56856$); $t(430) = -3.330, p = .001$. In other words, on average, and for this sample, **ratings of the adequacy of services for victims of crimes from minority/ethnic populations differed by regions and roles**. Furthermore, a series of independent-samples t-tests found that **there are no significant differences in ratings of the adequacy of services for crime victims from minority/ethnic populations between VSPs and non-VSPs within each individual region**.

Inferential Analysis – Stakeholder Results

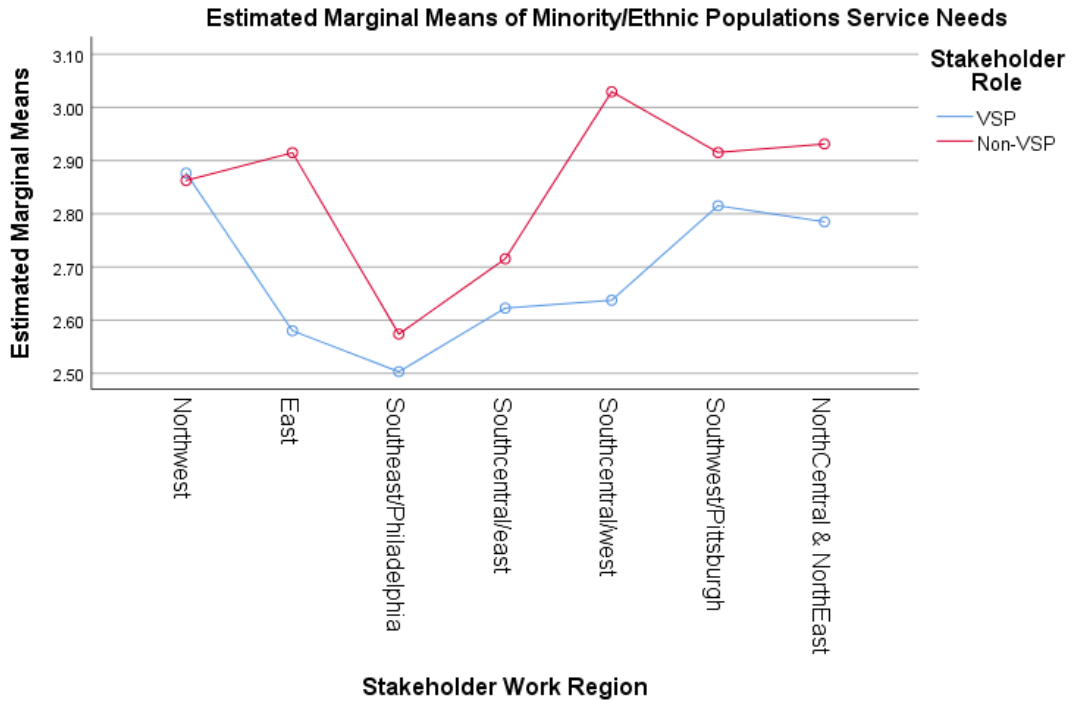


Figure IV-38: Estimated Marginal Mean for Minority & Ethnic Populations Service Need Between VSPs And Non-VSPs Within Each Work Region

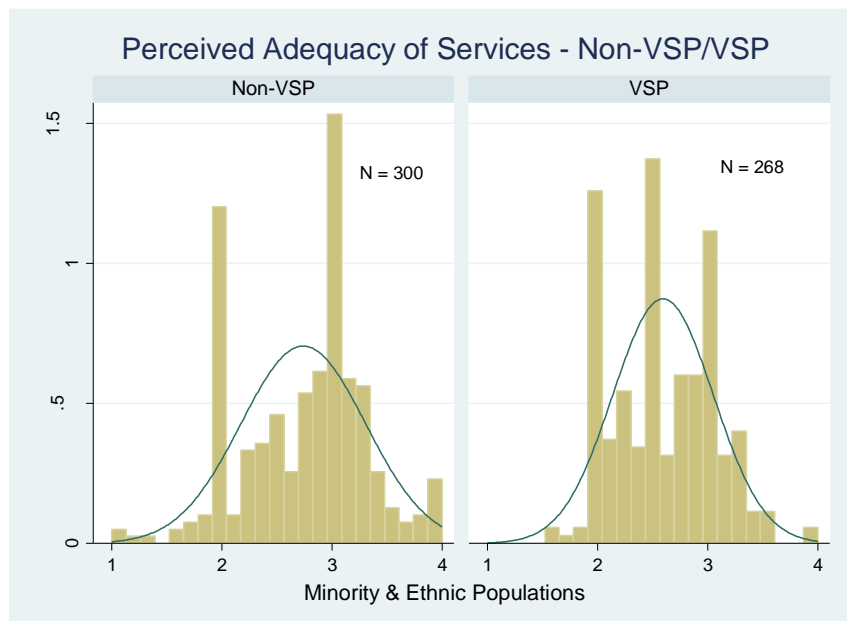


Figure IV-39: Perceived Adequacy of Services by Minority & Ethnic Population - Non-VSP vs VSP

SPECIAL/SENSITIVE POPULATIONS

Table IV-16: Descriptive Statistics of the Adequacy of Services for Crime Victims from Special/Sensitive Populations

Descriptive Statistics of the Adequacy of Services for Crime Victims from Special/Sensitive Populations

Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	2.6944	.34551	18
	Non-VSP	2.5722	.51769	18
	Total	2.6333	.43818	36
East	VSP	2.4600	.42216	10
	Non-VSP	2.8464	.60399	28
	Total	2.7447	.58249	38
Southeast/Philadelphia	VSP	2.5580	.42475	69
	Non-VSP	2.6696	.55332	46
	Total	2.6026	.48113	115
Southcentral/east	VSP	2.7367	.37736	30
	Non-VSP	2.6833	.51934	42
	Total	2.7056	.46327	72
Southcentral/west	VSP	2.5889	.32189	9
	Non-VSP	2.7000	.39068	20
	Total	2.6655	.36866	29
Southwest/Pittsburgh	VSP	2.7059	.43620	34
	Non-VSP	2.6681	.56764	47
	Total	2.6840	.51392	81
Northcentral & Northeast	VSP	2.6182	.40269	33
	Non-VSP	2.7149	.37006	47
	Total	2.6750	.38435	80
Total	VSP	2.6276	.40788	203
	Non-VSP	2.6956	.51008	248
	Total	2.6650	.46759	451

A two-way between-groups analysis of variance (ANOVA) was conducted to explore the impact of stakeholder region and role on their perception of the adequacy of services for crime victims from special/sensitive populations. Stakeholders were asked to indicate the adequacy of current crime victim services available in the community(ies) where they work. The response scale was 1 = unserved, 2 = underserved, 3 = adequately served, and 4 = not applicable to my area. These response items were recoded to 1 = unserved, 2 = underserved, and 5 = adequately served. For this analysis, factor scores for special/sensitive populations were computed based on the following survey items: veterans, homeless, incarcerated, individuals with intellectual/emotional disabilities, individuals with physical disabilities, families of homicide victims, children (age 12 and younger), adolescents (age 13-17), young adults (age

18-25), and college students. The adequacy of services for crime victims from special and sensitive populations factor had an eigenvalue of 1.391 and explained 6.049 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .877$). The overall mean and standard deviation for the adequacy of services for crime victims from sensitive populations across region and role was 2.6650 and .46759, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 437) = 1.226, p = .292$. There was not a statistically significant main effect for region, $F(6, 437) = .384, p = .889$. There was not a statistically significant main effect for role, $F(1, 437) = 1.837, p = .176$. In other words, on average, and for this sample, **there is no mean difference between stakeholder regions and roles ratings of the adequacy of services for crime victims from special/sensitive populations**. Furthermore, a series of independent-samples t-tests found that **there are no significant differences in ratings of the adequacy of services for crime victims from special/sensitive populations between VSPs and non-VSPs within each individual region**.

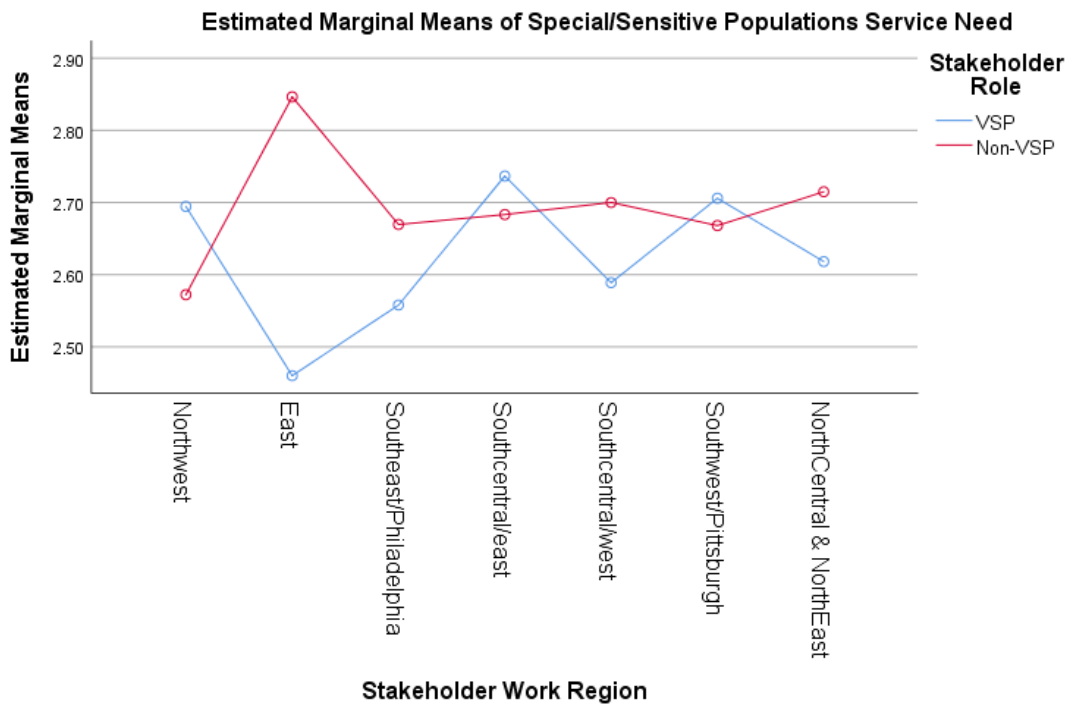


Figure IV-40: Estimated Marginal Means for Special/Sensitive Populations Service Need Between VSPs And Non-VSPs Within Each Work Region

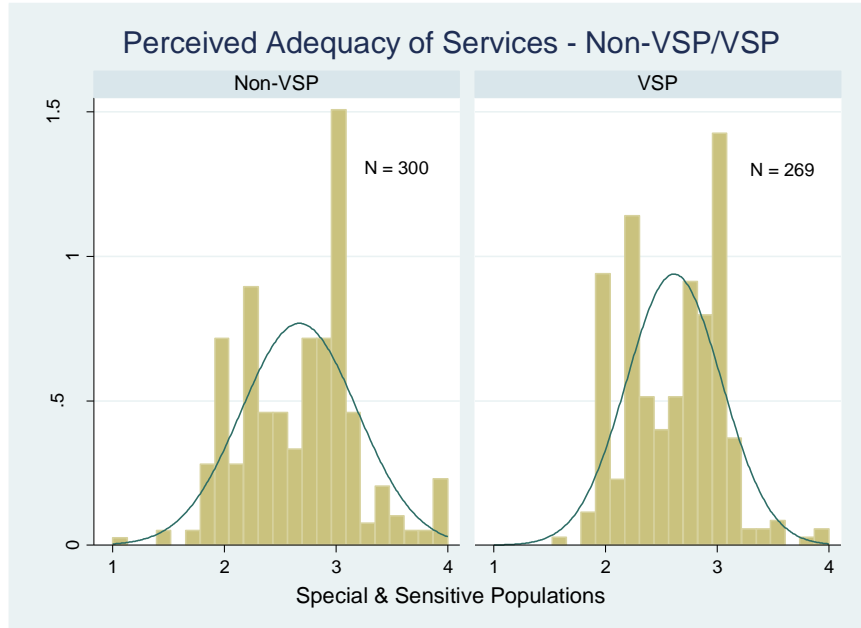


Figure IV-41: Perceived Adequacy of Services by Special & Sensitive Population - Non-VSP vs VSP

STAKEHOLDER PERCEIVED BARRIERS TO RECEIVING SERVICES

STATEWIDE

A series of paired-samples t-tests were conducted to evaluate the differences between PA stakeholder perceptions of personal, cultural, and structural barriers preventing victims of crime from receiving services. **Personal Barriers** (M = 3.0945, SD = .84053) was rated statistically significantly higher than **cultural barriers** (M = 2.598, SD = 1.0807) and **structural barriers** (M = 2.5996, SD = .81732). There was no statistically significant difference between ratings of cultural barriers and structural barriers.

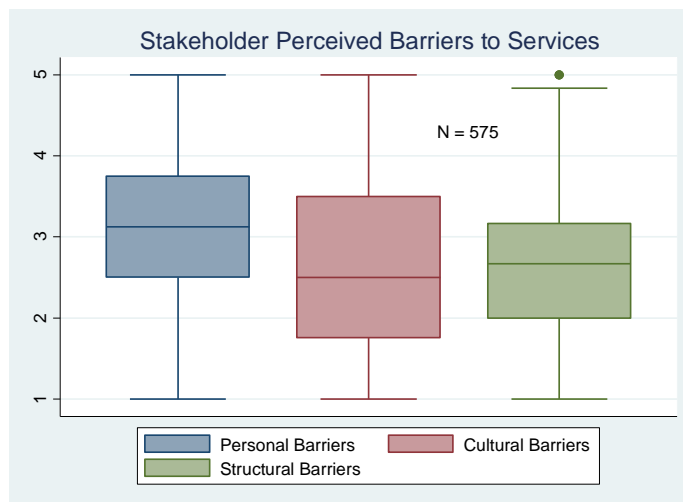


Figure IV-42: Stakeholder Perceived Barriers to Services

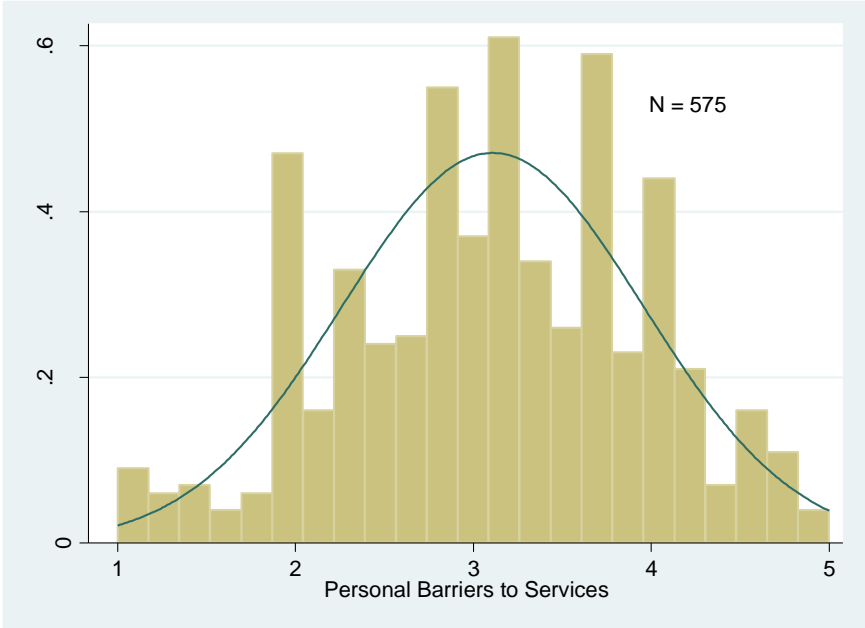


Figure IV-43: Stakeholder Perceived Personal Barriers to Services

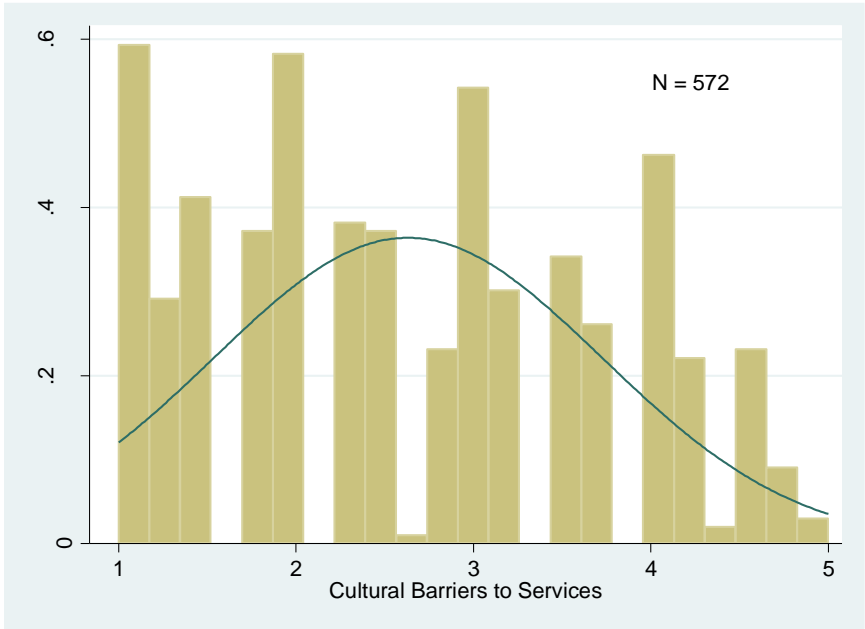


Figure IV-44: Stakeholder Perceived Cultural Barriers to Services

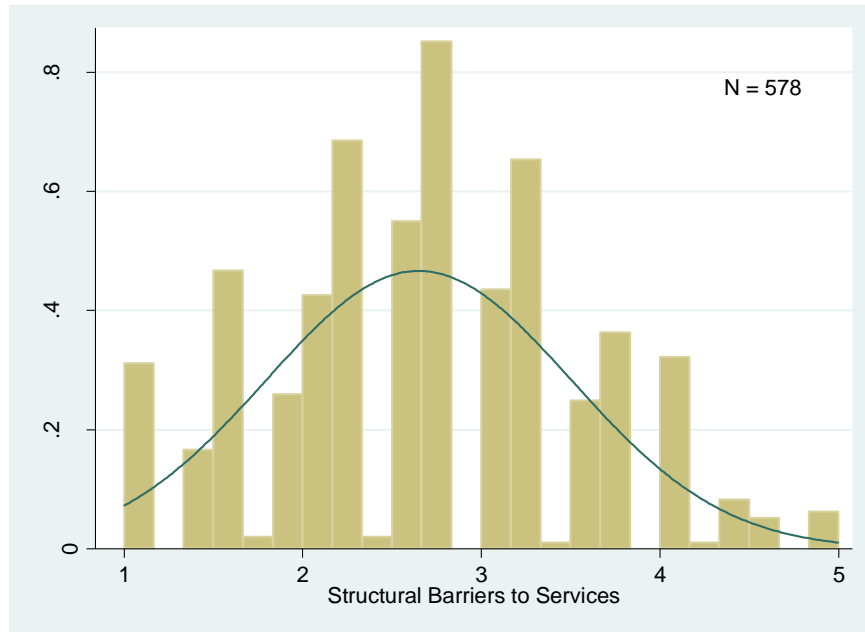


Figure IV-45: Stakeholder Perceived Structural Barriers to Services

BARRIERS COMPARISON – BY REGION

NORTHWEST REGION

A series of paired-samples t-tests were conducted to evaluate the differences between Northwest region stakeholder perceptions of personal, cultural, and structural barriers preventing victims of crime from receiving services. Personal barriers (M = 3.1212, SD = .87581) was rated as a statistically significantly higher barrier than cultural barriers (M = 2.3421, SD = 1.0007), and structural barriers (M = 2.4095, SD = .72349). **There was no statistical significance between cultural barriers and structural barriers.**

EAST REGION

A series of paired-samples t-tests were conducted to evaluate the differences between East region stakeholder perceptions of personal, cultural, and structural barriers preventing victims of crime from receiving services. **Personal barriers** (M = 3.0395, SD = .99369) **was rated statistically significantly higher than cultural barriers** (M = 2.5724, SD = 1.00658) **and structural barriers** (M = 2.5090, SD = .76573). **There was no statistical significance between cultural barriers and structural barriers.**

SOUTHEAST/PHILADELPHIA REGION

A series of paired-samples t-tests were conducted to evaluate the differences between Southeast/Philadelphia region stakeholder perceptions of personal, cultural, and structural barriers preventing victims of crime from receiving services. **Personal barriers** (M = 3.1369, SD = .77792) **was statistically significantly lower than cultural barriers** (M = 3.3103, SD = .90867). **Personal barriers** (M = 3.1534, SD = .78596) **was statistically significantly higher than structural barriers** (M = 2.8879, SD = .84656).

Cultural barriers ($M = 3.3168$, $SD = .90070$) **was statistically significantly higher than structural barriers** ($M = 2.9397$, $SD = .86012$).

SOUTHCENTRAL/EAST REGION

A series of paired-samples t-tests were conducted to evaluate the differences between Southcentral/east region stakeholder perceptions of personal, cultural, and structural barriers preventing victims of crime from receiving services. **Personal barriers** ($M = 3.2130$, $SD = .81515$) **was statistically significantly higher than cultural barriers** ($M = 2.9085$, $SD = 1.02664$) **and structural barriers** ($M = 2.6925$, $SD = .84358$). **Cultural barriers** ($M = 2.87667$, $SD = 1.03843$) **was also rated statistically significantly higher than structural barriers** ($M = 2.6689$, $SD = .86936$).

SOUTHCENTRAL/WEST REGION

A series of paired-samples t-tests were conducted to evaluate the differences between Southcentral/west region stakeholder perceptions of personal, cultural, and structural barriers preventing victims of crime from receiving services. **Personal barriers** ($M = 3.2069$, $SD = .69619$) **was rated statistically significantly higher than cultural barriers** ($M = 2.0517$, $SD = .87724$) **and structural barriers** ($M = 2.3333$, $SD = .66069$). **Cultural barriers** ($M = 2.1552$, $SD = 1.03383$) **was statistical significantly lower than structural barriers** ($M = 2.4540$, $SD = .78033$).

SOUTHWEST/PITTSBURGH REGION

A series of paired-samples t-tests were conducted to evaluate the differences between Southwest/Pittsburgh region stakeholder perceptions of personal, cultural, and structural barriers preventing victims of crime from receiving services. **Personal barriers** ($M = 3.0075$, $SD = .92194$) **was rated statistically significantly higher than cultural barriers** ($M = 2.1446$, $SD = .94443$) **and structural barriers** ($M = 2.5020$, $SD = .83251$). **Cultural barriers** ($M = 2.1494$, $SD = .94841$) **was statistically significantly lower than structural barriers** ($M = 2.4736$, $SD = .83209$).

NORTHCENTRAL & NORTHEAST REGIONS

A series of paired-samples t-tests were conducted to evaluate the differences between Northcentral and Northeast regions stakeholder perceptions of personal, cultural, and structural barriers preventing victims of crime from receiving services. **Personal barriers** ($M = 2.9866$, $SD = .82072$) **was statistical significantly higher than cultural barriers** ($M = 2.1190$, $SD = 1.00486$) **and structural barriers** ($M = 2.4478$, $SD = .75436$). **Cultural barriers** ($M = 2.0718$, $SD = .99556$) **was statistical significantly lower than structural barriers** ($M = 2.415$, $SD = .74875$).

BARRIERS COMPARISON - RURAL VS URBAN

To evaluate the stakeholder perceived barriers to services between urban and rural areas, a series of two-sample *t* tests was performed to compare the mean strength of the barriers scores. The analysis produced a significant *t* value for the three barriers groups. Rural stakeholders had lower perceived barriers to services for all barrier groups over urban stakeholders. **Personal barriers ranked significantly lower among rural stakeholders** ($M = 2.96$, $SD = 0.88$) **than urban stakeholders** ($M = 3.22$, $SD = 0.81$), *t*

(540) = 3.61, $p = 0.0003$. Cultural barriers ranked significantly lower among rural stakeholders ($M = 1.97$, $SD = 0.88$) than urban stakeholders ($M = 3.08$, $SD = 1.00$), $t(537) = 13.32$, $p = 0.000$. Structural barriers ranked significantly lower among rural stakeholders ($M = 2.38$, $SD = 0.80$) than urban stakeholders ($M = 2.84$, $SD = 0.85$), $t(542) = 6.40$, $p = 0.000$.

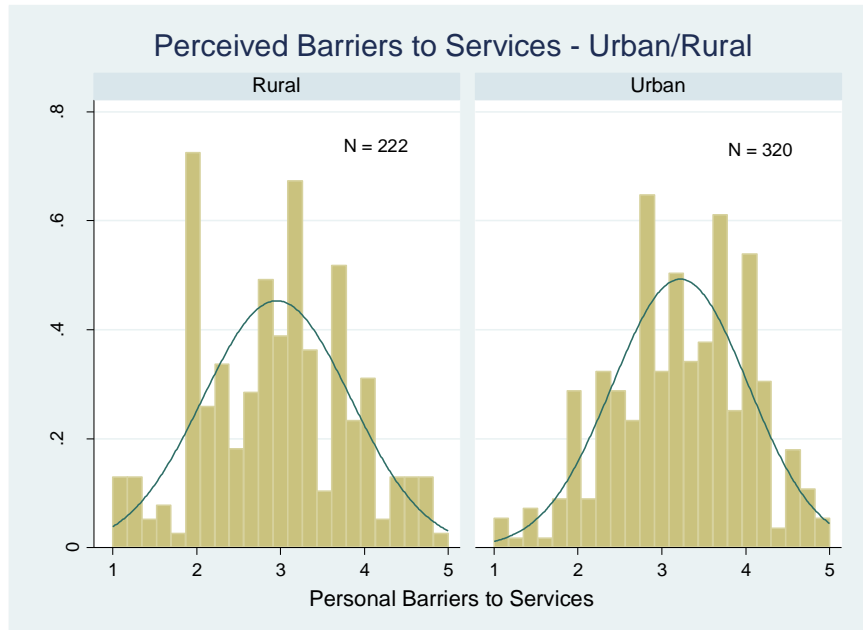


Figure IV-46: Stakeholder Perceived Personal Barriers to Services - Rural vs Urban

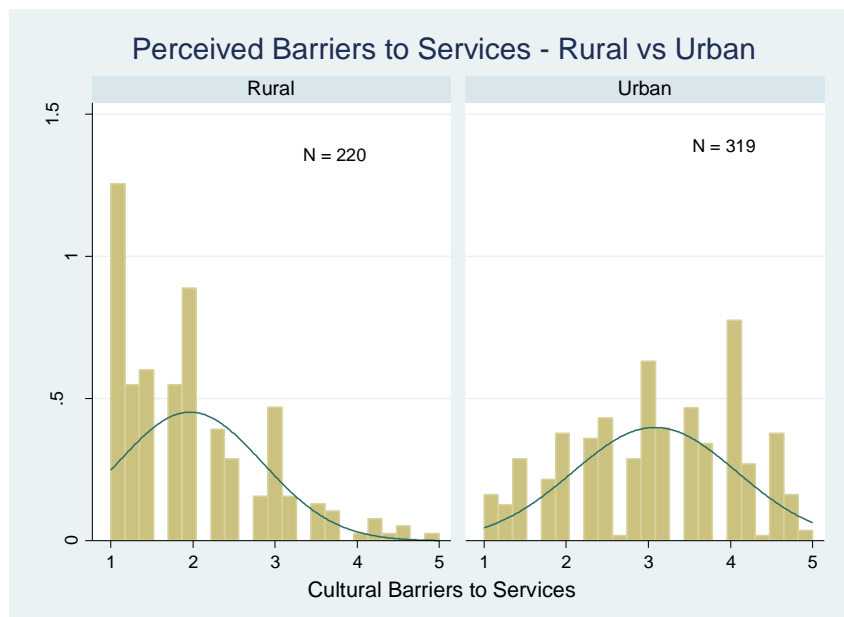


Figure IV-47: Stakeholder Perceived Cultural Barriers to Services - Rural vs Urban

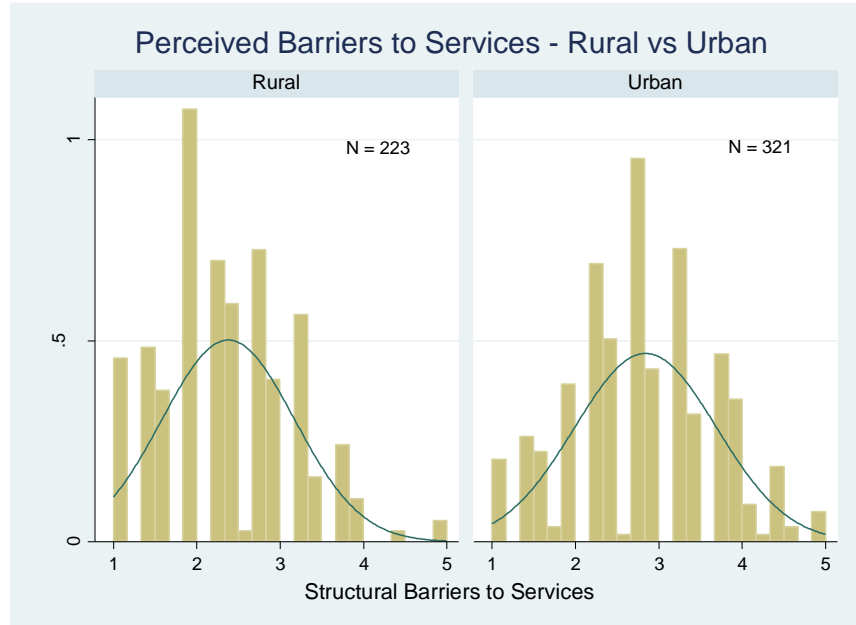


Figure IV-48: Stakeholder Perceived Structural Barriers to Services - Rural vs Urban

BARRIERS COMPARISON - NON-VSP VS VSP

PERSONAL BARRIERS

Table IV-17: Descriptive Statistics for Crime Victim’s Personal-Related Barriers to Receiving Services Non-VSP vs VSP

Descriptive Statistics for Crime Victims Personal-Related Barriers to Receiving Services

Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	3.2500	.78941	18
	Non-VSP	3.0438	.95652	20
	Total	3.1414	.87581	38
East	VSP	3.2917	.86164	12
	Non-VSP	2.9231	1.04408	26
	Total	3.0395	.99369	38
Southeast/Philadelphia	VSP	3.1545	.74218	72
	Non-VSP	3.1080	.84116	44
	Total	3.1369	.77792	116
Southcentral/east	VSP	3.2137	.75773	31
	Non-VSP	3.2104	.85579	41
	Total	3.2118	.80945	72
Southcentral/west	VSP	3.5833	.35355	9

Inferential Analysis – Stakeholder Results

	Non-VSP	3.0119	.74152	21
	Total	3.1833	.69615	30
Southwest/Pittsburgh	VSP	3.0250	.98975	35
	Non-VSP	3.0275	.87747	50
	Total	3.0265	.91959	85
Northcentral & Northeast	VSP	2.9696	.78804	37
	Non-VSP	2.9818	.85404	48
	Total	2.9765	.82115	85
Total	VSP	3.1437	.79829	214
	Non-VSP	3.0520	.87183	250
	Total	3.0943	.83907	464

A two-way between groups analysis of variance was conducted to explore the impact of stakeholder region and role on their perceptions of crime victims’ personal-related barriers to receiving services. Stakeholders were asked to indicate the extent to which they believe certain barriers prevent or restrict access to victim services in the community (ies) where they work. The response scale was 1 = not at all a barrier, 2 = somewhat of a barrier, 3 = a moderate barrier, 4 = a substantial barrier, and 5 = a critical barrier. These response items were not recoded. For this analysis, factor scores for personal barriers were computed based on the following survey items: substance abuse addictions, caretaker was/is offender, protecting the offender from the justice system, ashamed/embarrassed about victimization, victim was a child/too young, victim changed mind, fear of losing housing, and still coping with issues involving crime. The personal barriers to receiving services factor had an eigenvalue of 8.023 and explained 44.574 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .844$). The overall mean and standard deviation for personal barriers to receiving services across region and role was 3.0943 and .83907, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 450) = .659, p = .683$. There was not a statistically significant main effect for region, $F(6, 450) = .892, p = .501$. There was not a statistically significant main effect for role, $F(1, 450) = 3.419, p = .065$. In other words, on average, and for this sample, **there is no mean difference between stakeholders’ regions and roles and their ratings of personal barriers preventing crime victims from receiving services**. Furthermore, a series of independent-samples t-tests found that **there is a significant difference in ratings of personal-related factors as barriers preventing crime victims from receiving services between VSPs ($M = 3.58, SD = .35$) and non-VSPs ($M = 3.01, SD = .74$) in the Southcentral/west region.**

Inferential Analysis – Stakeholder Results

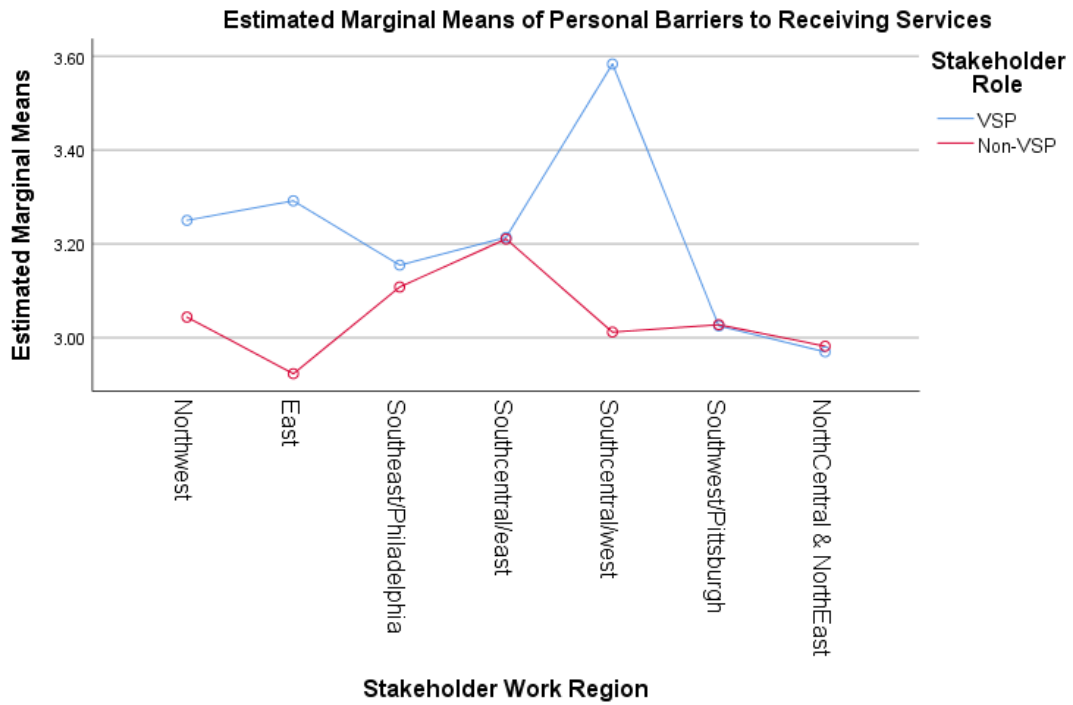


Figure IV-49: Estimated Marginal Means of Personal Barriers To Receiving Services- Non-VSP vs VSP

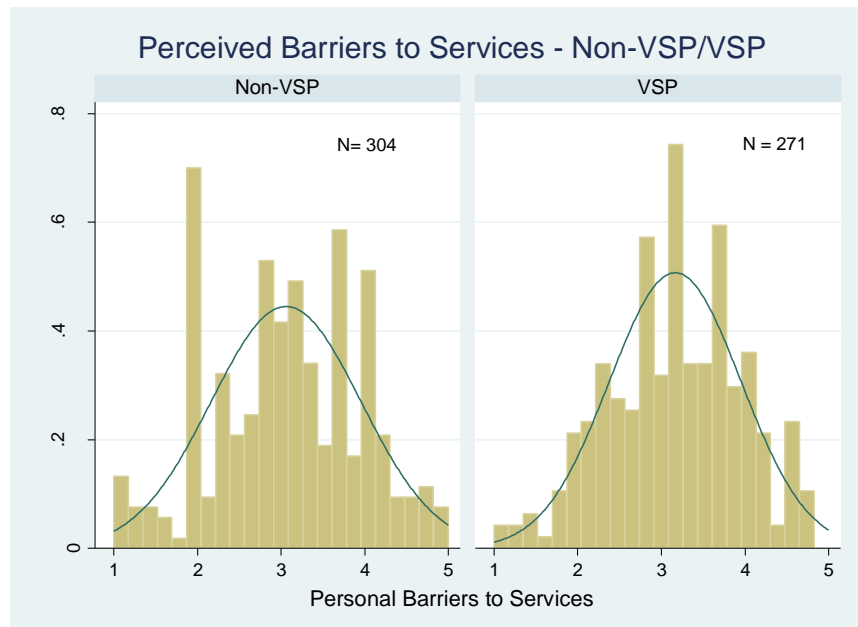


Figure IV-50: Perceived Personal Barriers to Services- Non-VSP vs VSP

CULTURAL BARRIERS

Table IV-18: Descriptive Statistics for Crime Victim’s Cultural-Related Barriers to Receiving Services Non-VSP vs VSP

Descriptive Statistics of Crime Victims Cultural-Related Barriers to Receiving Services				
Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	2.4167	.84453	18
	Non-VSP	2.2750	1.14104	20
	Total	2.3421	1.00071	38
East	VSP	2.9038	.94394	13
	Non-VSP	2.5583	1.01004	30
	Total	2.6628	.99236	43
Southeast/Philadelphia	VSP	3.4146	.85568	79
	Non-VSP	3.1833	.97468	45
	Total	3.3306	.90367	124
Southcentral/east	VSP	2.8939	1.03273	33
	Non-VSP	2.9107	1.05319	42
	Total	2.9033	1.03722	75
Southcentral/west	VSP	2.3611	.91950	9
	Non-VSP	2.0595	1.06332	21
	Total	2.1500	1.01625	30
Southwest/Pittsburgh	VSP	2.2847	.98589	36
	Non-VSP	2.0510	.89991	49
	Total	2.1500	.93875	85
Northcentral & Northeast	VSP	2.2303	1.01572	38
	Non-VSP	1.9706	.97037	51
	Total	2.0815	.99271	89
Total	VSP	2.8086	1.05311	226
	Non-VSP	2.4496	1.09290	258
	Total	2.6173	1.08827	484

A two-way between groups analysis of variance was conducted to explore the impact of stakeholder region and role on their perceptions of crime victims’ cultural-related barriers to receiving services. Stakeholders were asked to indicate the extent to which they believe certain barriers prevent or restrict access to victim services in the community(ies) where they work. The response scale was 1 = not at all a barrier, 2 = somewhat of a barrier, 3 = a moderate barrier, 4 = a substantial barrier, and 5 = a critical barrier. These response items were not recoded. For this analysis, factor scores for cultural barriers were calculated based on the following survey items: language barrier, cultural barrier, fear of deportation, and religious barrier. The cultural barriers to receiving services factor had an eigenvalue of 1.839 and

explained 10.216 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .876$). The overall mean and standard deviation for cultural barriers to receiving services across region and role was 2.6173 and 1.08827, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 470) = .227, p = .968$. There was a statistically significant main effect for region, $F(6, 470) = 18.870, p = .000$. Post hoc comparisons using the Tukey HSD test indicated that the Southeast/Philadelphia region ($M = 3.33, SD = .90$) stakeholders rated cultural barriers as greater than the Northwest region ($M = 2.34, SD = 1.00$), the East region ($M = 2.66, SD = .99$), the Southcentral/east region ($M = 2.90, SD = 1.04$), the Southcentral/west region ($M = 2.15, SD = 1.02$), the Southwest/Pittsburgh region ($M = 2.15, SD = .94$) and the Northcentral and Northeast region ($M = 2.08, SD = .99$). There was also a statistically significant main effect for role, $F(1, 470) = 4.260, p = .040$. An independent-samples t-test confirmed that there was a significant difference in stakeholder perceptions of cultural-related barriers to receiving services for VSPs ($M = 2.8086, SD = 1.05311$), which was rated higher than Non-VSPs ($M = 2.4496, SD = 1.09290$); $t(482) = 3.667, p = .000$. In other words, for this sample, **there is a mean difference between stakeholder regions and roles in rating cultural-related factors as barriers preventing crime victims from receiving services**. Furthermore, a series of independent-samples t-tests found that **there are no significant differences in ratings of cultural-related factors as barriers preventing crime victims from receiving services between VSPs and non-VSPs within each individual region**.

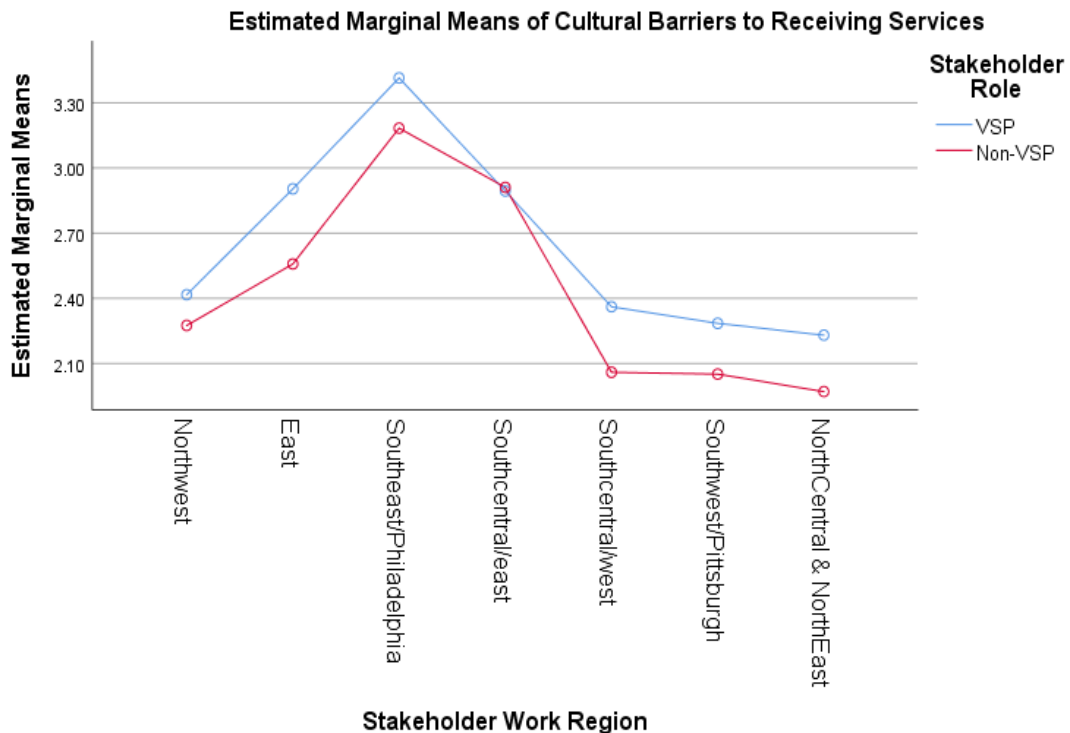


Figure IV-51: Estimated Marginal Means of Cultural Barriers to Receiving Services- Non-VSP vs VSP

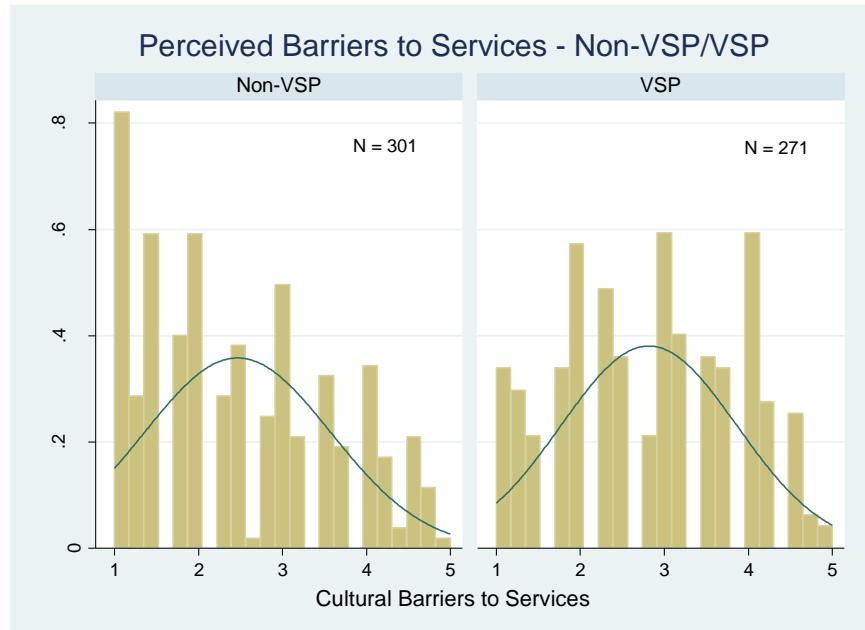


Figure IV-52: Perceived Cultural Barriers to Services- Non-VSP vs VSP

STRUCTURAL BARRIERS

Table IV-19: Descriptive Statistics for Crime Victim’s Structural-Related Barriers to Receiving Services- Non-VSP vs VSP

Descriptive Statistics of Crime Victims Structural-Related Barriers to Receiving Services

Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	2.5625	.62620	16
	Non-VSP	2.2807	.78970	19
	Total	2.4095	.72349	35
East	VSP	2.6515	.88961	11
	Non-VSP	2.5402	.73281	29
	Total	2.5708	.76877	40
Southeast/Philadelphia	VSP	2.9730	.82762	74
	Non-VSP	2.8915	.91351	43
	Total	2.9430	.85718	117
Southcentral/east	VSP	2.6061	.84453	33
	Non-VSP	2.7033	.89249	41
	Total	2.6599	.86688	74
Southcentral/west	VSP	2.4444	.42492	9
	Non-VSP	2.4048	.91677	21

Inferential Analysis – Stakeholder Results

	Total	2.4167	.79359	30
Southwest/Pittsburgh	VSP	2.3611	.80327	36
	Non-VSP	2.5556	.87339	48
	Total	2.4722	.84464	84
Northcentral & Northeast	VSP	2.3947	.76565	38
	Non-VSP	2.4300	.74008	50
	Total	2.4148	.74707	88
Total	VSP	2.6459	.82243	217
	Non-VSP	2.5770	.85091	251
	Total	2.6090	.83764	468

A two-way between groups analysis of variance was conducted to explore the impact of stakeholder region and role on their perceptions of crime victims' structural-related barriers to receiving services. Stakeholders were asked to indicate the extent to which they believe certain barriers prevent or restrict access to victim services in the community(ies) where they work. The response scale was 1 = not at all a barrier, 2 = somewhat of a barrier, 3 = a moderate barrier, 4 = a substantial barrier, and 5 = a critical barrier. These response items were not recoded. For this analysis, factor scores for structural barriers were computed based on the following survey items: work schedule conflict, inconvenient service hours, competing needs of household, service is not accessible at location, no childcare available, and service(s) not accessible due to disability. The structural barriers to receiving services factor had an eigenvalue of 1.234 and explained 6.854 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .849$). The overall mean and standard deviation for structural barriers to receiving services across region and role was 2.6090 and .83764, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 454) = .484, p = .820$. There was a statistically significant main effect for region, $F(6, 454) = 4.662, p = .000$. Post hoc comparisons using the Tukey HSD test indicated that the Southeast/Philadelphia region ($M = 2.94, SD = .86$) rated structural barriers greater than the Northwest region ($M = 2.41, SD = .72$), the Southcentral/west region ($M = 2.42, SD = .79$), the Southwest/Pittsburgh region ($M = 2.47, SD = .84$), and the Northcentral and Northeast region ($M = 2.41, SD = .75$). There was not a statistically significant main effect for role, $F(1, 454) = .089, p = .765$. In other words, on average, and for this sample, **there is a mean difference in structural barriers preventing crime victims from receiving services between regions, but not roles**. Furthermore, a series of independent-samples t-tests found that **there are no significant differences in ratings of structural-related factors as barriers preventing crime victims from receiving services between VSPs and non-VSPs within each individual region**.

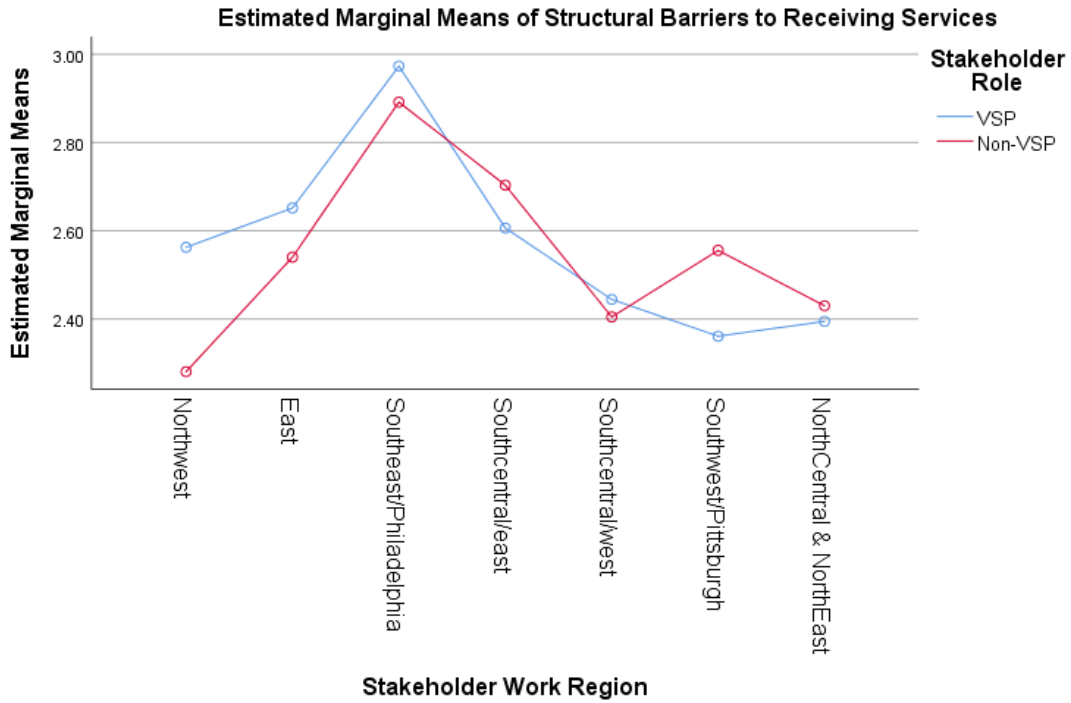


Figure IV-53: Estimated Marginal Means of Structural Barriers to Receiving Services- Non-VSP vs VSP

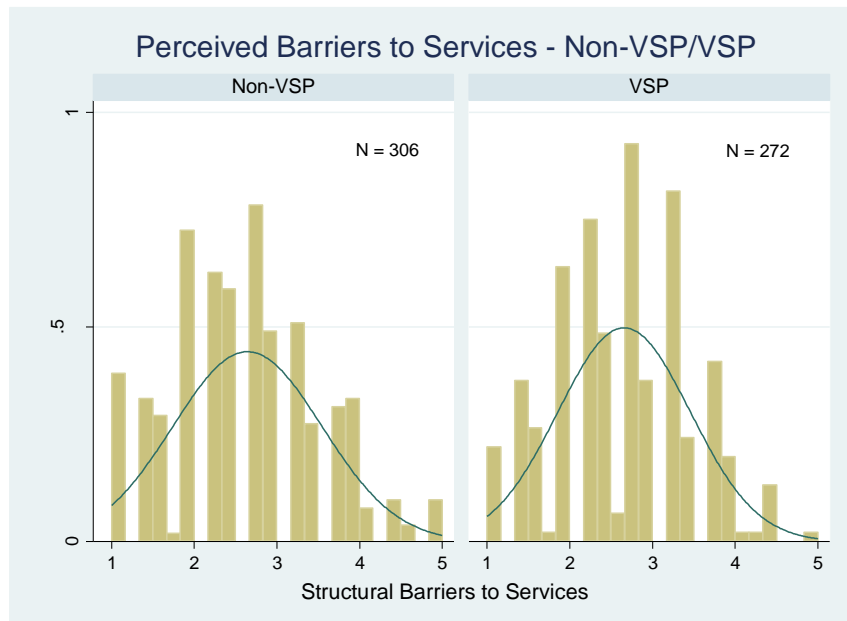


Figure IV-54: Perceived Structural Barriers to Services- Non-VSP vs VSP

HOW STAKEHOLDERS LEARNED ABOUT VICTIM SERVICES

Stakeholder respondents were asked how they learned about victim services within their communities to assess the best way to reach service providers about available services in the future. This information was broken down by Rural and Urban stakeholders. The table below shows the most effective source of information about available services for both rural and urban stakeholders came from existing partnerships with Victim Service Providers and from community outreach.

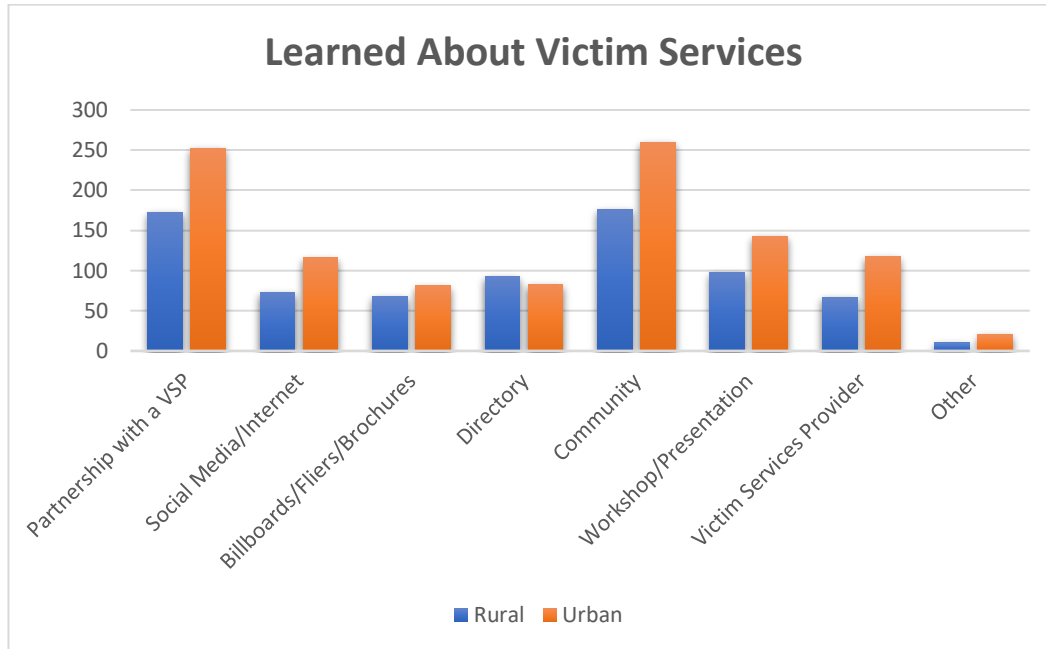


Figure IV-55: Information About Victim Services- Rural vs Urban

Additionally, this information was broken down by Non-VSP and VSP stakeholders. The table below shows the most effective source of information about available services for both non-VSP and VSP stakeholders came from existing partnerships with Victim Service Providers and from community outreach.

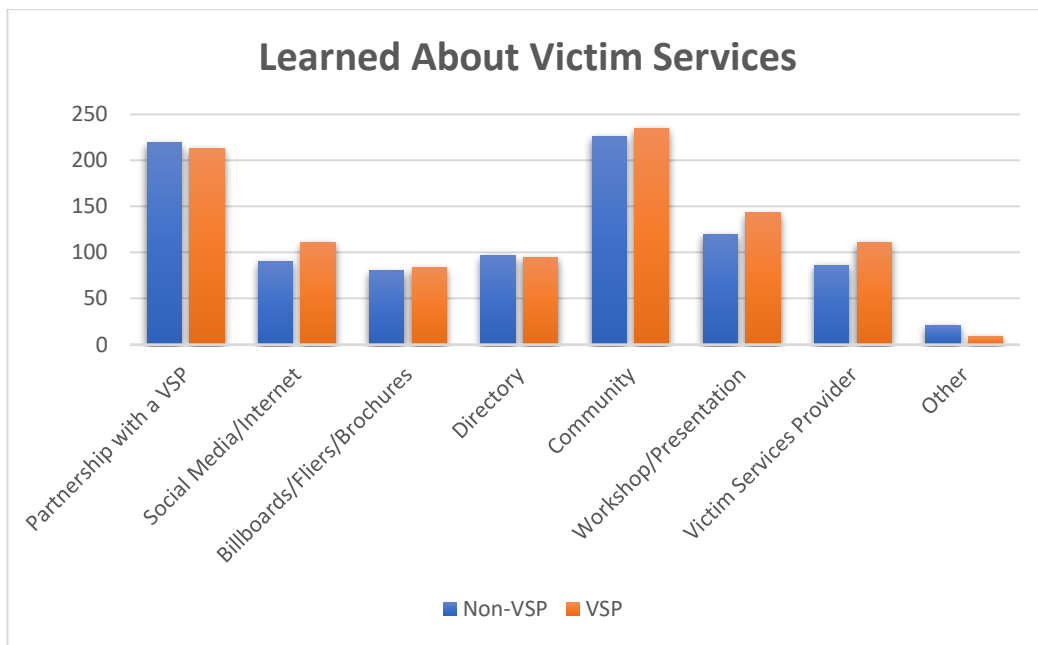


Figure IV-56: Information About Victim Services- Non-VSP vs VSP

STAKEHOLDER TRAINING & INFRASTRUCTURE NEEDS

STATEWIDE

STAKEHOLDER NEED FOR TRAINING BY TRAINING TYPE

A series of paired-samples t-tests were conducted to evaluate the differences between PA stakeholder perceptions of the need for existing statutes, regulations, and requirements; managerial & victim advocacy training; and operational & topical for their organization. **Existing statutes, regulations, and requirements training needs** (M = 1.5614, SD = 1.2012) b (M = 1.4731, SD = 1.27405). **Existing statutes, regulations, and requirements training needs** (M = 1.5732, SD = 1.2740) **was rated statistically significantly lower than operational & topical training needs** (M = 1.996, SD = 1.4007).

STAKEHOLDER NEED FOR ORGANIZATIONAL INFRASTRUCTURE BY INFRASTRUCTURE TYPE

A series of paired-samples t-tests were conducted to evaluate the differences between PA stakeholder perceptions of organizational infrastructure needs. These infrastructure-related needs include stakeholder cross-network/access needs, information technology & facility & facility needs, and office & staff needs. **There was not a statistically significant difference between cross-network/access service needs and information technology & facility need.** **Cross-network/access needs** (M = 2.0699, SD = .78651) **was statistically significantly lower than office & staff needs** (M = 2.3450, SD = .77125). **Information technology & facility & facility needs** (M = 2.0356, SD = .83405) **was statistically significantly lower than office & staff needs** (M = 2.3766, SD = .78934).

COMPARISON BY REGION

NORTHWEST REGION

STAKEHOLDER TRAINING NEEDS

A series of paired-samples t-tests were conducted to evaluate the differences between Northwest region stakeholder perceptions of the need for existing statutes, regulations, and requirements; managerial & victim advocacy training; and operational & topical for their organization. **There was no statistically significant difference between Existing statutes, regulations, and requirements training needs and managerial & victim advocacy training; needs. There was no statistically significant difference between Existing statutes, regulations, and requirements training needs (M = 1.3784, SD = 1.41511) and operational & topical training needs. Managerial & victim advocacy training needs (M = 2.3446, SD = 1.4195) was statistically significantly higher than operational & topical training needs (M = 1.8811, SD = 1.58637)**

STAKEHOLDER INFRASTRUCTURE NEEDS

A series of paired-samples t-tests were conducted to evaluate the differences between Northwest region stakeholder perceptions of stakeholder cross-network/access, information technology & facility, and office & staff organizational infrastructure needs. **There was no statistical significance between the need for cross-network/access services and information technology & facility. Cross-network/access service needs (M = 1.9818, SD = .79261) was statistically significantly lower than office & staff needs (M = 2.5341, SD = .78032). There was no statistical significance between information technology & facility needs (M = 2.0227, SD = .96950) and office & staff needs.**

EAST REGION

STAKEHOLDER TRAINING NEEDS

A series of paired-samples t-tests were conducted to evaluate the differences between East region stakeholder perceptions of the needs for existing statutes, regulations, and requirements; managerial & victim advocacy training; and operational & topical for their organization. **There were no statistically significant differences between existing statutes, regulations, and requirements training needs (M = 2.071, SD = 1.28891), managerial & victim advocacy training needs (M = 1.9244, SD = 1.33579), or operational & topical training needs (M = 2.1488, SD = 1.46196).**

STAKEHOLDER INFRASTRUCTURE NEEDS

A series of paired-samples t-tests were conducted to evaluate the differences between East region stakeholder perceptions of stakeholder cross-network/access, information technology & facility, and office & staff organizational infrastructure needs. **There was no statistically significant difference between cross-network/access service needs (M = 2.1789, SD = .92831), information technology & facility needs, and office & staff needs. Information technology & facility needs (M = 2.0263, SD = .81071) was rated statistical significantly lower than office & staff needs (M = 2.3684, SD = .88337).**

SOUTHEAST/PHILADELPHIA REGION

STAKEHOLDER TRAINING NEEDS

A series of paired-samples t-tests were conducted to evaluate the differences between Southeast/Philadelphia region stakeholder perceptions of the needs for existing statutes, regulations, and requirements; managerial & victim advocacy training; and operational & topical for their organization. **There was no statistical significance between Existing statutes, regulations, and requirements training**

needs and managerial & victim advocacy training needs. Existing statutes, regulations, and requirements training needs (M = 1.8347, SD = 1.19686) was statistically significantly lower than operational & topical training needs (M = 2.4919, SD = 1.50325). Managerial & victim advocacy training needs (M = 1.6723, SD = 1.29567) was statistically significantly lower than operational & topical training needs (M = 2.4269, SD = 1.47910).

STAKEHOLDER INFRASTRUCTURE NEEDS

A series of paired-samples t-tests were conducted to evaluate the differences between Southeast/Philadelphia region stakeholder perceptions of stakeholder cross-network/access, information technology & facility, and office & staff organizational infrastructure needs. **There was no statistical significance between cross-network/access service needs and information technology & facility needs. Cross-network/access service needs (M = 2.1234, SD = .77858) was statistically significantly lower than information technology & facility needs (M = 2.5479, SD = .80359). Information technology & facility needs (M = 2.2755, SD = .85416) was statistically significantly lower than infrastructure office & staff needs (M = 2.5694, SD = .81758).**

SOUTHCENTRAL/EAST REGION

STAKEHOLDER TRAINING NEEDS

A series of paired-samples t-tests were conducted to evaluate the differences between Southcentral/east region stakeholder perceptions of the needs for existing statutes, regulations, and requirements; managerial & victim advocacy training; and operational & topical for their organization. There was no statistically significant difference between Existing statutes, regulations, and requirements training needs and managerial & victim advocacy training; needs. Existing statutes, regulations, and requirements training needs (M = 1.6553, SD = 1.29222) was statistically significantly lower than operational & topical needs (M = 2.0800, SD = 1.32879). Managerial & victim advocacy training; needs (M = 1.4750, SD = 1.37469) was statistically significantly lower than operational & topical needs (M = 2.0800, SD = 1.33597).

STAKEHOLDER INFRASTRUCTURE NEEDS

A series of paired-samples t-tests were conducted to evaluate the differences between Southcentral/east region stakeholder perceptions of stakeholder cross-network/access, information technology & facility, and office & staff organizational infrastructure needs. There was no statistically significant difference between cross-network/access service needs and information technology & facility needs. Cross-network/access service needs (M = 2.0000, SD = .78779) was statistically significantly lower than office & staff needs (M = 2.2500, SD = .80716). Information technology & facility needs (M = 2.0464, SD = .88341) was statistically significantly lower than office & staff needs (M = 2.3571, SD = .86663).

SOUTHCENTRAL/WEST REGION

STAKEHOLDER TRAINING NEEDS

A series of paired-samples t-tests were conducted to evaluate the differences between Southcentral/west region stakeholder perceptions of the need for existing statutes, regulations, and requirements; managerial & victim advocacy training; and operational & topical for their organization. **There was no statistically significant difference between existing statutes, regulations, and requirements needs (M = 1.1322, SD = 1.02584) and managerial & victim advocacy training needs (M = 1.1207, SD = 1.12524).**

Existing statutes, regulations, and requirements training needs ($M = 1.0753$, $SD = 1.01456$) **was statistically significantly lower than operational & topical training needs** ($M = 1.3355$, $SD = 1.15515$). **There was no statistically significant difference between managerial & victim advocacy training needs** ($M = 1.1071$, $SD = 1.14348$) **and operational & topical training needs** ($M = 1.3357$, $SD = 1.20007$).

STAKEHOLDER INFRASTRUCTURE NEEDS

A series of paired-samples t-tests were conducted to evaluate the differences between Southcentral/west region stakeholder perceptions of stakeholder cross-network/access, information technology & facility, and office & staff organizational infrastructure needs. **There was no statistically significant difference between cross-network/access service needs** ($M = 2.0462$, $SD = .67899$), **information technology & facility needs** ($M = 1.8462$, $SD = .77418$) **and office & staff organizational infrastructure needs** ($M = 2.1333$, $SD = .68051$). **Information technology & facility needs** ($M = 1.8056$, $SD = .72536$) **was rated statistically significantly lower than office staff needs** ($M = 2.2500$, $SD = .67519$).

SOUTHWEST/PITTSBURGH REGION

STAKEHOLDER TRAINING NEEDS

A series of paired-samples t-tests were conducted to evaluate the differences between Southwest/Pittsburgh region stakeholder perceptions of the need for existing statutes, regulations, and requirements; managerial & victim advocacy training; and operational & topical for their organization. **There was no statistically significant difference between Existing statutes, regulations, and requirements training needs** ($M = 1.4722$, $SD = 1.08563$) **and managerial & victim advocacy training** ($M = 1.3958$, $SD = 1.16759$). **Existing statutes, regulations, and requirements training needs** ($M = 1.4722$, $SD = 1.08563$) **was rated statistically significantly lower than operational & topical training needs** ($M = 1.3958$, 1.16759). **Managerial & victim advocacy training needs** ($M = 1.3841$, $SD = 1.18452$) **was statistically significantly lower than operational & topical training needs** ($M = 1.8878$, $SD = 1.32333$).

STAKEHOLDER INFRASTRUCTURE NEEDS

A series of paired-samples t-tests were conducted to evaluate the differences between Southwest/Pittsburgh region stakeholder perceptions of stakeholder cross-network/access, information technology & facility, and office & staff organizational infrastructure needs. **There was no statistically significant difference between cross-network/access service needs and information technology & facility needs**. **Cross-network/access service needs** ($M = 1.9810$, $SD = .78995$) **was rated statistically significantly lower than office & staff needs** ($M = 2.1626$, $SD = .70600$). **Information technology & facility needs** ($M = 1.9702$, $SD = .86330$) **was rated statistically significantly lower than office & staff needs** ($M = 2.2083$, $SD = .74677$).

NORTHCENTRAL & NORTHEAST REGIONS

STAKEHOLDER TRAINING NEEDS

A series of paired-samples t-tests were conducted to evaluate the differences between Northcentral and Northeast regions stakeholder perceptions of the need for existing statutes, regulations, and requirements; managerial & victim advocacy training; and operational & topical for their organization. **There was no statistically significant difference between ratings for Existing statutes, regulations, and requirements training needs** ($M = 1.2616$, $SD = 1.03802$) **and managerial & victim advocacy training needs**

(M = 1.2151, SD = 1.12666). Existing statutes, regulations, and requirements needs (M = 1.2874, SD = 1.05338) was statistically significantly lower than operational & topical needs (M = 1.6759, SD = 1.23524). Managerial & victim advocacy training needs (M = 1.2180, SD = 1.12380) was statistically significantly lower than operational & topical needs (M = 1.6628, SD = 1.23260).

STAKEHOLDER INFRASTRUCTURE NEEDS

A series of paired-samples t-tests were conducted to evaluate the differences between Northcentral and Northeast regions stakeholder perceptions of stakeholder cross-network/access, information technology & facility, and office & staff organizational infrastructure need. **There was no statistically significant difference between ratings for cross-network/access service needs and information technology & facility needs. Cross-network/access service needs (M = 2.0833, SD = .75494) was rated statistically significantly lower than office & staff needs (M = 2.2865, SD = .67238). Information technology & facility needs (M = 1.9028, SD = .69846) was statistically significantly lower than office & staff needs (M = 2.3278, SD = .73628).**

COMPARISON OF NON-VSP VS VSP

EXISTING STATUTES, REGULATIONS, AND REQUIREMENTS TRAINING

Table IV-20: Descriptive Statistics of Stakeholder Need for Existing Statutes, Regulations, and Requirements

Descriptive Statistics of Stakeholder Need for Existing Statutes, Regulations, and Requirements

Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	1.2778	1.40958	18
	Non-VSP	1.4737	1.45218	19
	Total	1.3784	1.41511	37
East	VSP	2.0128	1.43123	13
	Non-VSP	2.0333	1.24829	30
	Total	2.0271	1.28891	43
Southeast/Philadelphia	VSP	1.7692	1.15602	78
	Non-VSP	1.9457	1.26835	46
	Total	1.8347	1.19686	124
Southcentral/east	VSP	1.3384	1.28120	33
	Non-VSP	1.8492	1.26599	42
	Total	1.6244	1.28957	75
Southcentral/west	VSP	1.1296	1.18374	9
	Non-VSP	1.0580	.94496	23
	Total	1.0781	.99819	32
Southwest/Pittsburgh	VSP	1.1577	.97495	37
	Non-VSP	1.6767	1.11799	50
	Total	1.4559	1.08474	87

Inferential Analysis – Stakeholder Results

Northcentral & Northeast	VSP	1.1441	.97986	37
	Non-VSP	1.3660	1.10856	51
	Total	1.2727	1.05627	88
Total	VSP	1.4519	1.18461	225
	Non-VSP	1.6628	1.21914	261
	Total	1.5652	1.20665	486

A two-way between groups analysis of variance was conducted to explore the impact of stakeholder region and role on their organization’s need for existing statutes, regulations, and requirements. Stakeholders were asked to indicate the extent to which certain types of training are needed for their organization to improve services to victims of crime. The response scale was 1 = not needed at all, 2 = somewhat needed, 3 = moderately needed, and 4 = highly needed. These response items were recoded to 1 = not needed at all, 2 = somewhat needed, 3 = moderately needed, and 5 = highly needed. For this analysis, factor scores for existing statutes, regulations, and requirements were computed based on the following survey items: confidentiality, HIPPA, and ethics, mandated reporter requirements, navigating the Pennsylvania criminal justice system, Pennsylvania laws (victims’ rights, DV, SA, etc.), hotline training, and comprehensive information about victims' services and other programs available locally and statewide. The existing statutes, regulations, and requirements need factor had an eigenvalue of 7.770 and explained 51.802 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .871$). The overall mean and standard deviation for existing statutes, regulations, and requirements need across region and role was 1.5652 and 1.20665, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 472) = .486, p = .819$. There was a statistically significant main effect for region, $F(6, 472) = 4.149, p = .000$. Post hoc comparisons using the Tukey HSD test indicated that the East region ($M = 2.03, SD = 1.29$) needs existing statutes, regulations, and requirements more than the Southcentral/west region ($M = 1.08, SD = 1.00$) and the Northcentral and Northeast region ($M = 1.27, SD = 1.06$). The Southeast/Philadelphia region ($M = 1.83, SD = 1.20$) has a higher need for organizational existing statutes, regulations, and requirements than the Southcentral/west region ($M = 1.08, SD = 1.00$) and the Northcentral and Northeast region ($M = 1.27, SD = 1.06$). There was not a statistically significant main effect for role, $F(1, 472) = 3.198, p = .074$. In other words, on average, and for this sample, **there is a mean difference in stakeholders’ need for existing statutes, regulations, and requirements between regions, but not roles.**

Furthermore, a series of independent-samples t-tests found that **there is a significant difference in ratings of need for existing statutes, regulations, and requirements between VSPs ($M = 1.16, SD = .97$) and non-VSPs ($M = 1.68, SD = 1.12$) in the Southwest/Pittsburgh region.**

Inferential Analysis – Stakeholder Results

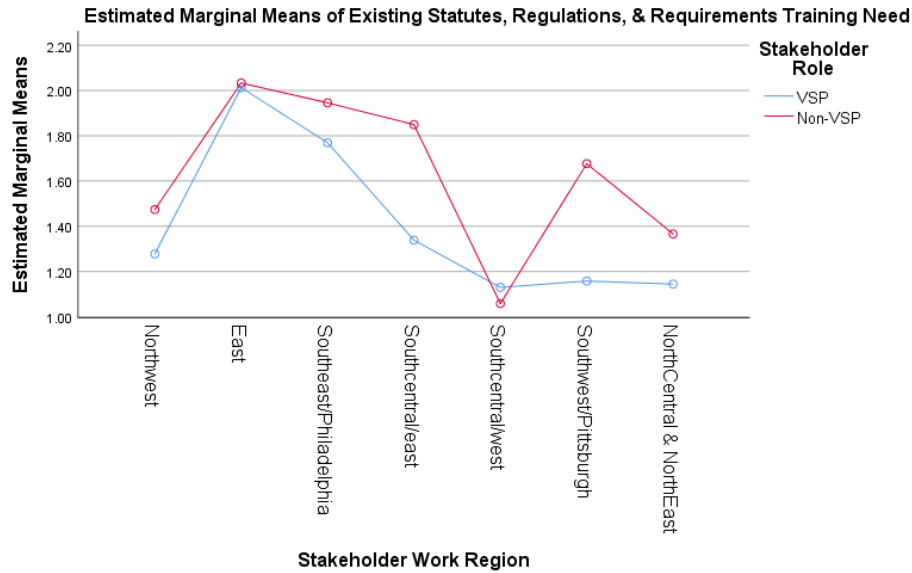


Figure IV-57: Estimated Marginal Means of Existing Statutes, Regulations, & Requirements Training Needs- VSP vs Non-VSP

MANAGERIAL & VICTIM ADVOCACY TRAINING

Table IV-21: Descriptive Statistics for Stakeholder Need for Managerial & Victim Advocacy Training

Descriptive Statistics for Stakeholder Need for Managerial & Victim Advocacy Training				
Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	1.4028	1.16675	18
	Non-VSP	1.2895	1.65467	19
	Total	1.3446	1.41955	37
East	VSP	1.7885	1.68277	13
	Non-VSP	1.9274	1.20449	31
	Total	1.8864	1.34408	44
Southeast/Philadelphia	VSP	1.8386	1.33436	79
	Non-VSP	1.3537	1.14970	41
	Total	1.6729	1.29023	120
Southcentral/east	VSP	1.1515	1.35488	33
	Non-VSP	1.7237	1.34916	38
	Total	1.4577	1.37255	71
Southcentral/west	VSP	1.4167	1.43069	9
	Non-VSP	.9875	.97155	20
	Total	1.1207	1.12524	29

Inferential Analysis – Stakeholder Results

Southwest/Pittsburgh	VSP	1.1944	1.06589	36
	Non-VSP	1.5204	1.22882	49
	Total	1.3824	1.16725	85
Northcentral & Northeast	VSP	1.1579	1.04852	38
	Non-VSP	1.2398	1.19019	49
	Total	1.2040	1.12486	87
Total	VSP	1.4668	1.28841	226
	Non-VSP	1.4585	1.25732	247
	Total	1.4625	1.27092	473

A two-way between groups analysis of variance was conducted to explore the impact of stakeholder region and role on their organization’s need for managerial & victim advocacy training. Stakeholders were asked to indicate the extent to which certain types of training are needed for their organization to improve services to victims of crime. The response scale was 1 = not needed at all, 2 = somewhat needed, 3 = moderately needed, and 4 = highly needed. These response items were recoded to 1 = not needed at all, 2 = somewhat needed, 3 = moderately needed, and 5 = highly needed. For this analysis, factor scores for managerial & victim advocacy training; were computed based on the following survey items: basic advocacy, executive director training, foundational academy training, and advanced victim advocate training. The managerial & victim advocacy training; need factor had an eigenvalue of 1.114 and explained 7.426 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .797$). The overall mean and standard deviation for managerial & victim advocacy training; need across region and role was 1.4625 and 1.27092, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 459) = 1.675, p = .125$. There was not a statistically significant main effect for region, $F(6, 459) = 1.720, p = .115$. There was not a statistically significant main effect for role, $F(1, 459) = .009, p = .923$. In other words, for this sample, **there is no mean difference in stakeholders’ need for managerial & victim advocacy training; between regions or roles**. Furthermore, a series of independent-samples t-tests found that **there is a significant difference in ratings of need for managerial & victim advocacy training; between VSPs ($M = 1.84, SD = 1.33$) and non-VSPs ($M = 1.35, SD = 1.15$) in the Southeast/Philadelphia region**.

Inferential Analysis – Stakeholder Results

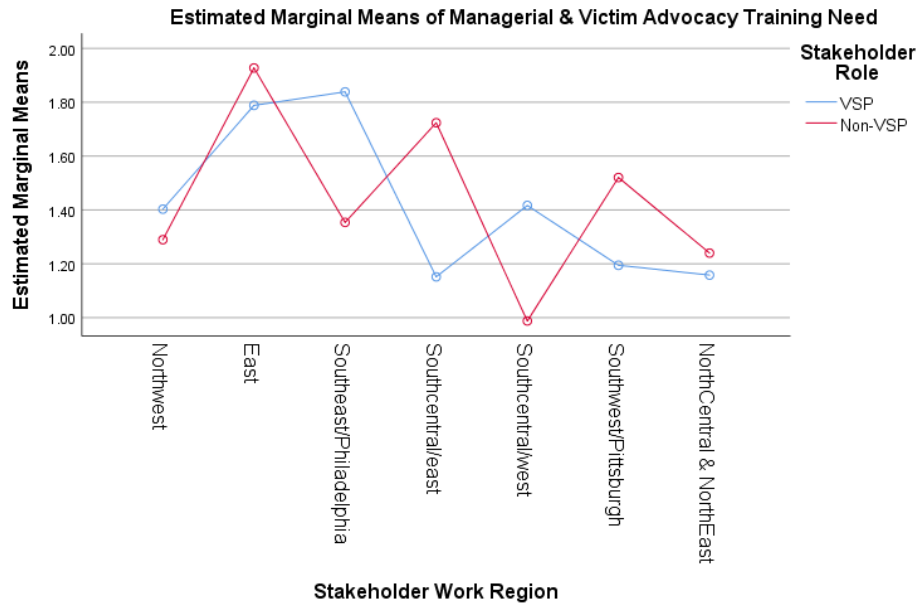


Figure IV-58: Estimated Marginal Means of Managerial & Victim Advocacy Training Need- Non-VSP vs VSP

OPERATIONAL & TOPICAL TRAINING

Table IV-22: Descriptive Statistics for Stakeholder Need for Operational & Topical

Descriptive Statistics for Stakeholder Need for Operational & Topical				
Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	1.8632	1.41430	19
	Non-VSP	1.9474	1.75353	19
	Total	1.9053	1.57187	38
East	VSP	2.1846	1.96717	13
	Non-VSP	2.0710	1.25065	31
	Total	2.1045	1.47443	44
Southeast/Philadelphia	VSP	2.4049	1.48693	81
	Non-VSP	2.6426	1.58028	47
	Total	2.4922	1.52003	128
Southcentral/east	VSP	1.8312	1.29227	32
	Non-VSP	2.2952	1.32093	42
	Total	2.0946	1.32012	74
Southcentral/west	VSP	1.8000	1.53623	9
	Non-VSP	1.1455	.93642	22
	Total	1.3355	1.15515	31

Inferential Analysis – Stakeholder Results

Southwest/Pittsburgh	VSP	1.6222	1.27909	36
	Non-VSP	2.0612	1.35966	49
	Total	1.8753	1.33630	85
Northcentral & Northeast	VSP	1.7135	1.40281	37
	Non-VSP	1.6353	1.10178	51
	Total	1.6682	1.23023	88
Total	VSP	2.0053	1.45978	227
	Non-VSP	2.0360	1.39022	261
	Total	2.0217	1.42161	488

A two-way between groups analysis of variance was conducted to explore the impact of stakeholder region and role on their organization’s need for operational & topical. Stakeholders were asked to indicate the extent to which certain types of training are needed for their organization to improve services to victims of crime. The response scale was 1 = not needed at all, 2 = somewhat needed, 3 = moderately needed, and 4 = highly needed. These response items were recoded to 1 = not needed at all, 2 = somewhat needed, 3 = moderately needed, and 5 = highly needed. For this analysis, factor scores for operational & topical were computed based on the following survey items: therapeutic counseling training, topic-specific training (e.g. human trafficking, stalking, dating violence, etc.), trauma informed/sensitive services and support, support group knowledge and information, and sensitivity and cultural competency. The operational & topical need factor had an eigenvalue of .901 and explained 6.005 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .878$). The overall mean and standard deviation for operational & topical need across region and role was 2.0217 and 1.42161, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 474) = .835, p = .543$. There was a statistically significant main effect for region, $F(6, 474) = 4.470, p = .000$. Post hoc comparisons using the Tukey HSD test indicated that the Southeast/Philadelphia region ($M = 2.49, SD = 1.52$) has a higher need for organizational operational & topical than the Southcentral/west region ($M = 1.34, SD = 1.16$), the Southwest/Pittsburgh region ($M = 1.88, SD = 1.34$) and the Northcentral and Northeast region ($M = 1.67, SD = 1.23$). There was not a statistically significant main effect for role, $F(1, 474) = .134, p = .715$. In other words, on average, and for this sample, **there is a mean difference in stakeholders’ need for operational & topical between regions, but not roles**. Furthermore, a series of independent-samples t-tests found that **there are no significant differences in ratings of the organizational need for operational & topical between VSPs and non-VSPs within each individual region**.

Inferential Analysis – Stakeholder Results

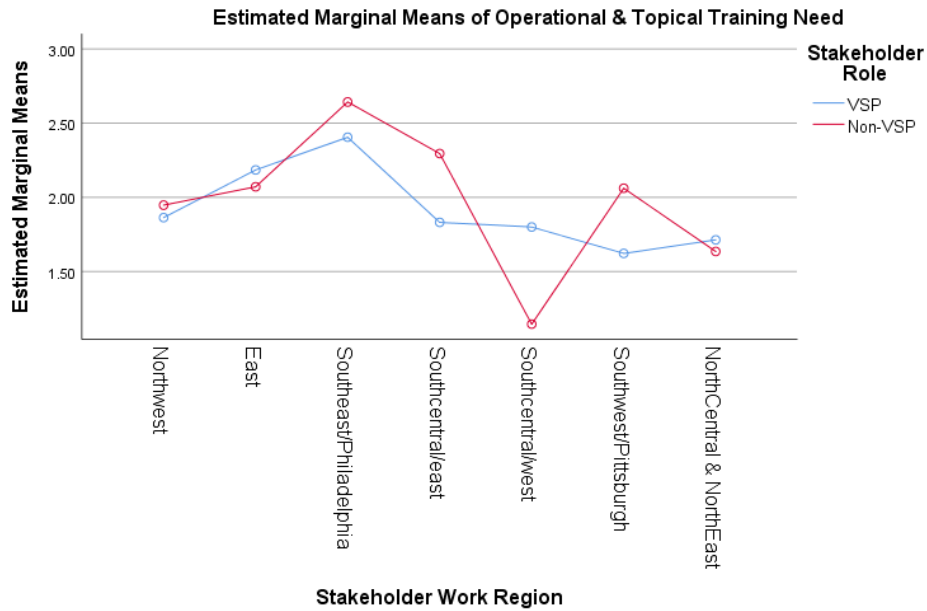


Figure IV-59: Estimated Marginal Means of Operational & Topical Training Need- VSP vs Non-VSP

CROSS-NETWORK/ACCESS SERVICES

Table IV-23: Descriptive Statistics for Stakeholder Cross-Network/Access Services Need

Descriptive Statistics for Stakeholder Cross-Network/Access Services Need				
Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	1.9000	.56246	12
	Non-VSP	2.0800	1.02935	10
	Total	1.9818	.79261	22
East	VSP	1.8000	.71554	6
	Non-VSP	2.3895	.92249	19
	Total	2.2480	.90052	25
Southeast/Philadelphia	VSP	2.2051	.79669	39
	Non-VSP	1.9765	.58687	17
	Total	2.1357	.74160	56
Southcentral/east	VSP	1.9556	.86923	18
	Non-VSP	2.1048	.77361	21
	Total	2.0359	.81159	39
Southcentral/west	VSP	2.5600	.71274	5
	Non-VSP	1.9636	.57144	11
	Total	2.1500	.65929	16
Southwest/Pittsburgh	VSP	1.7111	.55824	18

Inferential Analysis – Stakeholder Results

	Non-VSP	2.0414	.87076	29
	Total	1.9149	.77655	47
Northcentral & Northeast	VSP	2.1778	.70923	18
	Non-VSP	2.0500	.78206	32
	Total	2.0960	.75186	50
Total	VSP	2.0483	.74769	116
	Non-VSP	2.0892	.79861	139
	Total	2.0706	.77462	255

A two-way between groups analysis of variance was conducted to explore the impact of stakeholder region and role on their organizational need for cross-network/access services. Stakeholders were asked to indicate the extent to which certain infrastructure/support items are needed within their organization to help improve the quality and accessibility of service(s) provided to victims/survivors of crime in the area(s) their organization serves. The response scale was 1 = not needed at all, 2 = somewhat needed, 3 = moderately needed, and 4 = highly needed. These response items were recoded to 1 = not needed at all, 2 = somewhat needed, 3 = moderately needed, and 5 = highly needed. For this analysis, factor scores for cross-network/access services were computed based on the following survey items: remote training access, technical assistance/visits, statewide comprehensive victim service hotline, access to telemedicine, and regional cross-training initiatives. The cross-network/access services need factor had an eigenvalue of 8.198 and explained 48.221 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .849$). The overall mean and standard deviation for cross-network/access services need across region and role was 2.0706 and .77462, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 241) = 1.417, p = .209$. There was not a statistically significant main effect for region, $F(6, 241) = .652, p = .688$. There was not a statistically significant main effect for role, $F(1, 241) = .138, p = .711$. In other words, on average, and for this sample, **there is no mean difference between regions and roles in stakeholders' ratings of the need for cross-network/access services for their organization.** Furthermore, a series of independent-samples t-tests found that **there are no significant differences in ratings of the organizational need for cross-network/access services between VSPs and non-VSPs within each individual region.**

Inferential Analysis – Stakeholder Results

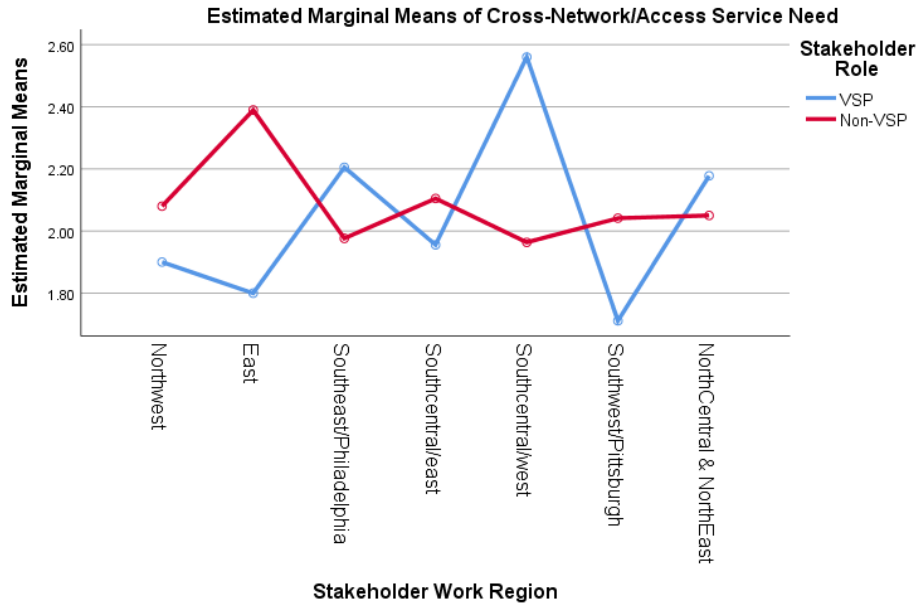


Figure IV-60: Estimated Marginal Means of Cross-Network/Access Service Need- VSP vs Non-VSP

INFORMATION TECHNOLOGY & FACILITY NEEDS

Table IV-24: Descriptive Statistics for Stakeholder Information Technology & Facility Needs

Descriptive Statistics for stakeholder information technology & facility needs

Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	2.2019	.83781	13
	Non-VSP	1.7639	1.13441	9
	Total	2.0227	.96950	22
East	VSP	1.9464	.97055	7
	Non-VSP	1.9583	.73142	15
	Total	1.9545	.79108	22
Southeast/Philadelphia	VSP	2.4451	.81204	41
	Non-VSP	1.8529	.78839	17
	Total	2.2716	.84330	58
Southcentral/east	VSP	2.0625	.96501	16
	Non-VSP	2.0750	.83449	20
	Total	2.0694	.88158	36
Southcentral/west	VSP	2.3214	.65295	7
	Non-VSP	1.4375	.56784	12
	Total	1.7632	.72874	19

Inferential Analysis – Stakeholder Results

Southwest/Pittsburgh	VSP	2.1125	.83400	20
	Non-VSP	1.7407	.83847	27
	Total	1.8989	.84805	47
Northcentral & Northeast	VSP	2.2132	.61992	17
	Non-VSP	1.7333	.69383	30
	Total	1.9069	.70106	47
Total	VSP	2.2448	.81432	121
	Non-VSP	1.8038	.78995	130
	Total	2.0164	.83009	251

A two-way between groups analysis of variance was conducted to explore the impact of stakeholder region and role on their organizational need for information technology & facility. Stakeholders were asked to indicate the extent to which certain infrastructure/support items are needed within their organization to help improve the quality and accessibility of service(s) provided to victims/survivors of crime in the area(s) their organization serves. The response scale was 1 = not needed at all, 2 = somewhat needed, 3 = moderately needed, and 4 = highly needed. These response items were recoded to 1 = not needed at all, 2 = somewhat needed, 3 = moderately needed, and 5 = highly needed. For this analysis, factor scores for information technology & facility needs were computed based on the following survey items: specialized software for online appointment scheduling, website design/redesign, IT support, technology to assist with language barriers (build-in translators for online communication), teleconferencing/virtual meeting equipment, computer equipment, shelter maintenance/repair, office maintenance/repair. The information technology & facility need factor had an eigenvalue of 1.231 and explained 7.242 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .925$). The overall mean and standard deviation for information technology & facility need across region and role was 2.0164 and .83009, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 237) = 1.002, p = .425$. There was not a statistically significant main effect for region, $F(6, 237) = .467, p = .833$. There was a statistically significant main effect for role, $F(1, 237) = 11.650, p = .001$. An independent-samples t-test confirmed that there was a significant difference in perceptions of organizational need for information technology & facility for VSPs ($M = 2.2448, SD = .81432$), which was greater than non-VSPs ($M = 1.8038, SD = .78995$); $t(249) = 4.354, p = .000$. In other words, on average, and for this sample, **there is no mean difference in stakeholders' information technology & facility needs between regions, but there is for roles**. Furthermore, a series of independent-samples t-tests found that **there is a significant difference in ratings of need for information technology & facility between VSPs ($M = 2.45, SD = .81$) and non-VSPs ($M = 1.85, SD = .79$) in the Southeast/Philadelphia region, between VSPs ($M = 2.32, SD = .65$) and non-VSP's ($M = 1.44, SD = .57$) in the Southcentral/west region, and between VSPs ($M = 2.21, SD = .62$) and non-VSPs ($M = 1.73, SD = .69$) in the Northcentral and Northeast region.**

Inferential Analysis – Stakeholder Results

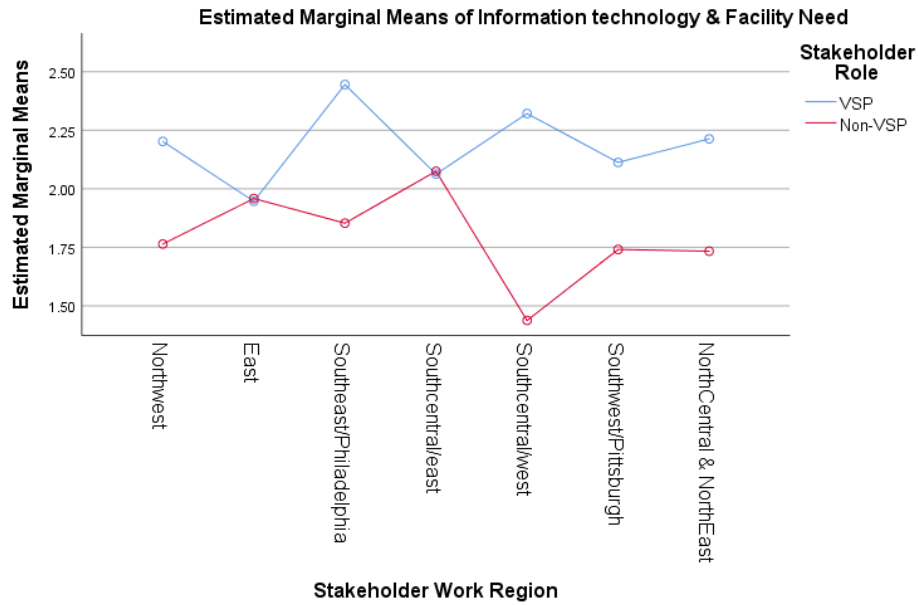


Figure IV-61: Estimated Marginal Means of Information Technology & Facility Need- VSP vs Non-VSP

OFFICE & STAFF NEEDS

Table IV-25: Descriptive Statistics on Stakeholder Office and Staff-Related Needs

Descriptive Statistics on Stakeholder Office and Staff-Related Needs				
Stakeholder Work Region	Stakeholder Role	Mean	Std. Deviation	N
Northwest	VSP	2.7500	.69437	15
	Non-VSP	2.2750	.84533	10
	Total	2.5600	.77822	25
East	VSP	2.3438	1.14125	8
	Non-VSP	2.3421	.83004	19
	Total	2.3426	.90974	27
Southeast/Philadelphia	VSP	2.6808	.72417	65
	Non-VSP	2.4375	.77467	28
	Total	2.6075	.74400	93
Southcentral/east	VSP	2.1552	.92441	29
	Non-VSP	2.4000	.81009	25
	Total	2.2685	.87396	54
Southcentral/west	VSP	2.6563	.39950	8
	Non-VSP	1.8269	.64859	13
	Total	2.1429	.69179	21

Inferential Analysis – Stakeholder Results

Southwest/Pittsburgh	VSP	2.2917	.78258	30
	Non-VSP	2.2206	.71976	34
	Total	2.2539	.74468	64
Northcentral & Northeast	VSP	2.3214	.58869	28
	Non-VSP	2.2303	.76092	38
	Total	2.2689	.68964	66
Total	VSP	2.4686	.77922	183
	Non-VSP	2.2725	.76973	167
	Total	2.3750	.77979	350

A two-way between groups analysis of variance was conducted to explore the impact of stakeholder region and role on their organizational office and staff-related needs. Stakeholders were asked to indicate the extent to which certain infrastructure/support items are needed within their organization to help improve the quality and accessibility of service(s) provided to victims/survivors of crime in the area(s) their organization serves. The response scale was 1 = not needed at all, 2 = somewhat needed, 3 = moderately needed, and 4 = highly needed. These response items were recoded to 1 = not needed at all, 2 = somewhat needed, 3 = moderately needed, and 5 = highly needed. For this analysis, factor scores for office and staff-related needs were computed based on the following survey items: security systems, data collection software, increased pay/benefits for staff, and furniture (waiting room/office). The office & staff need factor had an eigenvalue of 1.043 and explained 6.134 of the variance. The items for this scale were shown to be internally consistent ($\alpha = .745$). The overall mean and standard deviation for office & staff related need across region and role was 2.3750 and .77979, respectively. The results show that the interaction effect between region and role was not statistically significant, $F(6, 336) = 1.556, p = .159$. There was not a statistically significant main effect for region, $F(6, 336) = 1.559, p = .158$. There was a statistically significant main effect for role, $F(1, 336) = 4.631, p = .032$. An independent-samples t-test confirmed that there was a significant difference in stakeholder perception of organizational office and staff-related needs for VSPs ($M = 2.4686, SD = .77922$), which was greater than Non-VSPs ($M = 2.2725, SD = .76973$); $t(348) = 2.366, p = .019$. In other words, on average, and for this sample, **there is no mean difference in stakeholders' ratings of office & staff needs between regions, but there is a difference based on role**. Furthermore, a series of independent-samples t-tests found that **there is a significant difference in ratings of office & staff related needs between VSPs ($M = 2.66, SD = .40$) and non-VSPs ($M = 1.83, SD = .65$) in the Southcentral/west region**.

Inferential Analysis – Stakeholder Results

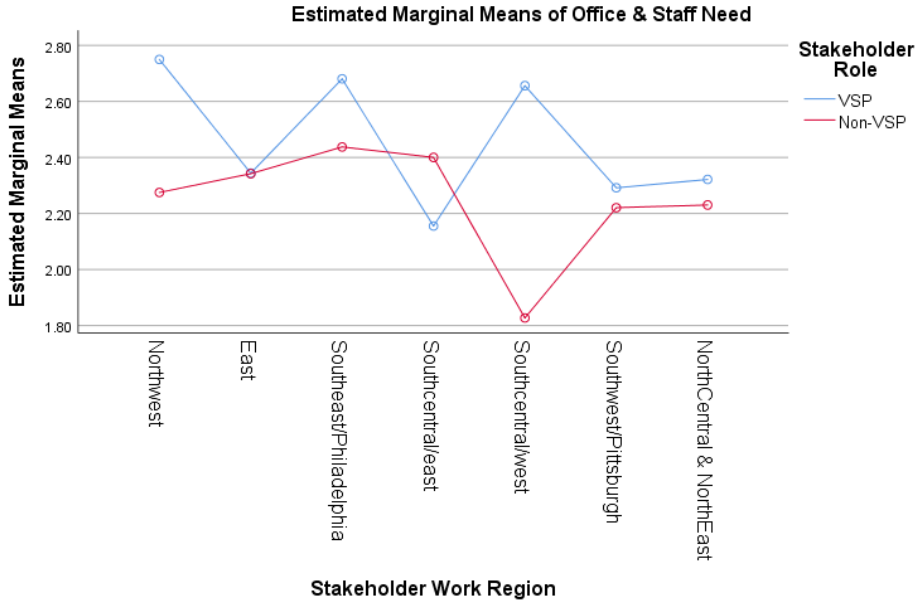


Figure IV-62: Estimated Marginal Means of Office & Staff Need- VSP vs Non-VSP

VICTIM RESULTS

DEMOGRAPHICS

A total of 256 individuals that include victims of various crimes and their families responded. The total number of respondents by each demographic varies because responses for “Do not know” and “Prefer not to answer” were treated as missing data along with questions where no answer was selected. Among the demographic information collected through this survey, sexual orientation, citizenship, language, and veteran status were not included in the analyses for this section because the representation for these groups among the respondents was too small for analysis. Table IV-26 shows victim respondent demographic information.

Table IV-26: Victim Respondent Demographic Information

Variables	n	N	Variables	n	N
Impacted crime type		248	Age		248
Crimes Against a Person	160		Younger than 25	40	
Crimes Against Property	33		25-59	162	
Both types of crimes	55		60 and older	44	
Gender		237	Employment status		239
Male	78		Full-time worker	152	
Female	159		Part-time worker	31	
Race		255	Unemployed/retired	56	
White	181		Education		233
Non-White	74		High School or less	58	
Marital status		235	Some college	56	
Married	119		Bachelor’s degree	72	
Not married	116		Master’s/Doctoral degree	47	
Living with		240	Religion		228
At least one child	100		Christian	142	
No children	140		Other religion	31	
Disability status		239	No religious affiliation	55	
Disability	69		Residential area		252
No disability	170		Rural	75	
			Urban	177	

Crime types were categorized crimes against person and crimes against property based on the definition of National Incident-Based Reporting System (Appendix VI-3). Of a total of 248 respondents, 160 individuals (62.50%) reported that they were impacted by crimes against a person, 33 individuals (12.89%) reported that they were impacted by the crimes against property, and 55 individuals (21.48%) reported that they were impacted both types of crime. For race, non-White respondents include African Americans, American Indians, Asians, Hispanics, and other races except Whites. Under marital status, not married respondents include singles living with significant other, not living with significant, not in a relationship, divorced, separated, and widowed. For disability status, respondents with disability include people with medical disabilities. Under employment status, unemployed/retired respondents include

Inferential Analysis – Victim Results

individuals trying to find employment, not trying to find employment, people with disabilities, and retirees. Under education, some college respondents include individuals having attended or currently attending college, earned Associate degree or trade/technical school certification. For age, 15 respondents under age 18 were grouped with young adults (age 18-24) because these two age groups were very small in size and included many missing answers.

SERVICE AWARENESS

Of a total of 256 respondents, 119 individuals (46.48%) indicated that they were aware that victims/survivors of crime in Pennsylvania are eligible for financial assistance/ reimbursement from the state. The awareness scores were calculated as the average score of each group ranging from zero to one. The awareness score differences between rural and urban residents, and among nine regions, are shown on Table IV-27 and Figure IV-63. The differences in awareness by demographic characteristics are shown on Table IV-28 and Figure IV-64.

Table IV-27: Service Awareness by Rural/Urban and by Region

Area/Region	Aware		Unaware		Total
	n	%	n	%	n
State	119	46.48%	137	53.52%	256
Rural	46	61.33%	34	45.33%	75
Urban	96	54.24%	81	45.76%	177
Region 1 (Northwest)	11	50.00%	11	50.00%	22
Region 2 (North Central)	5	62.50%	3	37.50%	8
Region 3 (Northeast)	9	60.00%	6	40.00%	15
Region 4 (East)	14	50.00%	14	50.00%	28
Region 5 (Southeast/Philadelphia)	31	40.26%	46	59.74%	77
Region 6 (Southcentral east)	14	60.87%	9	39.13%	23
Region 7 (Southcentral west)	4	66.67%	2	33.33%	6
Region 8 (Southwest\Pittsburgh)	47	68.12%	22	31.88%	69
Region 1 (Northwest)	2	50.00%	2	50.00%	4

Inferential Analysis – Victim Results

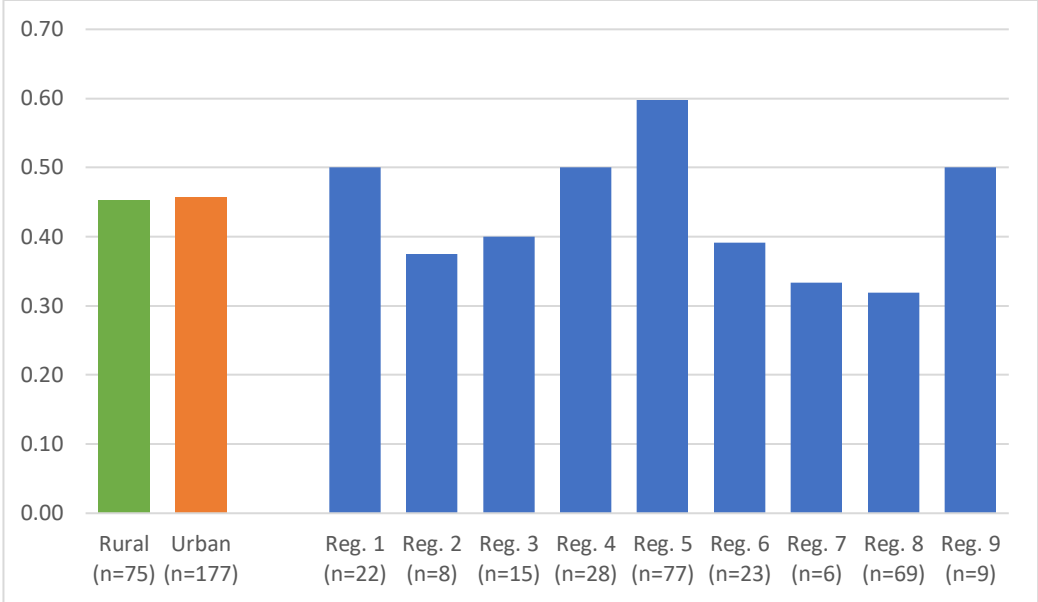


Figure IV-63: Service Awareness by Rural/Urban and by Region

Inferential Analysis – Victim Results

Table IV-28: Service Awareness by Demographic Characteristics

Demographic Characteristics	Aware		Unaware		Total
	n	%	n	%	n
Against-person crime	69	43.13%	91	56.88%	160
Against-property crime	15	45.45%	18	54.55%	33
Both types of crimes	29	52.73%	26	47.27%	55
Male	37	47.44%	41	52.56%	78
Female	71	44.65%	88	55.35%	159
White	73	40.33%	108	59.67%	181
Non-White	46	62.16%	28	37.84%	74
Married	67	56.30%	52	43.70%	119
Not married	61	52.59%	55	47.41%	116
Living with children	44	44.00%	56	56.00%	100
Living with no children	67	47.86%	73	52.14%	140
Disability	87	51.18%	83	48.82%	170
No disability	25	36.23%	44	63.77%	69
age < 25	20	50.00%	20	50.00%	40
age 25-59	73	44.51%	91	55.49%	164
age 60 +	21	47.73%	23	52.27%	44
Employed full-time	75	49.34%	77	50.66%	152
Employed part-time	11	35.48%	20	64.52%	31
Unemployed	23	41.07%	33	58.93%	56
High or less	26	44.83%	32	55.17%	58
Some college	25	44.64%	31	55.36%	56
Bachelor's	34	47.22%	38	52.78%	72
Masters/Doctoral Degree	23	48.94%	24	51.06%	47
Christian	60	42.25%	82	57.75%	142
Other religion	12	38.71%	19	61.29%	31
No religious affiliation	33	60.00%	22	40.00%	55

Inferential Analysis – Victim Results

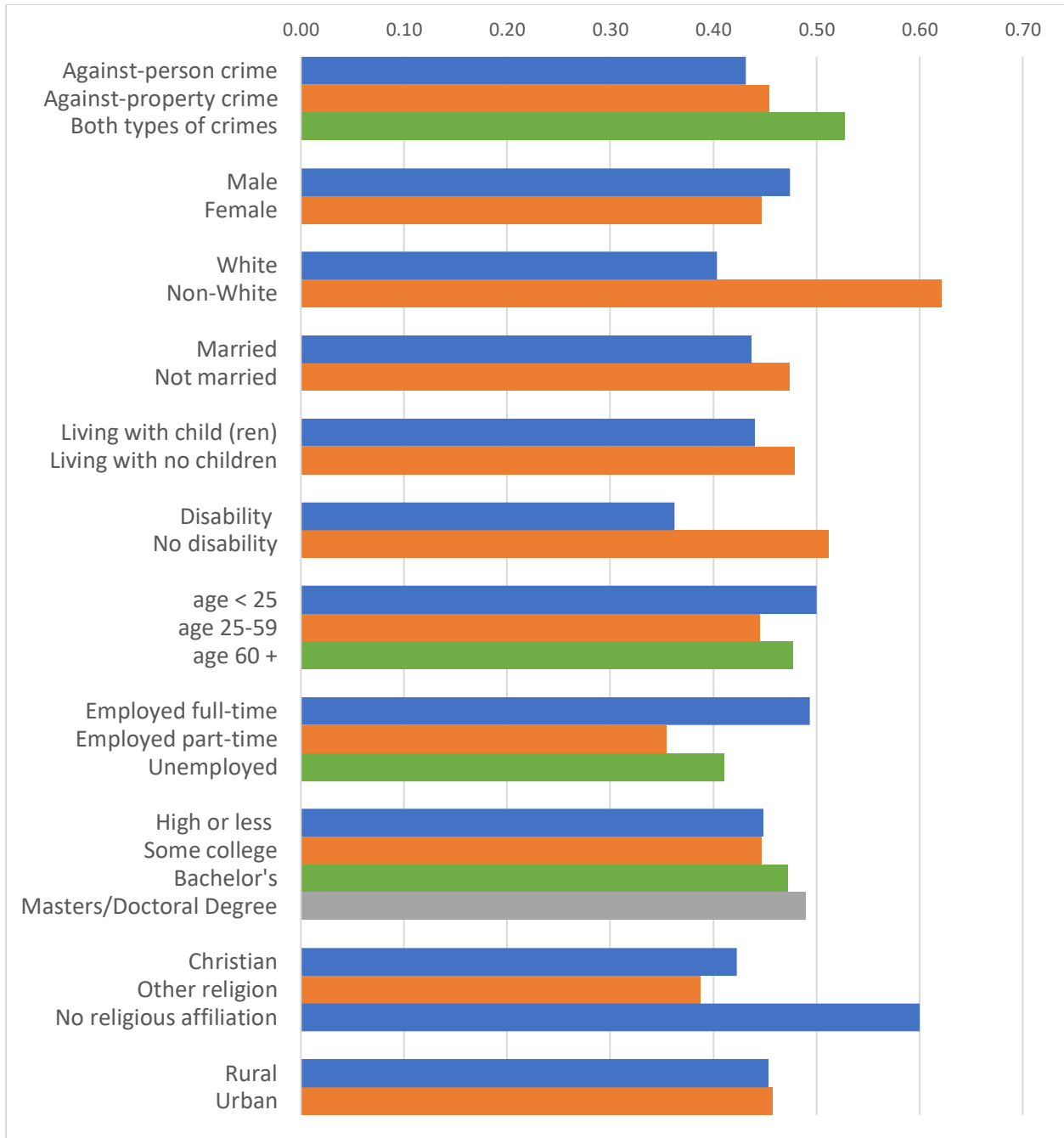


Figure IV-64: Service Awareness by Demographic Characteristics

A logistic regression was performed to ascertain the effects of demographic information on the likelihood that the respondents are aware of Pennsylvania’s financial assistance/reimbursement services for the victims. Eleven predictors in Table VI-28 were simultaneously entered into the model. Controlling all other variables, a statistically significant relationship was found between the service awareness and each of the following variables at the 90% confidence level. Likelihood $\chi^2(17) = 31.06, p = 0.020$.

Inferential Analysis – Victim Results

- Gender: The odds of males being aware of the service is 2.02 times higher than females.
- Race: The odds of non-Whites being aware of the service is 2.42 times higher than Whites.
- Marital status: The odds of the not-married being aware of the service is 2.36 times higher than the married.
- Disability status: The odds of people without disabilities being aware of the services is 3.05 times higher than people with disabilities.
- Religion: The odds of people not having religions affiliation being aware of the services is 2.45 times higher than Christians.

SERVICES NEEDED AND RECEIVED

For a total of 31 types of services, respondents were asked whether they have ever needed/sought (Yes=1 No=0). These services were grouped into five categories as follows:

Legal Services & Assistance includes: legal representation, legal immigration services, notifications about the status of court hearings and/or the location of the criminal defendant, court accompaniment and/or assistance in court system procedures, assistance completing victims' compensation application for reimbursement/payment of crime-related expenses, and coordination of victim services.

Assistance/Shelter/Transportation Service includes: financial assistance for funeral/burial services, relocation services, in-home person care (e.g. day care for children; medical care for elder or disabled adult), emergency financial assistance, transportation (e.g. to receive services, to attend court hearings, medical appointments, etc.), emergency shelter and/or emergency short-term housing, employment assistance, basic needs (i.e. clothing, food, shelter), and long-term housing.

Medical/Mental Health Service includes: counseling, therapy, or mental health services, medical exam for sexual assault, substance abuse support/treatment, and medical/healthcare services.

Safety/Support/Crisis Assistance Service includes: crisis response at the crime scene, crisis hotline, continuing crisis intervention, safety/security planning, accompaniment to medical services, child advocacy center services (including forensic interviews for child victims), faith-based/spiritual help, and peer support groups.

Language/Disability Assistance Service includes: language/interpretation services, disability assistance (e.g. assistive technology, signing, etc.), and accommodations for victims/survivors with disabilities (e.g. assistive technology, signing, etc.).

SERVICES NEEDED

To measure the differences in service needs between urban and rural, a two-sample *t* test was performed to compare the mean scores by services needed. The analysis produced a significant *t* value for the four service groups. Rural residents had higher needed scores for all five services. Rural residents rated all five services groups higher in need than their urban counterparts. Rural residents had higher Legal Services & Assistance needed scores ($M = 0.44$, $SD = 0.46$) than urban residents ($M = 0.34$, $SD = 0.41$), $t(250) = 1.52$, $p = 0.066$, higher Assistance/ Shelter/Transportation Service needed scores ($M = 0.43$, $SD = 0.47$) than

Inferential Analysis – Victim Results

urban residents ($M = 0.29, SD = 0.42$), $t(250) = 2.37, p = 0.009$, higher Medical/Mental Health Service needed scores ($M = 0.44, SD = 0.46$) than urban residents ($M = 0.31, SD = 0.42$), $t(250) = 2.14, p = 0.012$, higher Safety/Support/Crisis Assistance Service needed scores ($M = 0.44, SD = 0.46$) than urban residents ($M = 0.32, SD = 0.41$), $t(250) = 2.14, p = 0.017$, and higher Language/Disability Assistance Service needed scores ($M = 0.40, SD = 0.49$) than urban residents ($M = 0.27, SD = 0.43$), $t(250) = 2.15, p = 0.017$. The scores for services needed of each group were calculated using the average subgroup scores ranging from one to zero. The services needed scores by type are shown in Table IV-29 and Figure IV-65. The services needed scores by region are shown in Figure IV-66.

Table IV-29: Services Needed by Type

Area	Services Needed	N	Mean	Std.	Min	Max
State	Legal Services & Assistance	256	0.37	0.43	0	1
	Assistance/Shelter/Transportation Service	256	0.33	0.43	0	1
	Medical/Mental Health Service	256	0.35	0.43	0	1
	Safety/Support/Crisis Assistance Service	256	0.35	0.42	0	1
	Language/Disability Assistance Service	256	0.30	0.45	0	1
Rural	Legal Services & Assistance	75	0.44	0.46	0	1
	Assistance/Shelter/Transportation Service	75	0.43	0.47	0	1
	Medical/Mental Health Service	75	0.44	0.46	0	1
	Safety/Support/Crisis Assistance Service	75	0.44	0.46	0	1
	Language/Disability Assistance Service	75	0.40	0.49	0	1
Urban	Legal Services & Assistance	177	0.35	0.41	0	1
	Assistance/Shelter/Transportation Service	177	0.29	0.42	0	1
	Medical/Mental Health Service	177	0.31	0.42	0	1
	Safety/Support/Crisis Assistance Service	177	0.32	0.41	0	1
	Language/Disability Assistance Service	177	0.27	0.43	0	1

Inferential Analysis – Victim Results

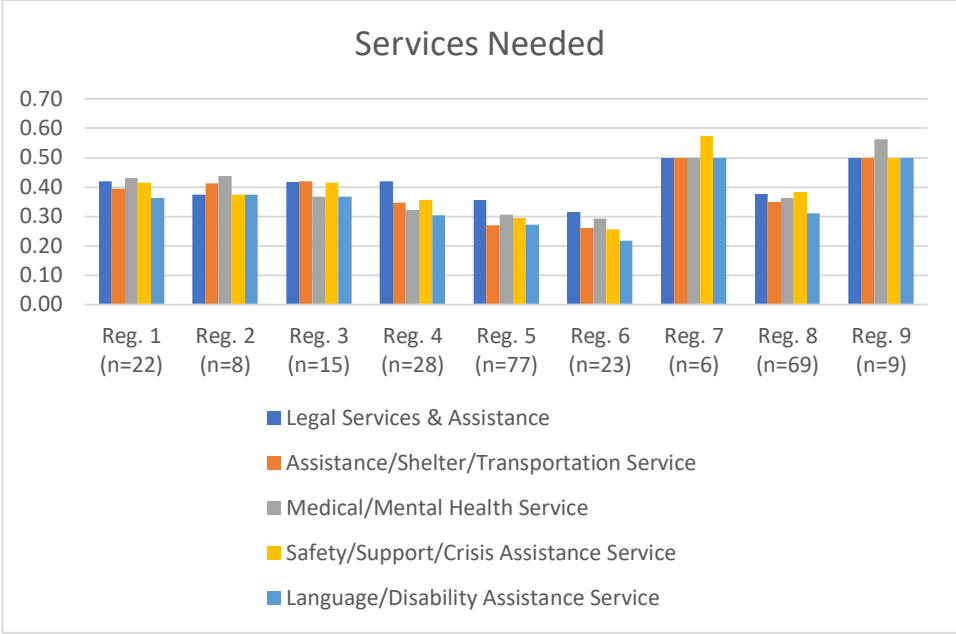


Figure IV-65: Services Needed by Region

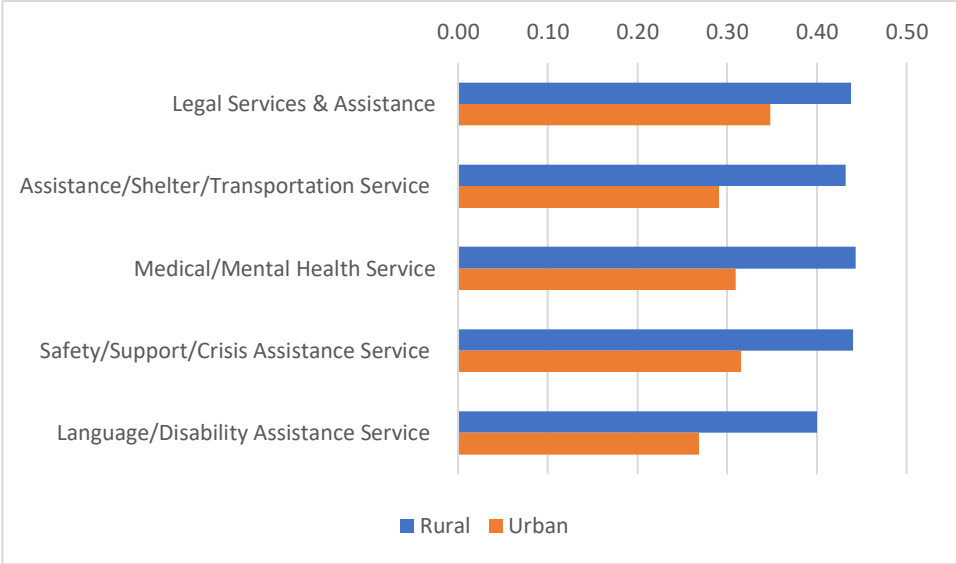


Figure IV-66: Services Needed by Type

SERVICES RECEIVED

Respondents were also asked to indicate (Yes=1 No=0) any services they had received as a result of their victimization. The scores for services received for each group were computed using the average or mean

Inferential Analysis – Victim Results

of the scores for each service within the subgroup with answers ranging from one to zero. The scores for services received by type are shown on Table IV-30 and Figures IV-67 and IV-68.

Table IV-30: Services Received by Type

Area	Services Received	N	Mean	Std.	Min	Max
State	Legal Services & Assistance	186	0.12	0.22	0.00	1.00
	Assistance/Shelter/Transportation Service	186	0.04	0.10	0.00	0.70
	Medical/Mental Health Service	186	0.19	0.21	0.00	0.75
	Safety/Support/Crisis Assistance Service	186	0.06	0.12	0.00	0.56
	Language/Disability Assistance Service	186	0.03	0.12	0.00	0.50
Rural	Legal Services & Assistance	47	0.10	0.20	0.00	1.00
	Assistance/Shelter/Transportation Service	47	0.04	0.11	0.00	0.60
	Medical/Mental Health Service	47	0.23	0.22	0.00	0.75
	Safety/Support/Crisis Assistance Service	47	0.05	0.12	0.00	0.56
	Language/Disability Assistance Service	47	0.02	0.10	0.00	0.50
Urban	Legal Services & Assistance	135	0.12	0.22	0.00	1.00
	Assistance/Shelter/Transportation Service	135	0.04	0.10	0.00	0.70
	Medical/Mental Health Service	135	0.19	0.21	0.00	0.75
	Safety/Support/Crisis Assistance Service	135	0.06	0.12	0.00	0.56
	Language/Disability Assistance Service	135	0.03	0.12	0.00	0.50

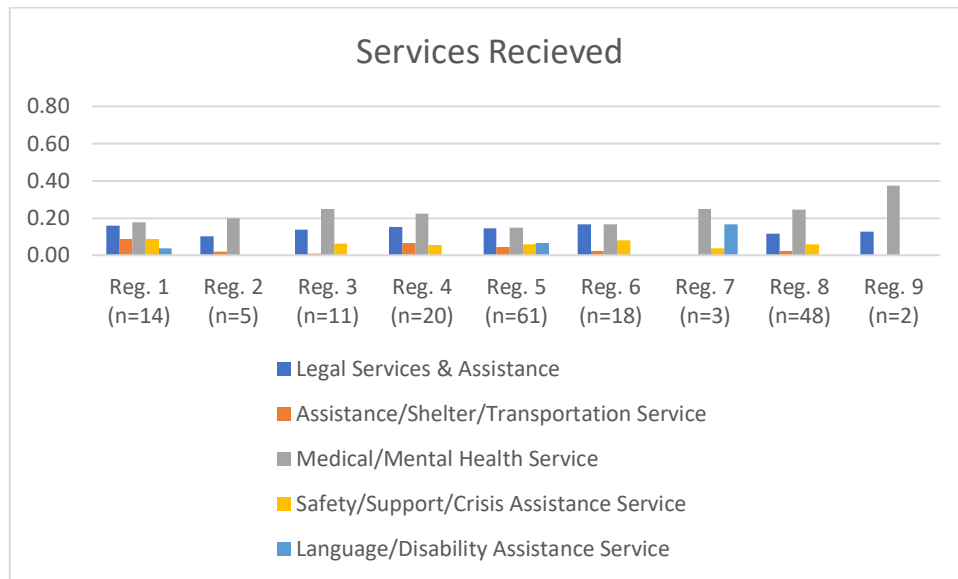


Figure IV-67: Services Received by Region

Inferential Analysis – Victim Results

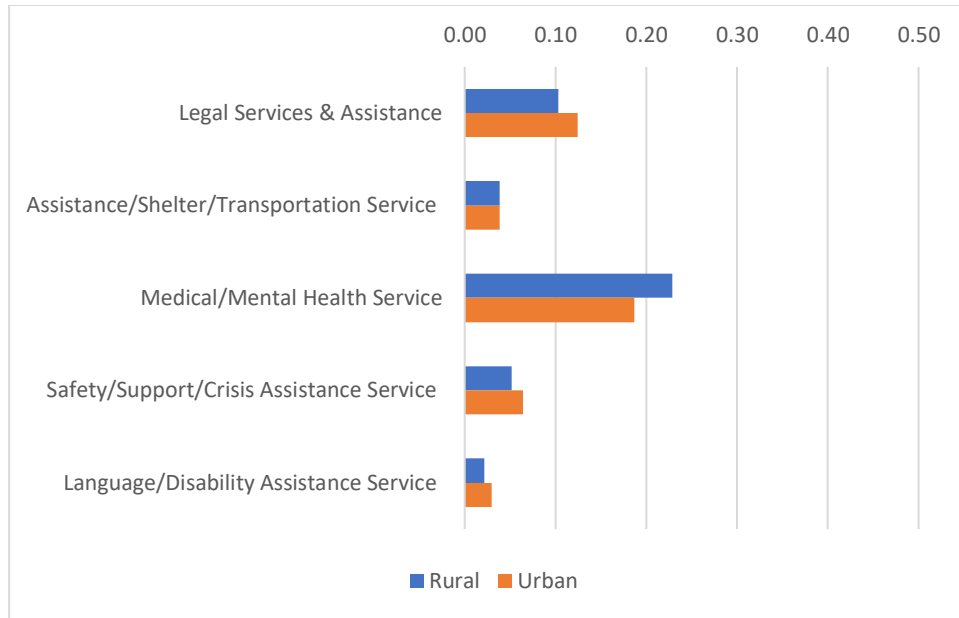


Figure IV-68: Services Received by Type

To measure the differences between the scores for services needed and services received, a paired *t* test was performed to compare the mean scores of services needed and services received by service. The analysis produced a significant *t* value for the three service groups.

- For Assistance/Shelter/Transportation Service, the services needed scores were higher ($M = 0.08$, $SD = 0.1$) than the received scores ($M = 0.04$, $SD = 0.10$), $t(185) = 2.96$, $p = 0.009$.
- For Safety/Support/Crisis Assistance Service, the services needed scores were higher ($M = 0.10$, $SD = 0.16$) than the services received scores ($M = 0.06$, $SD = 0.12$), $t(185) = 2.81$, $p = 0.002$.
- For Medical/Mental Health Service, the services needed scores were lower ($M = 0.10$, $SD = 0.18$) than the services received scores ($M = 0.19$, $SD = 0.21$), $t(185) = 4.46$, $p < 0.001$.

This indicates that the respondents did not receive Assistance/Shelter/ Transportation Service and Safety/Support/Crisis Assistance Service even though they were needed/sought. The scores for services needed and services received by region are shown on Table IV-31, Table IV-32, Table IV-33, Table IV-34, and Table IV-35. The scores for services needed and services received for all 31 services were listed on **Appendix IV-4**.

Inferential Analysis – Victim Results

Table IV-31: Services Needed and Received: Legal Services & Assistance

	Needed Scores			Received Scores		
	n	Mean	Std.	n	Mean	Std
Region 1	22	0.43	0.46	14	0.13	0.27
Region 2	8	0.38	0.52	5	0.07	0.06
Region 3	15	0.42	0.44	11	0.11	0.19
Region 4	28	0.42	0.41	20	0.11	0.22
Region 5	77	0.34	0.40	61	0.15	0.23
Region 6	23	0.30	0.41	18	0.12	0.20
Region 7	6	0.50	0.55	3	0.00	0.00
Region 8	69	0.37	0.44	48	0.10	0.20
Region 9	4	0.50	0.58	2	0.08	0.12

Table IV-32: Services Needed and Received: Assistance/Shelter/Transportation

	Needed Scores			Received Scores		
	n	Mean	Std.	n	Mean	Std
Region 1	22	0.40	0.47	14	0.09	0.18
Region 2	8	0.41	0.50	5	0.02	0.04
Region 3	15	0.42	0.44	11	0.01	0.03
Region 4	28	0.35	0.45	20	0.07	0.17
Region 5	77	0.27	0.41	61	0.05	0.11
Region 6	23	0.26	0.41	18	0.02	0.04
Region 7	6	0.50	0.55	3	0.00	0.00
Region 8	69	0.35	0.44	48	0.02	0.06
Region 9	4	0.50	0.58	2	0.00	0.00

Table IV-33: Services Needed and Received: Medical/Mental Health Services

	Needed Scores			Received Scores		
	n	Mean	Std.	n	Mean	Std
Region 2	8	0.44	0.50	5	0.20	0.21
Region 3	15	0.37	0.47	11	0.25	0.16
Region 4	28	0.32	0.45	20	0.23	0.26
Region 5	77	0.31	0.40	61	0.15	0.19
Region 6	23	0.29	0.40	18	0.17	0.21
Region 7	6	0.50	0.55	3	0.25	0.00
Region 8	69	0.36	0.44	48	0.24	0.23
Region 9	4	0.56	0.52	2	0.38	0.18

Inferential Analysis – Victim Results

Table IV-34: Services Needed and Received: Safety/Support/Crisis Assistance

	Needed Scores			Received Scores		
	n	Mean	Std.	n	Mean	Std
Region 1	22	0.41	0.47	14	0.09	0.17
Region 2	8	0.38	0.52	5	0.00	0.00
Region 3	15	0.41	0.43	11	0.06	0.08
Region 4	28	0.36	0.44	20	0.06	0.12
Region 5	77	0.29	0.40	61	0.06	0.12
Region 6	23	0.26	0.41	18	0.08	0.12
Region 7	6	0.57	0.49	3	0.04	0.06
Region 8	69	0.38	0.43	48	0.06	0.12
Region 9	4	0.50	0.58	2	0.00	0.00

Table IV-35: Services Needed and Received: Language/Disability Assistance

	Needed Scores			Received Scores		
	n	Mean	Std.	n	Mean	Std
Region 1	22	0.36	0.49	14	0.04	0.13
Region 2	8	0.38	0.52	5	0.00	0.00
Region 3	15	0.37	0.48	11	0.00	0.00
Region 4	28	0.30	0.46	20	0.00	0.00
Region 5	77	0.27	0.41	61	0.07	0.17
Region 6	23	0.22	0.42	18	0.00	0.00
Region 7	6	0.50	0.55	3	0.17	0.29
Region 8	69	0.31	0.46	48	0.00	0.00
Region 9	4	0.50	0.58	2	0.00	0.00

PROVIDERS OF VICTIM SERVICES

For services received, respondents were asked who provided the services. Choices included Victim Service Provider, Community/Faith-Based Organization, Not Sure, and Other. Table IV-36 provides a breakdown of these responses about service providers. Based on the responses received, the Victim Services Providers provided the majority of services for all types except Counseling, Therapy, & Mental Health Services and Medical & Health Services. Other organizations provided the majority of these services, and some were also provided by Community & Faith-Based organizations. Sexual Assault Medical Exams were evenly distributed between VSPs and Other organizations. In addition, services provided by Community and Faith-Based organizations included Court Accompaniment, Victim Service Coordination, Peer Support Groups, Legal Representation, Legal Immigration Services, Basic Needs, Emergency Financial Assistance, Emergency Shelter/Housing, Transportation, Relocation Services, Crisis Response, and Faith-Based Services. Other organizations provided Court Accompaniment, Information & Free Resources, Peer Support Groups, Legal Representation, Basic Needs, Emergency Financial Assistance, Emergency Shelter/Housing, Medical Accompaniment, Transportation, Defendant

Inferential Analysis – Victim Results

Notifications, Financial Assistance for Funeral/Burial, Crisis Response, and Substance Abuse Support/Treatment.

Table IV-36: Services Providers

Service	VSP	Community/ Faith-Based	Not Sure	Other
Counseling/Therapy/MH Services	25	13	6	31
Court Accompaniment	20	2	1	4
Information/Free Resources	18	0	2	1
Victim Service Coordination	13	1	0	0
Crisis Hotline	10	0	3	1
Peer Support Groups	9	4	3	3
Medical/Health Services	8	2	7	14
Legal Representation	8	2	1	3
Victim Compensation Assistance	8	0	0	0
Victim/Witness Protection	7	0	1	0
Child Advocacy Services	6	0	1	1
Sexual Assault Medical Exam	5	0	1	5
Language/Interpretation Services	5	0	1	0
Legal Immigration Services	4	1	1	0
Basic Needs	4	1	1	0
Emergency Financial Assistance	4	1	1	1
Ongoing Crisis Intervention	4	0	1	2
Emergency Shelter/Housing	3	1	1	2
Medical Accompaniment	2	0	1	2
Transportation	2	1	1	3
Relocation Services	2	1	1	0
Safety/Security Planning	2	0	3	0
Defendant Notifications	1	0	5	6
Long-Term Housing	1	0	1	0
In-Home Personal Care	1	0	1	0
Employment Assistance	1	0	1	0
Financial Assistance for Funeral/Burial	1	0	1	2
Crisis Response	1	1	1	2
Faith-Based Services	1	7	1	0
Substance Abuse Support/Treatment	0	0	4	2

HOW VICTIMS LEARNED ABOUT VICTIM SERVICES

Victim respondents were asked how they learned about victim services within their communities to assess the best way to reach victims of crime about available services in the future. This information was broken down by Rural and Urban respondents. Table IV-37 and Figure IV-69 show the most effective source of information about available services for rural victims of crime came from their Victim Services Advocate, Police/Law Enforcement, and Medical Services provider. Family and Counselor or Mental health services provider were also noted. and police/law enforcement. The most effective source of information about available services for urban victims of crime came from Police/Law Enforcement and their Victim Advocate.

Table IV-37: Effective Sources of Victim Services Information

Learned About Victim Services			
Source	Rural	Urban	Total
Police/Law Enforcement	7	35	42
Friend	3	14	17
Family	5	11	16
Victim Advocate/VSP	9	28	37
Counselor/MH Services	5	15	20
Medical Services	6	10	16
Clergy	0	3	3
Attorney	2	6	8
Teacher	2	2	4
Significant Other	1	0	1
Flyer/Brochure	0	2	2
Social Media	0	2	2
Internet Search	3	10	13
Co-Worker	1	2	3
Human Resources	0	1	1
Funeral Director	0	1	1
Bank	0	1	1

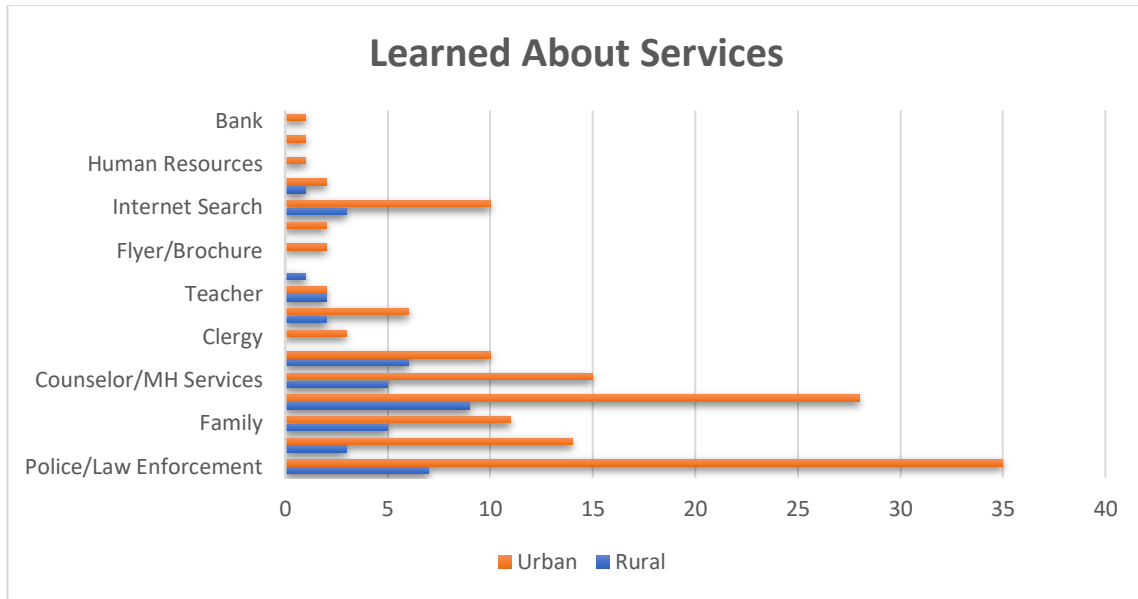


Figure IV-69: Effective Sources of Victim Services Information

BARRIERS TO SERVICES

Respondents were asked to rank a total of 37 potential barriers to determine the strength of each barrier in deterring access to services. These 37 barriers were then grouped into three categories as follows

Personal Barriers include: substance abuse addictions, caretaker was/is offender, protecting the offender from the justice system, ashamed/embarrassed about victimization, victim was a child/too young, victim changed mind, fear of losing housing, and still coping with issues involving crime.

Cultural Barriers include: language barrier, cultural barrier, fear of deportation, and religious barrier.

Structural Barriers include: work schedule conflict, inconvenient service hours, competing needs of household, service is not accessible at location, no childcare available, and service(s) not accessible due to disability.

For each barrier, respondents indicated its influence in preventing access to services using the following scale: 1 = not at all a barrier, 2 = somewhat of a barrier, 3 = a moderate barrier, 4 = a substantial barrier, and 5 = a critical barrier. The scores for each barrier group were calculated using the average or mean of the responses to each barrier within the subgroup based on answers ranging from one to five. The differences in the barrier scores by group are shown on Table IV-38 and Figure IV-70, by region are shown on Table IV-39 and Figure IV-71, and by demographic characteristics are shown on Table IV-40 and Figure IV-72. The barrier scores for all 37 potential victim barriers are listed on **Appendix IV-5**.

Inferential Analysis – Victim Results

Table IV-38: Victim Barriers by Subgroup

Area	Subgroup	n	Mean	Std.	Min	Max
State	Structural Barriers	109	2.10	1.09	1.00	5.00
	Cultural Barriers	110	2.34	1.06	1.00	5.00
	Personal Barriers	101	2.59	1.24	1.00	5.00
Rural	Structural Barriers	27	1.65	0.80	1.00	4.00
	Cultural Barriers	30	2.29	1.12	1.00	5.00
	Personal Barriers	28	2.89	1.25	1.00	4.71
Urban	Structural Barriers	80	2.26	1.14	1.00	5.00
	Cultural Barriers	78	2.38	1.04	1.00	5.00
	Personal Barriers	71	2.48	1.24	1.00	5.00

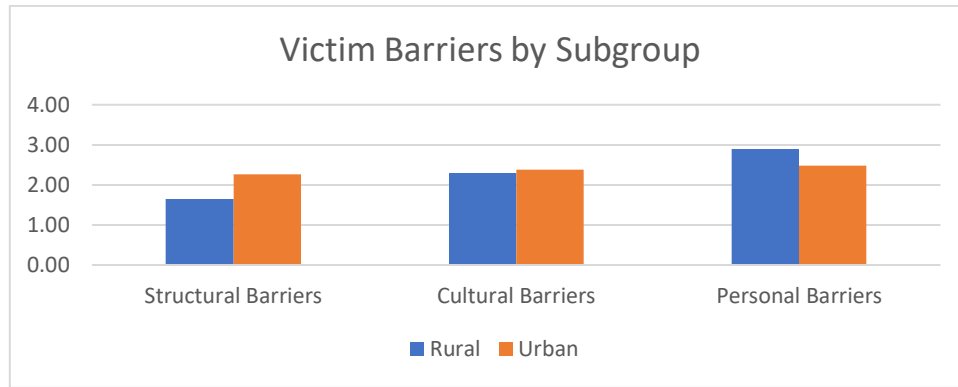


Figure IV-70: Victim Barriers by Subgroup

Table IV-39: Victim Barriers by Region

	n	Structural		Cultural		Personal	
		Mean	Std.	Mean	Std.	Mean	Std.
Region 1	8	1.88	1.10	2.40	1.26	2.81	1.24
Region 2	1	1.00	.	1.90	.	2.83	1.37
Region 3	9	1.70	0.84	2.22	0.57	3.25	1.14
Region 4	13	2.16	0.93	2.16	1.03	2.00	0.93
Region 5	40	2.32	1.11	2.34	1.04	2.20	1.15
Region 6	10	2.12	1.56	2.27	1.38	3.00	1.27
Region 7	1	1.00	.	1.44	.	2.29	.
Region 8	24	2.01	1.05	2.59	1.13	2.91	1.40
Region 9	1	2.70	.	2.50	.	3.29	.

Inferential Analysis – Victim Results

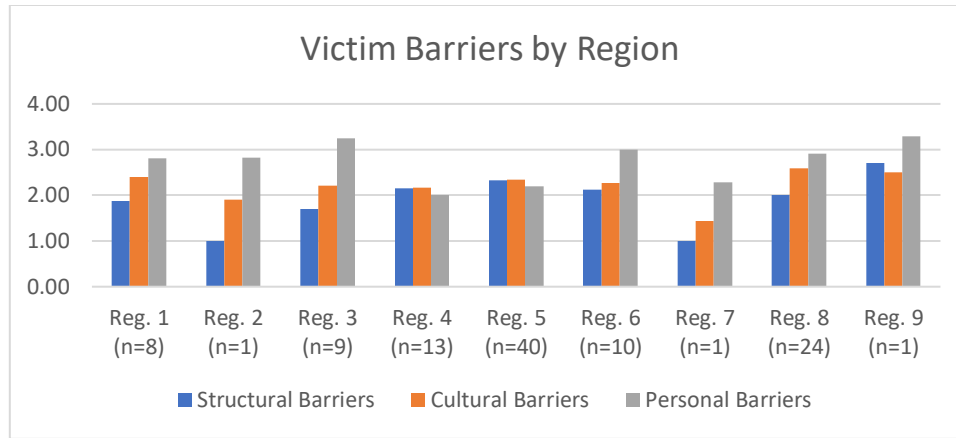


Figure IV-71: Victim Barriers by Region

Table IV-40: Victim Barriers by Demographic Characteristics

Demographic Characteristics	n	Structural		Cultural		Personal	
		Mean	Std.	Mean	Std.	Mean	Std.
Against-person crime	60	1.96	1.03	2.17	0.96	2.82	1.22
Against-property crime	15	2.05	1.09	2.21	1.03	2.14	1.21
Both types of crimes	31	2.40	1.19	2.74	1.07	2.46	1.23
Male	68	2.12	1.17	2.26	1.10	2.16	1.07
Female	36	2.02	0.95	2.33	1.02	2.75	1.26
White	79	1.94	1.04	2.31	1.08	2.61	1.29
Non-White	29	2.48	1.10	2.40	1.02	2.46	1.08
Married	37	2.16	1.14	2.47	1.12	2.65	1.30
Not married	64	2.10	1.08	2.21	0.90	2.60	1.20
Living with children	46	2.04	1.00	2.30	0.89	2.65	1.15
Living with no children	60	2.07	1.13	2.33	1.13	2.51	1.24
Disability	42	2.30	1.10	2.45	1.01	2.96	1.25
No disability	60	1.91	1.02	2.17	1.04	2.27	1.18
age < 25	24	1.74	1.00	2.21	1.20	2.62	1.18
age 25-59	69	2.24	1.07	2.48	1.00	2.58	1.21
age 60 +	15	2.08	1.26	1.98	1.07	2.29	1.27
Employed full-time	50	2.15	1.13	2.47	1.16	2.46	1.25
Employed part-time	18	1.87	1.12	2.27	0.98	2.99	1.23

Inferential Analysis – Victim Results

Unemployed	34	2.25	1.07	2.14	0.90	2.51	1.21
High or less	32	2.01	0.96	2.41	1.13	2.46	1.27
Some college	28	2.30	1.31	2.29	1.11	2.52	1.28
Bachelor's	19	1.98	1.16	2.33	1.14	2.51	1.34
Masters/Doctoral Degree	22	1.89	0.85	2.47	0.86	2.74	1.22
Christian	57	2.09	1.17	2.35	1.08	2.72	1.31
Other religion	17	2.41	1.21	2.73	1.24	2.45	1.11
No religious affiliation	25	1.99	0.91	2.25	0.93	2.37	1.21
Rural	27	1.65	0.80	2.38	1.04	2.89	1.25
Urban	80	2.26	1.14	2.29	1.12	2.48	1.24

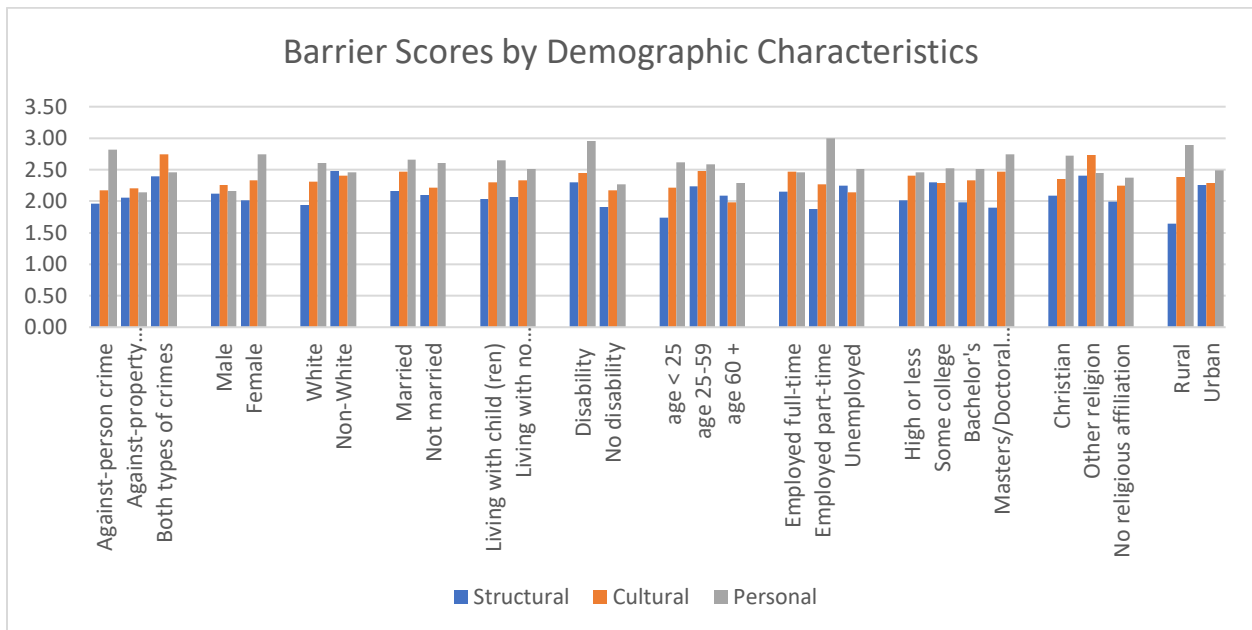


Figure IV-72: Victim Barriers by Demographic Characteristics

A logistic regression was performed to ascertain the effects of demographic characteristics on the likelihood that the respondents perceive the structural, cultural, and personal barriers as substantial or critical. A statistically significant relationship was found between the structural/personal barriers and demographic information listed on Table IV-40 at better than the 90% confidence level. There were no significant differences between the cultural barrier and demographic information.

STRUCTURAL BARRIERS

Eleven predictors in Table IV-40 were simultaneously entered into the model. Controlling other variables, a statistically significant relationship was found among people reported structural barriers as substantial/critical and each of the following predictors. Likelihood $\chi^2 (17) = 39.35, p = 0.002$.

- Residential area: The odds of urban resident reporting structural barriers as substantial/critical is 3.16 times higher than rural residents.
- Crime type: The odds of victims impacted by both crimes against a person and crimes against property reporting structural barriers as substantial/critical is 6.80 times higher than victims impacted by the against-person crime, and 5.56 times higher than victims impacted by the against-property crime.
- Education: The odds of people not having attended college reporting structural barriers substantial/critical 2.99 times higher than individuals having Bachelor's degree, and 3.70 time higher than individuals having Master's/Doctoral degree.

CULTURAL BARRIERS

Eleven predictors in Table IV-40 were simultaneously entered into the model. No statistically significant relationship was found among people who reported cultural barriers as substantial/critical and predictors.

PERSONAL BARRIERS

Eleven predictors in Table VI-40 were simultaneously entered into the model. Controlling other variables, a statistically significant relationship was found among people reported personal barriers as substantial/critical and each of the following predictors. Likelihood $\chi^2 (17) = 36.12, p = 0.004$.

- Disability status: The odds of people with disabilities reporting personal barriers as substantial/critical is 2.57 times higher than people without disabilities.
- Marital status: The odds of the singles reporting personal barriers as substantial/critical is 2.25 times higher than the married.
- Employment status: The odds of the employed full-time reporting personal barriers as substantial/critical is 3.02 times higher than the employed part-time.
- Education: The odds of individuals having Master's/Doctoral degrees reporting personal barriers substantial/critical 2.92 times higher than individuals having Bachelor's degree, and 2.83 times higher than individuals attending/having attended college.

