

*Pennsylvania*

VICTIM SERVICES  
NEEDS ASSESSMENT



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## OVERVIEW

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### MAPPING VICTIM PRIORITIES: VICTIM SERVICES NEEDS ASSESSMENT

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#### BACKGROUND

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In support of the Victim Services Access Committee's (VSAC) strategic plan for victim services, the Pennsylvania Commission on Crime and Delinquency's (PCCD), Office of Victim Services (OVS), tasked the Access to Services (ATS) Subcommittee to continue building on the emergent research from Phase 1 of the Needs Assessment. Phase 1 attempted to construct an understanding of a complex problem which few have attempted to study. It provided some good baseline data and further indicated that additional research was necessary to better understand victim needs in terms of services and population reach. The needs of victims of crime are not uniform, nor is there a standard reaction to being criminally victimized. Victims do not necessarily know what they don't know. They don't know if their needs could be addressed, and in some cases, aren't able to articulate these needs, given that their awareness of viable options remains limited. This presents challenges for determining unmet needs, which gets further complicated as underserved populations are not easy to identify and harder to reach. They are often not even asking for services (e.g. unreported crimes). Additional information, and creative avenues for gathering this information, are necessary to understand these needs and determine how to respond to them.

In response to this task and an overall goal of improving each victim's experience after victimization, the ATS Subcommittee established the following goals and objectives to serve as a guide for Phase 2 of the Victims Services Needs Assessment:

1. Identify victims' needs and service gaps
  - Identify underserved populations
  - Prioritize unmet needs
  - Expand on current data available (broader coverage, more specific)
  - Address cultural (race, gender, economic status, military, etc.) needs
2. Increase access to victims' services
  - Identify barriers to access
  - Determine who does not seek services and why
  - Determine who does not want or need services
3. Assess existing needs and services
  - Determine relevancy of needs and services
  - Determine if current services are meeting existing needs
  - Assess how well VSPs are positioned to provide services and develop a strategy for maintaining or improving
4. Increase awareness & knowledge of victims' services
  - Assess resource availability and develop a strategy for maintaining or improving
  - Identify core services to be sustained
  - Identify and evaluate how victims learn about services
  - Define the network of partners to share in communicating about available services
  - Clarify language and terminology used in communications to reflect diverse population

5. Provide ongoing monitoring of victims needs
  - Develop a model for ongoing needs assessment
  - Develop a survey instrument to capture data consistently over time

Based on these goals and objectives, Phase 2 sought to identify needs among victims and gaps in access to core victim services statewide, and to obtain data to answer more specific questions such as:

- What are the needs of specific types of crime victims? Which of those needs are currently being met?
- Why are victims of certain types of crime not seeking services?
- What are the differing needs of victims based on the type of crime?
- What are the unique needs of different populations (e.g., male, LGBTQ)?
- How can victim service programs (VSPs) better reach the population of unserved and underserved victims?
- Do Victim Service Providers (VSPs) currently offer the best array of services needed by victims?
- What percent of the victim population do VSPs serve?

The primary objective of the needs assessment was to develop a data-driven, stakeholder-grounded methodology to identify the full range of needs of Pennsylvania’s victims of crime to assist in making informed decisions about funding and enable funders to strategically direct resources in a deliberate attempt to:

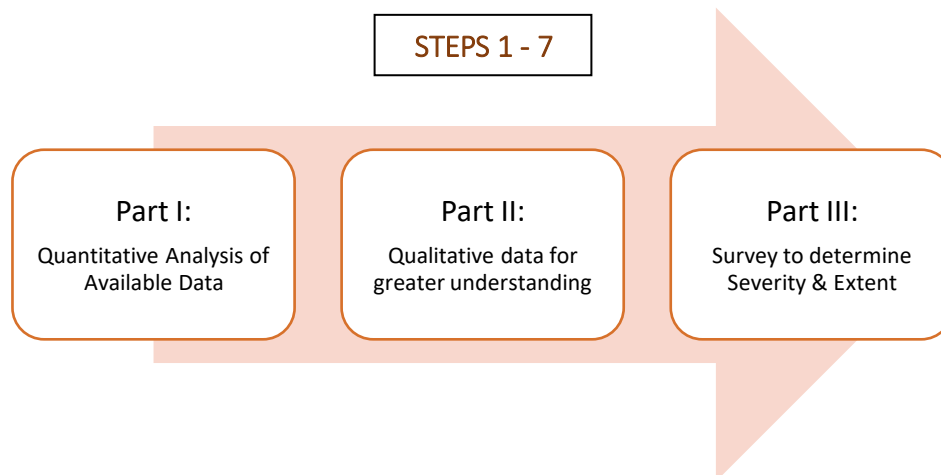
- Stabilize current programs,
- Increase support for unmet needs, and
- Increase support for the underserved populations

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### NEEDS ASSESSMENT STRATEGY

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Phase II of the Victims Needs Assessment followed a three-part strategy involving 1) quantitative analysis of available data, 2) qualitative data collection and analysis, and 3) survey implementation and analysis.



*Figure I-1: Needs Assessment Strategy*

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## PART I: QUANTITATIVE ANALYSIS OF AVAILABLE DATA

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### STEP 1: REVIEW OF EXISTING DATA

This step began with a review of the Phase I Final Report prepared by the Pennsylvania State University to ensure the research team had a thorough understanding of the approach and findings. From this understanding, the team was better able to gather valid insights, build on this initial investment, and incorporate lessons learned to avoid investigative pitfalls in the future. In addition to this report, this step included a review of existing data available through ongoing projects & studies that were closely-related to this effort. These projects and studies helped to inform this project and avoid duplication of effort. This data review provided information regarding the existing services and victims who are currently receiving services. A copy of the 2015 VOCA Needs Survey Report studies is provided in **Appendix I** for reference. Information on other reference material and resources is provided under *References & Resources*.

### STEP 2: EXPLORING UNMET NEEDS

While the initial findings in Phase I provided some information on unmet needs among victim populations, a review of the study identified shortcomings in the approach. In Step 2, the study team focused on improving on the information that was available through other sources and methods. This step analyzed existing data from a variety of sources (e.g. crime data, demographics, VOCA funding applications and awards, etc.) for developing an initial quantitative means for discerning unmet needs and victim service gaps across the Commonwealth. This model provided additional insight relative to unmet needs as well as unserved/underserved victims. From this analysis, we produced a regional map showing potential unmet needs to guide this research and identify service gaps in Parts II and III.

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## PART II: QUALITATIVE DATA COLLECTION & ANALYSIS

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### STEP 3: INFORMANT INTERVIEWS WITH KEY STAKEHOLDERS

Part II shifts from the initial quantitative assessment of victims served through existing programs (Step 1) and potential unmet needs (Step 2) to a qualitative methodology. This effort was focused primarily on collection of rich, qualitative data. In Step 3 the study team conducted a series of informant interviews with VSP leaders within each region. These interviews helped to validate and challenge the data reviewed in Part I; to provide input on the development of questions that will serve as the basis for a more in-depth discussion in a series of regional meetings with key stakeholders and victims of crime; and to identify potential representatives for these regional meetings.

### STEP 4: REGIONAL MEETINGS

Upon completion of the informant interviews with key stakeholders, a series of regional meetings was conducted to gather additional, in-depth qualitative data. Two meetings were scheduled in eight separate regions throughout the state, one for stakeholders and one for victims of crime. Victims were represented in a group of their own, so they were more comfortable sharing their experiences. The regional meetings were designed to assess existing programs, distinguish system concerns from the assessment of victim services, explore unserved and underserved victim issues, and identify effective outreach methods within representative communities. The qualitative data gathered through these regional meetings provided a more detailed understanding of victims' needs and enabled the study team to conduct a preliminary assessment of existing services, service gaps, and barriers to access. In addition, the regional meeting results served as a guide in the development of the final survey instrument to

determine the severity and extent of these issues. Representatives for the regional meetings were enlisted from VSPs, DAs, local agencies/organizations/individuals (community leaders, clergy, hospitals, etc.), victims, and others.

#### STEP 5: QUALITATIVE DATA ANALYSIS

Step 5 evaluated and organized the qualitative data gathered in steps 3 & 4. The study team's efforts focused on coding and analyzing this data gathered to identify themes, sift through the primary issues, clarify research methods and strategies, and refine the list of resource needs. The results of this step provided the framework for the survey development and implementation steps in Part III.

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### PART III: SURVEY IMPLEMENTATION & ANALYSIS

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#### STEP 6: SURVEY

Using the results of the qualitative analysis in Step 5, the study team developed and implemented a statewide survey to gather quantitative data regarding victims' needs, service gaps, and existing services. To do this, the study team identified the survey population and sampling frame; selected the most appropriate combination of survey methods; developed a series of questions for the survey instrument; conducted the survey. The final determination of the survey population included victims of crime, VSP management & frontline employees, DAs, and stratified samples of other community agencies/organizations/individuals. The survey instrument was developed using Qualtrics, research software used to capture experience and feedback electronically, as the primary means of distribution. This software electronically guided respondents through the specific sections that relate to their circumstances and captured their responses electronically for analysis later.

A variety of methods were employed to maximize distribution of the instrument. These included direct email of the link to the survey, stakeholder emails to encourage participation in the survey, paper copies at service locations, snowball sampling allowing respondents to suggest others to complete the survey, newsletter notifications to visit the PA Victims of Crime website, and fliers with QR codes for smart phone access in a wide variety of community locations. In addition, the survey questions were made available in a variety of translations electronically and in hard copy for victims with limited English proficiency. The

#### STEP 7: ANALYSIS

Following an 8-week survey window, the study team began the process of analyzing the results. Electronic responses were cleaned and coded. Paper responses had to be entered prior to cleaning and coding. Analysis included preliminary descriptive analysis statewide and by county as well as inferential analysis, which makes inferences about populations using data drawn from the population.

The results of this survey helped to determine the severity and extent of the issues identified from the qualitative research such as identifying unmet needs, barriers to seeking/accessing services, understanding the unique needs for different populations and different types of victimization, and assessing the feasibility of outreach methods to underserved victim population. The results of this needs assessment will be shared with the Victim Services Advisory Committee, regional stakeholders, and regional meeting participants for feedback to provide validation of the results. The findings will serve to inform management and policymakers regarding the probability of efforts to effect positive change that will improve victim experiences after victimization. Figure I-2 shows a complete project timeline.



# Needs Assessment Project Timeline

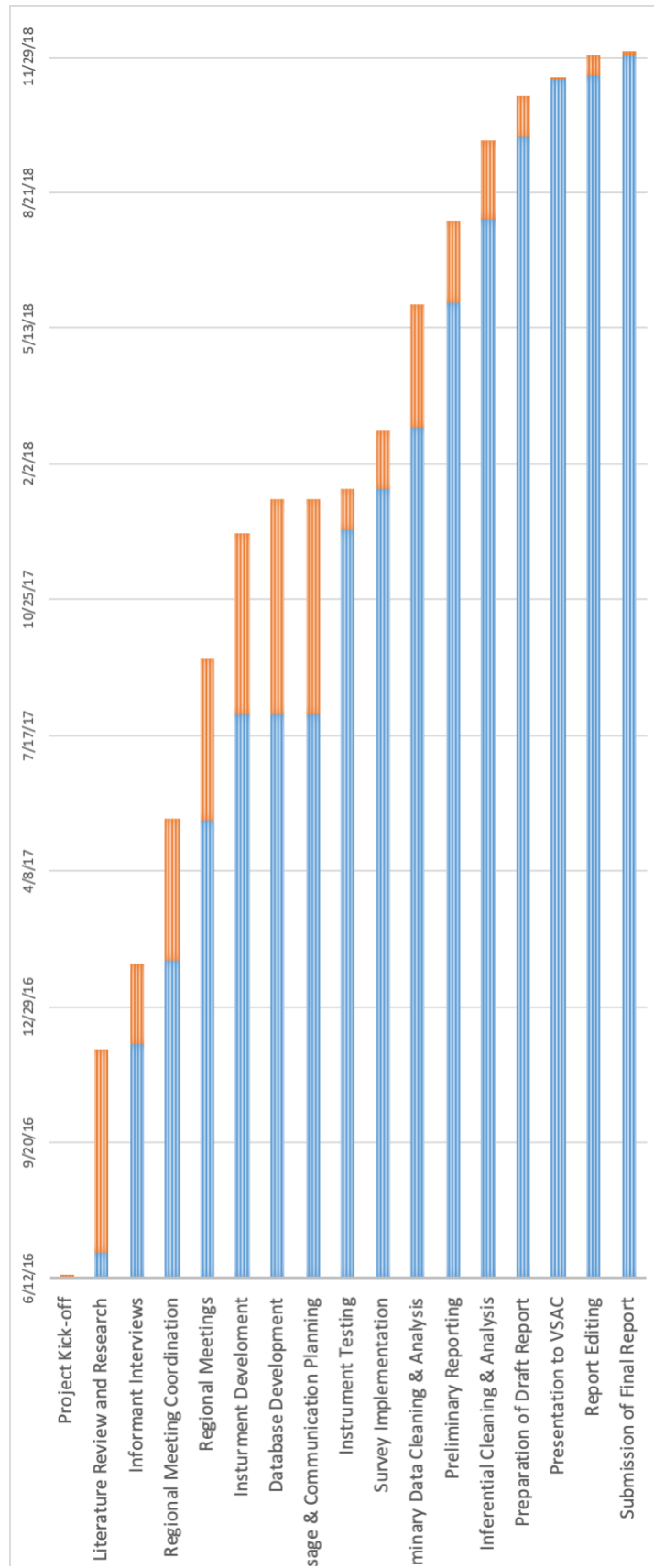


Figure I-2: Needs Assessment Project Timeline

## MAJOR FINDINGS AND RECOMMENDATIONS

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This study produced many findings, both statewide and regionally. These findings include the need for services, barriers to services, underserved populations, and training & infrastructure needs for stakeholders. Details on these needs are provided in the Analysis & Results section. Following are a list of the major findings and recommendations, which should serve as the starting point for closing gaps in the provision of services to victims of crime:

1. The variations in perception of the need for services indicate that the needs are not the same statewide nor between victims and stakeholders. Strategies that **address the needs by region** and include breaking down the needs within the subgroups will be best in addressing these gaps. These strategies must also balance a response to the perceptions of stakeholders, VSP and Non-VSP, and victims.
2. Overall, victims indicate that needs are greatest in rural communities while stakeholders believe that needs are greatest in urban communities. These differences in perspective may be the result of the lack of awareness about available services among victims/survivors of crime, indicating a need for a **strategy that raises awareness about available services**.
3. Overall, perceptions regarding barriers to services are consistent among stakeholders and victims alike. Victims and Stakeholders perceive personal barriers to be the strongest and structural barriers to be the weakest among barriers to services. To close this gap on barriers to service, **develop new strategies that identify and address issues surrounding personal barriers as a priority**.
4. In all regions, Special/Sensitive populations were identified as the most underserved population among the three population subgroups among stakeholders, tying with Minority/Ethnic in the Southeast/Philadelphia region. There was no difference between non-minority/white and special/sensitive populations between rural and urban respondents. Ensure that plans for new and existing services **specifically address needs unique to Special/Sensitive populations**.
5. Among the greatest need for specific services identified by stakeholders statewide the top five included **Long-Term Housing, Transportation, Emergency Financial Assistance, Relocation Services, and In-Home Personal Care**. New programs and existing program enhancements should include an **emphasis on these services**.
6. Among the specific services needs that are currently sufficient or satisfactorily met as identified by stakeholders statewide the top five included **Crisis Hotline, Assistance with VCAP, Child Advocacy Center Services, Medical Exam for Sexual Assault, and Notification of Court Hearings and Events**. These services do not need special attention to close gaps and should receive **lower priority for new or expanded services unless regional variations suggest otherwise**. They should remain monitored to ensure that changes in availability remain satisfactory.
7. Stakeholders identified specific unserved/underserved populations by victimization type. The top five included **Harassment/Bullying, Human Trafficking (Sex/Labor), Stalking, Physical Assault or Domestic Violence Against and Older Adult/Elderly, and Identity Theft/Financial Abuse/Scam**. New programs and existing program enhancements should include an **emphasis on these underserved victim populations**.
8. Among the populations that are adequately served as identified by stakeholders statewide the top five included **Arson, Injury by DUI, Homicide/Murder, Robbery, and Burglary**. Services designed specifically for these victim populations do not need special attention to close gaps and should receive **lower priority for new or expanded services unless regional variations suggest otherwise**. They should remain monitored to ensure that changes in service availability remain adequate.
9. Stakeholders statewide identified specific demographic populations that are unserved/underserved based on population type. The top five included **Homeless, Non-native Speakers, LGBTQ, Immigrant/Refugees, and Hispanic or Latino (Sex/Labor)**. New programs and

existing program enhancements should include an **emphasis on these underserved demographic populations to ensure that their unique needs for services are included in service strategies.**

10. Among the specific demographic populations identified by stakeholders statewide, those that were considered adequately served include **White, Individuals with Intellectual/Emotional Disabilities, American Indian or Alaska Native, Native Hawaiian or Pacific Islander, Adults (age 26-64).** Services designed specifically for these demographic populations do not need special attention to close gaps and should receive **lower priority for new or expanded services unless regional variations suggest otherwise.** They should remain monitored to ensure that changes in service availability remain adequate.
11. Stakeholders identified most significant barriers to accessing services are **Substance abuse additions, Ashamed/Embarrassed about victimization, Caretaker was/is offender, Fear of losing housing, No childcare available.** Specific strategies aimed at **education & awareness for victims and stakeholders** should focus on messages that reduce or remove the perception of these barriers. Additionally, strategies for access to services could **expand on or find new ways to promote efforts that assure confidentiality, acceptance, and safety for victims.**
12. 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.** The most effective source of information about available services for victims of crime came from their **Victim Services Advocate, Police/Law Enforcement, and Medical Services providers.** Education and awareness strategies should **maximize these venues in sharing information about services for victims of crime.**

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## SUMMARY OF RESULTS

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### STAKEHOLDER RESULTS

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#### DEMOGRAPHICS

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This section provides a summary of the inferential analysis findings for the Victims Services Needs Assessment. Detailed results, including tables and graphs, are provided in the Stakeholder and Victim Results Section of the Report.

#### WORK REGION

Stakeholders were asked to identify the Pennsylvania (PA) county(ies) where they work. Response items included all 67 counties. For this analysis, all counties were grouped into work regions shown in Table I-1. Below. Corresponding region numbers are also provided for reference.

*Table I-1: Work Regions*

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

Figure I-3 on the following page shows the participation rates by region for the 518 stakeholders who were included in the subsequent analysis.

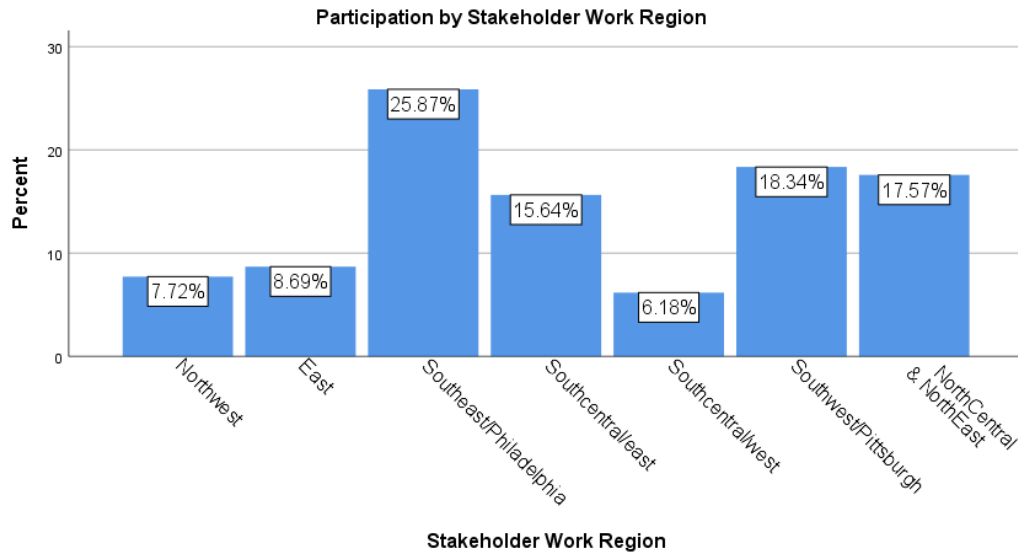


Figure I-3: Participation by Work Region

### 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
- I work/volunteer for a Victim Services Provider – Nonprofit
- I work for a social service organization not affiliated with a victim service provider
- 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 (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.)

- I work for a hospital/medical service provider
- I work for a legislative office
- Other (please specify)

Based on the low number of cases for each role within each region, Stakeholder Role was collapsed into two categories: Victim Services Providers (VSPs) (Government affiliated and Non-profit) and Non-VSPs (all others). Table I-2 shows the breakdown of stakeholders by VSP and Non-VSP. For this study, Stakeholder Role consisted of 235 (45.37%) VSPs and 283 (54.63%) Non-VSPs. Figure I-4 on the following page illustrates the percentage of VSP and Non-VSP participants statewide. Table I-3 provides the VSP/Non-VSP participation by region.

Table I-2: Breakdown of Stakeholders by VSP and Non-VSP

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

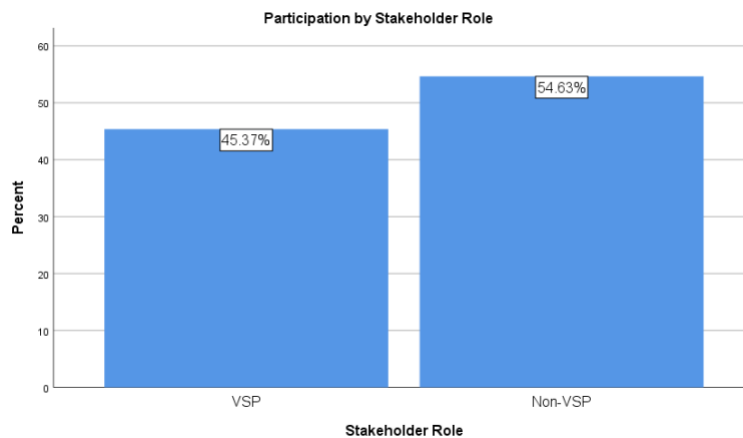


Figure I-4: Statewide Percentage of VSPs vs Non-VSPs

Table I-3: VSP/Non-VSP Participation by Region

Region	VSPs		Non-VSPs		Percent of Total	
	Count	Percent	Count	Percent	VSPs	Non-VSPs
Northwest	19	47.5%	21	52.5%	8.1%	7.4%

East	14	31.1%	31	68.9%	6%	11%
Southeast/Philadelphia	83	61.9%	51	38.1%	35.3%	18%
Southcentral/east	34	42%	47	58%	14.5%	16.6%
Southcentral/west	9	28%	23	71%	3.8%	8.1%
Southwest/Pittsburgh	38	40%	57	60%	16.2%	20.1%
Northeast & Northcentral	38	41.8%	53	58.2%	16.2%	18.7%

## PRINCIPLE COMPONENTS ANALYSIS

Principle Components Analysis was used to convert any correlated observations in each category or series into a set of uniquely independent values or principle components. As a result, each series was collapsed into the following single variables as described.

### SERVICE NEEDS

**Adequacy of Services for Victims of Crimes Against a Person** includes 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.

**Adequacy of Services for Victims of Crimes Against Property** includes arson, burglary, identity theft/financial abuse/scam, injury by DUI (driving under the influence) offender, and larceny/theft.

**Legal Services & Assistance Need** includes 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.

**Assistance/Shelter/Transportation Service Need** 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 Need** 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 Need** 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 Need** 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.).

### POPULATION CHARACTERISTICS

**Non-Minority Populations** includes white, men, and adults (age 26-64).

**Minority/Ethnic Populations** includes 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).

**Special/Sensitive Populations** includes 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.

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## BARRIERS TO SERVICES

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**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.

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

**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.

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## STAKEHOLDER TRAINING & INFRASTRUCTURE NEEDS

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**Existing Statutes, Regulations, and Requirements Training Need** includes 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.

**Managerial and Victim Advocacy Training Need** includes basic advocacy, executive director training, foundational academy training, and advanced victim advocate training.

**Operational and Topical Training Need** includes 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.

**Cross-Network/Access Services Need** for organizations includes remote training access, technical assistance/visits, statewide comprehensive victim service hotline, access to telemedicine, and regional cross-training initiatives.

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

**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).

## VICTIM SERVICES AVAILABILITY ANALYSIS

### STATEWIDE

#### ADEQUACY OF SERVICE BASED ON CRIME TYPE

A statewide analysis of services for victims of crimes against property were rated statistically significantly less adequate (than services for victims of crimes against a person). Figure I-5 shows a boxplot diagram of the stakeholder-perceived underserved populations by crime type. This format shows the data minimum and maximum ranges, along with the quartiles and outliers.

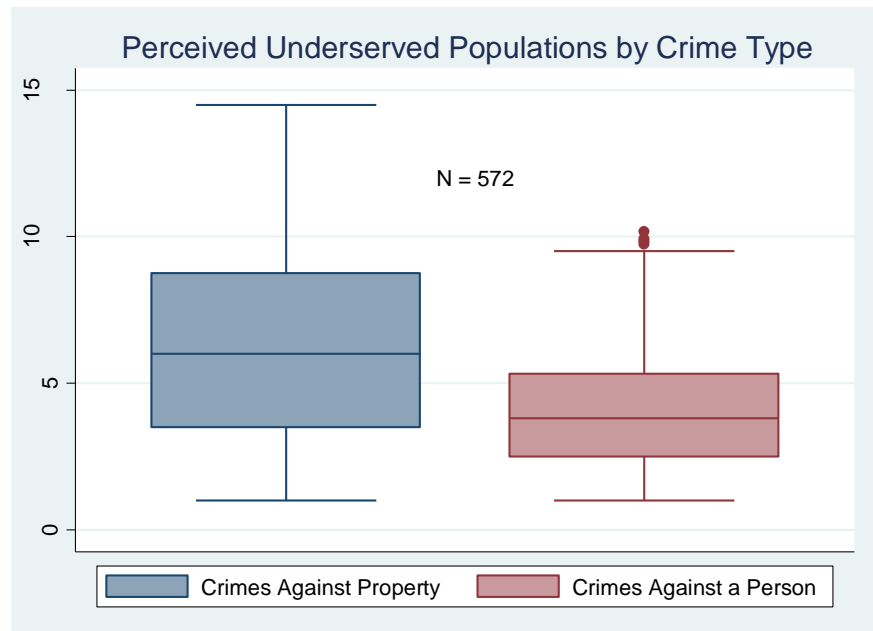


Figure I-5: Perceived Underserved Populations by Crime Type

#### NEED FOR SERVICES BY SERVICE TYPE

This analysis evaluated the differences between PA stakeholder perceptions of the need for services for victims of crime statewide. Legal Services & Assistance were rated statistically significantly lower than assistance/shelter/transportation needs, medical/mental health needs, safety/support/crisis assistance needs, and language & disability assistance needs. Assistance/shelter/transportation needs were statistically significantly higher than medical/mental health needs, safety/support/crisis assistance needs, and language & disability assistance needs. Medical/mental health needs were statistically significantly higher than safety/support/crisis assistance needs, and medical/mental health needs were statistically significantly lower than language & disability assistance needs. Safety/support/crisis assistance needs were statistically significantly lower than language & disability assistance needs. Figure I-4 shows a boxplot diagram of the stakeholder-perceived need for services by service subgroup.

#### ADEQUACY OF SERVICE BASED ON POPULATION CHARACTERISTICS

This analysis evaluated the differences between PA stakeholder perceptions of the adequacy of services for victims of crime from non-minority, minority/ethnic, and special/sensitive populations statewide. 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 were rated



statistically significantly more adequate than victims from special/sensitive populations. Adequacy of services for victims from non-minority populations was rated statistically significantly more adequate than special/sensitive population. On the following page, Figure I-6 shows a boxplot of the adequacy of services by service group and Figure I-7 shows a boxplot of the adequacy of services by population subgroups.

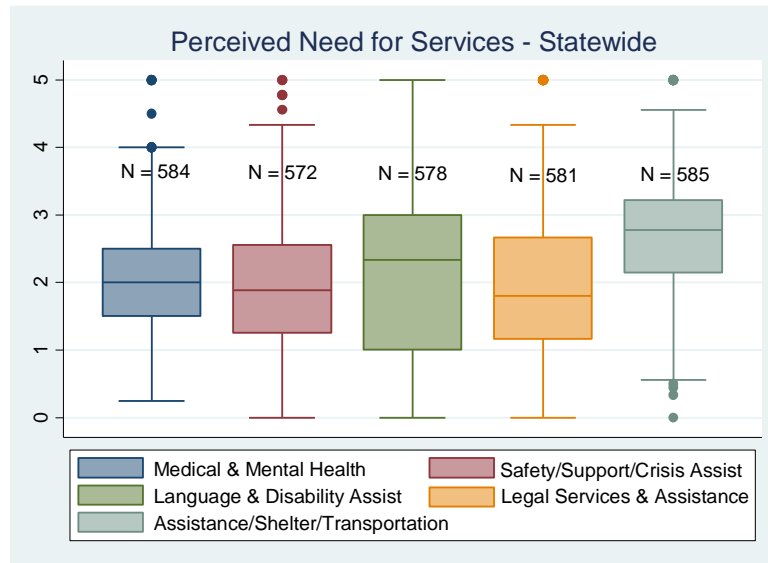


Figure I-6: Perceived Need for Services Statewide

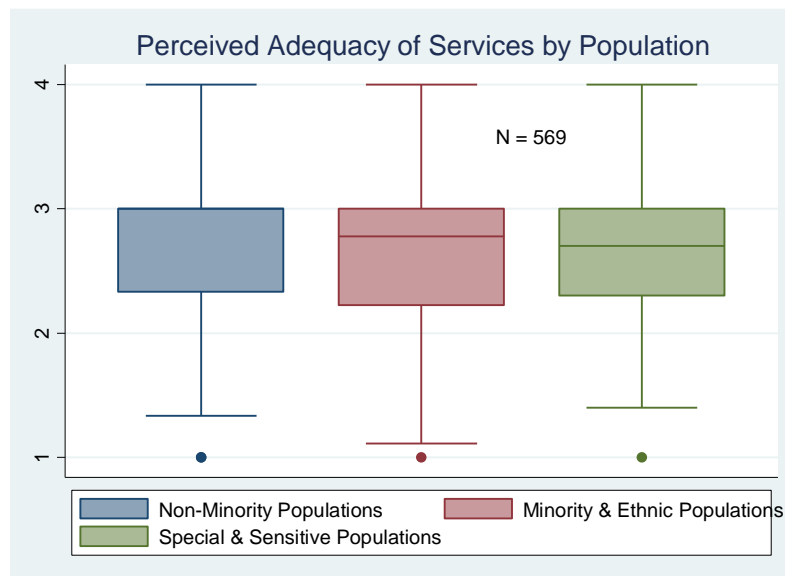


Figure I-7: Perceived Adequacy of Services by Population

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COMPARISON BY REGION

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NORTHWEST REGION

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This analysis evaluated the difference between stakeholder perceptions of the adequacy of services for victims of crime within the Northwest region.

- There were no statistically significant differences between the adequacy of services for victims of crime against a person (and services for victims of crime against property in the Northwest region).
- Legal Services & Assistance was statistically significantly lower than assistance/shelter/transportation needs, medical/mental health needs, safety/support/crisis assistance needs, and language & disability assistance needs.
- Assistance/shelter/transportation needs was statistically significantly higher than medical/mental health needs, safety/support/crisis assistance needs, and language & disability assistance needs.
- 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.
- 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 were rated statistically significantly more adequate than special and sensitive populations. Services for minority/ethnic populations was rated statistically significantly more adequate than services for victims of crime from special/sensitive populations.

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#### EAST REGION

This analysis evaluated the differences between stakeholder perceptions of the adequacy of service for victim of crime within the East.

- The adequacy of service provided for victims of crimes against a person was rated statistically significantly higher than victims of crimes against property.
- Legal Services & Assistance was rated statistically significantly lower than assistance/shelter/transportation needs.
- There was no statistical significance between Legal Services & Assistance and medical/mental health needs, or peer support and safety needs.
- Legal Services & Assistance was statistically significantly lower than safety/support/crisis assistance needs.
- Assistance/shelter/transportation needs was statistical significantly higher than medical/mental health needs, safety/support/crisis assistance needs, and language & disability assistance needs.
- Medical/mental health needs was statistical significantly higher than safety/support/crisis assistance needs, language & disability assistance needs. Safety/support/crisis assistance needs was statistical significantly lower than language & disability assistance needs.
- There were no statistically significant differences in the adequacy of services for victims from non-minority populations, minority/ethnic populations, or special/sensitive populations.

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#### SOUTHEAST/PHILADELPHIA REGION

This analysis evaluated the differences between stakeholder perceptions of the adequacy of service for victim of crime within the Southeast/Philadelphia region.

- The adequacy of services for victims of crimes against a person was rated statistical significantly higher than for victims of crimes against property.
- Legal Services & Assistance was rated statistical significantly lower than assistance/shelter/transportation needs, medical/mental health needs, safety/support/crisis assistance needs, and language & disability assistance needs.
- Assistance/shelter/transportation needs was statistical significantly higher than medical/mental health needs, safety/support/crisis assistance needs, and language & disability assistance needs.
- There was no statistical significance between peer support and safety needs and language and disability service needs.
- Adequacy of services for victims from non-minority populations was rated statistically significantly higher than minority/ethnic population needs.
- 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 was statistically significantly higher than victims from special/sensitive populations.

### SOUTHCENTRAL/EAST REGION

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This analysis evaluated the differences between stakeholder perceptions of the adequacy of service for victim of crime within the Southcentral/east region.

- Ratings for adequacy of services for victims of crimes against a person was statistically significantly higher than ratings for the adequacy of services for victims of crimes against property.
- Legal Services & Assistance was statistically significantly lower than assistance/shelter/transportation needs and medical/mental health needs.
- There was no statistically significant difference between Legal Services & Assistance and safety/support/crisis assistance.
- Legal Services & Assistance was statistically significantly lower than language & disability assistance needs.
- Assistance/shelter/transportation needs (was statistically significantly higher than medical/mental health needs, safety/support/crisis assistance needs, and language & disability assistance needs.
- Medical/mental health needs was statistically significantly higher than safety/support/crisis assistance needs.
- There was no statistically significant difference between medical/mental health needs and language & disability assistance needs.
- Safety/support/crisis assistance needs was statistically significantly lower than language & disability assistance needs.
- There was no statistically significant difference between the ratings of the adequacy of services for victims of crime from non-minority populations and either minority/ethnic population and special/sensitive populations.
- There was no statistically significant difference between minority/ethnic populations and special/sensitive population.

### SOUTHCENTRAL/WEST REGION

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This analysis evaluated the differences between stakeholder perceptions of the adequacy of service for victim of crime within the Southcentral/west region.

- There was no statistically significant difference between the ratings for the adequacy of services for victims of crimes against a person and victims of crimes against property.
- Legal Services & Assistance was rated statistically significantly lower than assistance/shelter/transportation needs and medical/mental health needs.
- Legal Services & Assistance was statistically significantly lower than safety/support/crisis assistance needs.
- There was no statistically significant difference between Legal Services & Assistance and language & disability assistance needs.
- Assistance/shelter/transportation needs was statistically significantly higher than medical/mental health needs.
- Assistance/shelter/transportation needs was statistically significantly higher than safety/support/crisis assistance needs, and language & disability assistance needs.
- There was no statistically significant difference between medical/mental health needs and either safety/support/crisis assistance needs, and language & disability assistance needs.
- There was no statistically significant difference between safety/support/crisis assistance needs and language & disability assistance needs.
- 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.
- Services for victims of crime from non-minority populations was rated statistically significantly higher than special/sensitive.
- Services for victims of crime from minority/ethnic populations was rated statistically significantly higher than victims of crime from special/sensitive populations.

#### SOUTHWEST/PITTSBURGH REGION

This analysis evaluated the differences between stakeholder perceptions of the adequacy of service for victim of crime within the Southwest/Pittsburgh region.

- Services for victims of crimes against a person was rated statistically significantly higher than services for property crime victims.
- Legal Services & Assistance was statistically significantly lower than assistance/shelter/transportation needs.
- There was no statistically significant difference between Legal Services & Assistance, medical/mental health needs, and safety/support/crisis assistance needs.
- Legal Services & Assistance was statistically significantly lower than language & disability assistance needs.
- Assistance/shelter/transportation needs was statistically significantly higher than medical/mental health needs, safety/support/crisis assistance needs, and language & disability assistance needs.
- There was no statistically significant difference between medical/mental health needs, safety/support/crisis assistance needs, and language and disability service needs.
- Safety/support/crisis assistance needs was rated statistically significantly lower than language & disability assistance needs.
- There is no statistically significant difference between the adequacy of services for victims from non-minority populations and minority/ethnic populations.
- Services for victims from non-minority populations was rated statistically significantly higher than special/sensitive populations.
- Services for minority/ethnic populations was rated statistically significantly higher than special/sensitive populations.

## NORTHCENTRAL AND NORTHEAST REGIONS

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This analysis evaluated the differences between stakeholder perceptions of the adequacy of service for victim of crime within the Northcentral and Northeast regions.

- The adequacy of services for victims of crimes against a person was rated statistically significantly higher than services for victims of crimes against property.
- Legal Services & Assistance was rated statistically significantly lower than assistance/shelter/transportation needs, medical/mental health needs, safety/support/crisis assistance needs, and language & disability assistance needs.
- Assistance/shelter/transportation needs was statistically significantly higher than medical/mental health needs, safety/support/crisis assistance needs, and language & disability assistance needs.
- Medical/mental health needs was rated statistically significantly higher than peer support and safety needs.
- There was no statistically significant difference in ratings between medical/mental health needs and language & disability assistance needs.
- Safety/support/crisis assistance needs was rated statistically significantly lower than language & disability assistance needs.
- 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 was rated statistical significantly higher than special/sensitive populations.
- Minority/ethnic population services was statistically significantly higher than services for victims from special/sensitive populations.

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## URBAN VS RURAL STAKEHOLDERS

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### ADEQUACY OF SERVICES BASED ON CRIME TYPE

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This analysis evaluated the differences between stakeholder perceptions of the adequacy of services by crime type for victims of crime between urban stakeholders and rural stakeholders. There was no significant difference in the perceived underserved populations by crime type among urban and rural stakeholders.

### NEED FOR SERVICES – URBAN/RURAL STAKEHOLDERS

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This analysis evaluated the differences between stakeholder perceptions of the adequacy of services by service type for victims of crime between urban stakeholders and rural stakeholders. 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 than urban stakeholders.
- Adequacy of Safety/Support/Crisis Assistance Services ranked significantly lower among rural stakeholders than urban stakeholders.
- Adequacy of Medical & Mental Health services ranked significantly lower among rural stakeholders than urban stakeholders.

- Adequacy of Language/Disability Assistance Services ranked significantly lower among rural stakeholders than urban stakeholders.
- Adequacy of Assistance, Shelter, & Transportation Services ranked significantly lower among rural stakeholders than urban stakeholders.

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

This analysis evaluated the differences between stakeholder perceptions of the adequacy of services by population characteristics for victims of crime between urban stakeholders and rural stakeholders. 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 than rural stakeholders.
- There was no significant difference in the perceived adequacy of services for non-minority populations or special & sensitive populations among urban and rural stakeholders.

#### NON-VSP VS VSP STAKEHOLDERS

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

This analysis evaluated the differences between stakeholder perceptions of the adequacy of services by crime type for victims of crime between Non-VSP stakeholders and VSP stakeholders.

- There was no significant difference in the perceived underserved populations for victims of crimes against a person among non-VSP and VSP stakeholders.
- There was no significant difference in the perceived underserved populations for victims of crimes against property among non-VSP and VSP stakeholders.

##### NEED FOR SERVICES - NON-VSP/VSP STAKEHOLDERS

This analysis evaluated the differences between stakeholder perceptions of the adequacy of services by service type for victims of crime between Non-VSP stakeholders and VSP stakeholders. 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 than VSP stakeholders.
- Adequacy of **Language/Disability Assistance Services** ranked significantly lower among non-VSP stakeholders than VSP stakeholders.
- 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.
- There is a significant difference in ratings of need for **Legal Services & Assistance** between VSPs and non-VSPs in the Southwest/Pittsburgh region, and between VSP's and non-VSP's in the Northcentral and Northeast region.
- There is a significant difference in ratings of the need for **Assistance, Shelter, and Transportation** between VSPs and non-VSPs within the Northcentral and Northeast region.

- There is a significant difference in ratings of need for **Medical Services** between VSPs and non-VSPs in the Northcentral and Northeast region.
- 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.
- There is a significant difference in ratings of need for **Language & Disability Services** between VSP's and non-VSP's in the Southeast/Philadelphia region, and between VSPs and non-VSPs in the Northcentral and Northeast region.

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

This analysis evaluated the differences between stakeholder perceptions of the adequacy of services by population characteristics for victims of crime between Non-VSP stakeholders and VSP stakeholders. 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 than non-VSP stakeholders.
- 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.
- There is no mean difference between regions or roles in the ratings of the adequacy of services for crime victims from non-minority populations.
- There is a significant difference in ratings of adequacy of services for crime victims from non-minority populations between VSPs and non-VSPs in the East region.
- Ratings of the adequacy of services for victims of crimes from minority/ethnic populations differed by regions and roles.
- 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.
- There is no mean difference between stakeholder regions and roles ratings of the adequacy of services for crime victims from special/sensitive populations.
- 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.

### STAKEHOLDER PERCEIVED BARRIERS TO RECEIVING SERVICES

#### STATEWIDE

This analysis evaluated the differences between stakeholder perceptions of personal, cultural, and structural barriers preventing victims of crime from receiving services statewide. Figure I-8 shows a boxplot diagram of the perceived barriers to accessing services statewide.

- Personal Barriers was rated statistically significantly higher than cultural barriers and structural barriers.
- There was no statistically significant difference between ratings of cultural barriers and structural barriers.

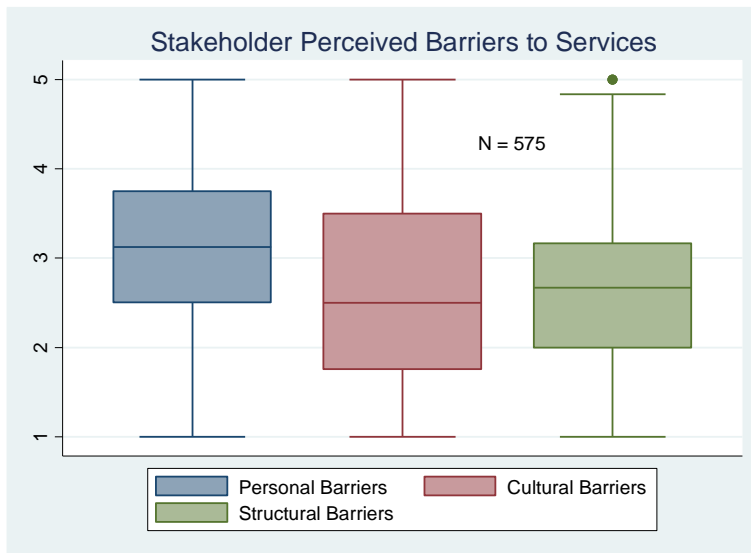


Figure I-8: Perceived Barriers to Services

## COMPARISON BY REGION

### NORTHWEST REGION

- Personal Barriers was rated as a statistically significantly higher barrier than Cultural Barriers, and Structural Barriers.
- There was no statistical significance between cultural barriers and structural barriers.

### EAST REGION

- Personal Barriers was rated statistically significantly higher than Cultural Barriers and Structural Barriers.
- There was no statistical significance between Cultural Barriers and Structural Barriers.

### SOUTHEAST/PHILADELPHIA REGION

- Personal Barriers was statistically significantly lower than Cultural Barriers.
- Personal Barriers was statistically significantly higher than Structural Barriers.
- Cultural Barriers was statistically significantly higher than Structural Barriers.

### SOUTHCENTRAL/EAST REGION

- Personal Barriers was statistically significantly higher than Cultural Barriers and Structural Barriers.
- Cultural Barriers was also rated statistically significantly higher than Structural Barriers.

### SOUTHCENTRAL/WEST REGION



- Personal Barriers was rated statistically significantly higher than Cultural Barriers and Structural Barriers.
- Cultural Barriers was statistical significantly lower than Structural Barriers.

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#### SOUTHWEST/PITTSBURGH REGION

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- Personal Barriers was rated statistically significantly higher than Cultural Barriers and Structural Barriers.
- Cultural Barriers was statistically significantly lower than Structural Barriers.

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#### NORTHCENTRAL & NORTHEAST REGIONS

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- Personal Barriers was statistical significantly higher than Cultural Barriers and Structural Barriers.
- Cultural Barriers was statistical significantly lower than Structural Barriers.

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#### RURAL VS URBAN

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This analysis evaluated the differences between stakeholder perceptions of personal, cultural, and structural barriers preventing victims of crime from receiving services between urban and rural stakeholders.

- Personal Barriers ranked significantly lower among rural stakeholders than urban stakeholders.
- Cultural Barriers ranked significantly lower among rural stakeholders than urban stakeholders.
- Structural Barriers ranked significantly lower among rural stakeholders than urban stakeholders.

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#### NON-VSP VS VSP

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This analysis evaluated the differences between stakeholder perceptions of personal, cultural, and structural barriers preventing victims of crime from receiving services between Non-VSP and VSP stakeholders.

- There is no mean difference between stakeholders' regions and roles and their ratings of personal-related barriers preventing crime victims from receiving services.
- There is a significant difference in ratings of personal-related factors as barriers preventing crime victims from receiving services between VSPs and non- in the Southcentral/west region.
- There is a mean difference between stakeholder regions and roles in rating cultural-related factors as barriers preventing crime victims from receiving services.
- 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.
- There is a mean difference in structural barriers preventing crime victims from receiving services between regions, but not roles.
- 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.

## 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. Figure I-9 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. Additionally, this information was broken down by Non-VSP and VSP stakeholders. Figure I-10 on the following page 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.

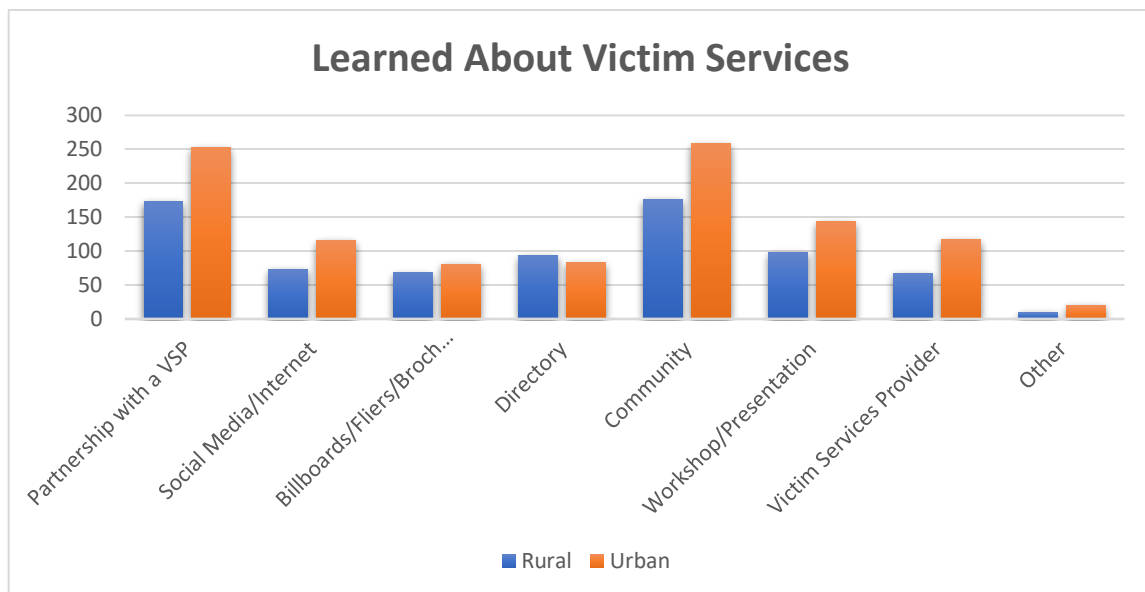


Figure I-9: Learned About Services – Rural vs. Urban

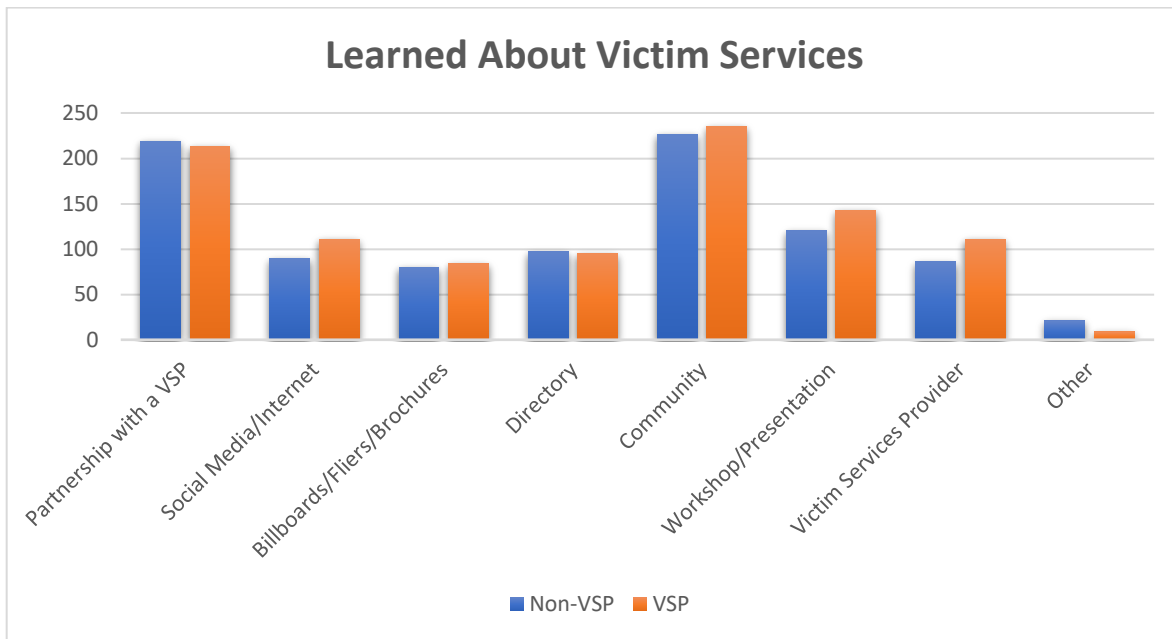


Figure I-10: Learned About Services - Non-VSP vs. VSP

## STAKEHOLDER TRAINING & INFRASTRUCTURE NEEDS

This analysis evaluated the differences between stakeholder perceptions of training and infrastructure needs.

### STATEWIDE

#### Stakeholder Need for Training by Training Type

- Existing statutes, regulations, and requirements training needs.
- Existing statutes, regulations, and requirements training needs was rated statistically significantly lower than operational & topical training.

#### Stakeholder Need for Organizational Infrastructure by Infrastructure Type

- There was not a statistically significant difference between cross-network/access service needs and information technology & facility need.
- Cross-network/access needs was statistically significantly lower than office & staff needs.
- Information technology & facility & facility needs was statistically significantly lower than office & staff needs.

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## COMPARISON BY REGION

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### NORTHWEST REGION

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#### Stakeholder Training Needs

- 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 and operational & topical training needs.
- Managerial & victim advocacy training needs was statistically significantly higher than operational & topical training needs.

#### Stakeholder Infrastructure Needs

- There was no statistical significance between the need for cross-network/access services and information technology & facility.
- Cross-network/access service needs was statistically significantly lower than office & staff needs.
- There was no statistical significance between information technology & facility needs and office & staff needs.

### EAST REGION

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#### Stakeholder Training Needs

- There were no statistically significant differences between existing statutes, regulations, and requirements training needs, managerial & victim advocacy training needs, or operational & topical training needs.

#### Stakeholder Infrastructure Needs

- There was no statistically significant difference between cross-network/access service needs, information technology & facility needs, and office & staff needs.
- Information technology & facility needs was rated statistical significantly lower than office & staff needs.

### SOUTHEAST/PHILADELPHIA REGION

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#### Stakeholder Training Needs

- 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 was statistically significantly lower than operational & topical training needs.
- Managerial & victim advocacy training needs was statistically significantly lower than operational & topical training needs.

#### Stakeholder Infrastructure Needs

- There was no statistical significance between cross-network/access service needs and information technology & facility needs.

- Cross-network/access service needs was statistically significantly lower than information technology & facility needs.
- Information technology & facility needs was statistically significantly lower than infrastructure office & staff needs.

### SOUTHCENTRAL/EAST REGION

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#### Stakeholder Training Needs

- 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 was statistically significantly lower than operational & topical needs.
- Managerial & victim advocacy training; needs was statistically significantly lower than operational & topical needs.

#### Stakeholder Infrastructure Needs

- There was no statistically significant difference between cross-network/access service needs and information technology & facility needs.
- Cross-network/access service needs was statistically significantly lower than office & staff needs.
- Information technology & facility needs was statistically significantly lower than office & staff needs.

### SOUTHCENTRAL/WEST REGION

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#### Stakeholder Training Needs

- There was no statistically significant difference between existing statutes, regulations, and requirements needs and managerial & victim advocacy training needs.
- Existing statutes, regulations, and requirements training needs was statistically significantly lower than operational & topical training needs.
- There was no statistically significant difference between managerial & victim advocacy training needs and operational & topical training needs.

#### Stakeholder Infrastructure Needs

- There was no statistically significant difference between cross-network/access service needs, information technology & facility needs, and office & staff organizational infrastructure needs.
- Information technology & facility needs was rated statistically significantly lower than office staff needs.

### SOUTHWEST/PITTSBURGH REGION

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#### Stakeholder Training Needs

- There was no statistically significant difference between Existing statutes, regulations, and requirements training needs and managerial & victim advocacy training.
- Existing statutes, regulations, and requirements training needs was rated statistically significantly lower than operational & topical training needs.
- Managerial & victim advocacy training needs was statistically significantly lower than operational & topical training needs.

### Stakeholder Infrastructure Needs

- There was no statistically significant difference between cross-network/access service needs and information technology & facility needs.
- Cross-network/access service needs was rated statistically significantly lower than office & staff needs.
- Information technology & facility needs was rated statistically significantly lower than office & staff needs.

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### NORTHCENTRAL & NORTHEAST REGIONS

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### Stakeholder Training Needs

- There was no statistically significant difference between ratings for Existing statutes, regulations, and requirements training needs and managerial & victim advocacy training needs.
- Existing statutes, regulations, and requirements needs was statistically significantly lower than operational & topical needs.
- Managerial & victim advocacy training needs was statistically significantly lower than operational & topical needs.

### Stakeholder Infrastructure Needs

- There was no statistically significant difference between ratings for cross-network/access service needs and information technology & facility needs.
- Cross-network/access service needs (was rated statistically significantly lower than office & staff needs.
- Information technology & facility needs was statistically significantly lower than office & staff needs.
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### NON-VSP VS VSP

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- There is a significant difference in ratings of need for existing statutes, regulations, and requirements between VSPs and non-VSPs in the Southwest/Pittsburgh region.
- There is a significant difference in ratings of need for managerial & victim advocacy training; between VSPs and non-VSPs in the Southeast/Philadelphia region.
- There are no significant differences in ratings of the organizational need for operational & topical training between VSPs and non-VSPs within each individual region.
- 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.
- There is a significant difference in ratings of need for information technology & facility between VSPs and non-VSPs in the Southeast/Philadelphia region, between VSPs and non-VSP's in the Southcentral/west region, and between VSPs and non-VSPs in the Northcentral and Northeast region.
- There is a significant difference in ratings of office & staff related needs between VSPs and non-VSPs in the Southcentral/west region.

## VICTIM RESULTS

### DEMOGRAPHICS

A total of 256 individuals representing victims of various crimes and their families responded to the survey. The number of respondents within each demographic category varies because responses for “Do not know” and “Prefer not to answer”, along with questions where no answer was selected, were treated as missing data. Table I-4 provides a summary of the demographic information for these respondents. 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 I-4: Victim Respondents’ Demographic Characteristics*

Demographic Characteristics	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. 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.

- Race: non-White respondents include African Americans, American Indians, Asians, Hispanics, and other races except Whites.
- Marital status: not married respondents include singles living with significant other, not living with significant, not in a relationship, divorced, separated, and widowed.
- Disability status: respondents with disability include people with medical disabilities.

- Employment status: unemployed/retired respondents include individuals trying to find employment, not trying to find employment, people with disabilities, and retirees.
- Education: some college respondents include individuals having attended or currently attending college, earned Associate degree or trade/technical school certification.
- 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.

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## SERVICE AWARENESS

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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.

- 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.

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## SERVICES NEEDED AND RECEIVED

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### SERVICES NEEDED

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Respondents were asked whether they have ever needed/sought (Yes=1 No=0) from a series of 31 service types. These services were grouped into the same five categories as for the stakeholders. Figure I-11 and Figure I-12 show the breakdown of these scores by region and by type.

- Rural residents rated all five services groups higher in need than their urban counterparts.



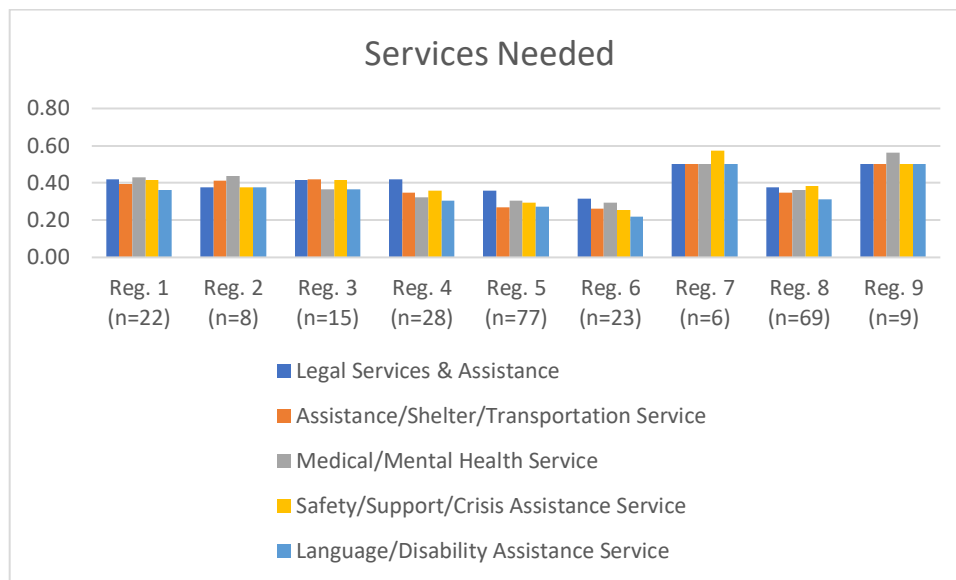


Figure I-1: Services Needed by Region

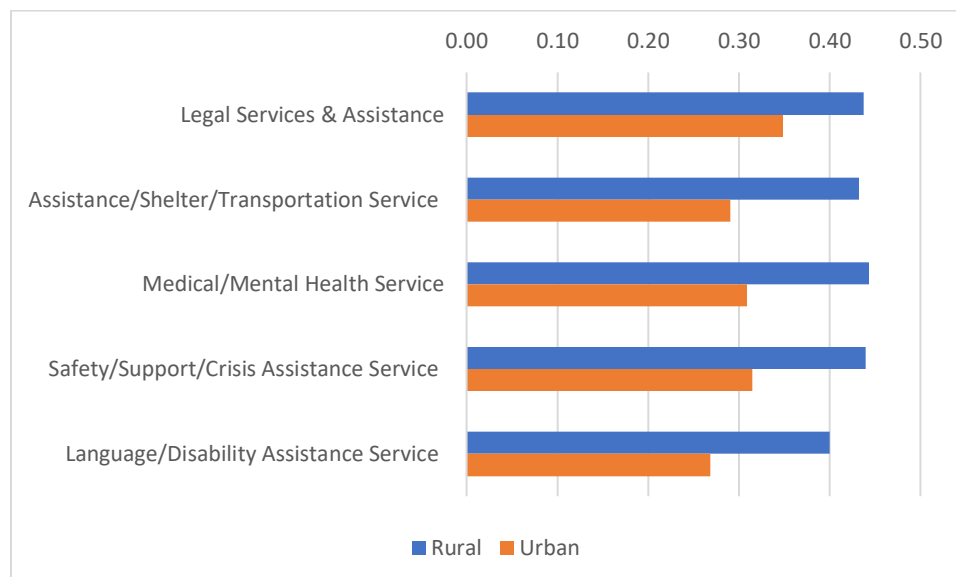


Figure I-12: Services Needed by Type

### SERVICES RECEIVED

Respondents were also asked to indicate 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 of the scores for each service within the subgroup with answers ranging from one to zero. Figures I-13 and I-14 show the breakdown of these scores by region and by type.

- Assistance/Shelter/Transportation services-needed scores were higher than the received scores.
- Safety/Support/Crisis Assistance services-needed scores were higher than the services received scores.
- Medical/Mental Health services-needed scores were lower than the services received scores.
- The mean score differences among these services revealed that the respondents did not receive these services even though they were needed/sought.

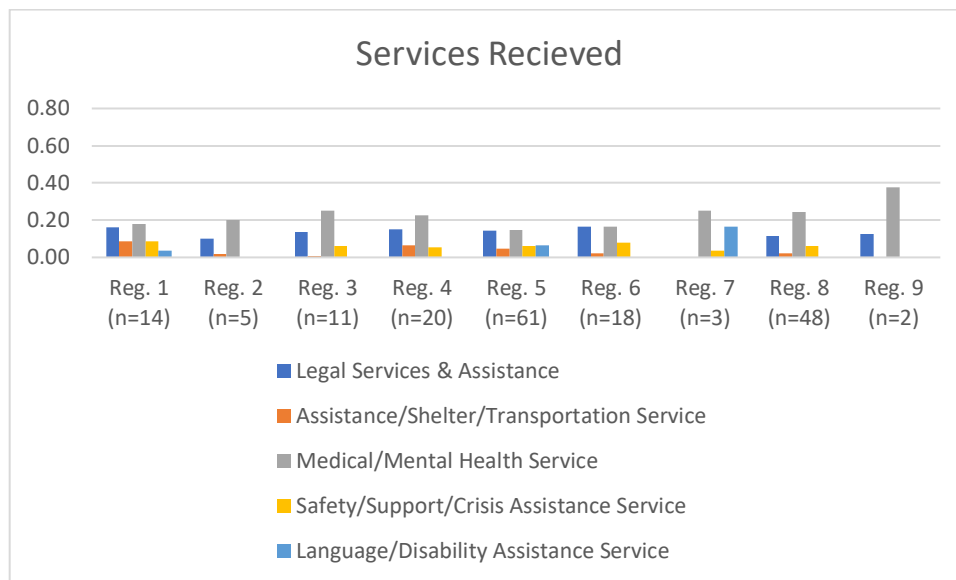


Figure I-13: Services Received by Region

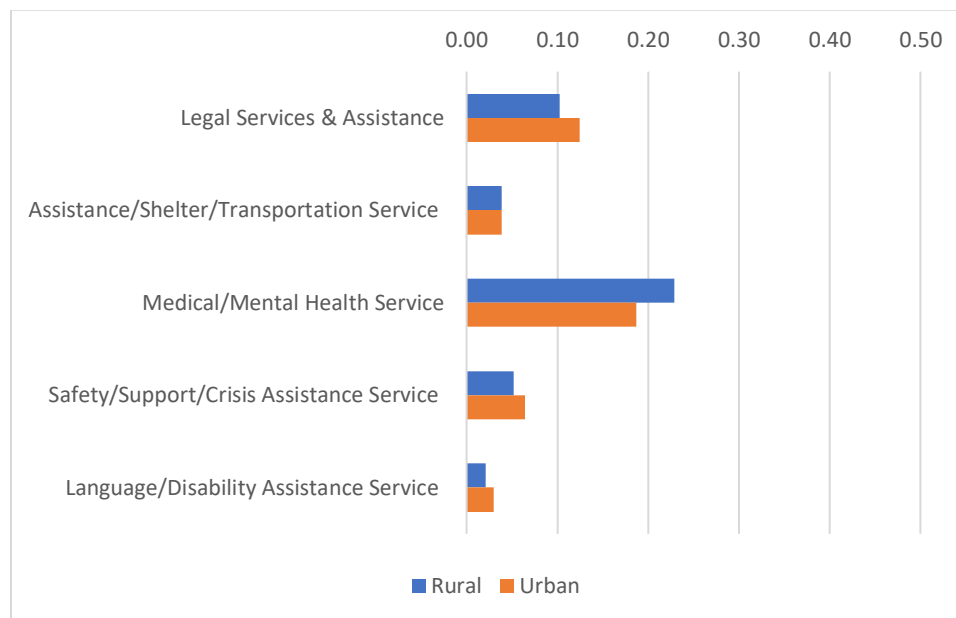


Figure I-14: Services Received by Type

### PROVIDER 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.

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

### 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. Figure I-15 a bar graph of how victims learned about services available to victims of crime by rural and urban communities.

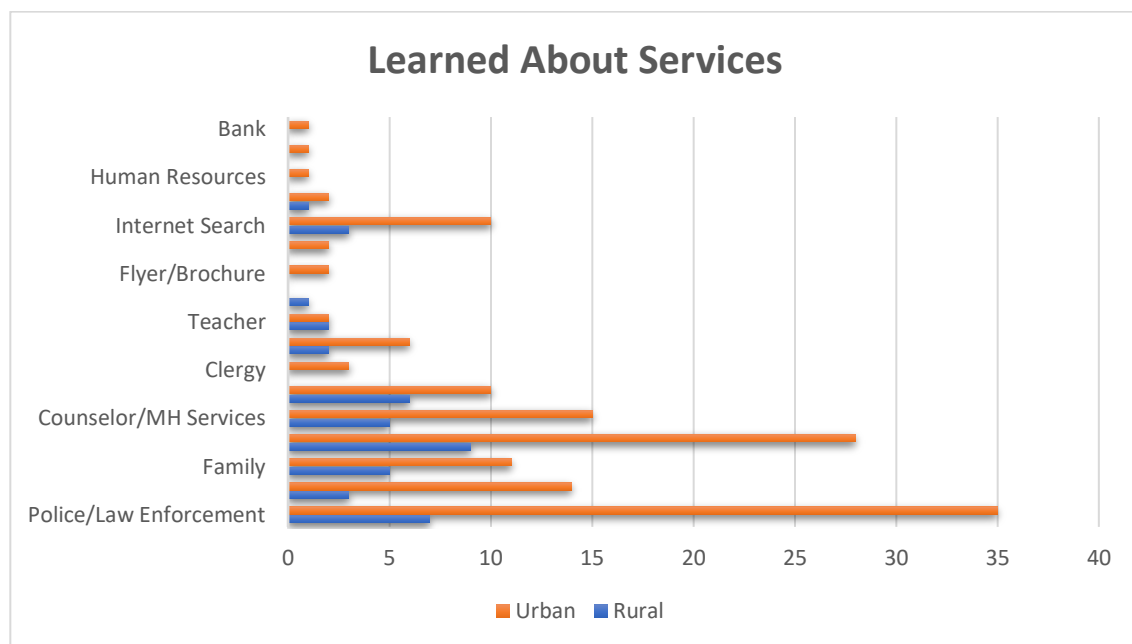


Figure I-15: Learned About Services – Victims

- 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.
- The most effective source of information about available services for urban victims of crime came from Police/Law Enforcement and their Victim Advocate.

### 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 the same three categories as for stakeholders. Figures I-16 and I-17 show the breakdown of these barriers by group and by region.

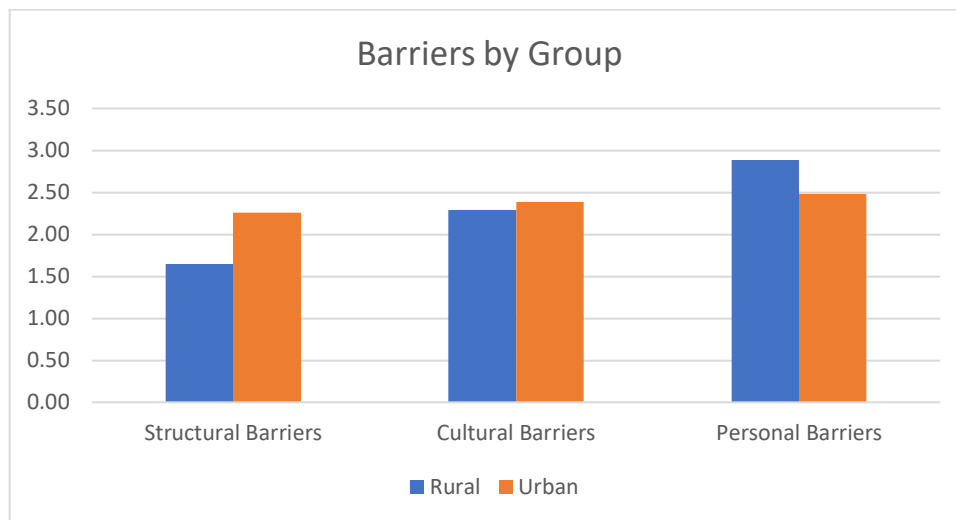


Figure I-16: Barriers by Group

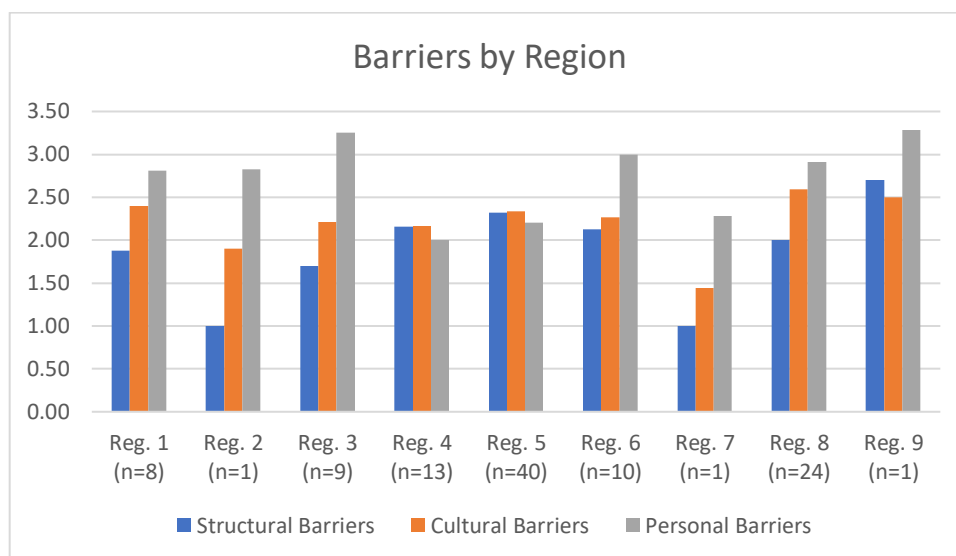


Figure I-17: Barriers by Region

### STRUCTURAL BARRIERS

- 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

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- No statistically significant relationship was found among people who reported cultural barriers as substantial/critical and predictors.

## PERSONAL BARRIERS

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- 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.

## INFORMATION GATHERING

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### INFORMANT INTERVIEWS

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The information gathering phase of this Needs Assessment was designed to collect rich, qualitative data for use in designing and implementing a comprehensive statewide assessment instrument and strategy. It began with a series of informant interviews with VSP leaders within each region. The objective of this interview activity was to talk with key informants throughout PA's victim service community in order to understand regional variations in victim needs, existing services, providers, and supporting organizations. These interviews helped to validate and challenge existing data; to provide input on the development of questions that would serve as the basis for a more in-depth discussion in a series of regional meetings with key stakeholders and victims of crime; and to identify potential representatives for these regional meetings.

A variety of organizations were invited to participate in these informant interviews based on their experience, mission, geographic location, and community & collaborative partnerships. In total, 22 organizations were asked to participate. Representatives from the following 14 organizations participated in these interviews representing 29 counties and all eight regions across the state.

- Your Safe Haven
- Network of Victim Assistance (NOVA)
- Victim Resource Center of Northeast PA
- Center County Women's Resource Center
- Pennsylvania Immigration Resource Center (PIRC)
- SafeNet Erie
- The CARE Center, Southwestern Pennsylvania Human Services (SPHS)
- Alice Paul House
- Valley Youth House
- Aware
- The Lincoln Center
- A Way Out
- Citizens Against Physical, Sexual, and Emotional Abuse, Inc. (CAPSEA)
- The Abuse Network

The interviews were coordinated in advance and were scheduled to take place during December 2016 and January 2017. Each informant interview was conducted via telephone call lasting approximately 20-25 minutes. Each recipient was provided a set of pre-scripted questions (See **Appendix II-1**) to help them prepare in advance of the call. Questions ranged from information about their organization, to indicating marginalized/underserved populations and their needs, to whom and how we should reach out within these communities in the survey phase. In addition, several open-ended questions provided opportunities for each informant to contribute additional information regarding needs and available resources within their service communities. Responses were captured in a matrix connecting responses with the respective representative and location. A summary of these responses is provided in **Appendix II-2**.

A summary of the predominant themes that resulted from these interviews is provided in Table II-1 below. Some of the observations were not prominent but were certainly notable for their visionary/innovative perspective. These included the need to be able to work across borders (state & county), the idea of building a centralized capacity for bringing services together to bridge gaps and provide one-stop service provision, and a suggestion to build prevention programs for the classroom to stop the cycle of victimization.

*Table II-1: Predominant Themes from the Informant Interviews*

**PREDOMINANT THEMES FROM THE INFORMANT INTERVIEWS**

<b>Topic</b>	<b>Predominant Themes</b>
<b>Top victim populations</b>	Elderly, individuals with mental illness, victims with substance abuse, victims of domestic/intimate partner violence, sexual assault victims, victims of homicide, victims of human trafficking, immigrants, victims of child abuse and child sexual assault, homeless
<b>Top underserved populations</b>	Homeless/transient, people with disabilities, people with mental illness or substance abuse disorders, people with limited English proficiency, LGBTQ, incarcerated, immigrants/migrant workers, Muslim, Hispanic, incarcerated, rural communities
<b>Top services needed</b>	Shelter/family housing, civil legal services, financial assistance, legal immigration services, comprehensive services, transportation, childcare, advocacy, safety planning, counseling/mental health, medical
<b>Collaboration partners</b>	Law enforcement, district attorney, mental health agencies, drug and alcohol assistance organizations, children and youth, disability providers, human services, school districts, corrections/jail system, colleges and universities, sister agencies, communities of faith, Aging, business community
<b>Agency needs</b>	Strategic planning, training, education & awareness, fewer administrative requirements, stable funding.

## REGIONAL MEETINGS

Upon completion of the informant interviews with key stakeholders and a review of the information that came from them, a series of regional meetings was coordinated and conducted to gather additional, in-depth qualitative data. Two meetings were scheduled in eight separate regions (Region 5 had two locations) throughout the state, one for stakeholders and one for victims of crime. Victims were represented in a group of their own so they were more comfortable sharing their experiences.

The regional meetings were designed to assess existing programs, distinguish system concerns from the assessment of victim services, explore unserved and underserved victim issues, and identify effective outreach methods within representative communities. The qualitative data gathered through these regional meetings provided a more detailed understanding of victims' needs and enabled the study team to conduct a preliminary assessment of existing services, service gaps, and barriers to access. In addition, the regional meeting results served as a guide in the development of the final survey instrument to determine the severity and extent of these issues. Representatives for the regional meetings were enlisted from VSPs, DAs, local agencies/organizations/individuals (community leaders, clergy, hospitals, etc.), victims, and others.

In preparation for the qualitative data collection, the study team identified eight (8) regions across the state as noted in the map in Figure II-1. These regions were established to allow for regional differences but were not intended to be all-inclusive at this point in the effort. To ensure that the meetings were manageable, attendance was limited to 8-12 participants in each region. Table II-2 shows a timeline and location for the conduct of these regional meetings.

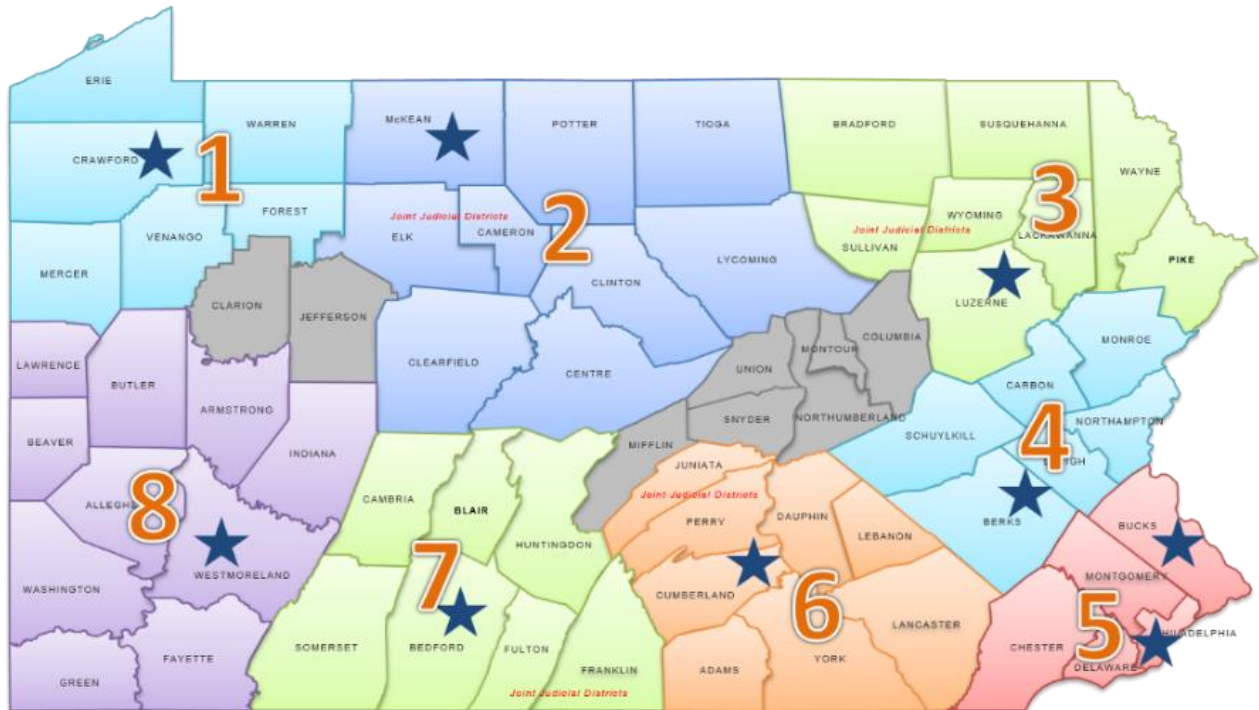


Figure II-1: Regional Meeting Locations



Table II-2: Regional Meeting Timeline

Date	Region	Location
7/25/17	8	Human Services Center, Greensburg, PA
8/9/17	4	Kutztown University, Kutztown, PA
8/10/17	6	Department of Corrections, Mechanicsburg, PA
8/15/17	3	Wilkes University, Wilkes Barre, PA
9/6 - 7/17	2	911 Building, Smethport, PA
9/25/17	7	Bedford County Courthouse, Bedford, PA
9/28/17	5	Duane Morris Law Firm, Philadelphia, PA
9/29/17	5	NOVA Offices, Jamison, PA
11/17/17	1	International Institute of Erie, Erie, PA

Through a comprehensive statewide outreach effort that included the informant interviews, the study team identified a variety of organizations that serve victims of crime, organizations that serve populations vulnerable to crime, and actual victims of crime to assist with this Needs Assessment. These agencies and individuals were identified to provide a cross-representation of participants that effectively represented the diversity of the victim services field – by type of agency, type(s) of victims served, population density and geography. Participants were identified based on their involvement as a community leader in roles that may intersect with unserved or underserved victims of crime.

Once identified, each stakeholder was personally invited via letter from the Chairman of the Victims Services Advisory Committee. The letter explained the purpose of the needs assessment and prepared them for a more detailed letter they would be receiving regarding the regional meetings. Within two weeks, a follow-up letter was sent from the project’s Principal Investigator explaining the purpose and location of the meeting, encouraging their participation and RSVP, and informing them to about a separate meeting for victims of crime. It included a flier with details about this separate meeting and asked them to share this information with victims of crime whom they knew and encourage them to participate. Samples of these letters, along with the Victim flier, are provided in **Appendix II-3**.

Table II-3 shows the number of stakeholders who were invited to the regional meetings and those who participated by region. It also shows the number of victims who participated by region but does not include a number for “invited” since victims were recruited through fliers and word-of-mouth, not an actual invitation list. Figure II-2 shows a sampling of the agencies and services that were represented in the conduct of these meetings. A full listing of attendees by region is provided in **Appendix II-4**.

Table II-3: Invited Versus Attended

Region	Stakeholders		Victims
	Invited	Participated	Participated
1	30	14	4
2	30	8	4
3	15	2	6
4	24	7	1
5	70	11	0
6	19	3	0
7	31	5	0
8	31	6	1
<b>TOTAL</b>	<b>244</b>	<b>56</b>	<b>16</b>

Stackpole-Hall Foundation	NEPA Task Force Against Human Trafficking	County Human Services Departments	Berks County Mental Health/DD Program	Victim Service Center	Your Safe Haven
Office of Human Services	Helpline/211	Caring Communities	Berks Area Agency on Aging	Vita – Education	Pennsylvania State System of Higher Education
Alcohol & Drug Abuse Services, Inc.	Wilkes-Barre Crime Watch (WBCW) Coalition	Northeast PA (NEPA) Rainbow Alliance	SafeBerks	Crime Victim's Council	Retired County Commissioner
Juvenile Probation Department	Area Agencies on Aging	Magisterial District Court	Bucks County Mental Health/Developmental Programs	Philadelphia Corporation for Aging	Penn Foundation Community Mental Health
Domestic Violence Services	Anthracite Region Center for Independent Living (ARCIL)	Hazleton One Community Center/Hazleton Integration Project	Victim/Witness Services	Department of Behavioral Health & Intellectual Disabilities (DBHIDS)	Jewish Family & Children's Service of Pittsburgh
YWCA	NAACP	Turning Point of Lehigh Valley	Family Services of Bucks County	Carlisle Cares	Ceasefire PA (statewide)
CASA	Volunteers of America	Children's Alliance Center	Montgomery Child Advocacy Project	Children & Youth Services Agencies	Charles Foundation
Children's Advocacy Centers	Northwest Area School District	Centro Hispano Daniel Torres, Inc.	NOVA	Adelphoi	Housing Authorities

*Figure II-2: Sample of Agencies and Services Represented at the Regional Meetings*

Each meeting followed a 2-hour facilitated and structured process designed to gather input on developing and distributing a comprehensive needs assessment survey instrument. Input from these meetings was essential in guiding the development of our comprehensive survey instrument which was to be distributed to a much larger statewide audience. Scripts and a short PowerPoint presentation were developed and utilized for each meeting, stakeholders and victims, to ensure consistency in the questions asked from one region to the next. These scripts followed a topic map in Figure II-3, which was developed to guide the conduct of these meetings and ensure that all topics were sufficiently addressed to meet the team’s objectives. Copies of these Regional Meeting materials are included in **Appendix II-5**. In addition, responses and feedback were captured on-screen during the discussion to serve as a visual aid and allow participants to review and correct what was being captured. This feedback was later captured in a matrix to assist in the analysis and use in building the survey instrument.

Upon conclusion of the regional meetings, the study team began a process of evaluating and organizing the qualitative data gathered through these meetings. The team’s efforts focused on coding and analyzing this data to identify themes, sift through the primary issues, clarify research methods and strategies, and refine the list of resource needs. The results of this step provided the framework for the survey development and implementation steps in Part III.

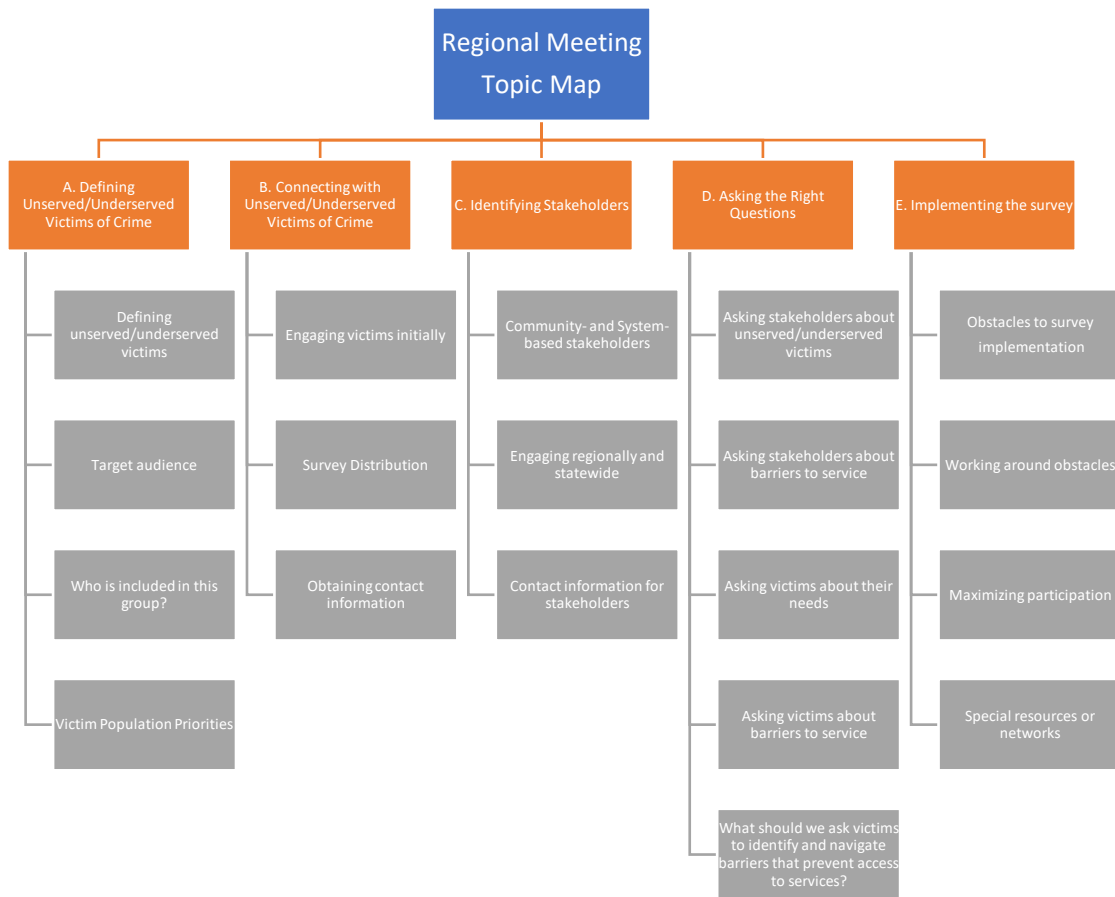


Figure II-3: Regional Meeting Topic Map

The regional meetings, in large part, validated much of what we heard in the informant interviews. Through the discussion process within the small groups, however, participants built on each other’s ideas. This brought out additional information relative to underserved populations and needs. For example, victims whose cases are withdrawn or “pled-down” may not receive the full spectrum of services; elderly are afraid of reporting victimization for fear of losing independence; marginalized populations such as children, elderly, and physically/intellectually are often excluded because of their caretakers who restrict information. In addition to questions about underserved/underserved populations and needs, participants were asked for input on how to get word out about the needs assessment and how to best distribute the survey. The feedback was very helpful in shedding light on the most effective ways to reach victims of crime. Participants emphasized the need for trust, suggesting community and social gathering areas such as laundromats, barbers, and taverns over government organizations. They also emphasized the need for anonymity and keeping the survey simple to increase the rate of response. Smartphone and digital formatting were the overwhelming formats for distribution, however alternative language options, in paper or digital format, was emphasized as critical for including many victim populations. Another popular theme was to avoid survey terminology, which would likely turn away potential respondents. These predominant themes identified in this process are summarized in Table II-4 below.

Table II-4: Predominant Themes from the Regional Meetings

**PREDOMINANT THEMES FROM THE REGIONAL MEETINGS**

Topic	Predominant Themes
<b>Unserved/underserved populations</b>	Mental health issues, choose not to report/accept that they are a victim, don't see themselves as a victim, unaware of services, geographically challenged, intellectually challenged, isolated due to culture, fear retaliation, in the criminal justice system as offenders, substance abuse/addiction, college/university populations, foreign born/culturally challenged, unreported crimes, religious sectors (Amish/Mennonite), elderly and very young, fear consequences of reporting, dependent on a caregiver, poor/low income, etc.
<b>Greatest need</b>	Shelter/housing, counseling, medical services, early intervention, transportation, access to services in rural areas (no cell phone service), multi-lingual counselors & staff, job training, funeral services, awareness/understanding of services available
<b>Community organizations to help get word out</b>	Faith community newsletters, food pantries, public libraries, Career Links, laundromats, barbershops, literacy organizations, cultural community centers, bars/taverns, beer/liquor stores, vape stores, hospitals & doctors' offices, county government, community fairs, service agencies (Salvation Army, Red Cross), police, homeless shelters, coroner & funeral homes, daycare centers, school guidance counselors,
<b>Other Ways to get the word out</b>	Social media, TV/public service announcements, radio stations, umbrella agencies/associations, legislative offices, college Title IX Coordinators
<b>Ways to distribute survey</b>	Electronic format, survey link through trusted network, smartphone, email, fliers with QR code, word of mouth, snowball sampling, paper surveys at service organizations & kiosks, social media, avoid survey terminology

## INSTRUMENT DEVELOPMENT & IMPLEMENTATION

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The qualitative data gathering phase involving informant interviews and regional meetings produced a great deal of information to inform the development and implementation of the survey instrument. It is this during this comprehensive survey effort phase when we gathered that actual data for the Needs Assessment through input from all possible stakeholders and victims of crime. The process of development included three primary activities:

1. Development and testing of the assessment instrument
2. Crafting the right message
3. Development of the survey database

Members of the Access to Services Committee were asked to participate in one of these activities to gather a variety of input, focus their collective efforts, and minimize the development time for each task. Once developed, all teams were tasked with testing the instrument prior to implementation.

### BUILDING THE QUESTIONNAIRE

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#### TEAM 1: INSTRUMENT DEVELOPMENT

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Team 1 focused on the components of the assessment instrument including topic areas of interest, format of the questions, wording of questions & potential responses for multiple choice questions, logic/flow of questions to guide respondents depending on their role and experiences, etc. Our initial plan was to develop a single assessment instrument for victims and stakeholders allowing their role in completing the survey to guide the questions they received. As the process advanced, it became apparent that two separate assessment instruments, one for victims and one for stakeholders, would simplify both the distribution and the analysis processes.

This team also evaluated and prioritized the instrument formats and alternative languages for distribution. The team selected a digital format using *Qualtrics*, a survey and quantitative statistical analysis software, as the primary format for the Needs Assessment instrument for both victims and stakeholders. In addition, the team decided to prepare and distribute a printable paper format for victims as an alternative format. Electronic copies of this paper format were distributed to all stakeholders for printing and distributing to victims of crime locally. Regardless of format, feedback from the regional meetings made it clear that the assessment instrument needed to be available in alternative languages. Upon initial review, we found that the digital version using *Qualtrics* could be used to detect up to 120 different languages of the respondents and automatically translate the questions accordingly. After some

further review it was determined that the quality of these translations was not sufficient for some of the victim populations we had hoped to reach. The team prioritized the languages and had both the digital and paper versions translated professionally. Table III-1 shows the languages identified for translation. A sample of the communication used to notify participants about these alternative languages is provided in **Appendix III-1**.

*Table III-1: Languages Identified for Translation*

Language	Digital	Paper
Arabic (Egyptian translation)	X	
Chinese (simplified)	X	X
Korean	X	
Nepali	X	
Spanish	X	X
Vietnamese	X	

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## TEAM 2: CRAFTING THE MESSAGE

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Team 2 focused on developing the message that accompanied the assessment instrument or the invitation to participate. It was critical this message effectively encourage individuals complete and/or share the assessment instrument. This message needed to be tailored for each medium used such as cover letters, emails, websites, fliers, and press release.



The team first noted the main points of the message that needed to be incorporated 1) purpose of the needs assessment, 2) value of their input, 3) benefits to the victim service community, and 4) promise of confidentiality. From there the team crafted and edited a variety of formats for use in distributing the assessment instrument encouraging recipients to complete the questionnaire, share the link for others to complete, and promote the needs assessment within your network/community. Separate messages were prepared and distributed to victim service providers (VSP), non-VSP stakeholders, and umbrella/network organizations asking for their participation in both completing the assessment and distributing the information about the assessment within their networks. A proposed message format was also provided to these stakeholders for use in forwarding the information about the assessment to ensure that their message was consistent.

Sample newsletter articles were also provided and encouraged for organization newsletters. The team also prepared a flier with a QR code to allow individuals to complete the questionnaire using their smart phone. The fliers were distributed electronically so that they could be printed locally and placed in key

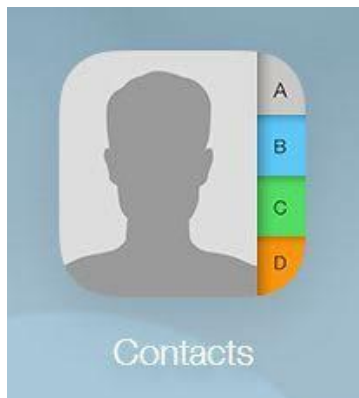
locations to make victims aware of the Needs Assessment. In addition, the team developed postcards about the needs assessment and distributed them in person at the 2018 Farm Show event, one of the major events in Pennsylvania that is well-attended by a wide variety of individuals from across the state. This idea was developed from a suggestion at one of the regional meetings to attend community fairs. Finally, a Press Release was prepared and published through a variety of media outlets to notify the general public. Examples of these formats are provided in **Appendix III-2**.

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### TEAM 3: CONTACT MANAGEMENT

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Team 3 focused on managing and organizing the wide variety of contact information and networks identified through the informant interviews and regional meetings in order to develop an efficient and responsive survey distribution framework. This was a comprehensive process of gathering, verifying, editing, and compiling over 4,500 emails obtained from existing victim service contact/distribution lists, regional meeting invitees, an extensive network of stakeholder distribution lists, and suggestions received throughout the process. Once the emails were reviewed and verified, they were imported into *Qualtrics* for distribution of the needs assessment instrument. *Qualtrics* is designed to automatically send emails including the link to the questionnaire to the entire distribution list. It also sends reminders periodically to those who have not yet responded.



In addition to the work of the study team and the ATS subcommittee members, IUP's Applied Research Lab (ARL) was a critical player in building, implementing, and analyzing the results of the assessment instrument. The ARL is IUP's research consulting center dedicated to providing expert assistance throughout the IUP research community. Through their staff, the ARL empowers researchers to produce high-quality research in a timely manner, provides consultations tailored to the research design and analysis needs of each project, and increases research skills to help researchers apply best methodological practices to their projects. Their expertise includes the following services, which were invaluable contributions to the team:

- Formulating research questions and hypotheses
- Research method design
- Sampling strategy determination and power analysis
- Measurement instrumentation design and testing
- Qualtrics support
- Data collection
- Database creation, maintenance, and organization
- Quantitative and qualitative data analysis software support

## IMPLEMENTATION OF THE NEEDS ASSESSMENT

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Upon completion of the three primary activities necessary to build the assessment instrument, distribution list, and message content we begin the final planning and preparation for implementation. This step included the following activities:

- Testing & piloting of the assessment instrument prior to launch
- Distribution of the assessment instrument
- Collection of the data from participants
- Analysis & progress reporting throughout the assessment window (6 weeks)

All ATS subcommittee members and OVS staff were asked to assist in testing and piloting of the instrument. To do this, a link to the questionnaire was sent to all of the testers before it was available to the public. Testers were encouraged to complete both questionnaires at least once assuming a role as a stakeholder and/or victim. They were asked to provide feedback on the introductory and closing statements, wording of the questions, logic or flow of the questions based on their responses, technical difficulties they may have encountered, and so on. Feedback obtained during this testing was then incorporated into the final questionnaires.

The digital questionnaire went Live on January 15, 2018. At that point, *Qualtrics* automatically sent emails with a link to the questionnaire to everyone whose email had been compiled and uploaded. Additionally, anyone who had received a flier or newsletter article was able to access the survey as well. Emails to VSP and non-VSP stakeholders were sent out once the questionnaire was active to begin the process of communicating and encouraging participation. A printable copy of the questionnaire for Victims of Crime is provided in **Appendix III-3**. Copies of the digital questionnaires for Community Stakeholders and Victims of Crime are provided in **Appendix III-4** and **Appendix III-5**.

Over the six weeks from January 15 through February 28, 2018 *Qualtrics* collected responses and provided weekly reports on the progress to date. Every two weeks, reminders were sent to individuals who had not yet responded. Although the system could determine who had not yet responded, confidentiality of the respondents was maintained. Emails that were flagged as no longer valid were removed from the list. Paper copies of the questionnaire that were received were held until the end of the assessment window and were then input individually so that they could be analyzed with the digital responses. Comments received in languages other than English were professionally translated for analysis. Of the 256 victim respondents, 11 respondents completed the questionnaire in Spanish and 9 respondents completed the questionnaire in Chinese (simplified). No other alternate languages were utilized.





## 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 2<sup>nd</sup> and 3<sup>rd</sup>. 7% were unspecified or outside of Pennsylvania. See Figure IV-1 for stakeholder responses by region.

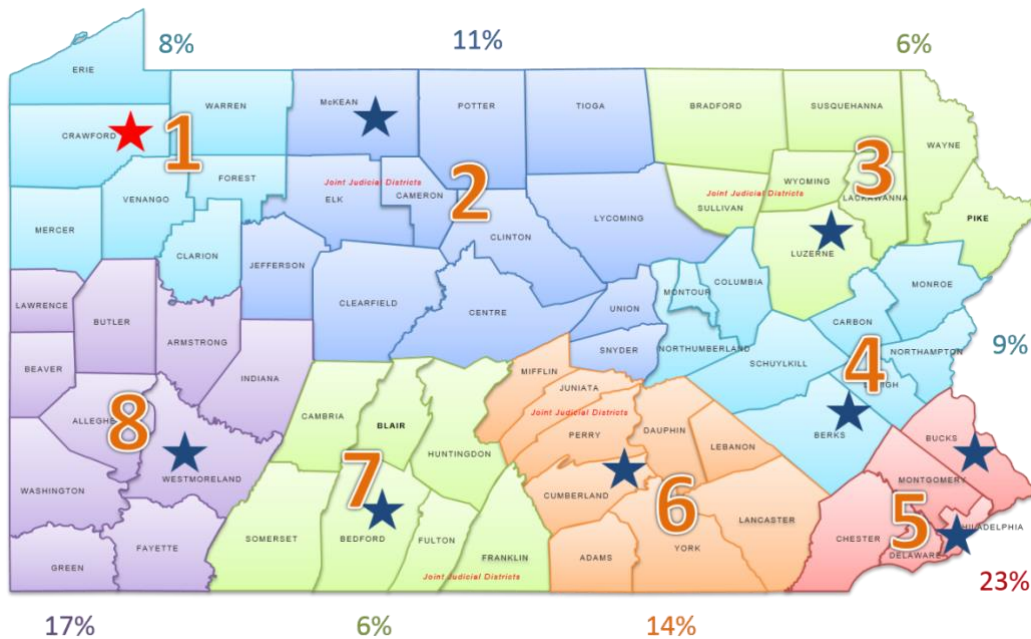


Figure IV-1: Map of Stakeholder Responses by Region

- 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.

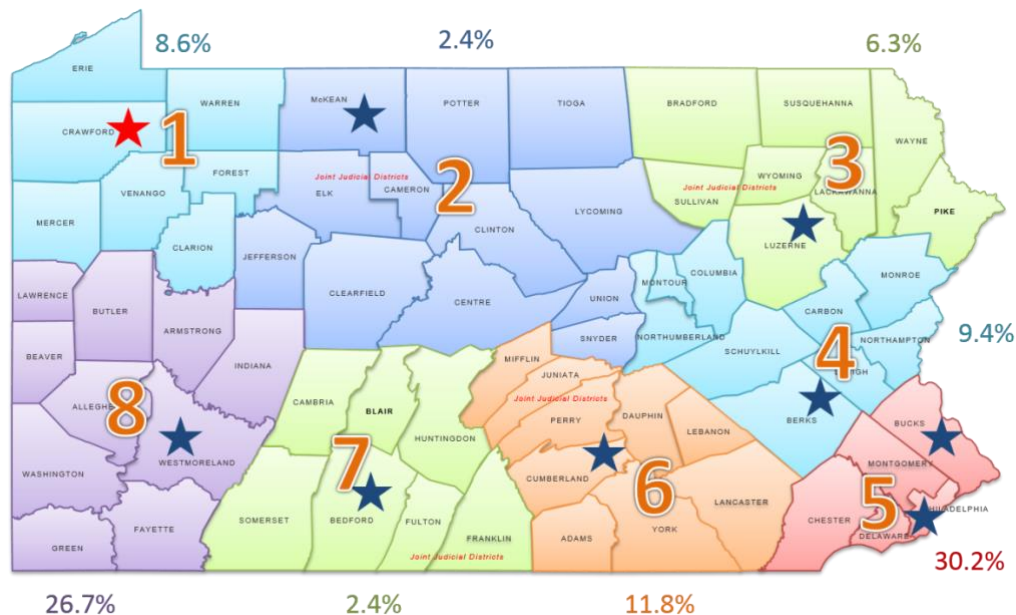


Figure IV-2: Map of Victim Responses by Region

Table IV-1: Responses by Region

		Responses			
		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	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
	<b>Total</b>	<b>255</b>	<b>99.6</b>	<b>100.0</b>	
<b>Missing</b>	System	1	.4		
<b>Total</b>		<b>256</b>	<b>100.0</b>		

- 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*

		<b>Stakeholder Work Region</b>			
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	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
	<b>Total</b>	<b>518</b>	<b>100.0</b>	<b>100.0</b>	

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.



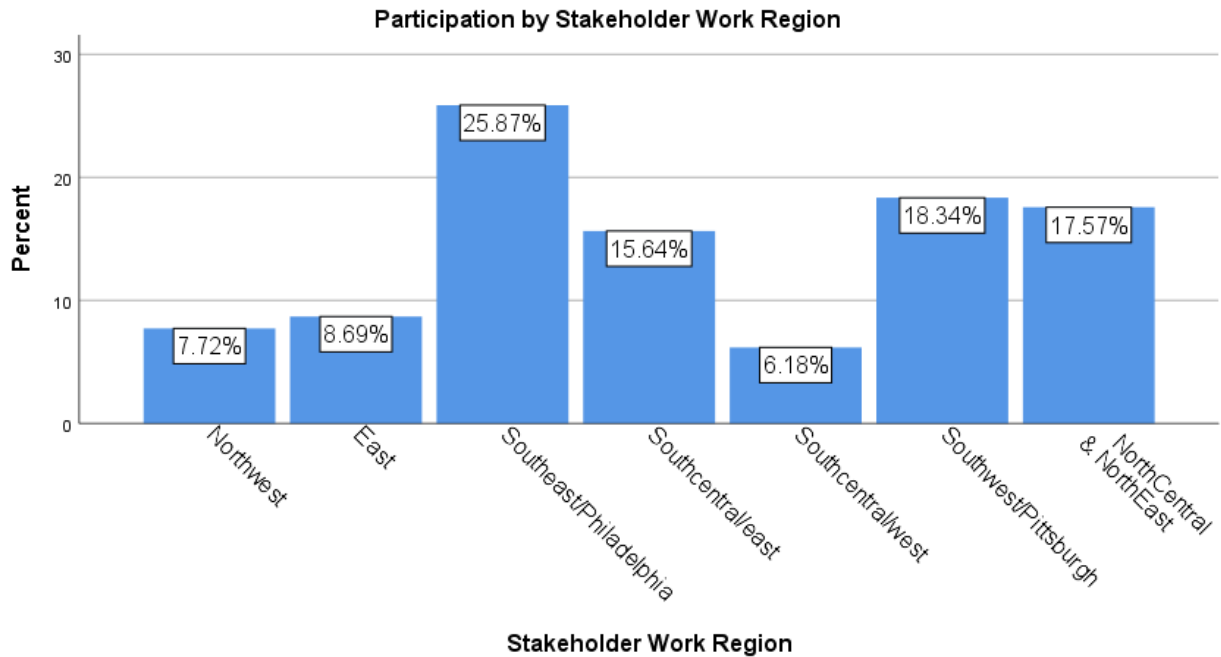


Figure IV-3: Participation Rate by Stakeholder Work Region

### 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
<b>Total</b>		<b>518</b>	<b>100.0</b>	<b>100.0</b>	

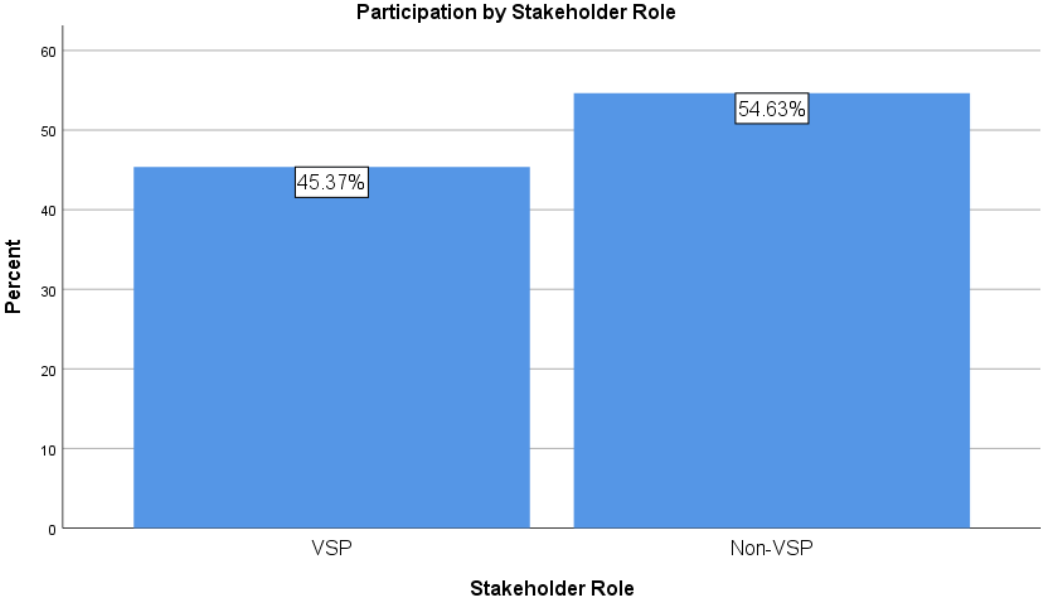


Figure IV-4: Participation Rate by Stakeholder Role

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.

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### SERVICE NEEDS

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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.).

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### POPULATION CHARACTERISTICS

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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.

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### BARRIERS TO SERVICES

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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.

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### STAKEHOLDER TRAINING & INFRASTRUCTURE NEEDS

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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*

<b>Descriptive Statistics for Factor Scores</b>					
	<b>N</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Mean</b>	<b>Std. Deviation</b>
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).

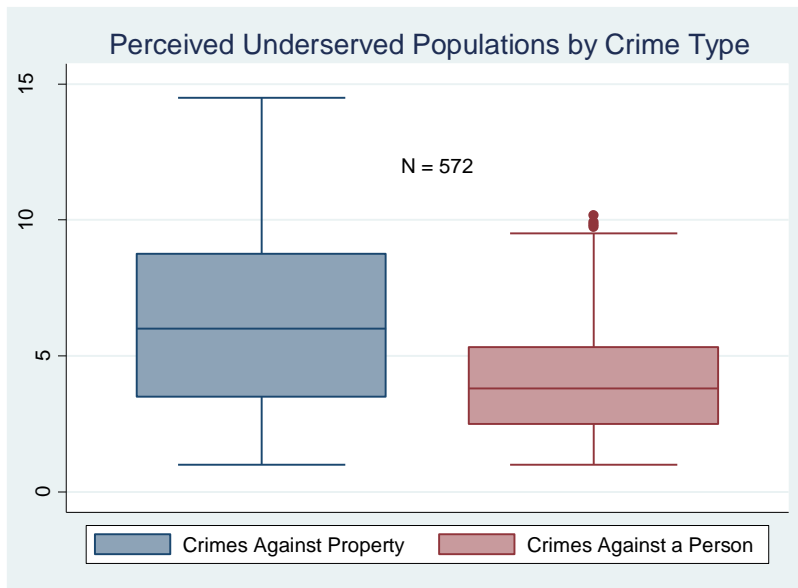


Figure IV-5: Perceived Underserved Populations by Crime Type

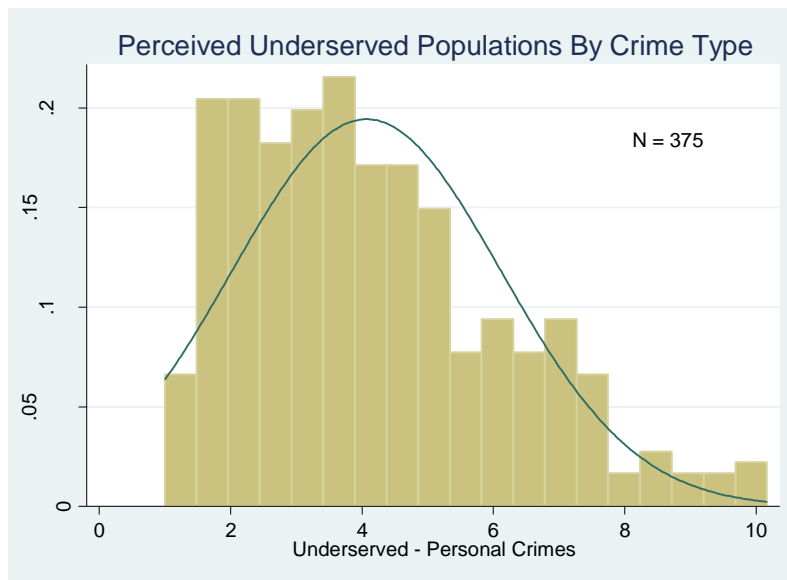


Figure IV-6: Perceived Underserved Populations by Personal Crimes

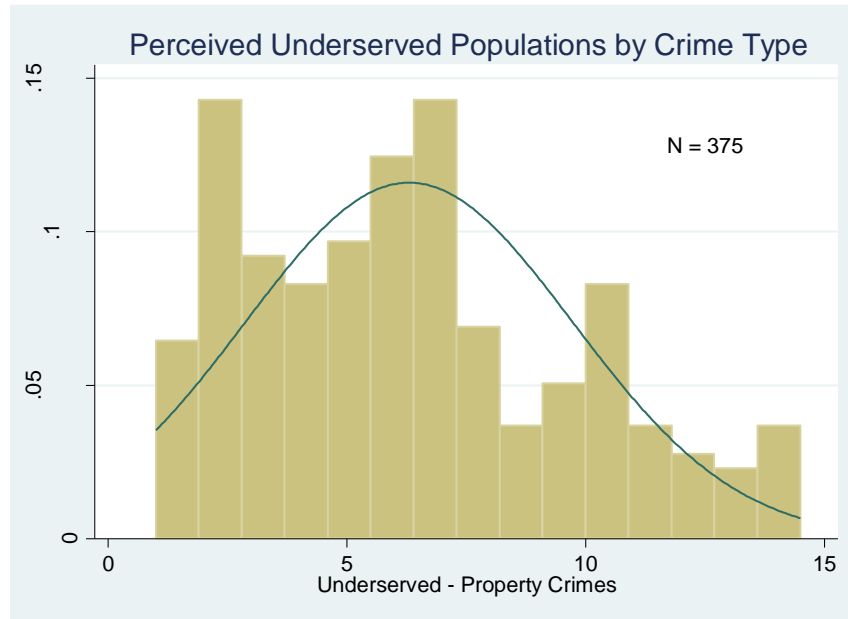


Figure IV-7: Perceived Underserved Populations by Property Crimes

#### 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).



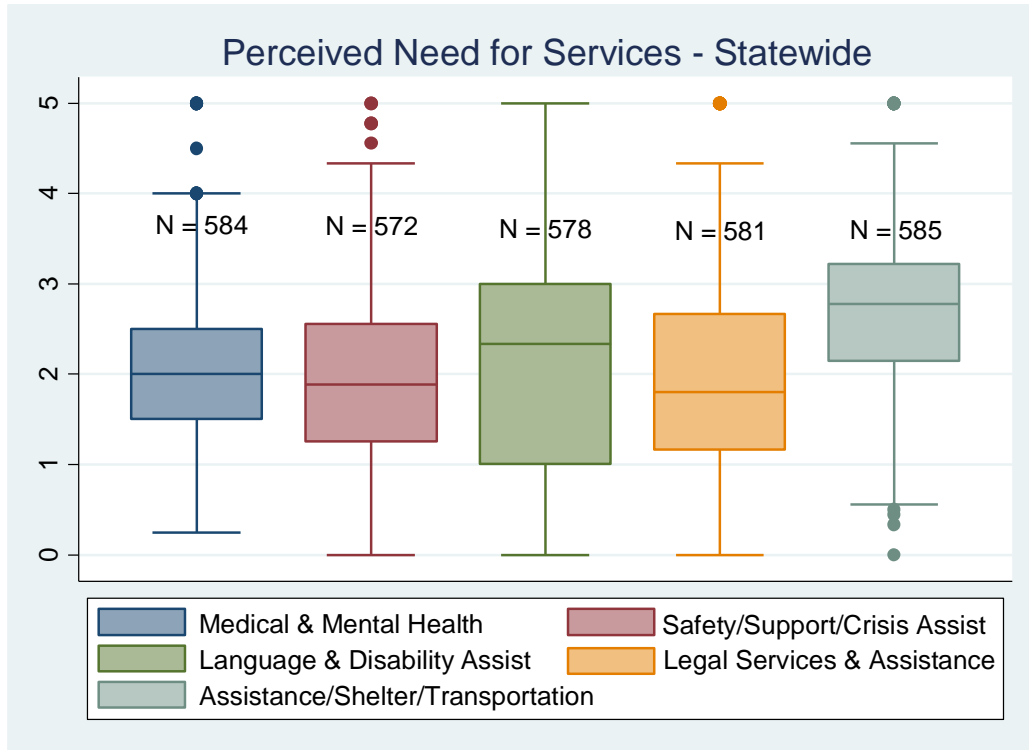


Figure IV-8: Perceived Need for Statewide Services

#### 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).**

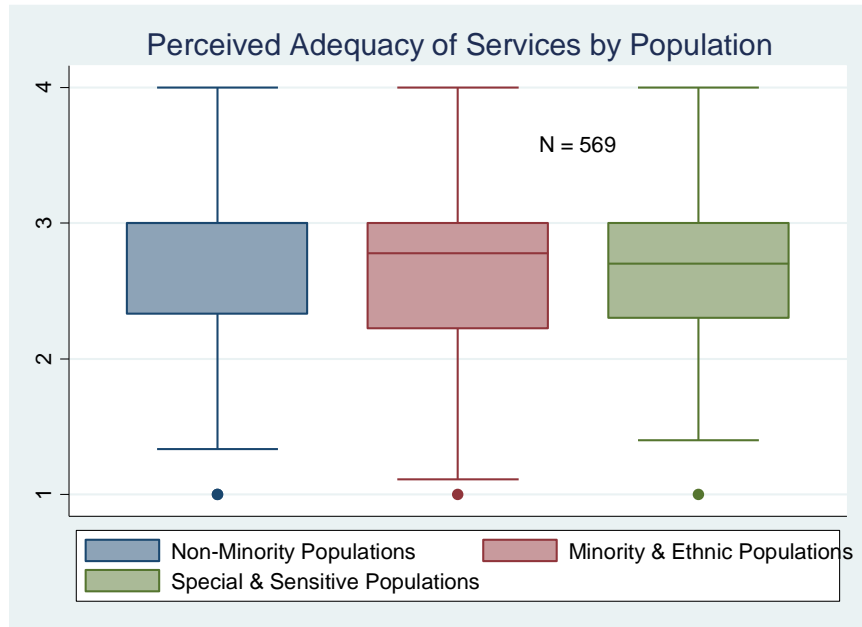


Figure IV-9: Perceived Adequacy of Services by Population

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 = 1.873, 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).**

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### 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

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#### 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

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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

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### 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

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### 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

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### 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).

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### URBAN VS RURAL STAKEHOLDERS

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

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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.**



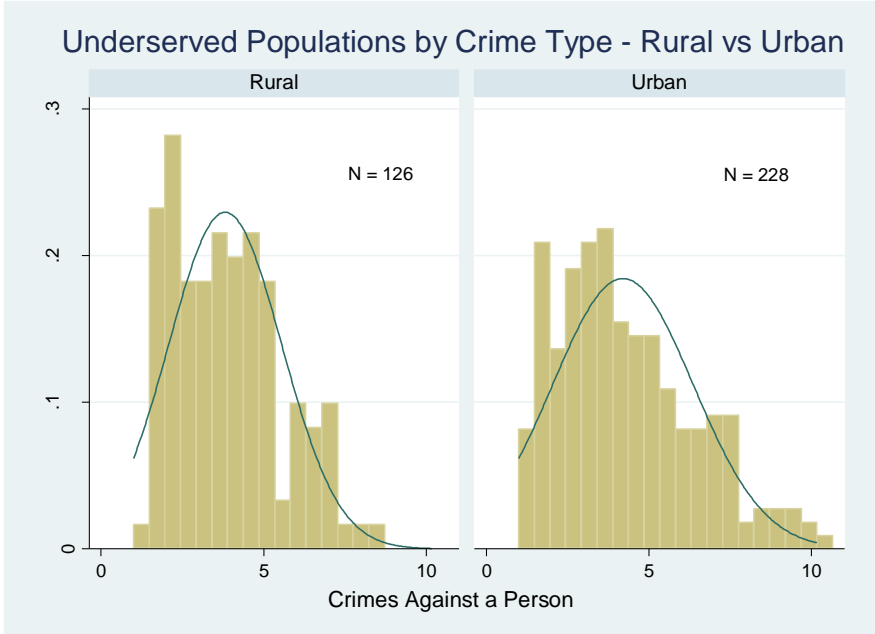


Figure IV-10: Underserved Populations by Crimes Against a Person -Rural vs Urban

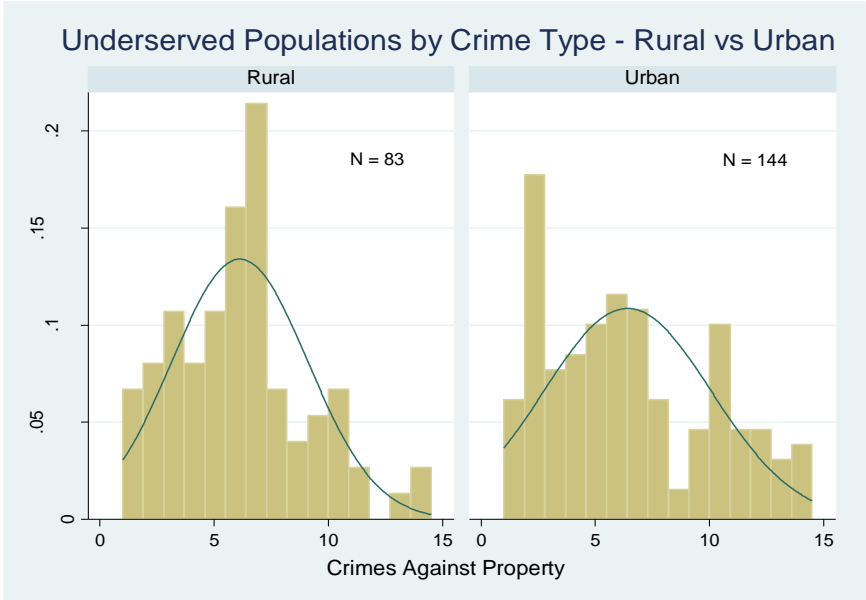


Figure IV-11: Underserved Populations by Crimes Against Property -Rural vs Urban

**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 ( $M = 2.81, SD = 0.94$ ),  $t(549) = 2.98, p = 0.0030$ .

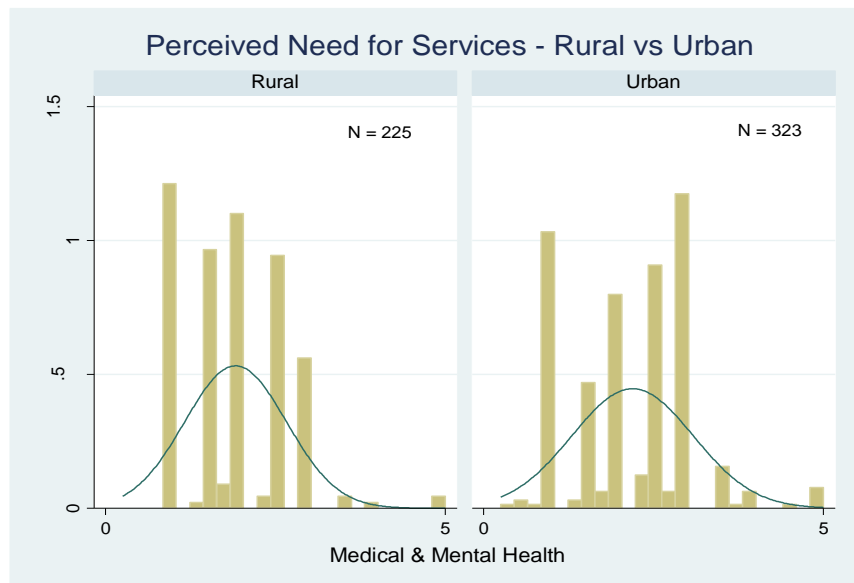


Figure IV-12: Perceived Need for Medical and Mental Health Services - Rural vs Urban

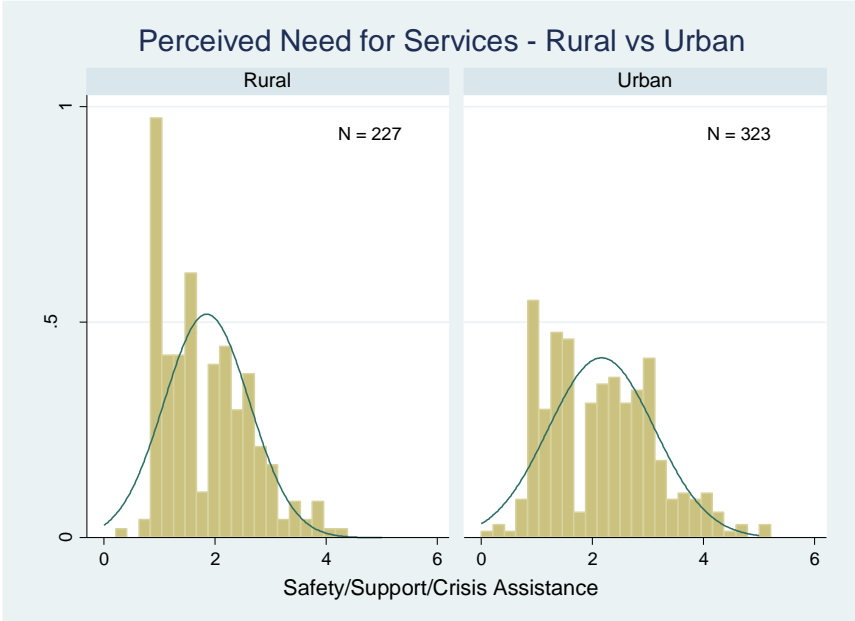


Figure IV-13: Perceived Need for Safety/Support/Crisis Assistance Services - Rural vs Urban

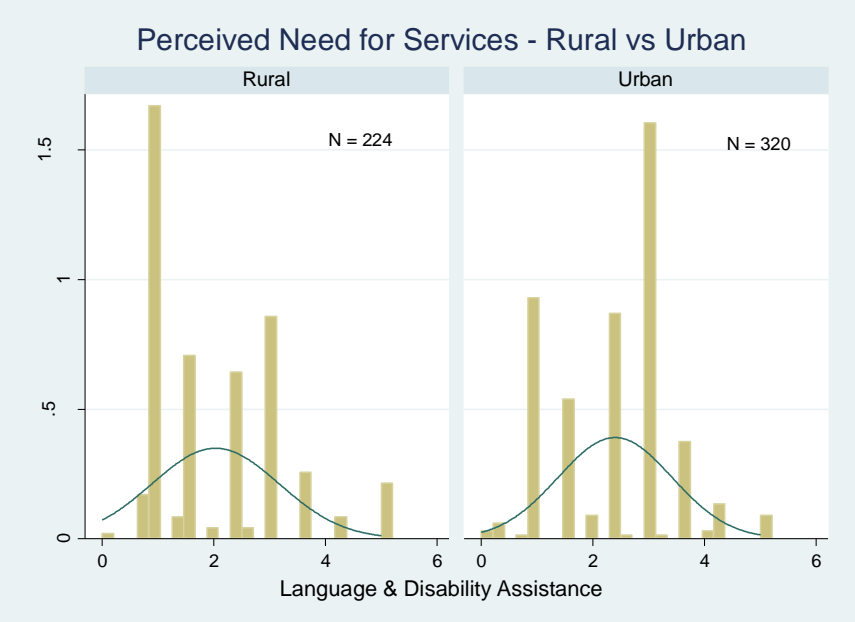


Figure IV-14: Perceived Need for Language & Disability Assistance Services - Rural vs Urban

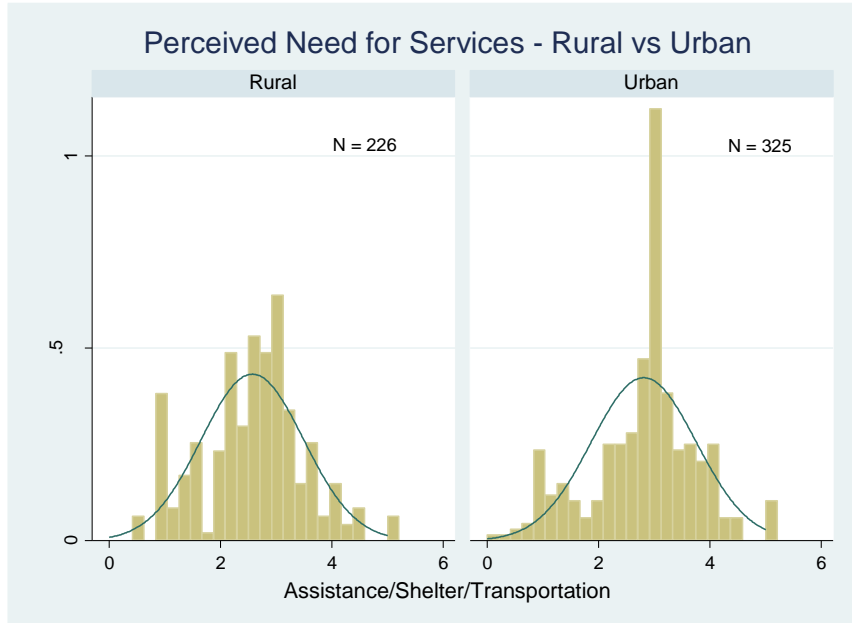


Figure IV-15: Perceived Need for Assistance/Shelter/Transportation Services - Rural vs Urban

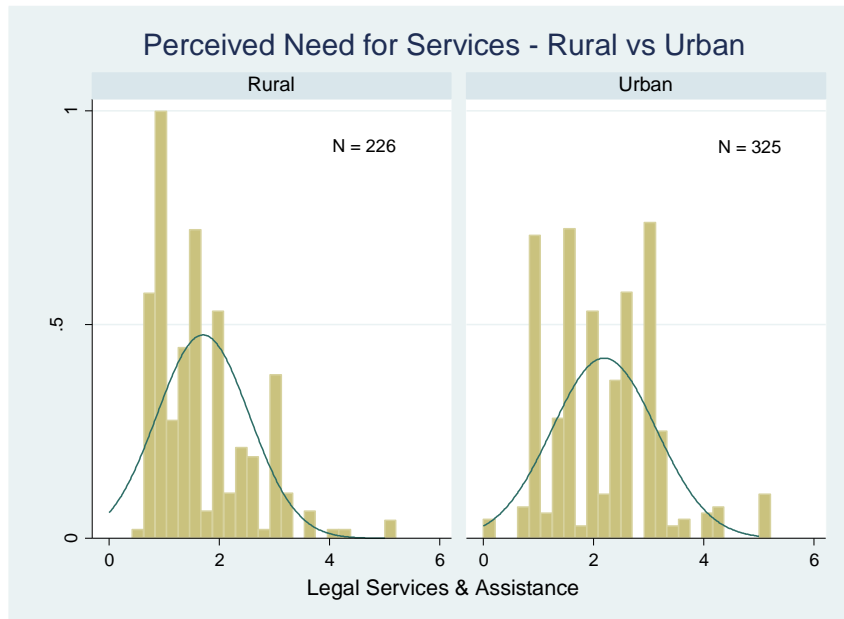


Figure IV-16: Perceived Need for Legal Services & Assistance - Rural vs Urban

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.**

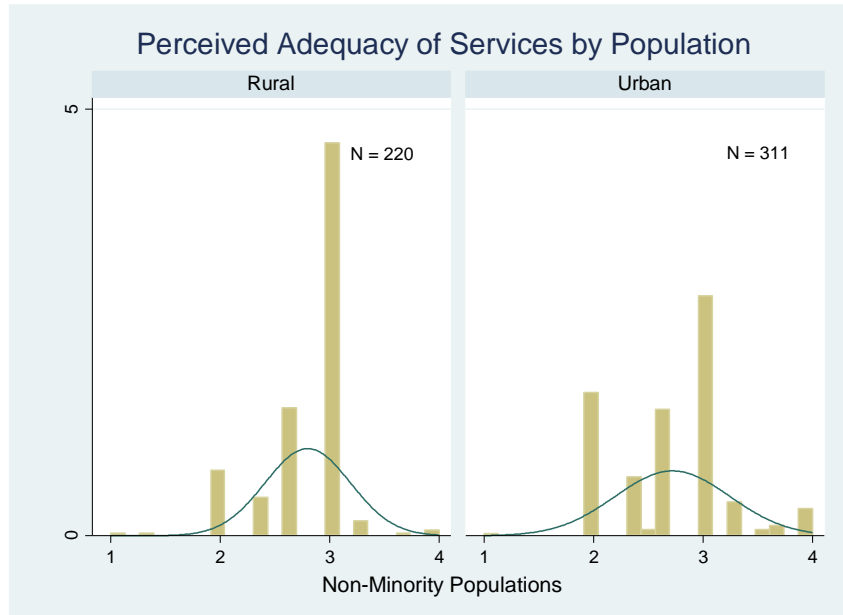


Figure IV-17: Perceived Adequacy of Services for Non-Minority Populations

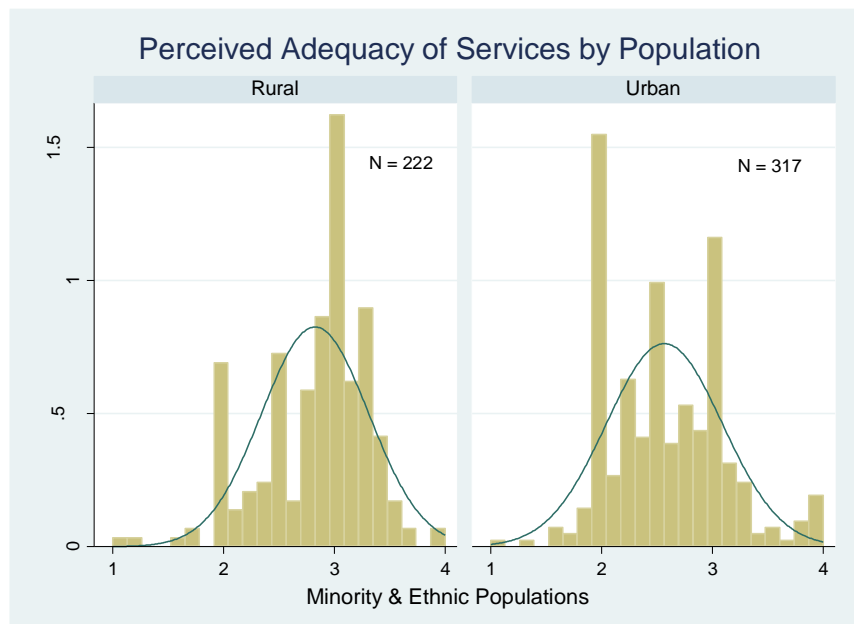


Figure IV-18: Perceived Adequacy of Services for Minority & Ethnic Populations

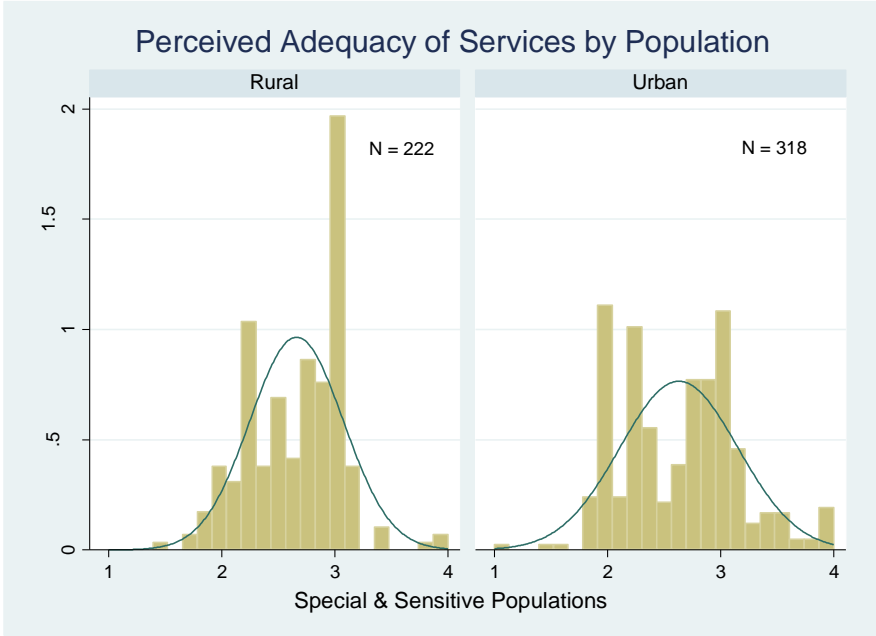


Figure IV-19: Perceived Adequacy of Services for Special & Sensitive Populations

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.**

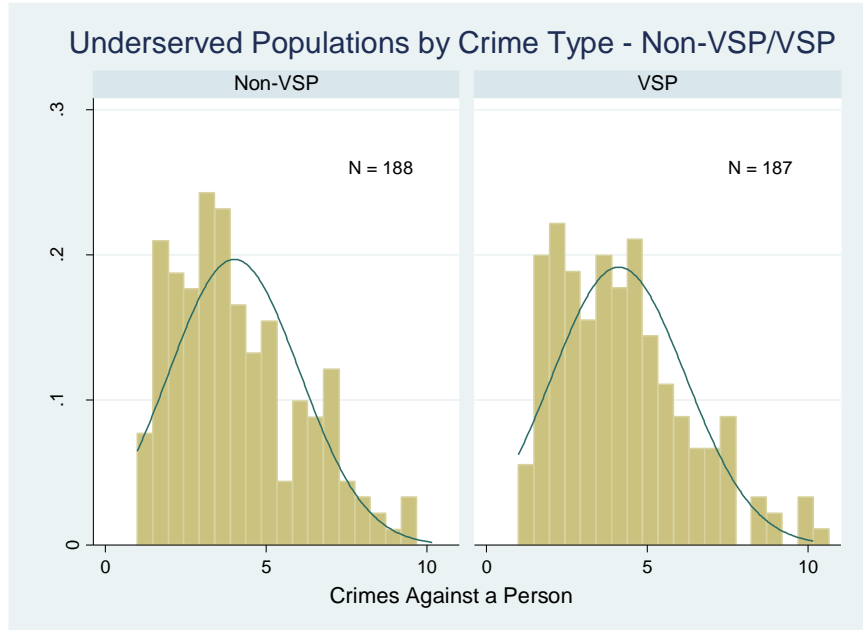


Figure IV-20: Underserved Populations by Crime Against a Person - Non-VSP/VSP

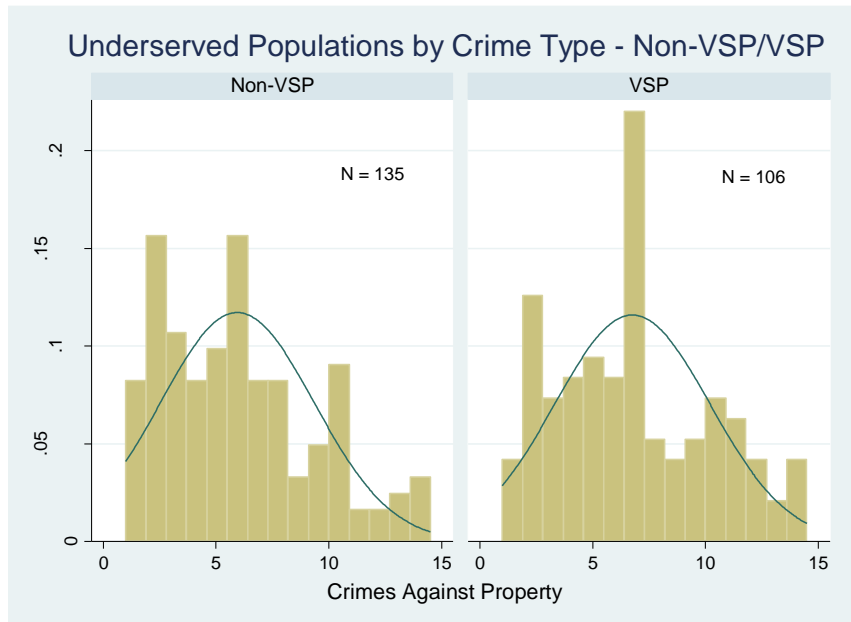


Figure IV-21: Underserved Populations by Crime Against Property - Non-VSP/VSP

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
<b>Total</b>	<b>VSP</b>	<b>1.7251</b>	<b>.72934</b>	<b>207</b>
	<b>Non-VSP</b>	<b>1.5975</b>	<b>.83220</b>	<b>243</b>
	<b>Total</b>	<b>1.6562</b>	<b>.78827</b>	<b>450</b>

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**.

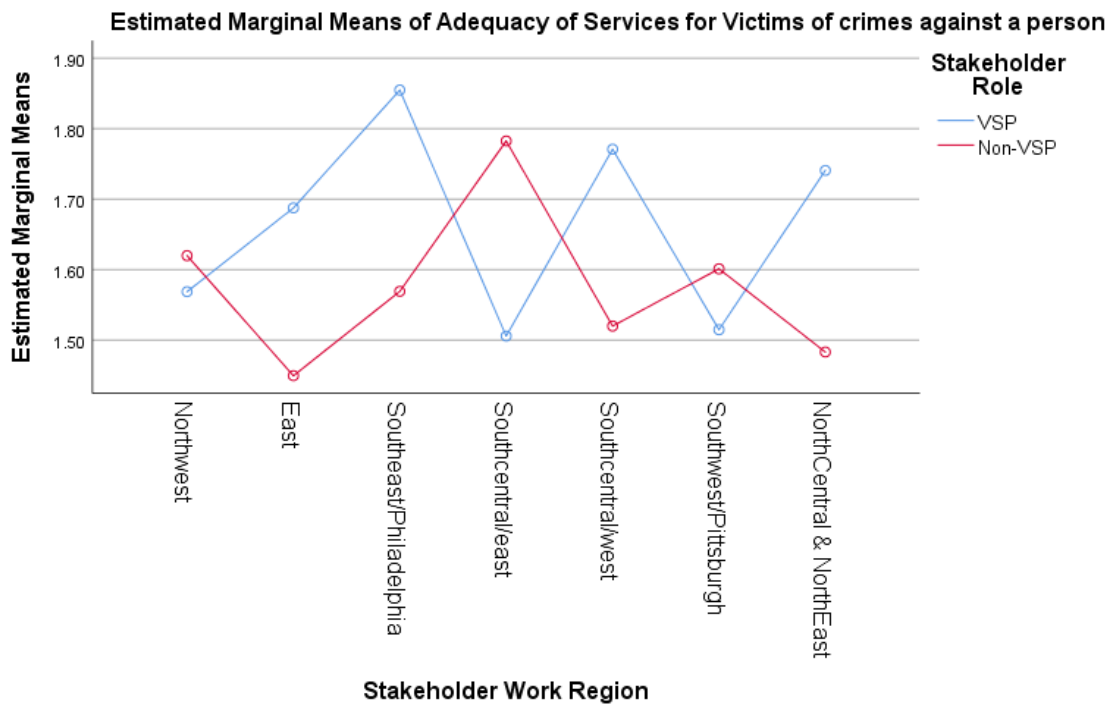


Figure IV-22: Estimated Marginal Means of Adequacy of Services for Victims of Crimes Against a Person Between VSPs And Non-VSPs Within Each Work Region

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
<b>Total</b>	<b>VSP</b>	<b>1.3093</b>	<b>.92002</b>	<b>208</b>
	<b>Non-VSP</b>	<b>1.3945</b>	<b>.98502</b>	<b>248</b>
	<b>Total</b>	<b>1.3556</b>	<b>.95583</b>	<b>456</b>

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**.

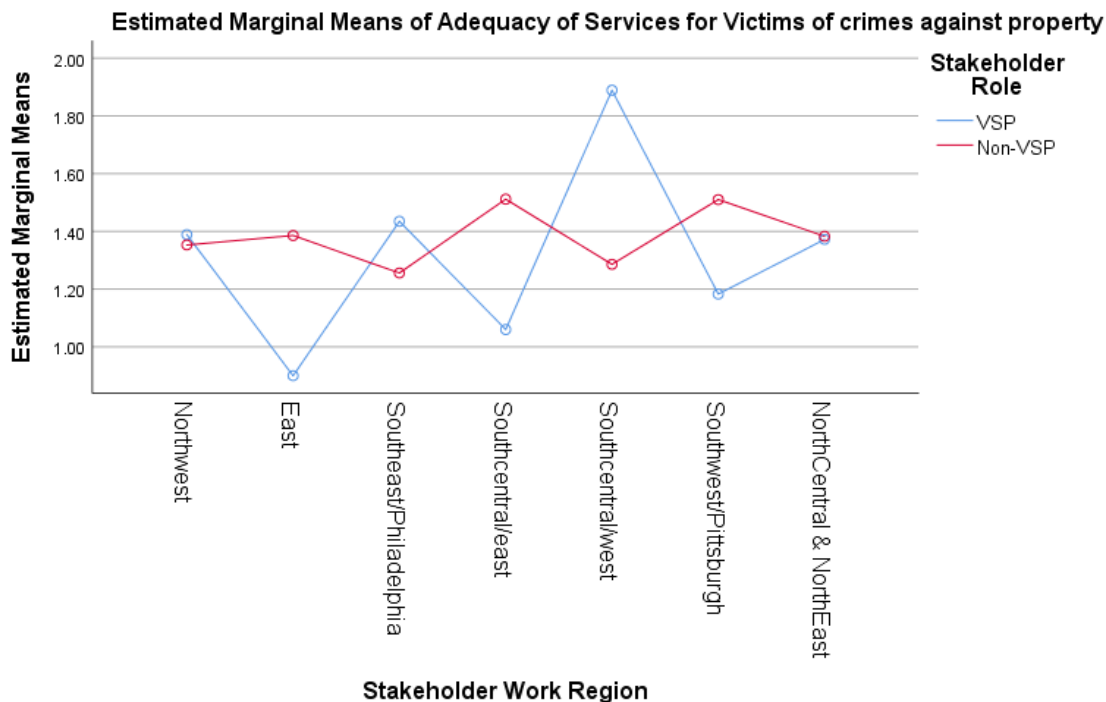


Figure IV-23: Estimated Marginal Means of Adequacy of Services for Victims of Crimes Against Property Between VSPs and Non-VSPs Within Each Work Region

#### 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.

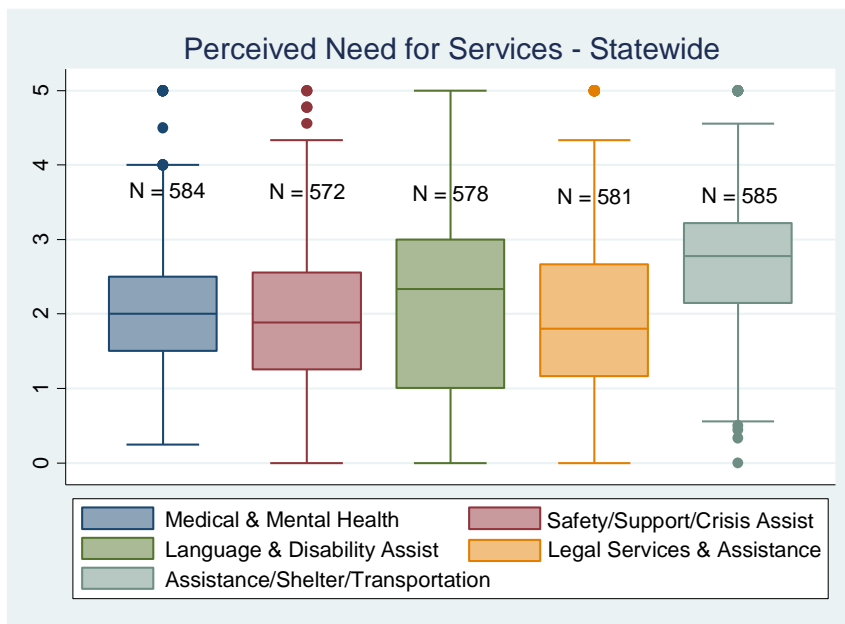


Figure IV-24: Perceived Need for Statewide Services- Non-VSP vs VSP

### 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
<b>Total</b>	<b>VSP</b>	<b>1.6911</b>	<b>.86223</b>	<b>225</b>
	<b>Non-VSP</b>	<b>1.8239</b>	<b>1.06772</b>	<b>257</b>
	<b>Total</b>	<b>1.7619</b>	<b>.97845</b>	<b>482</b>

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

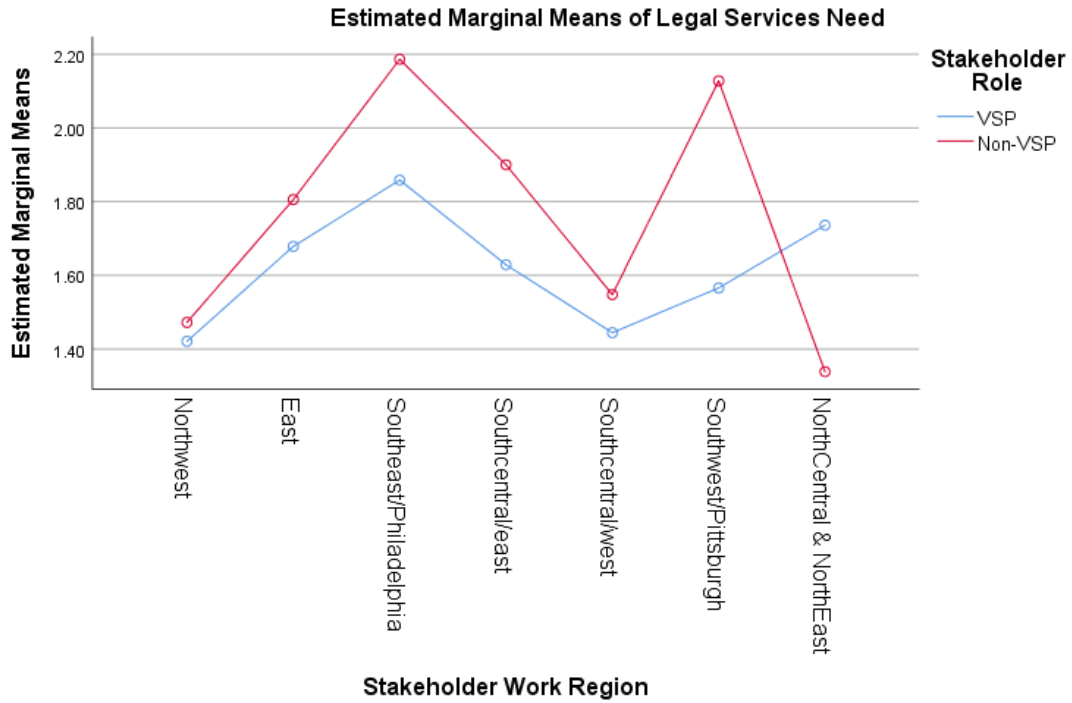


Figure IV-25: Estimated Marginal Means of Legal Services & Assistance Need for Victims of Crime Between VSPs And Non-VSPs Within Each Work Region

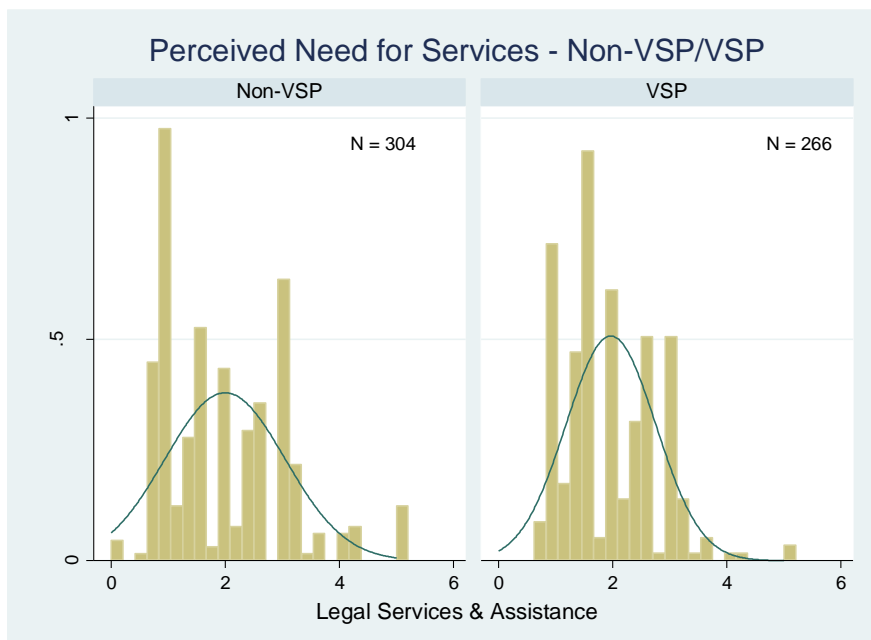


Figure IV-26: Perceived Need for Legal Services & Assistance for Victims of Crime Between VSPs And Non-VSPs Within Each Work Regions

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
<b>Total</b>	<b>VSP</b>	<b>2.7750</b>	<b>.82102</b>	<b>199</b>
	<b>Non-VSP</b>	<b>2.6849</b>	<b>1.00953</b>	<b>238</b>
	<b>Total</b>	<b>2.7259</b>	<b>.92851</b>	<b>437</b>

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**.

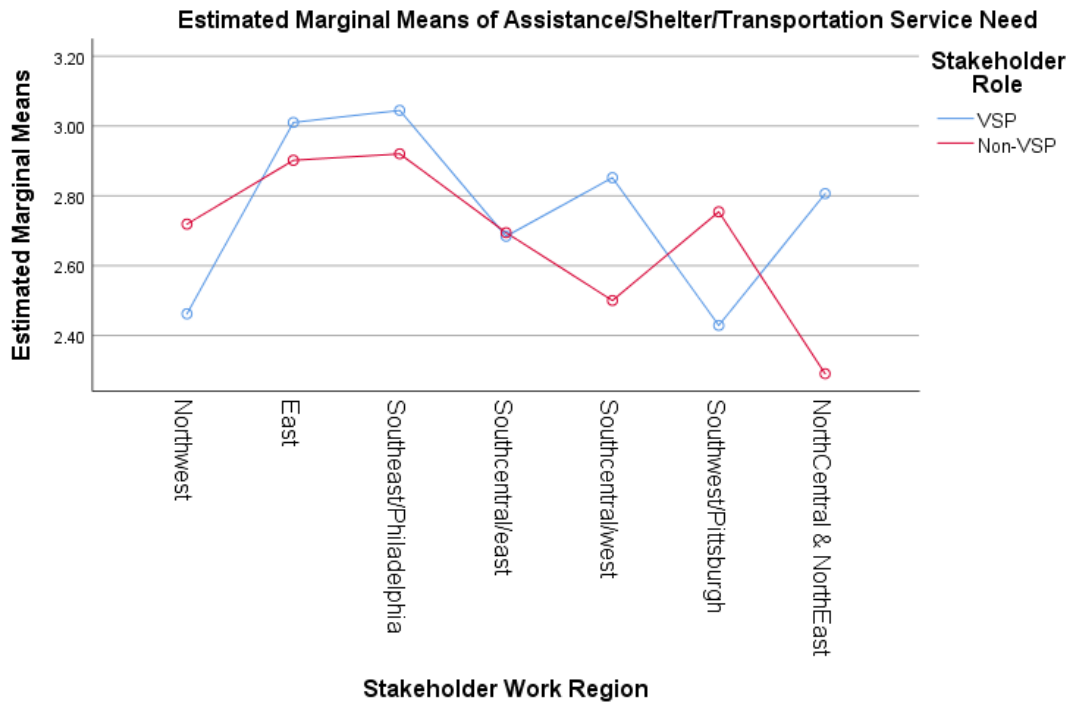


Figure IV-27: Estimated Marginal Mean of Assistance, Shelter, and Transportation Needs for Victims Of Crime Between VSPs And Non-VSPs Within Each Work Region



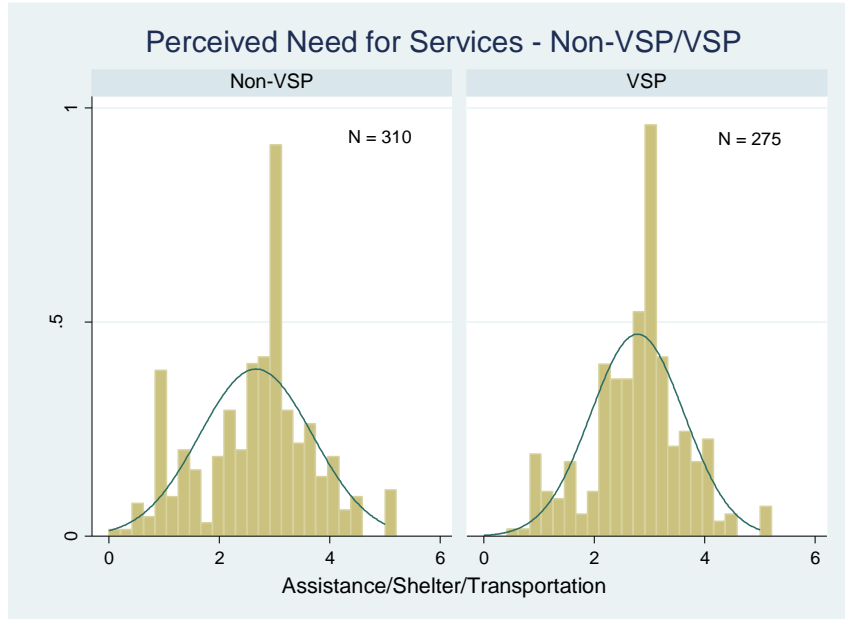


Figure IV-28: Perceived Need for Assistance/Shelter/Transportation- Non-VSP vs VSP

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
<b>Total</b>	<b>VSP</b>	<b>2.3018</b>	<b>.85823</b>	<b>222</b>
	<b>Non-VSP</b>	<b>2.0846</b>	<b>.92335</b>	<b>268</b>
	<b>Total</b>	<b>2.1830</b>	<b>.90006</b>	<b>490</b>

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

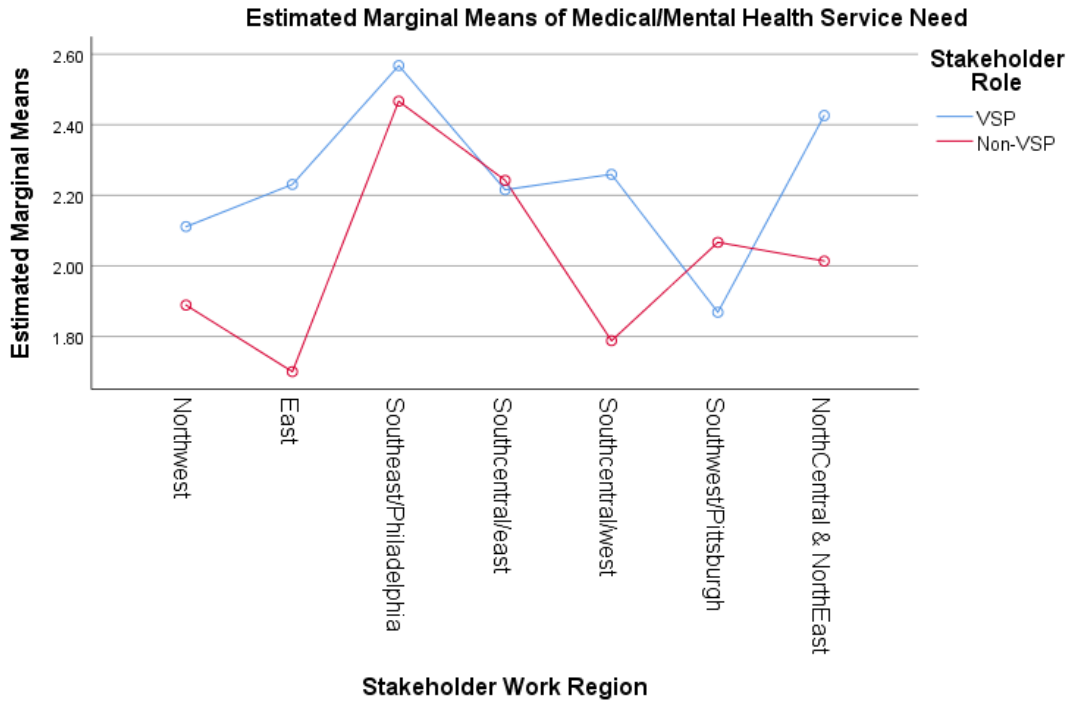


Figure IV-29: Estimated Marginal Means of Medical/Mental Health Service Need for Victims of Crime Between VSPs And Non-VSPs Within Each Work Region

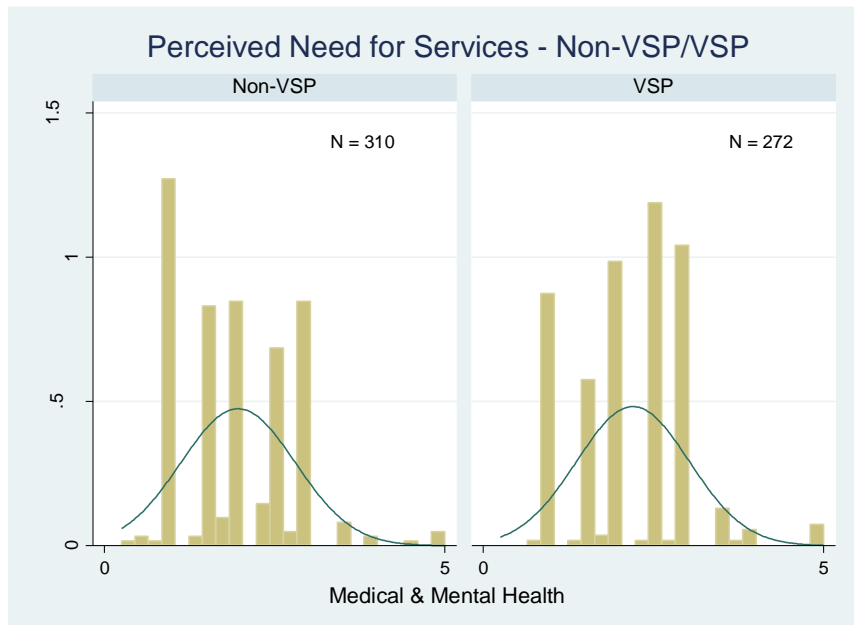


Figure IV-30: Perceived Need for Medical and Mental Health Services Non-VSP vs VSP

**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
<b>Total</b>	<b>VSP</b>	<b>1.9915</b>	<b>.80146</b>	<b>196</b>
	<b>Non-VSP</b>	<b>1.9586</b>	<b>.87385</b>	<b>231</b>
	<b>Total</b>	<b>1.9737</b>	<b>.84058</b>	<b>427</b>

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**.

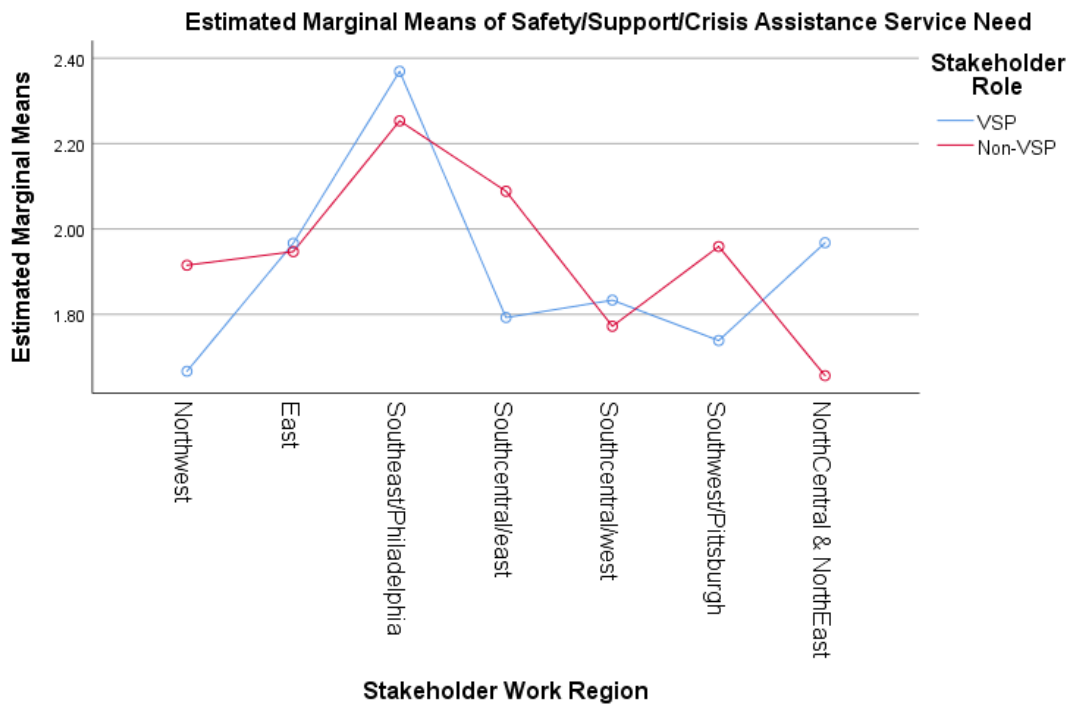


Figure IV-31: Estimated Marginal Mean of Safety/Support/Crisis Assistance Services for Victims of Crime Between VSPs and Non-VSPs Within Each Work Region

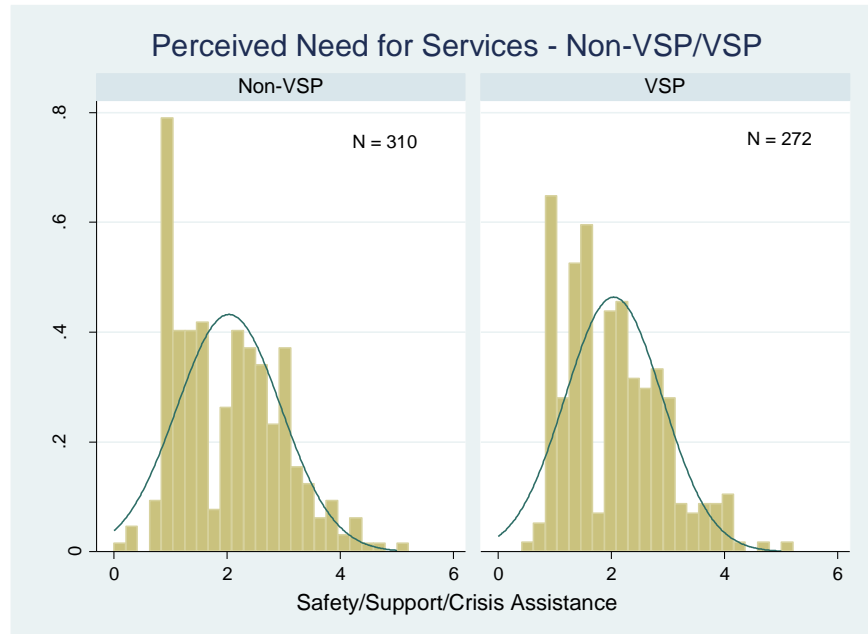


Figure IV-32: Perceived Need for Safety/Support/Crisis Assistance Services Non-VSP vs VSP

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
<b>Total</b>	<b>VSP</b>	<b>2.3469</b>	<b>1.01071</b>	<b>221</b>
	<b>Non-VSP</b>	<b>2.1328</b>	<b>1.11854</b>	<b>256</b>
	<b>Total</b>	<b>2.2320</b>	<b>1.07416</b>	<b>477</b>

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

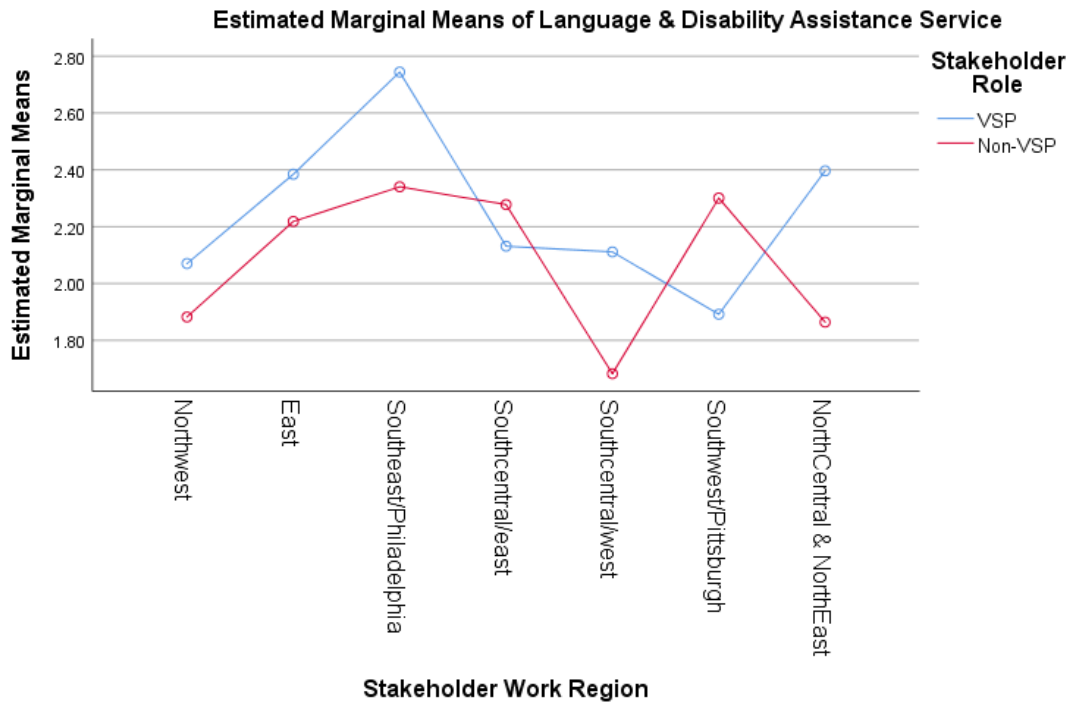


Figure IV-33: Estimated Marginal Mean of Language & Disability Assistance Service Need for Victims Of Crime Between VSPs and Non-VSPs Within Each Work Region

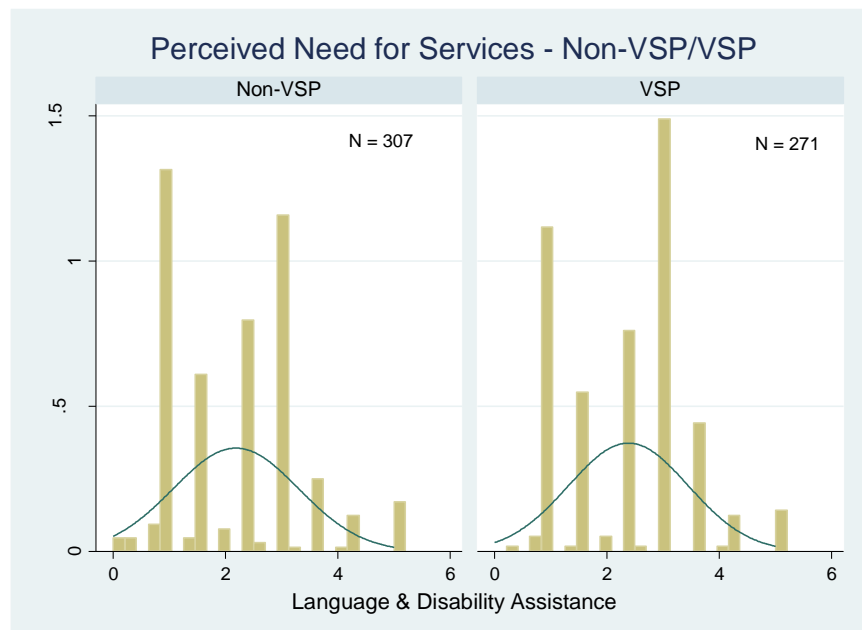


Figure IV-34: Perceived Need for Language & Disability Assistance - Non-VSP vs VSP



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.**

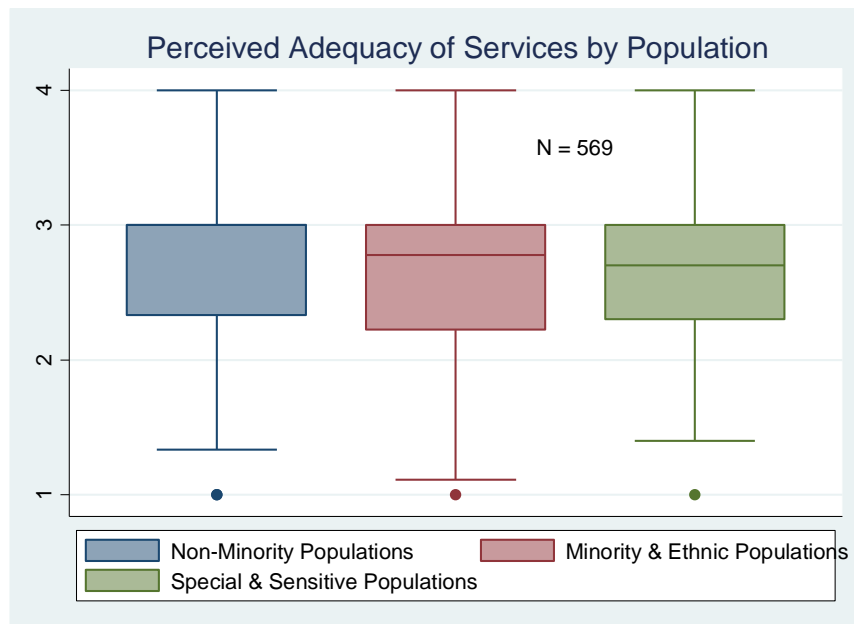


Figure IV-35: Perceived Adequacy of Services by Population

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
<b>Total</b>	<b>VSP</b>	<b>2.7253</b>	<b>.42244</b>	<b>216</b>
	<b>Non-VSP</b>	<b>2.7658</b>	<b>.48896</b>	<b>242</b>
	<b>Total</b>	<b>2.7467</b>	<b>.45875</b>	<b>458</b>

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**.

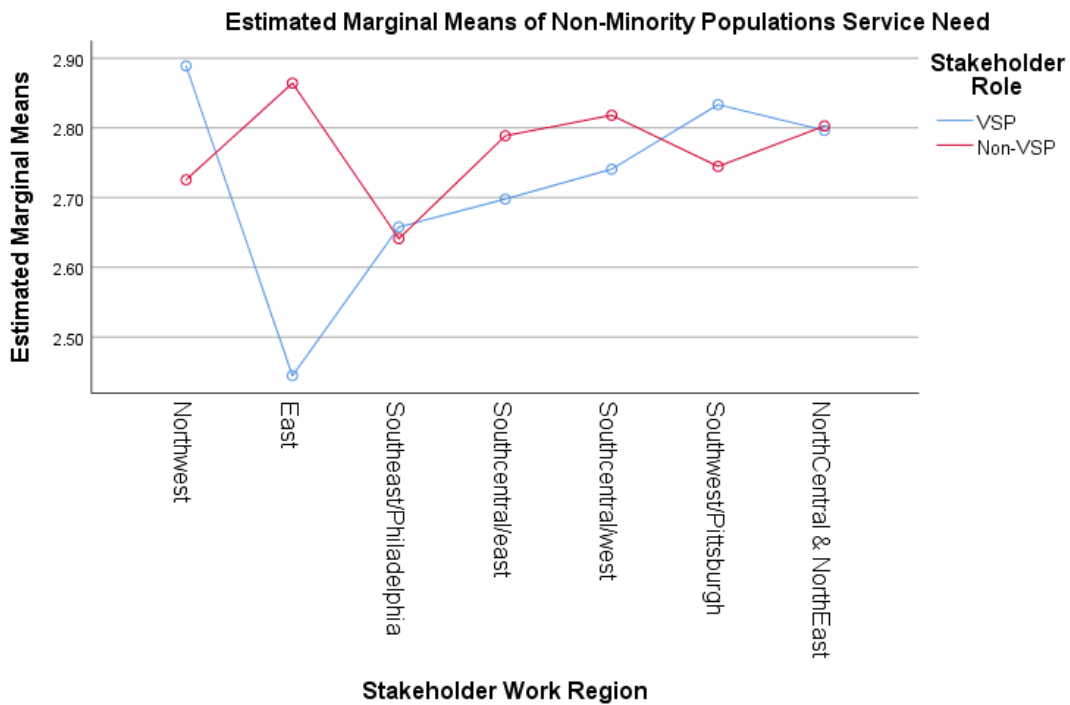


Figure IV-36: Estimated Marginal Mean of Non-Minority Populations Service Need Between VSPs And Non-VSPs Within Each Work Region

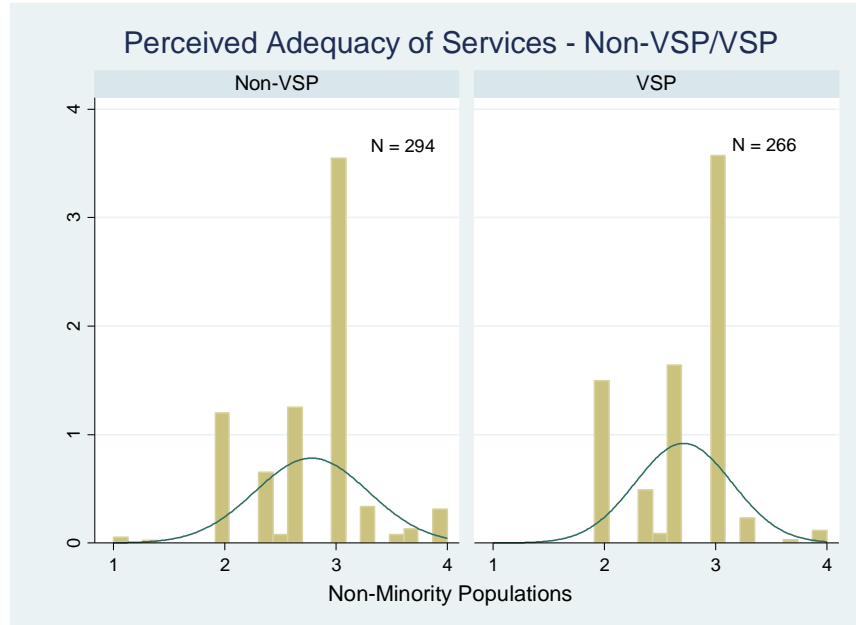


Figure IV-37: Perceived Adequacy of Services by Non-Minority Population - Non-VSP vs VSP

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
<b>Total</b>	<b>VSP</b>	<b>2.6629</b>	<b>.44515</b>	<b>197</b>
	<b>Non-VSP</b>	<b>2.8289</b>	<b>.56856</b>	<b>235</b>
	<b>Total</b>	<b>2.7532</b>	<b>.52199</b>	<b>432</b>

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

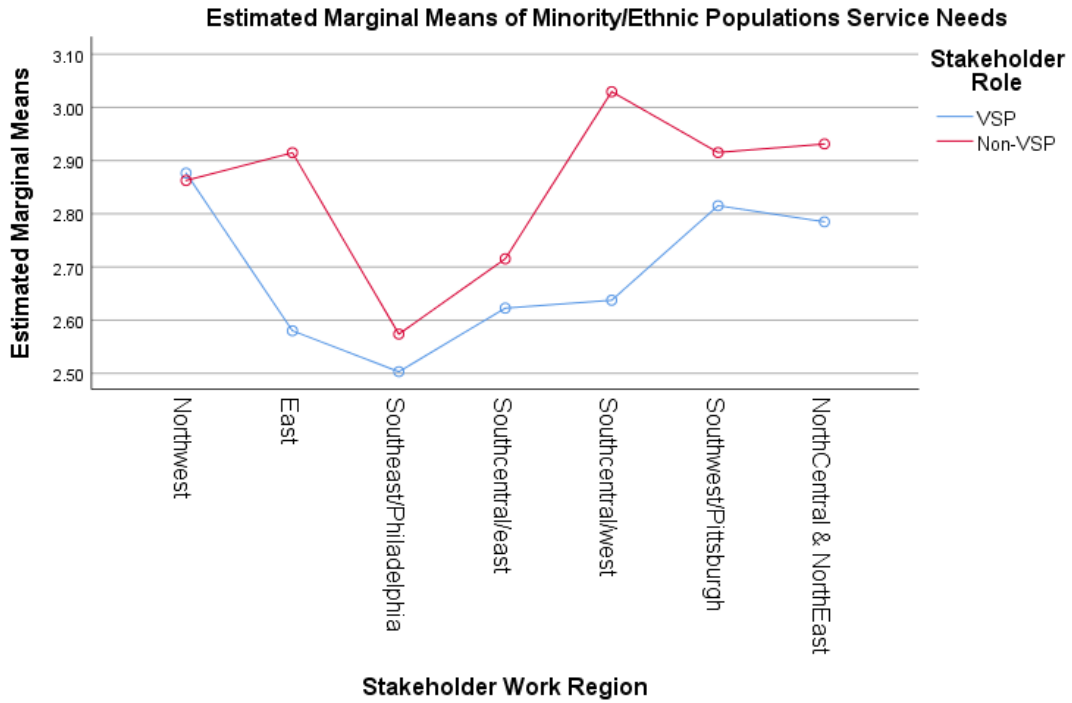


Figure IV-38: Estimated Marginal Mean for Minority & Ethnic Populations Service Need Between VSPs And Non-VSPs Within Each Work Region

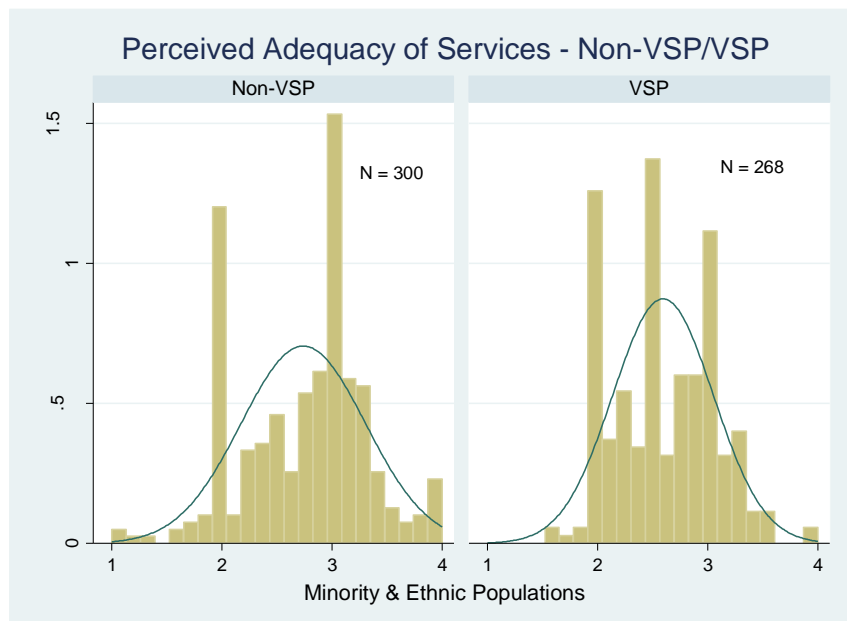


Figure IV-39: Perceived Adequacy of Services by Minority & Ethnic Population - Non-VSP vs VSP

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
<b>Total</b>	<b>VSP</b>	<b>2.6276</b>	<b>.40788</b>	<b>203</b>
	<b>Non-VSP</b>	<b>2.6956</b>	<b>.51008</b>	<b>248</b>
	<b>Total</b>	<b>2.6650</b>	<b>.46759</b>	<b>451</b>

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**.

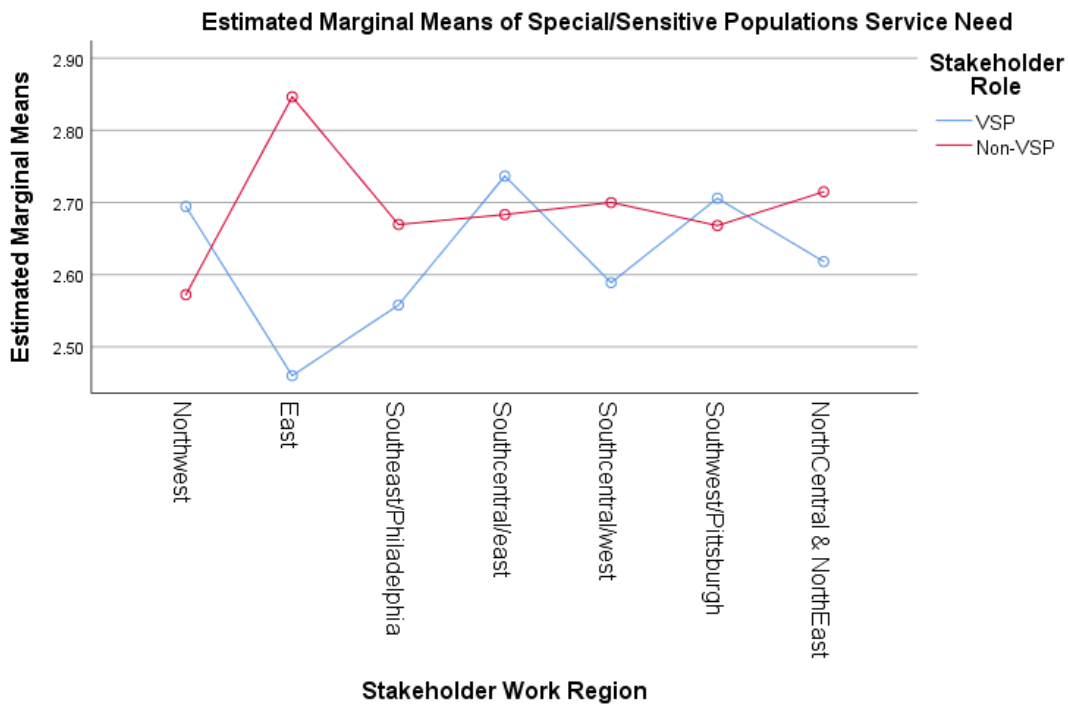


Figure IV-40: Estimated Marginal Means for Special/Sensitive Populations Service Need Between VSPs And Non-VSPs Within Each Work Region



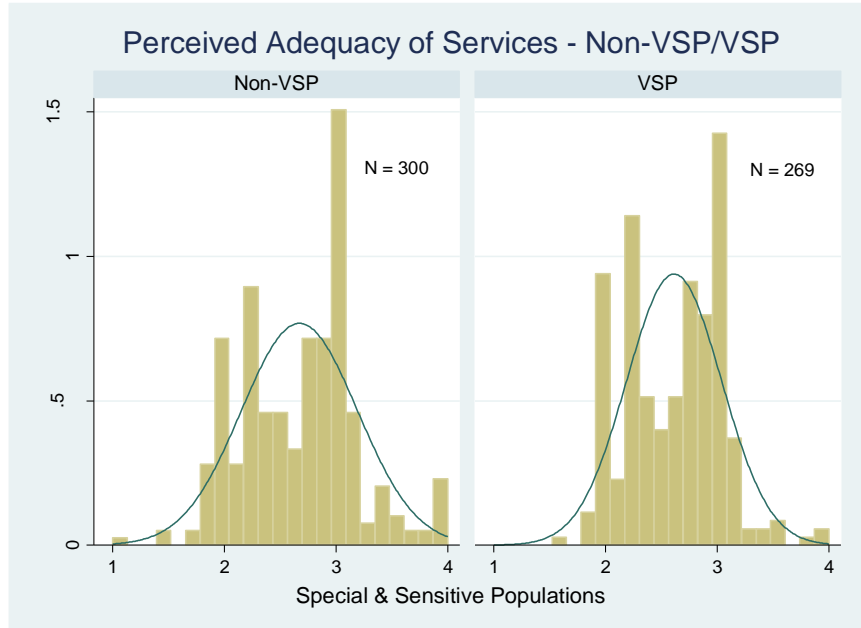


Figure IV-41: Perceived Adequacy of Services by Special & Sensitive Population - Non-VSP vs VSP

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.**

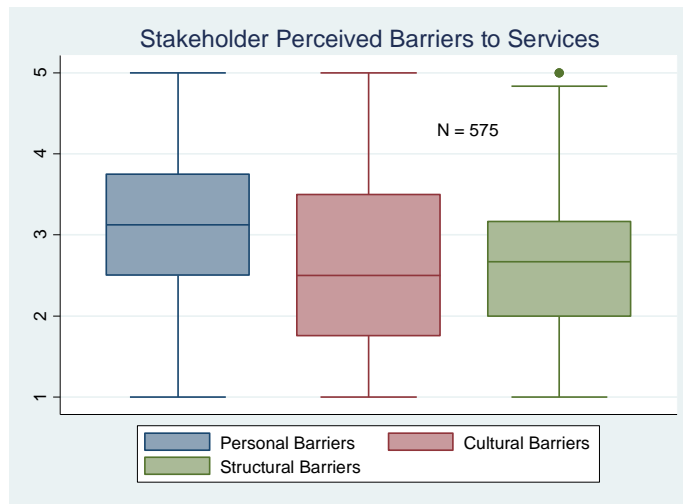


Figure IV-42: Stakeholder Perceived Barriers to Services

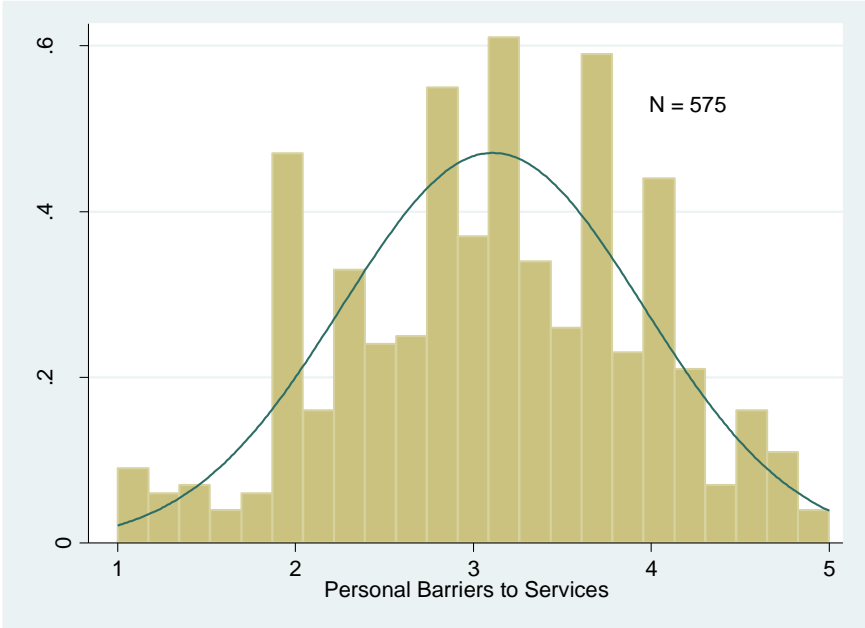


Figure IV-43: Stakeholder Perceived Personal Barriers to Services

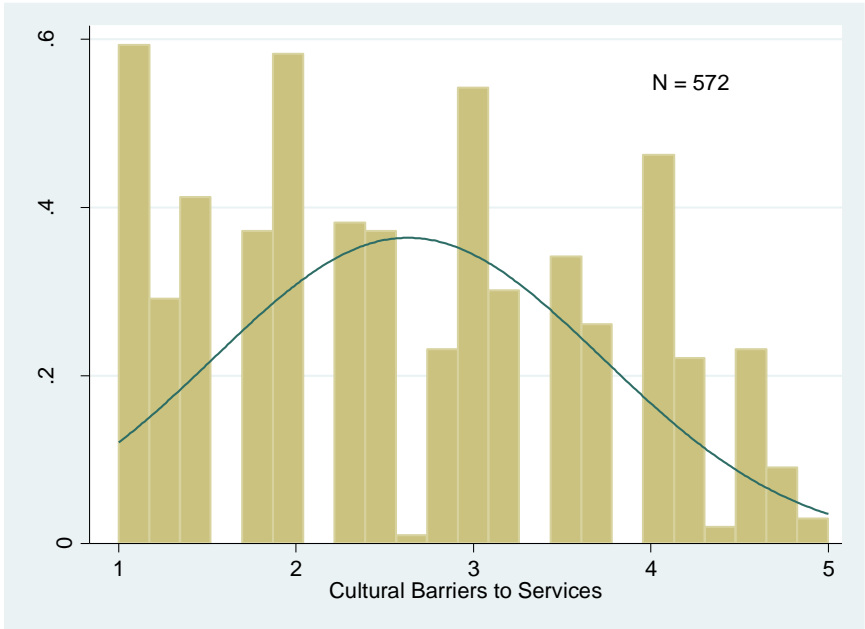


Figure IV-44: Stakeholder Perceived Cultural Barriers to Services

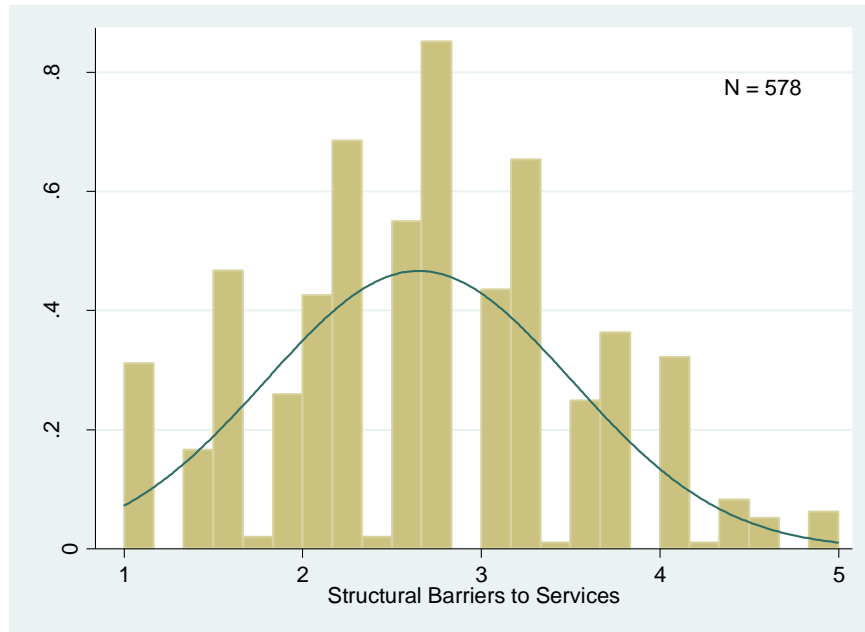


Figure IV-45: Stakeholder Perceived Structural Barriers to Services

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 ( $M = 2.84$ ,  $SD = 0.85$ ),  $t(542) = 6.40$ ,  $p = 0.000$ .

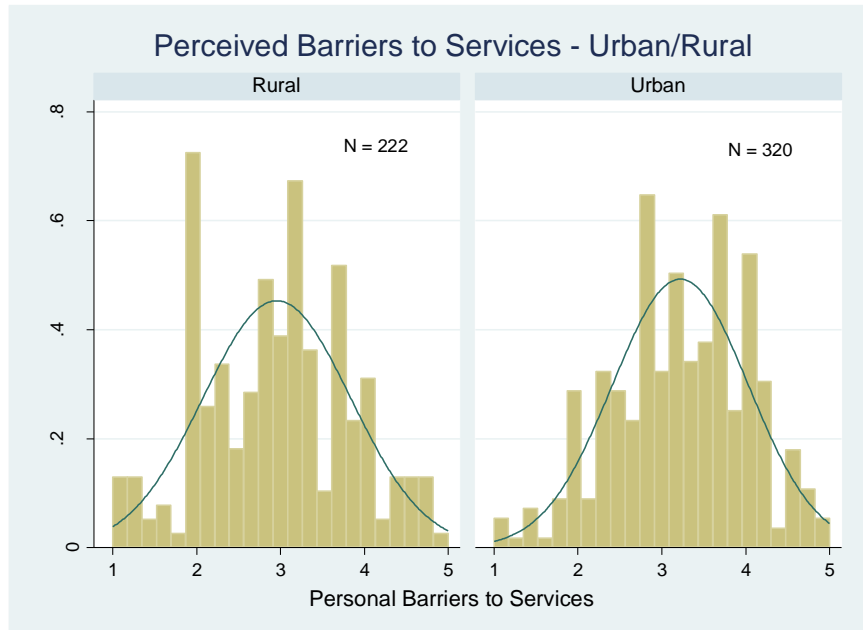


Figure IV-46: Stakeholder Perceived Personal Barriers to Services - Rural vs Urban

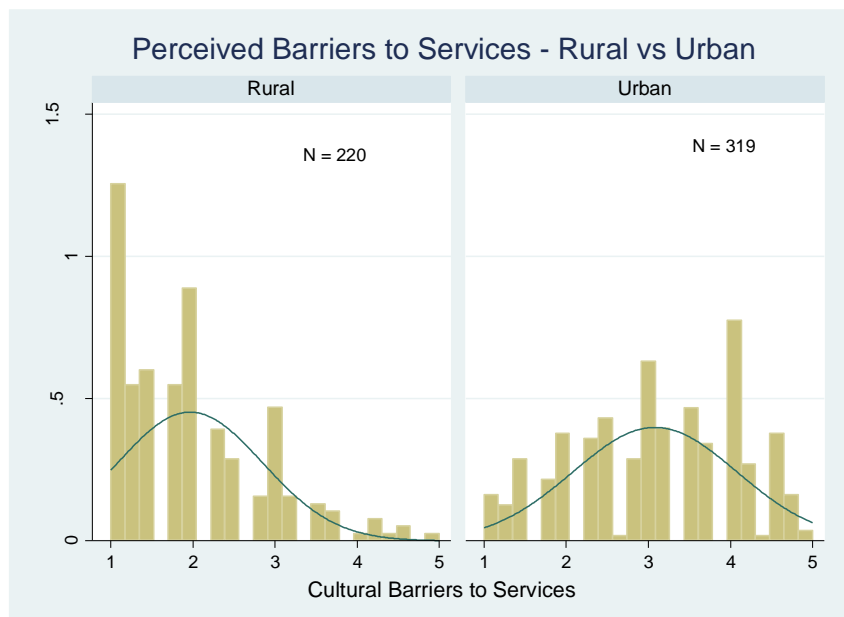


Figure IV-47: Stakeholder Perceived Cultural Barriers to Services - Rural vs Urban

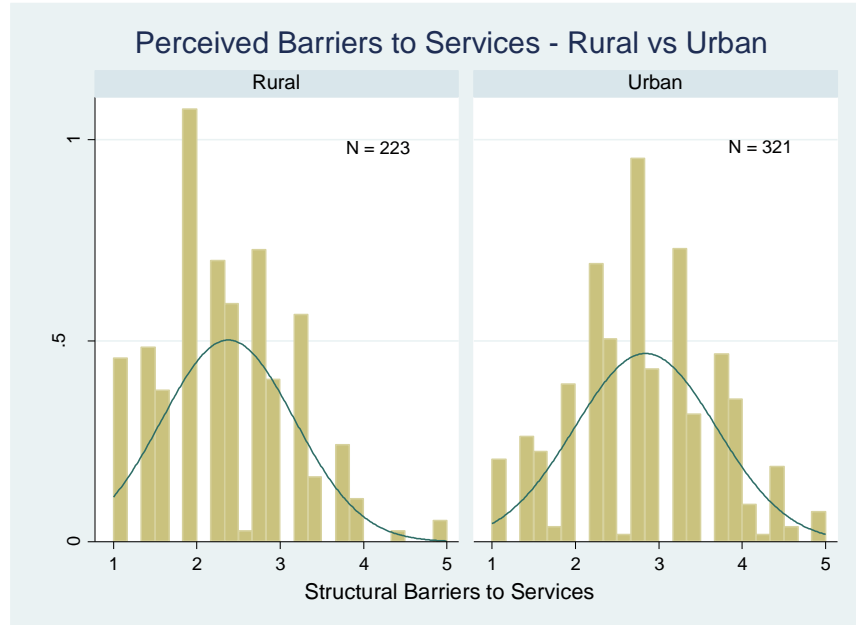


Figure IV-48: Stakeholder Perceived Structural Barriers to Services - Rural vs Urban

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
<b>Total</b>	<b>VSP</b>	<b>3.1437</b>	<b>.79829</b>	<b>214</b>
	<b>Non-VSP</b>	<b>3.0520</b>	<b>.87183</b>	<b>250</b>
	<b>Total</b>	<b>3.0943</b>	<b>.83907</b>	<b>464</b>

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

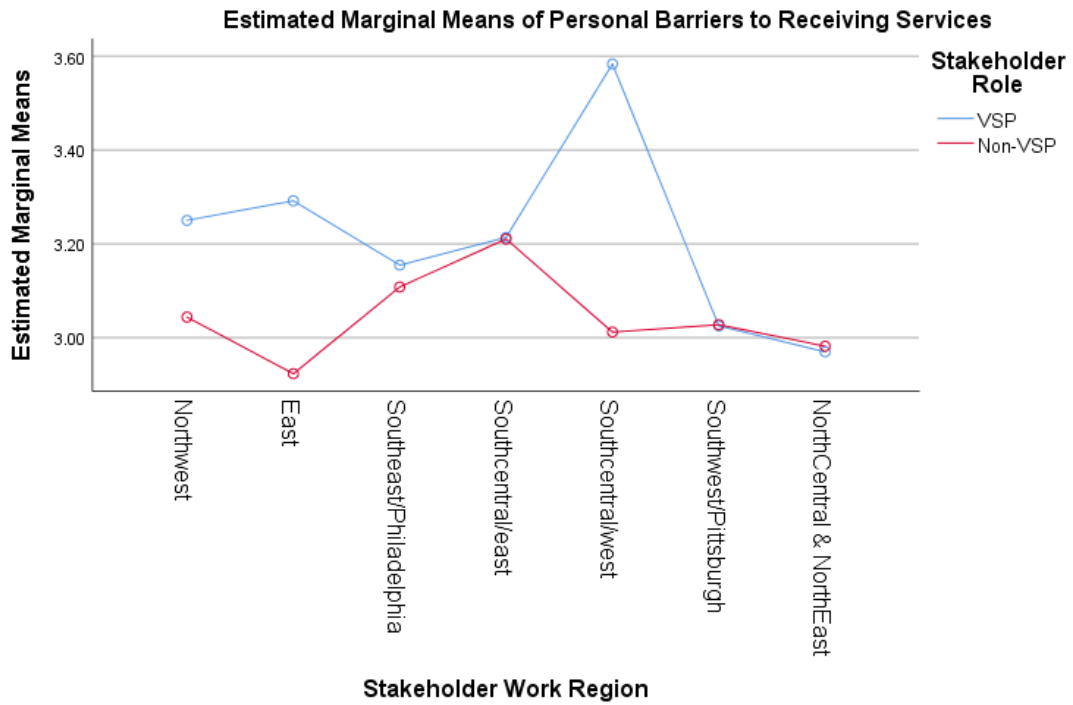


Figure IV-49: Estimated Marginal Means of Personal Barriers To Receiving Services- Non-VSP vs VSP

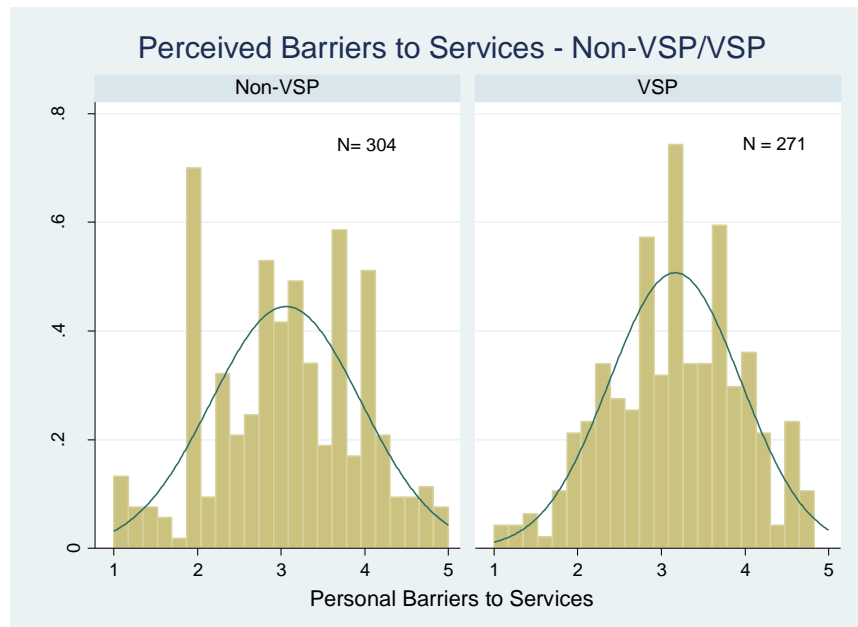


Figure IV-50: Perceived Personal Barriers to Services- Non-VSP vs VSP



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
<b>Total</b>	<b>VSP</b>	<b>2.8086</b>	<b>1.05311</b>	<b>226</b>
	<b>Non-VSP</b>	<b>2.4496</b>	<b>1.09290</b>	<b>258</b>
	<b>Total</b>	<b>2.6173</b>	<b>1.08827</b>	<b>484</b>

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**.

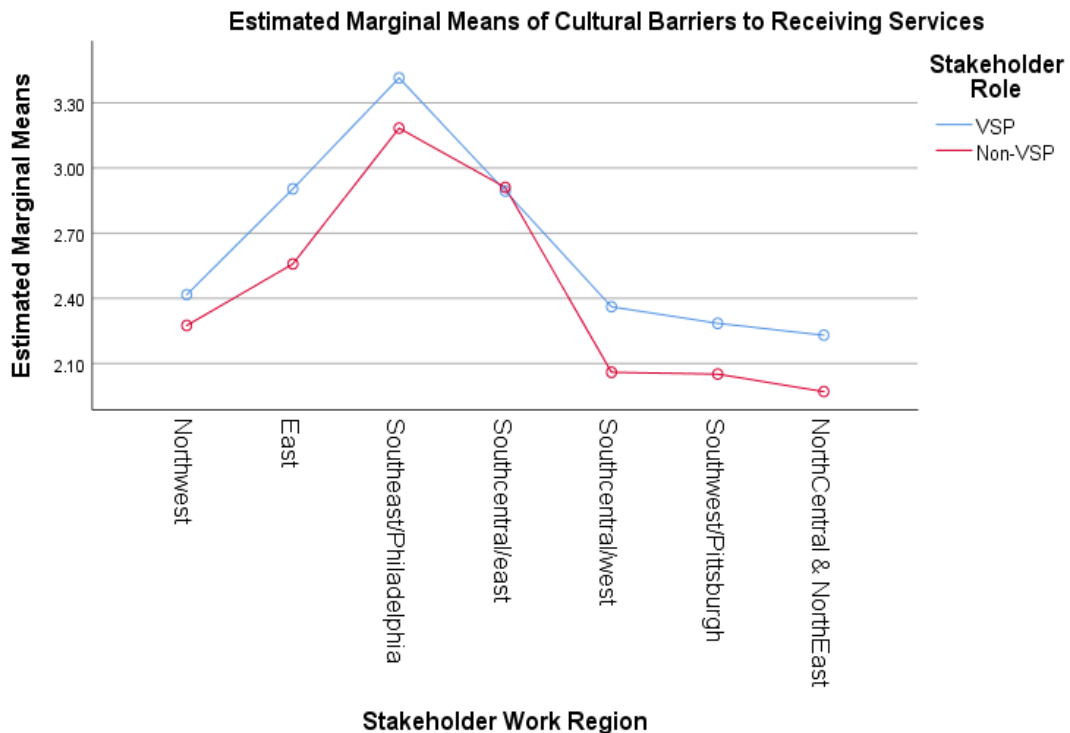


Figure IV-51: Estimated Marginal Means of Cultural Barriers to Receiving Services- Non-VSP vs VSP

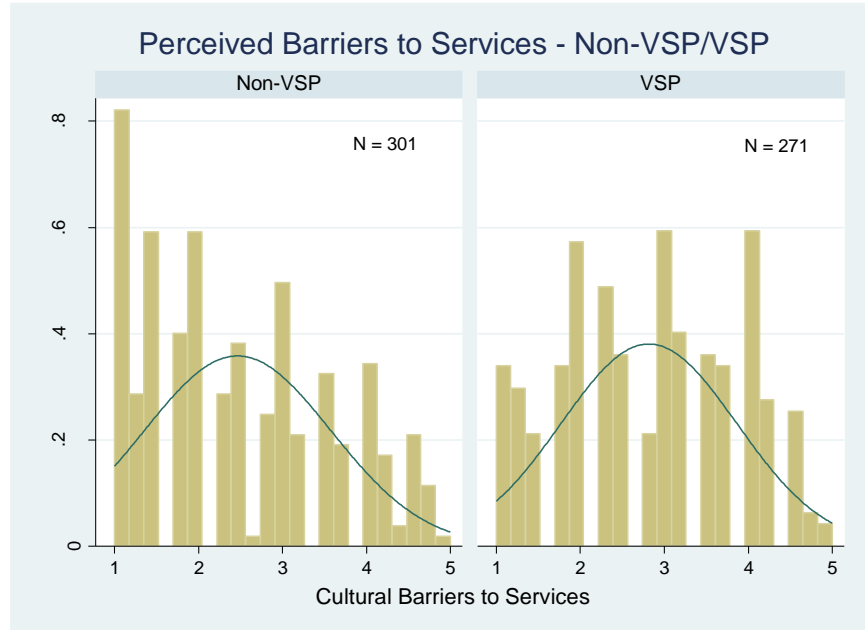


Figure IV-52: Perceived Cultural Barriers to Services- Non-VSP vs VSP

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
<b>Total</b>	<b>VSP</b>	<b>2.6459</b>	<b>.82243</b>	<b>217</b>
	<b>Non-VSP</b>	<b>2.5770</b>	<b>.85091</b>	<b>251</b>
	<b>Total</b>	<b>2.6090</b>	<b>.83764</b>	<b>468</b>

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**.

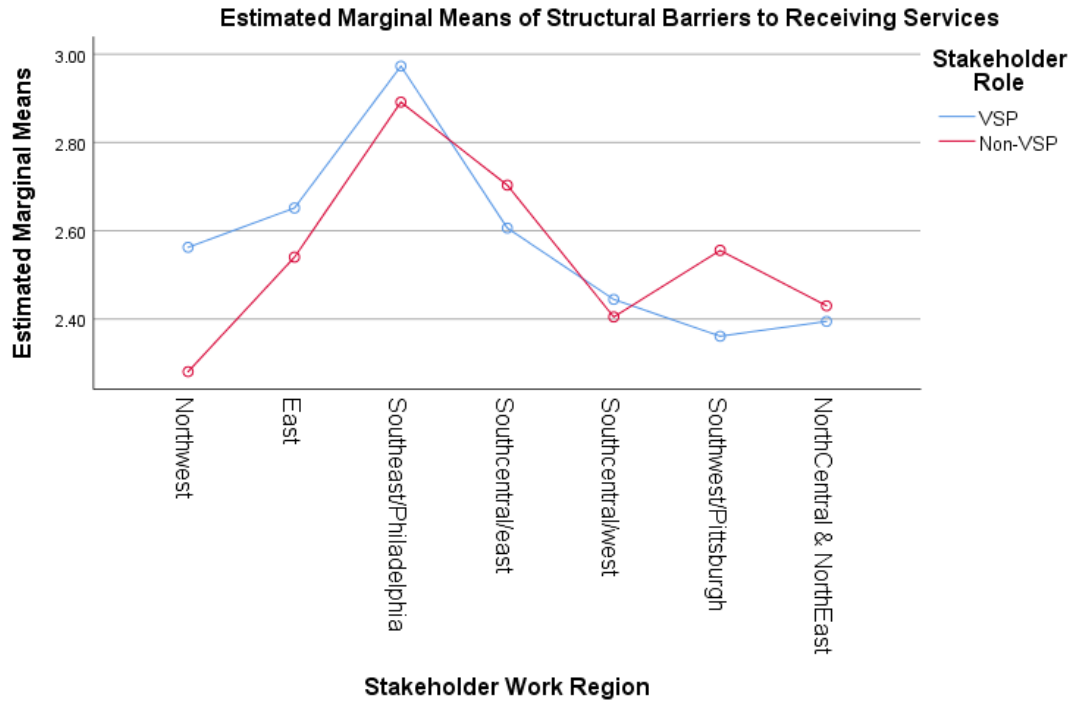


Figure IV-53: Estimated Marginal Means of Structural Barriers to Receiving Services- Non-VSP vs VSP

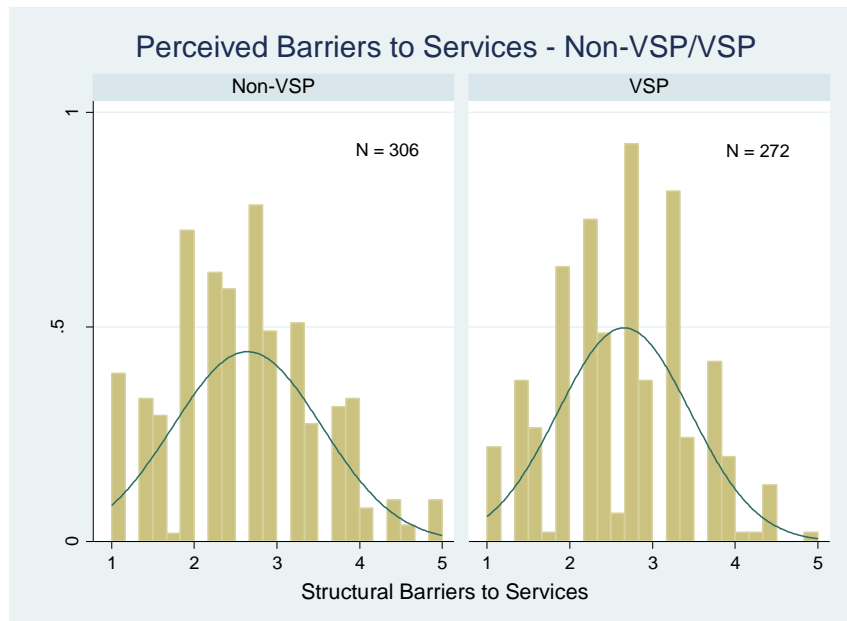


Figure IV-54: Perceived Structural Barriers to Services- Non-VSP vs VSP

**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.

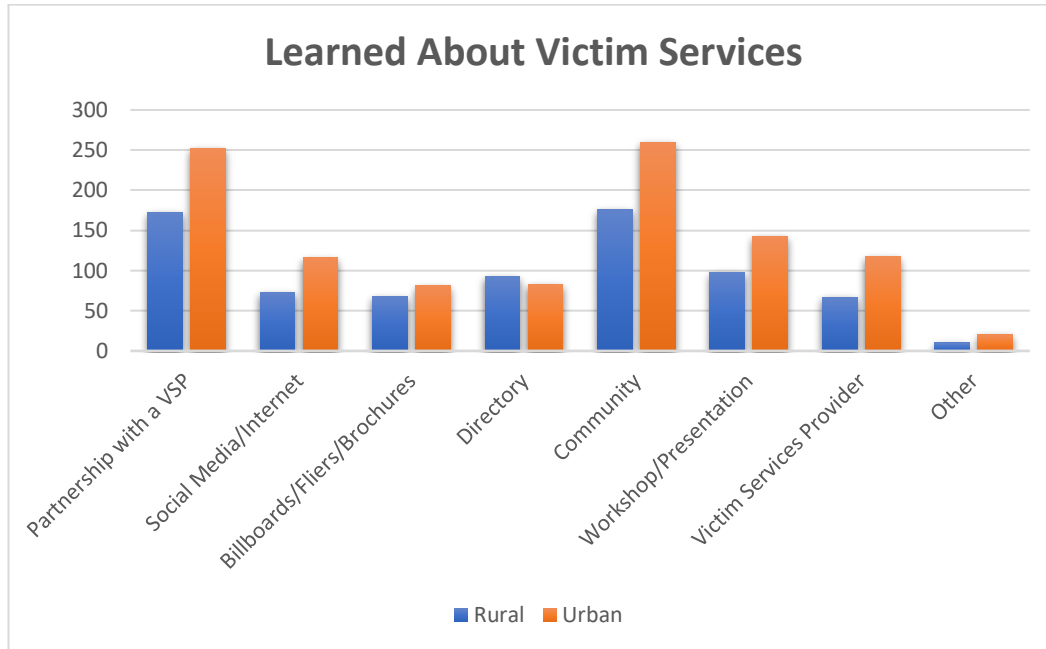


Figure IV-55: Information About Victim Services- Rural vs Urban

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.

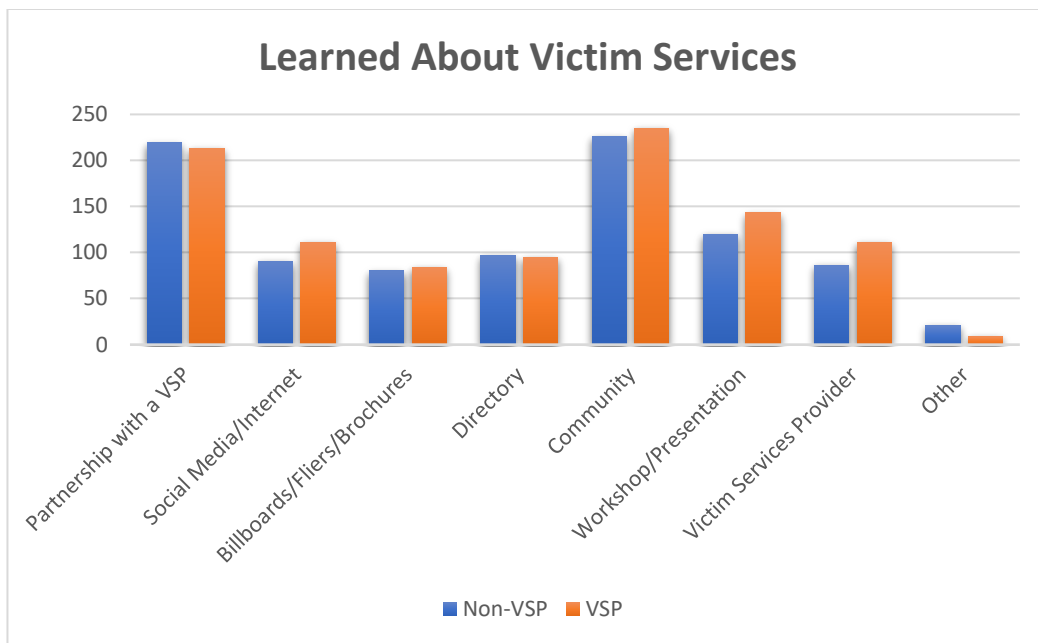


Figure IV-56: Information About Victim Services- Non-VSP vs VSP

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
	<b>Total</b>	<b>1.2727</b>	<b>1.05627</b>	<b>88</b>
<b>Total</b>	<b>VSP</b>	<b>1.4519</b>	<b>1.18461</b>	<b>225</b>
	<b>Non-VSP</b>	<b>1.6628</b>	<b>1.21914</b>	<b>261</b>
	<b>Total</b>	<b>1.5652</b>	<b>1.20665</b>	<b>486</b>

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

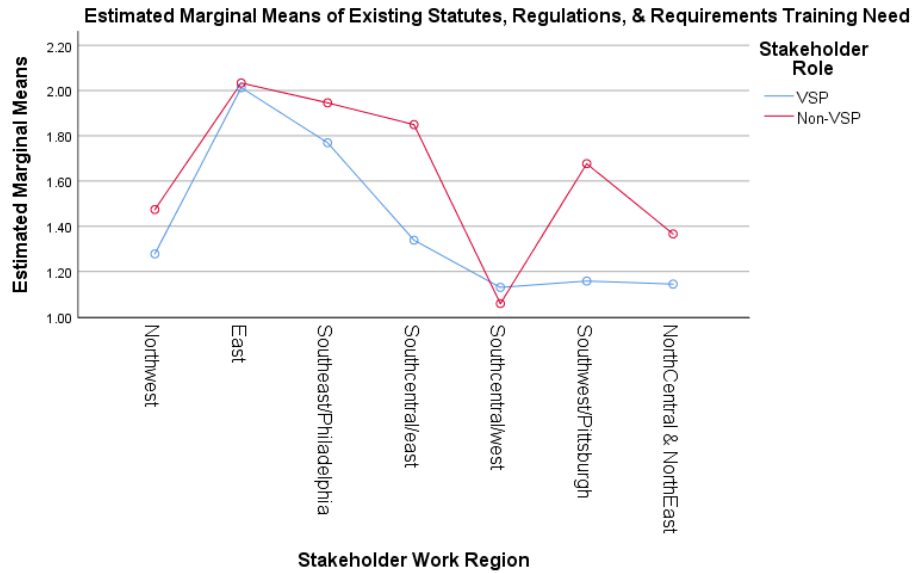


Figure IV-57: Estimated Marginal Means of Existing Statutes, Regulations, & Requirements Training Needs- VSP vs Non-VSP

### 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
<b>Total</b>	<b>VSP</b>	<b>1.4668</b>	<b>1.28841</b>	<b>226</b>
	<b>Non-VSP</b>	<b>1.4585</b>	<b>1.25732</b>	<b>247</b>
	<b>Total</b>	<b>1.4625</b>	<b>1.27092</b>	<b>473</b>

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

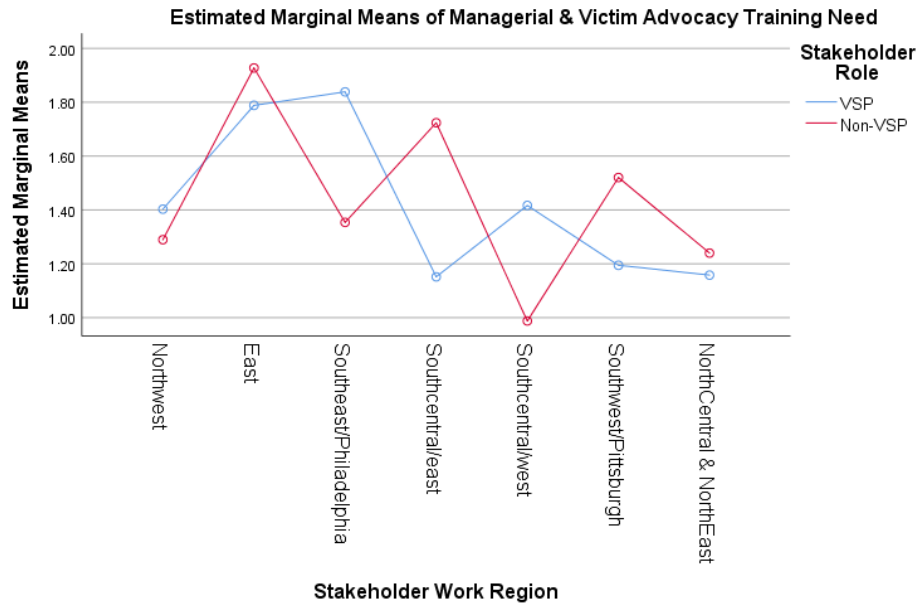


Figure IV-58: Estimated Marginal Means of Managerial & Victim Advocacy Training Need- Non-VSP vs VSP

### 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
<b>Total</b>	<b>VSP</b>	<b>2.0053</b>	<b>1.45978</b>	<b>227</b>
	<b>Non-VSP</b>	<b>2.0360</b>	<b>1.39022</b>	<b>261</b>
	<b>Total</b>	<b>2.0217</b>	<b>1.42161</b>	<b>488</b>

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

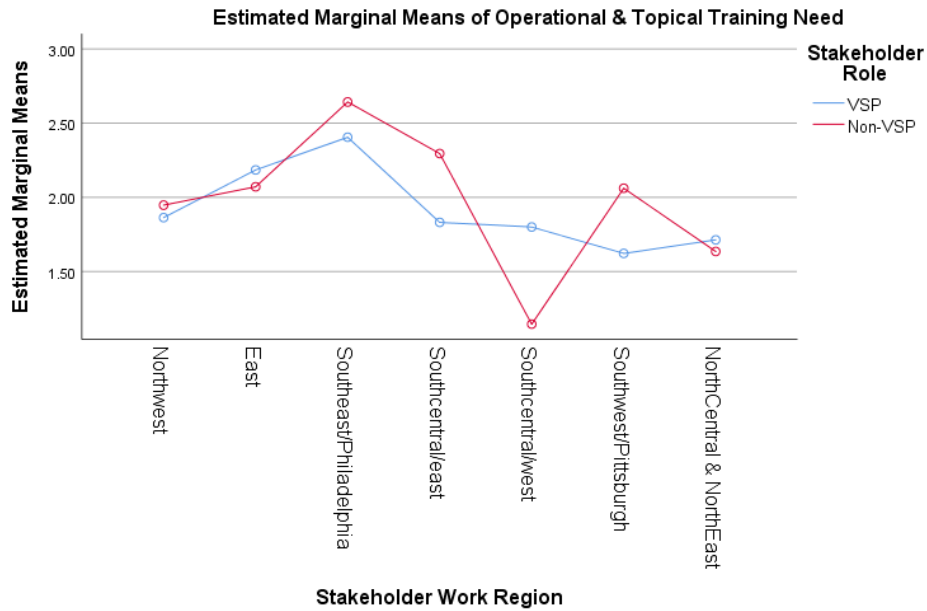


Figure IV-59: Estimated Marginal Means of Operational & Topical Training Need- VSP vs Non-VSP

### 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
<b>Total</b>	<b>VSP</b>	<b>2.0483</b>	<b>.74769</b>	<b>116</b>
	<b>Non-VSP</b>	<b>2.0892</b>	<b>.79861</b>	<b>139</b>
	<b>Total</b>	<b>2.0706</b>	<b>.77462</b>	<b>255</b>

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

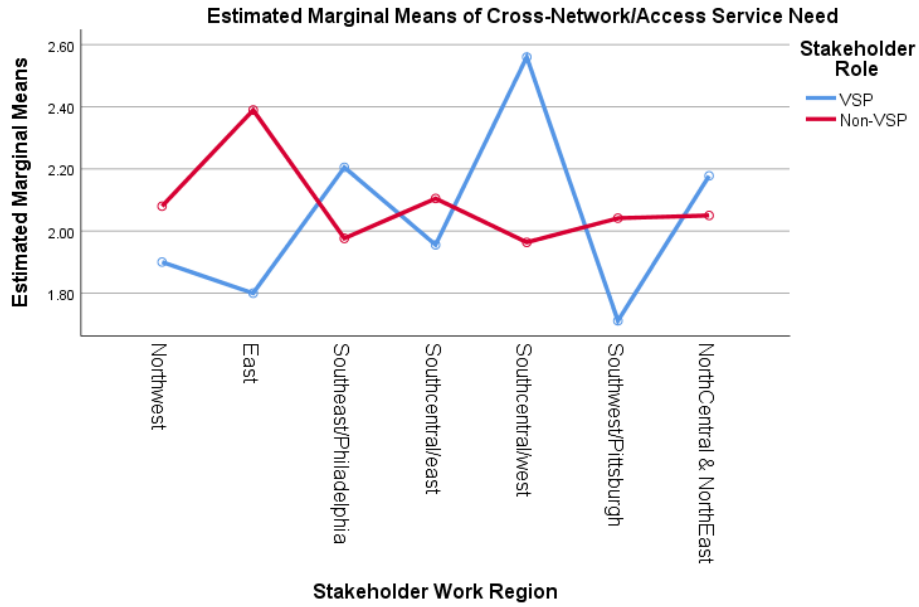


Figure IV-60: Estimated Marginal Means of Cross-Network/Access Service Need- VSP vs Non-VSP

### 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
<b>Total</b>	<b>VSP</b>	<b>2.2448</b>	<b>.81432</b>	<b>121</b>
	<b>Non-VSP</b>	<b>1.8038</b>	<b>.78995</b>	<b>130</b>
	<b>Total</b>	<b>2.0164</b>	<b>.83009</b>	<b>251</b>

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

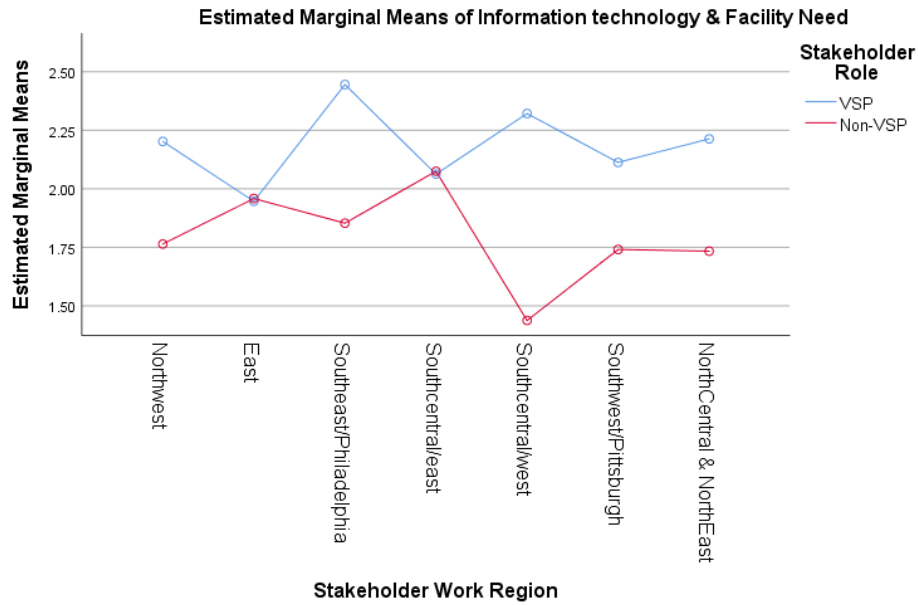


Figure IV-61: Estimated Marginal Means of Information Technology & Facility Need- VSP vs Non-VSP

### 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
<b>Total</b>	<b>VSP</b>	<b>2.4686</b>	<b>.77922</b>	<b>183</b>
	<b>Non-VSP</b>	<b>2.2725</b>	<b>.76973</b>	<b>167</b>
	<b>Total</b>	<b>2.3750</b>	<b>.77979</b>	<b>350</b>

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

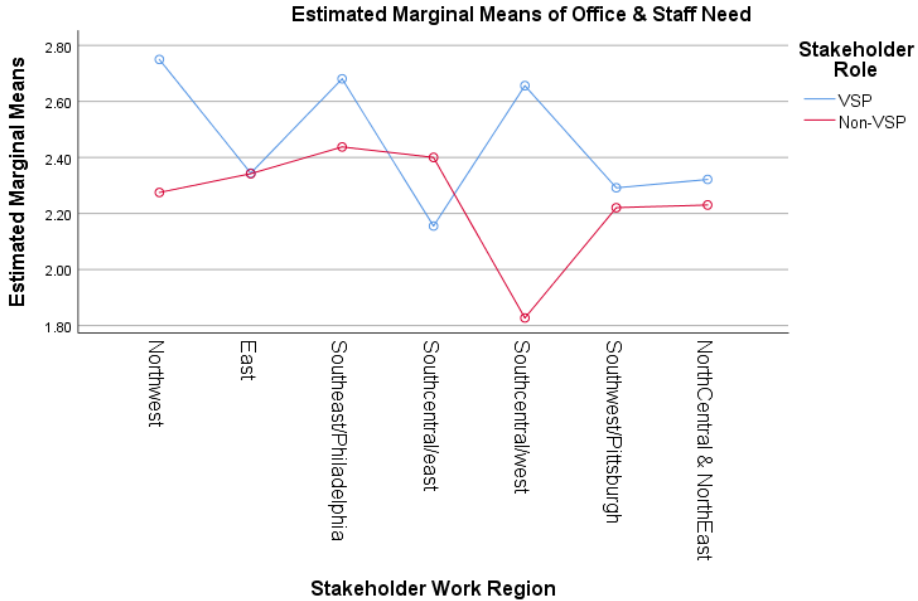


Figure IV-62: Estimated Marginal Means of Office & Staff Need- VSP vs Non-VSP

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.

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### SERVICE AWARENESS

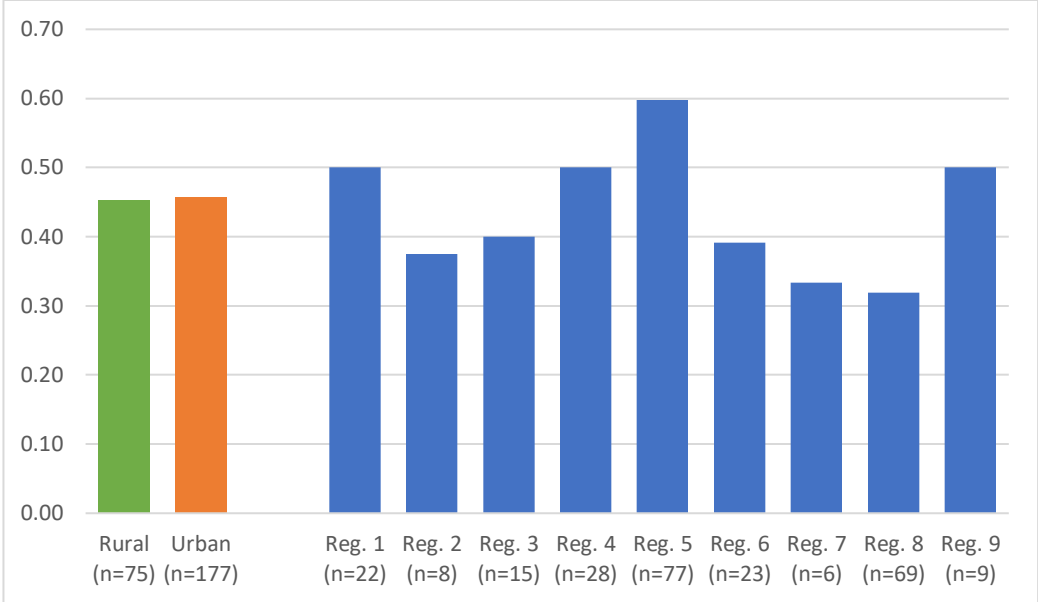
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Of a total of 256 respondents, 119 individuals (46.48%) indicated that they were aware that victims/survivors of crime in Pennsylvania are eligible for financial assistance/ reimbursement from the state. The awareness scores were calculated as the 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**



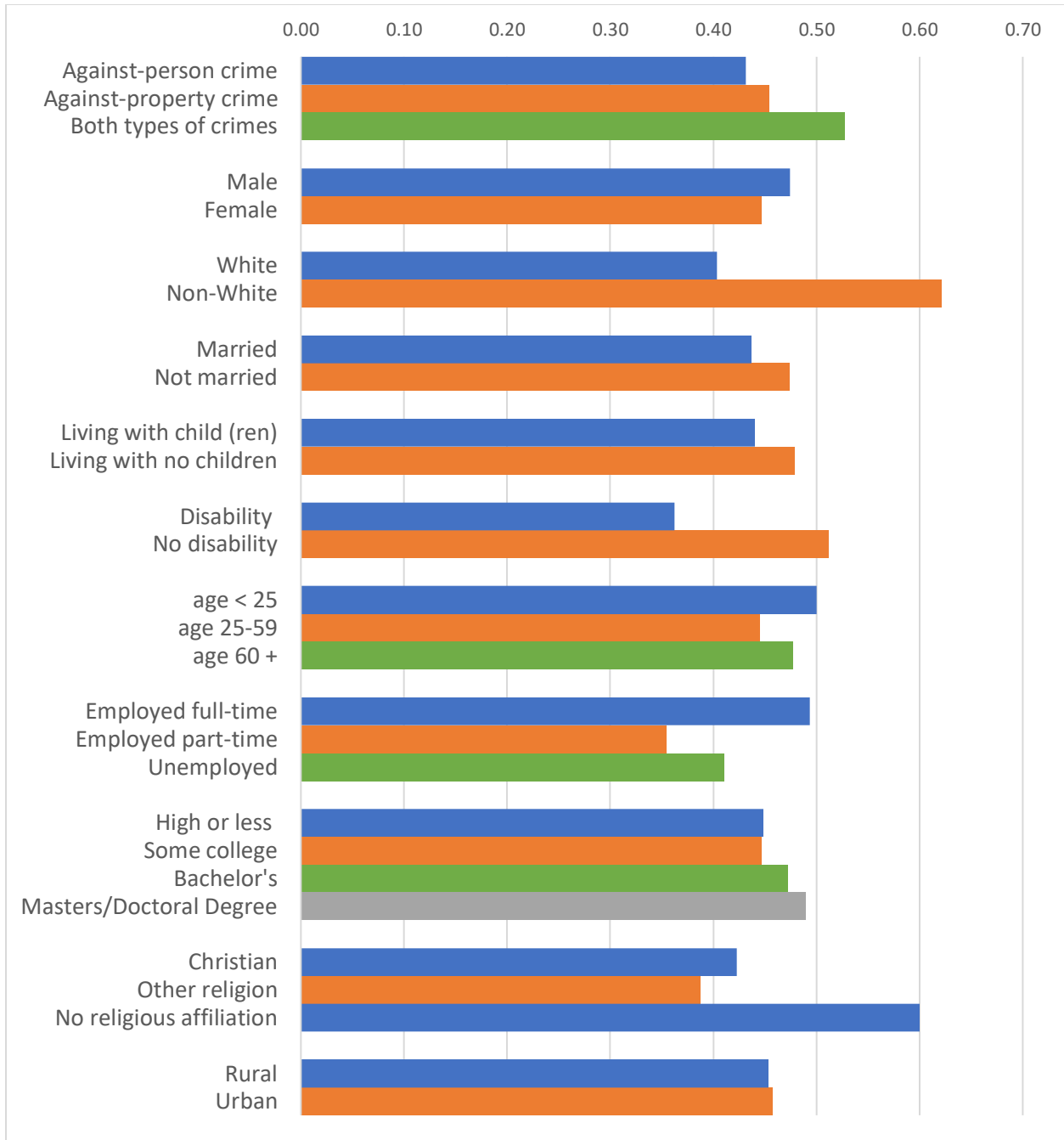
*Figure IV-63: Service Awareness by Rural/Urban and by Region*

## 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.

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### SERVICES NEEDED AND RECEIVED

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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.).

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### SERVICES NEEDED

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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**

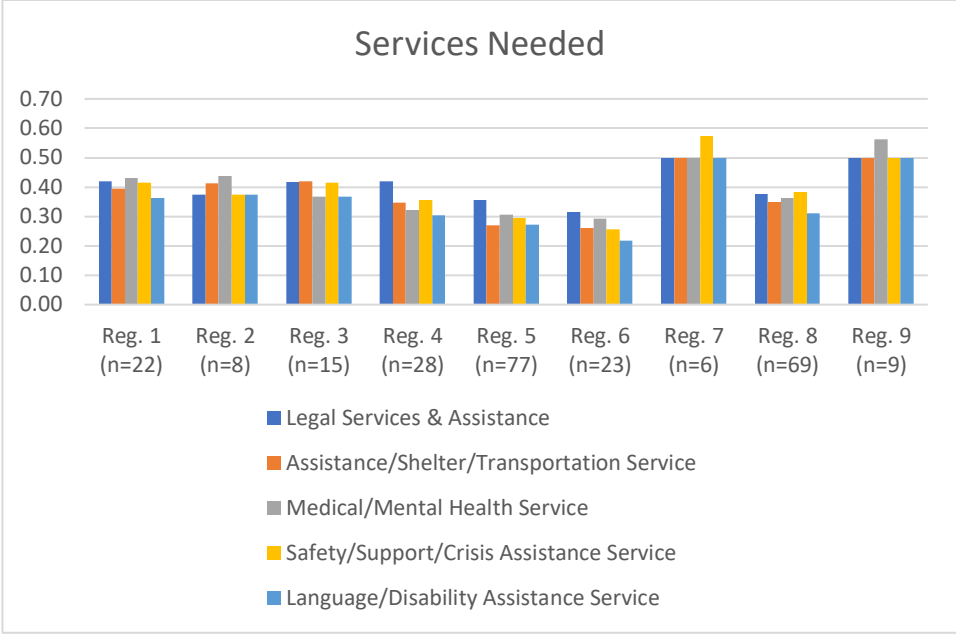


Figure IV-65: Services Needed by Region

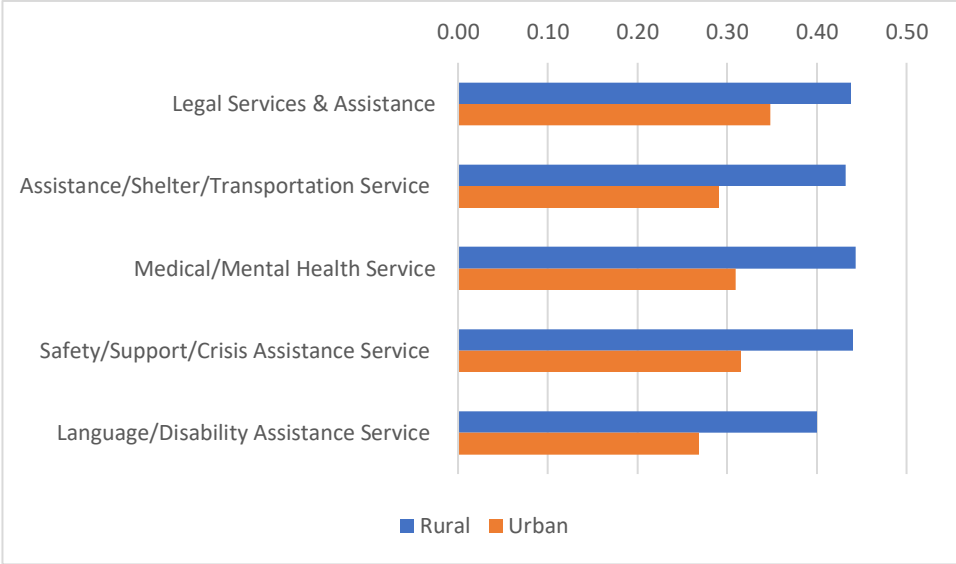


Figure IV-66: Services Needed by Type

**SERVICES RECEIVED**

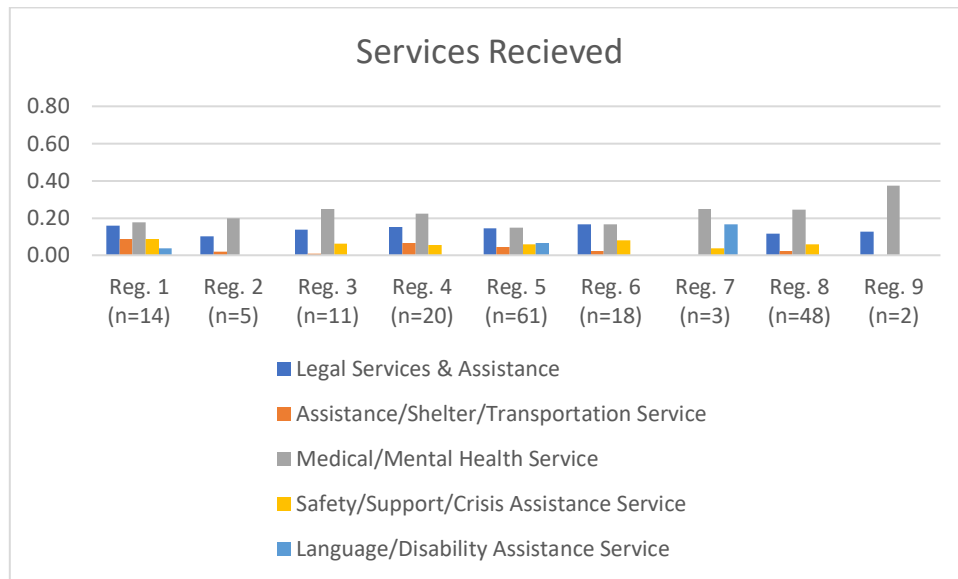
Respondents were also asked to indicate (Yes=1 No=0) any services they had received as a result of their victimization. The scores for services received for each group were computed using the average or mean

## 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

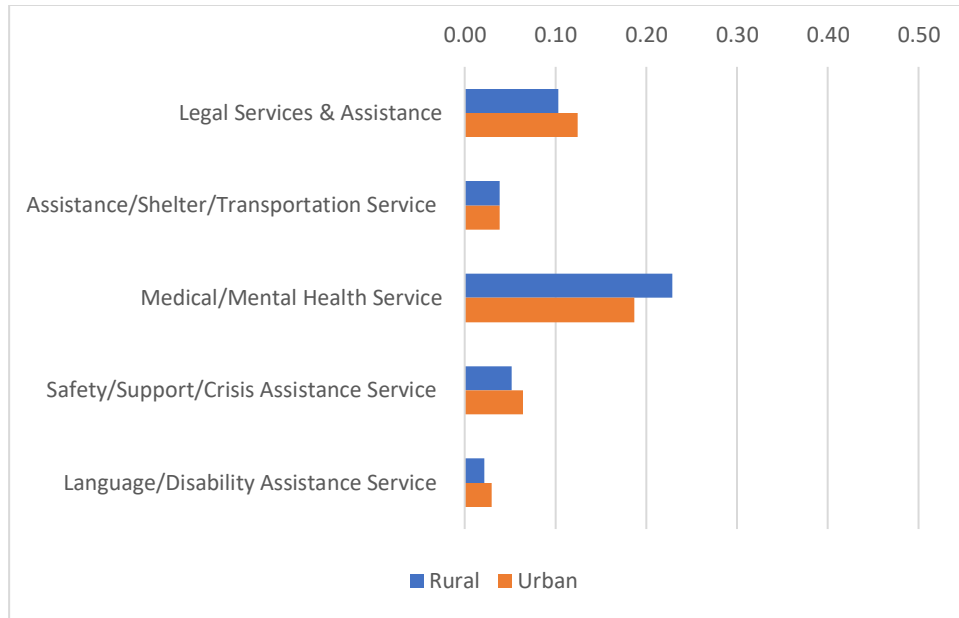


Figure IV-68: Services Received by Type

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

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### PROVIDERS OF VICTIM SERVICES

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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*

<b>Service</b>	<b>VSP</b>	<b>Community/ Faith-Based</b>	<b>Not Sure</b>	<b>Other</b>
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*

<b>Learned About Victim Services</b>			
<b>Source</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
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

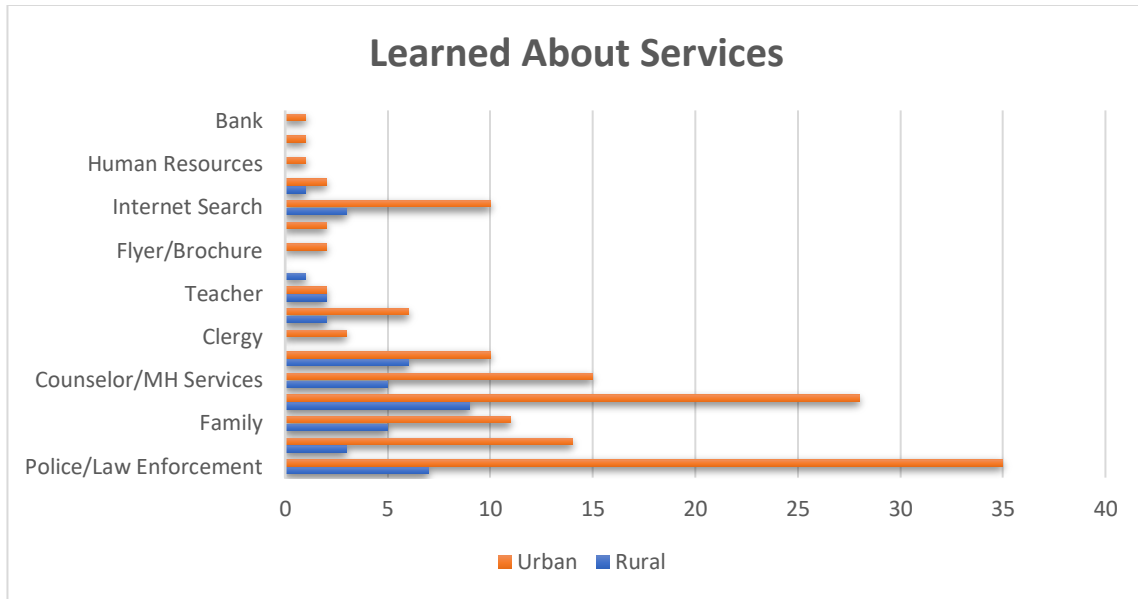


Figure IV-69: Effective Sources of Victim Services Information

### 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.

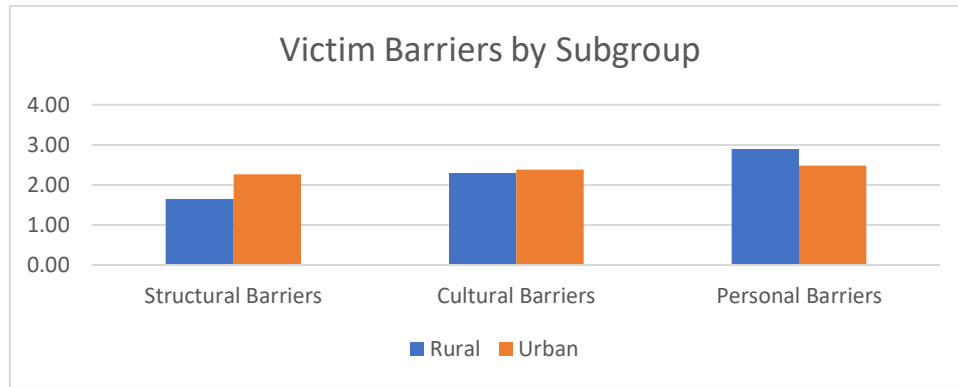
**Structural Barriers** include: work schedule conflict, inconvenient service hours, competing needs of household, service is not accessible at location, no childcare available, and service(s) not accessible due to disability.

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

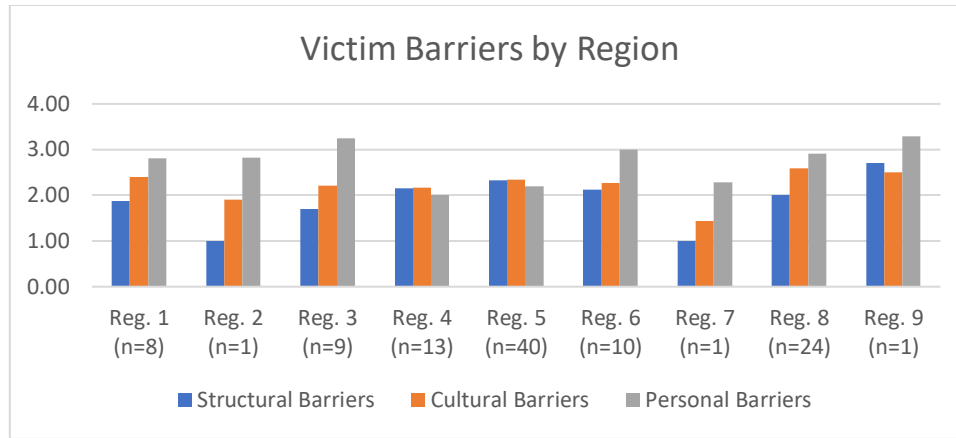


Figure IV-71: Victim Barriers by Region

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

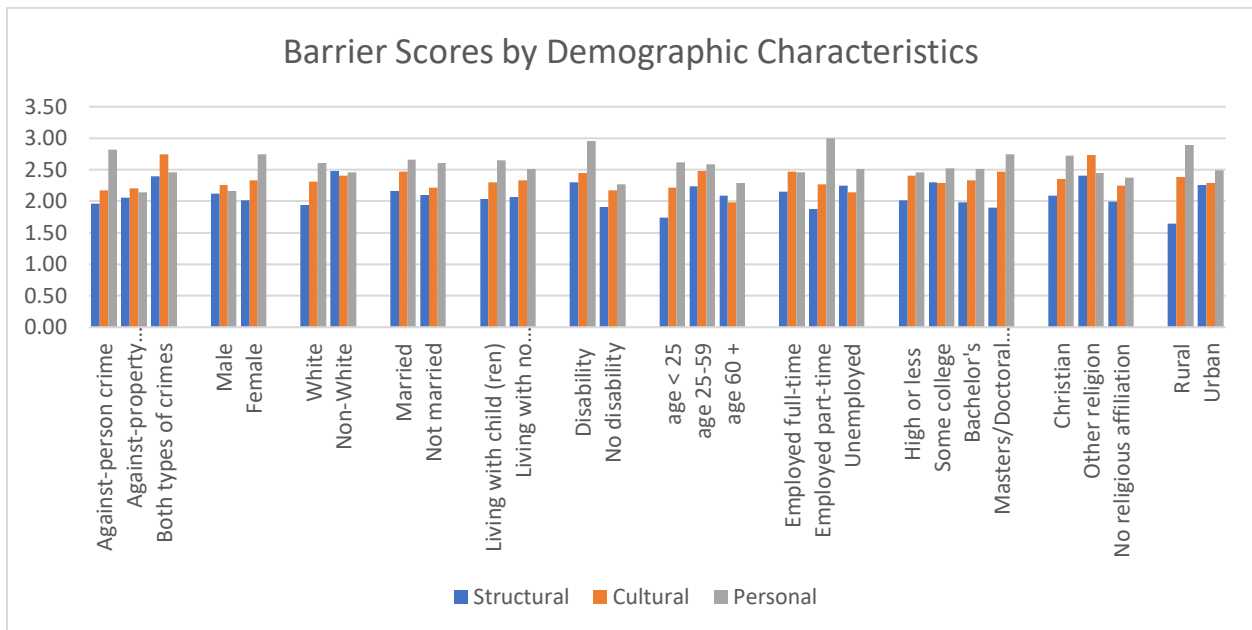


Figure IV-72: Victim Barriers by Demographic Characteristics

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

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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

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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

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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.



## CONCLUSION

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### SUMMARY OF FINDINGS

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The Victim Services Needs Assessment was conducted in an effort to better understand the range and scope of victim/survivor services available across the Commonwealth. Among the answers sought, the needs assessment was designed primarily to identify unserved and underserved populations and barriers to services. The answers to these and other questions helped to identify gaps where efforts can be focused to improve services to victims of crime.

The detailed results in the previous section provide substantial detail on all of the findings in this report. The findings in this section are presented to illustrate multiple perspectives, comparing responses by region, urban versus rural, VSP versus Non-VSP, and victim responses. This section provides a summary of the major findings and recommendations for next steps in addressing the gaps that are identified.

The primary objectives of the Needs Assessment were to identify needs for services, unserved/underserved populations, and barriers to services. This information was broken down in three ways: statewide, by region, and by rural and urban communities. Responses from stakeholders, VSP and Non-VSP, are compared with victim respondents to highlights consistencies and irregularities in this discussion. These multiple perspectives help to shape our understanding of the needs and barriers that need to be addressed and to prioritize efforts accordingly.

... to identify unserved and underserved populations and barriers to services for victims of crime.

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### PERCEPTION OF NEED FOR SERVICES BY REGION AND STATEWIDE

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The preliminary results showed that the perception of the top five greatest needs for services between victims and stakeholders differed substantially as seen in Table V-1.

*Table V-1: Top Five Greatest Service Needs - Stakeholders vs Victims*

<b>Stakeholders</b>	<b>Victims</b>
Long-term housing	Peer Support Groups
Transportation	Information about available services
Emergency financial assistance	Legal assistance
Relocation services	Coordination of services
In-home personal care	Counseling

As part of the inferential analysis, the individual service needs were combined into five subgroups. The following tables compile the mean responses for VSPs, Non-VSPs, and victims on their perceptions of the

need for services according to the subgroups. This comparison illustrates the difference and similarities in their perspectives, allowing for a more tailored strategy in response. In all of the tables, the numbers indicate the strength of the response on a scale from 1-5, 5 being the strongest. Because the victim results were presented on a different scale in section IV, the numbers below were recoded for comparison.

In Table V-2, the overall victims’ perception of the need for Assistance/ Shelter/Transportation services is considerably lower than that of the stakeholders. However, the need for Assistance/ Shelter/ Transportation services was ranked highest of the service needs in all regions among VSP & Non-VSP stakeholders. VSPs and Non-VSPs in Southeast/Philadelphia and East regions indicated the greatest need for Assistance/ Shelter/Transportation services. Victims in the Southcentral/west and Northcentral & Northeast regions indicated the strongest need. Overall, the greatest difference in perception was among Stakeholders (VSPs and Non-VSPs) and victims in the Southeast/Philadelphia region.

Table V-2: Assistance/Shelter/Transportation Responses

ASSISTANCE/SHELTER/TRANSPORTATION			
Region	VSP	Non-VSP	Victims
Northwest	2.46	2.72	2.00
East	3.01	2.90	1.75
Southeast/Philadelphia	3.04	2.92	1.35
Southcentral/east	2.68	2.69	1.30
Southcentral/west	2.85	2.50	2.50
Southwest/Pittsburgh	2.43	2.75	1.85
Northcentral & Northeast	2.81	2.29	2.08
Statewide Average	2.76	2.68	1.65

Table V-3, shows the overall victims’ perception of the need for Legal Services and Assistance is consistent with that of the stakeholders. The need for Legal Services & Assistance was ranked lowest among VSP stakeholders in the Northwest and Southcentral/west regions, and lowest among Non-VSPs in the Northcentral & Northwest and Northwest regions. VSPs and Non-VSPs in Southeast/Philadelphia region indicated the greatest need for Legal Services & Assistance. Victims indicated the need was strongest in the Southcentral/west region and weakest in the Southeast/Philadelphia region. Overall, the greatest difference in perception was among Stakeholders (VSPs and Non-VSPs) and victims in the Southcentral/west region.

Table V-3: Legal Services & Assistance Comparison

LEGAL SERVICES & ASSISTANCE			
Region	VSP	Non-VSP	Victims
Northwest	1.42	1.47	2.15
East	1.68	1.81	2.10
Southeast/Philadelphia	1.86	2.19	1.70
Southcentral/east	1.63	1.90	1.50
Southcentral/west	1.44	1.55	2.50
Southwest/Pittsburgh	1.57	2.13	1.85
Northcentral & Northeast	1.74	1.34	2.05
Statewide Average	1.76	1.82	1.85

In Table V-4, victims' perception of the need for Medical & Mental Health services is lower than that of the stakeholders overall. VSPs and Non-VSPs in Southeast/Philadelphia region indicated the greatest need for Medical & Mental Health services. Victims indicated the need for Medical & Mental Health Services was strongest in the Southcentral/west region and weakest in the Northwest region. Overall, the greatest difference in perception was among Stakeholders (VSPs and Non-VSPs) and victims in the Southeast/Philadelphia region.

Table V-4: Medical & Mental Health Services Comparison

MEDICAL & MENTAL HEALTH SERVICES			
Region	VSP	Non-VSP	Victims
Northwest	2.11	1.89	1.36
East	2.23	1.70	1.80
Southeast/Philadelphia	2.57	2.47	1.45
Southcentral/east	2.22	2.24	1.30
Southcentral/west	2.26	1.79	2.85
Southwest/Pittsburgh	1.87	2.07	1.90
Northcentral & Northeast	2.43	2.01	2.43
Statewide Average	2.30	2.08	1.75

In Table V-5, victims' perception of the need for Safety/Support/Crisis Assistance services is generally consistent with that of the stakeholders. Safety/Support/Crisis Assistance services were ranked lowest of among VSP stakeholders in the Northwest, Southwest/Pittsburgh, and Northcentral/west regions. Non-VSP VSPs ranked it lowest in the Northcentral & Northeast and Southcentral/west regions. Both VSPs and Non-VSPs in Southeast/Philadelphia region indicated the greatest need for Safety/Support/Crisis Assistance services. Victims indicated the need for Safety/Support/Crisis Assistance Services was greatest in the Southcentral/west region and least in the Southeast/Philadelphia region. Overall, the greatest difference in perception was among Stakeholders (VSPs and Non-VSPs) and victims in the Southcentral/west region.

Table V-5: Safety/Support/Crisis Assistance Services Comparison

SAFETY/SUPPORT/CRISIS ASSISTANCE			
Region	VSP	Non-VSP	Victims
Northwest	1.67	1.92	2.05
East	1.97	1.95	1.80
Southeast/Philadelphia	2.37	2.25	1.45
Southcentral/east	1.79	2.09	1.30
Southcentral/west	1.83	1.77	2.85
Southwest/Pittsburgh	1.74	1.96	1.90
Northcentral & Northeast	1.97	1.66	1.98
Statewide Average	1.99	1.97	1.75

In Table V-6, victims' perception of the need for Language & Disability Assistance services is considerably lower with that of the stakeholders. VSPs and Non-VSPs in Southeast/Philadelphia region indicated the greatest need for Language & Disability Assistance services while Victims in the Southcentral/west region indicated the need was strongest in that region. The perception of the need for Language & Disability

Assistance was weakest among VSPs in the Southwest/Pittsburgh region; among Non-VSPs in the Southcentral/west region, and among Victims in the Southwest/Philadelphia region. Overall, the greatest difference in perception was among Stakeholders (VSPs and Non-VSPs) and victims in the Southeast/Philadelphia region.

Table V-6: Language & Disability Services Comparison

LANGUAGE & DISABILITY ASSISTANCE			
Region	VSP	Non-VSP	Victims
Northwest	2.07	1.88	1.80
East	2.38	2.22	1.50
Southeast/Philadelphia	2.74	2.34	1.35
Southcentral/east	2.13	2.28	1.10
Southcentral/west	2.11	1.68	2.50
Southwest/Pittsburgh	1.89	2.30	1.55
Northcentral & Northeast	2.40	1.86	1.88
Statewide Average	2.35	2.13	1.50

Based on the findings noted in Tables V-2 through V-6, Assistance/Shelter/ Transportation and Language and Disability Services were identified as the greatest needs among VSPs and Non-VSPs statewide with some variance from region to region. Legal Services & Assistance and Safety/Support/ Crisis Assistance were ranked lowest among VSPs and Non-VSPs, although not significantly lower by comparison. While their perception of the need for all services statewide was generally consistent on average, Victims also indicated that the need for all services was strongest in the Southcentral/west region. These variations in perception indicate that the needs are not the same statewide nor between victims and stakeholders. Strategies that address the needs by region and include breaking down the needs within the subgroups will be best in addressing these gaps. These strategies must also balance a response to the perceptions of stakeholders, VSP and Non-VSP, and victims.

PERCEPTION OF NEED FOR SERVICES BY RURAL/URBAN AND STATEWIDE

**Overall, victims indicate that needs are greatest in rural communities...**

Tables V-7 through V-11 show the differences in perspective between stakeholders and victims in rural communities and urban communities. In all five subgroups of services, victims perceived the need for services to be substantially less in urban communities over stakeholder perceptions. In three of the five subgroups, Legal Services & Assistance, Medical & Mental Health, and Safety/Support/Crisis Assistance, victims perceived the need for services to be substantially less in urban communities than stakeholders. Overall, victims indicate that needs are greatest in rural

communities while stakeholders believe that needs are greatest in urban communities. These differences in perspective may be the result of the lack of awareness about available services among victims/survivors of crime, indicating a need for a strategy that raises awareness about available services.

*Table V-7: Assistance/Shelter/Transportation – Rural vs Urban*

ASSISTANCE/SHELTER/TRANSPORTATION		
Area	Stakeholders	Victims
Rural	2.57	2.15
Urban	2.81	1.45

*Table V-8: Legal Services & Assistance - Rural vs Urban*

LEGAL SERVICES & ASSISTANCE		
Area	Stakeholders	Victims
Rural	1.70	2.20
Urban	2.19	1.75

*Table V-9: Medical & Mental Health Services- Rural vs Urban*

MEDICAL & MENTAL HEALTH SERVICES		
Area	Stakeholders	Victims
Rural	1.91	2.20
Urban	2.19	1.55

*Table V-10: Safety/Support/Crisis Assistance - Rural vs Urban*

SAFETY/SUPPORT/CRISIS ASSISTANCE		
Area	Stakeholders	Victims
Rural	1.85	2.20
Urban	2.16	1.60

*Table V-11: Language & Disability Assistance Services - Rural vs Urban*

LANGUAGE & DISABILITY ASSISTANCE		
Area	Stakeholders	Victims
Rural	2.03	2.00
Urban	2.40	1.35

**PERCEPTION OF BARRIERS TO SERVICES BY REGION AND STATEWIDE:**

Similar to services, a comparison of perceptions between stakeholders and victims is helpful in identifying and addressing gaps as part of an implementation plan. Tables V-12 through V-14 compare responses regarding barriers to services from VSPs, Non-VSPs, and Victims. Based on the findings in Table V-12, structural barriers appear to be greatest in the Southeast/Philadelphia region for victims as well as stakeholders. **Overall, perceptions regarding barriers to services are consistent among stakeholders and victims alike. Victims and Stakeholders perceive personal barriers to be the strongest and structural barriers to be the weakest among barriers to services.**



Table V-12: Structural Barriers

STRUCTURAL BARRIERS			
Region	VSP	Non-VSP	Victims
Northwest	2.56	2.28	1.88
East	2.65	2.54	2.16
Southeast/Philadelphia	2.97	2.89	2.32
Southcentral/east	2.61	2.70	2.12
Southcentral/west	2.44	2.40	1.00
Southwest/Pittsburgh	2.36	2.56	2.01
Northcentral & Northeast	2.39	2.43	1.35
Statewide Average	2.65	2.58	1.83

Table V-13 shows that stakeholders perceive cultural barriers to be greatest in the Southeast/Philadelphia region with Southcentral/east and East regions following closely behind. Victims indicate these barriers are strongest in the Southwest/Pittsburgh with Northwest region following in second.

Table V-13: Cultural Barriers

CULTURAL BARRIERS			
Region	VSP	Non-VSP	Victims
Northwest	2.42	2.28	2.40
East	2.90	2.56	2.16
Southeast/Philadelphia	3.41	3.18	2.34
Southcentral/east	2.89	2.91	2.27
Southcentral/west	2.36	2.06	1.44
Southwest/Pittsburgh	2.28	2.05	2.59
Northcentral & Northeast	2.23	1.97	2.06
Statewide Average	2.81	2.45	2.18

In Table V-14 all respondents indicate that personal barriers are the greatest overall barriers. Personal barriers are greatest in the Southcentral/west region based on VSP perceptions; in the Southcentral/east region based on Non-VSP perceptions; and almost equally strong in the Southcentral/east and Northcentral & Northeast regions for victims.

Personal barriers are the greatest overall barrier to services.

Table V-14: Personal Barriers

PERSONAL BARRIERS			
Region	VSP	Non-VSP	Victims
Northwest	3.25	3.04	2.81
East	3.29	2.92	2.00
Southeast/Philadelphia	3.15	3.11	2.20
Southcentral/east	3.21	3.21	3.00
Southcentral/west	3.58	3.01	2.29
Southwest/Pittsburgh	3.03	3.03	2.91
Northcentral & Northeast	2.97	2.98	3.04
Statewide Average	3.14	3.05	2.61

Table V-15 breaks down stakeholder perceived barriers to services by rural and urban geographic areas. Overall, stakeholder perceptions indicate that barriers to service are strongest in urban areas over rural areas. Understanding the significance of these barriers in accessing services relative to regions, geographic areas, and respondents is key to developing an implementation plan that addresses and improves outreach efforts and service delivery methods.

*Table V-15: Barriers to Services - Stakeholders*

BARRIERS TO SERVICE			
Area	Personal	Cultural	Structural
Rural	2.96	1.97	2.38
Urban	3.22	3.08	2.84

### PERCEPTIONS REGARDING UNDERSERVED POPULATIONS

Stakeholders were asked to indicate the adequacy of services based on population types. These types included victims of crimes against a person and victims of crimes against property as well as demographic factors. The need for services among victims of crimes against a person were higher overall on a statewide average and significantly higher in the East, Southeast, Southcentral/east, Southwest/Pittsburgh and Northcentral & Northeast regions. This indicates that these victims are underserved in these regions.

Demographic factors were combined into three subgroups. These include non-minority/white populations, minority/ethnic populations, and special/sensitive populations. Overall, the need for services among special/sensitive populations was greater than minority/ethnic and non-minority/white populations. There was no significant difference among these population subgroups in the East and Southcentral/east regions. Minority/ethnic populations ranked the same as special/sensitive populations in the Southwest/Pittsburgh region. In all other regions, special/sensitive populations were identified as the most underserved among the three population subgroups. Minority/ethnic populations ranked lowest among urban stakeholders but there was no difference between non-minority/white and special/sensitive populations between rural and urban respondents.

**... the need for services among special/sensitive populations was greater than minority/ethnic and non-minority/white.**

Based on the limited number of responses received from victims of crime, there was not sufficient data to assess their perspectives on underserved populations. The information provided by stakeholders regarding underserved populations is key in tailoring services, availability, and outreach efforts that will increase services where they are most needed. Future studies should expand efforts to obtain this information from victims as well.

For more detail on these and other findings, including stakeholder training and infrastructure needs, and how respondents learned about services available, please see section IV "Analysis & Results".

## MAJOR FINDINGS & RECOMMENDATIONS:

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This study produced many findings, both statewide and regionally. These findings include the need for services, barriers to services, underserved populations, and training & infrastructure needs for stakeholders. Details on these needs are provided in the Analysis & Results section. Following are a list of the major findings and recommendations, which should service as the starting point for closing gaps in the provision of services to victims of crime:

1. The variations in perception of the need for services indicate that the needs are not the same statewide nor between victims and stakeholders. Strategies that **address the needs by region** and include breaking down the needs within the subgroups will be best in addressing these gaps. These strategies must also balance a response to the perceptions of stakeholders, VSP and Non-VSP, and victims.
2. Overall, victims indicate that needs are greatest in rural communities while stakeholders believe that needs are greatest in urban communities. These differences in perspective may be the result of the lack of awareness about available services among victims/survivors of crime, indicating a need for a **strategy that raises awareness about available services**.
3. Overall, perceptions regarding barriers to services are consistent among stakeholders and victims alike. Victims and Stakeholders perceive personal barriers to be the strongest and structural barriers to be the weakest among barriers to services. To close this gap on barriers to service, **develop new strategies that identify and address issues surrounding personal barriers as a priority**.
4. In all regions, Special/Sensitive populations were identified as the most underserved population among the three population subgroups among stakeholders, tying with Minority/Ethnic in the Southeast/Philadelphia region. There was no difference between non-minority/white and special/sensitive populations between rural and urban respondents. Ensure that plans for new and existing services **specifically address needs unique to Special/Sensitive populations**.
5. Among the greatest need for specific services identified by stakeholders statewide the top five included **Long-Term Housing, Transportation, Emergency Financial Assistance, Relocation Services, and In-Home Personal Care**. New programs and existing program enhancements should include an **emphasis on these services**.
6. Among the specific services needs that are currently sufficient or satisfactorily met as identified by stakeholders statewide the top five included **Crisis Hotline, Assistance with VCAP, Child Advocacy Center Services, Medical Exam for Sexual Assault, and Notification of Court Hearings and Events**. These services do not need special attention to close gaps and should receive **lower priority for new or expanded services unless regional variations suggest otherwise**. They should remain monitored to ensure that changes in availability remain satisfactory.
7. Stakeholders identified specific unserved/underserved populations by victimization type. The top five included **Harassment/Bullying, Human Trafficking (Sex/Labor), Stalking, Physical Assault or Domestic Violence Against and Older Adult/Elderly, and Identity Theft/Financial Abuse/Scam**. New programs and existing program enhancements should include an **emphasis on these underserved victim populations**.
8. Among the populations that are adequately served as identified by stakeholders statewide the top five included **Arson, Injury by DUI, Homicide/Murder, Robbery, and Burglary**. Services designed specifically for these victim populations do not need special attention to close gaps and should receive **lower priority for new or expanded services unless regional variations suggest otherwise**. They should remain monitored to ensure that changes in service availability remain adequate.

9. Stakeholders statewide identified specific demographic populations that are unserved/underserved based on population type. The top five included **Homeless, Non-native Speakers, LGBTQ, Immigrant/Refugees, and Hispanic or Latino (Sex/Labor)**. New programs and existing program enhancements should include an **emphasis on these underserved demographic populations to ensure that their unique needs for services are included in service strategies**.
10. Among the specific demographic populations identified by stakeholders statewide, those that were considered adequately served include **White, Individuals with Intellectual/Emotional Disabilities, American Indian or Alaska Native, Native Hawaiian or Pacific Islander, Adults (age 26-64)**. Services designed specifically for these demographic populations do not need special attention to close gaps and should receive **lower priority for new or expanded services unless regional variations suggest otherwise**. They should remain monitored to ensure that changes in service availability remain adequate.
11. Stakeholders identified most significant barriers to accessing services are **Substance abuse additions, Ashamed/Embarrassed about victimization, Caretaker was/is offender, Fear of losing housing, No childcare available**. Specific strategies aimed at **education & awareness for victims and stakeholders** should focus on messages that reduce or remove the perception of these barriers. Additionally, strategies for access to services could **expand on or find new ways to promote efforts that assure confidentiality, acceptance, and safety for victims**.
12. 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**. The most effective source of information about available services for victims of crime came from their **Victim Services Advocate, Police/Law Enforcement, and Medical Services providers**. Education and awareness strategies should **maximize these venues in sharing information about services for victims of crime**.

## OBSERVATIONS & LESSONS LEARNED

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In addition to the review of the above findings and recommendations, this section provides some observations and lessons-learned on the needs assessment planning, implementation, and resulting response rates that will help to inform and improve the victim services needs assessment process in the future.

The Victim Services Needs Assessment process encompassed almost two years of developing a strategy, engaging support, soliciting input in developing the instrument, building a communications framework, conducting the survey, and analyzing the results. In order to improve on the initial Needs Assessment, the study team reviewed similar studies, borrowing best practices and noting lessons learned. One of the primary concerns identified in the initial Needs Assessment was the sampling frame and methodology, which targeted land-based telephone lines in conducting the survey. Our objective was to reach well beyond this limited population of homeowners to seek input from a much broader victim population that included individuals who are homeless, dependent, incarcerated, substance-dependent,



etc. In addition, we sought to engage not only traditional providers of victim services but also organizations with other primary missions in their community who serve individuals who may be victims of crime. Organizations such as homeless shelters, faith-based organizations, hospitals, and community & cultural centers provide a service in their community and often come in contact with victims of crime. Their knowledge and experience in serving these individuals helped to expand our understanding regarding needs for victims of crime. Additionally, we sought these organizations to help connect us with victims of crime, make them aware of the Needs Assessment initiative, and encourage their participation.

While this substantially expanded outreach provided much richer data, it also presented a variety of challenges noted below. Working through these challenges required adjustments to our strategy along the way and identified lessons learned, which will be helpful in future iterations of this effort. In the end, our goal was to develop a strategy that could be replicated in order to build on baseline data and gauge progress over time.

#### Challenges/Lessons Learned:

1. ***Conveying the objective among stakeholders*** – VSPs and others in the victim services community clearly understood the purpose and benefits of the Needs Assessment. However, it was much more difficult to explain this to stakeholders who were not VSPs. Throughout the regional meetings and in enlisting their support to share the effort within their network many were not clear on their role or what benefit this effort would have to individuals whom they serve. Based on their limited view of their potential, many were not sufficiently engaged in the effort and, therefore, did not follow through by providing input or actively promoting the effort in their community. While nearly half of the stakeholder respondents represented this group there are so many others whom we did not hear from, leaving their perspective incomplete. Future needs assessments should ensure more time is spent in building relationships with this group of Non-VSP stakeholders to help them understand their role and potential in serving victims of crime.
2. ***Engaging Victims of Crime*** – This presented an enormous challenge because individuals from all populations may be victims of crime. There is no single network to use in reaching out to them. Many do not consider themselves victims or are afraid to be identified because of their circumstances or are unable to engage because of a caretaker, perpetrator, incarceration, or disability. We had expectations of engaging many more victims of crime than we were ultimately able to. The variety of the participants who were victims was much better than the initial needs assessment, but the low number of actual participants requires a conditional interpretation of the victim results. Future need assessments should work to considerably expand this outreach through stronger collaboration with all stakeholders, broader distribution of information about the Needs Assessment, and clearer and more targeted messaging.
3. ***Accessibility*** – Our study team spent a great deal of effort in order to make the needs assessment as accessible as possible. The challenge was in finding the right mix that would maximize the responses without detracting too much from the effort. Input from our regional meetings guided us to using a digital questionnaire that could be accessed via smart phone. Our goal was to widely distribute fliers and printable questionnaires throughout our stakeholder network which could be reproduced locally. We suggested posting the fliers throughout their community and assisting victims in completing the surveys, both of which were a tremendous ask in hindsight. In addition to these efforts, we invested considerable time and effort in producing alternate language formats of the printable and digital survey, hoping to boost participation. Unfortunately, the

number of respondents using these formats was minimal, limited only to 11 Spanish and 9 Mandarin. Future needs assessments should balance the resources required with reasonable gains in participation.

APPENDIX I:  
OVERVIEW

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2016

# 2015 VOCA NEEDS SURVEY

COMPLETED BY CURRENTLY FUNDED SUBGRANT  
ORGANIZATIONS

DFA/IGS  
3/23/2016

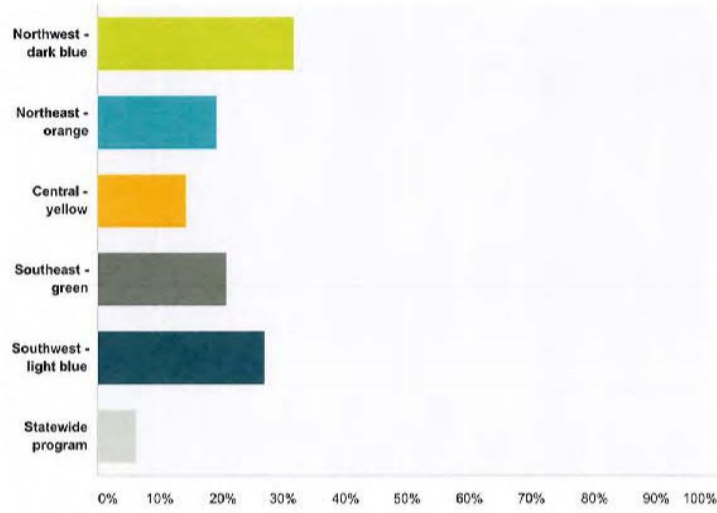




VOCA needs survey

**Q1 Indicate the region you serve.**

Answered: 63 Skipped: 2

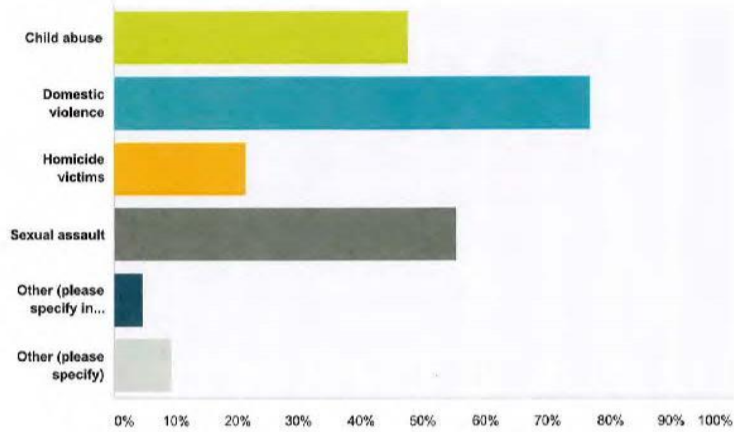


Answer Choices	Responses	Count
Northwest - dark blue	31.75%	20
Northeast - orange	19.05%	12
Central - yellow	14.29%	9
Southeast - green	20.63%	13
Southwest - light blue	26.98%	17
Statewide program	6.35%	4
<b>Total Respondents: 63</b>		

VOCA needs survey

**Q2 What type of program do you provide?  
(Mark all that apply.)**

Answered: 65 Skipped: 0



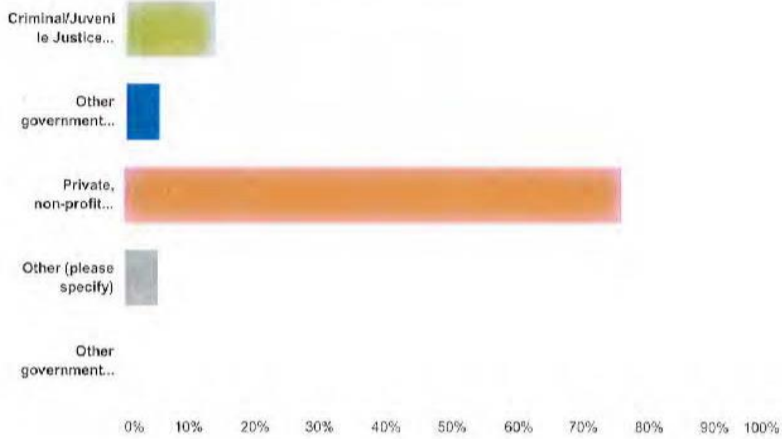
Answer Choices	Responses	
Child abuse	47.69%	31
Domestic violence	76.92%	50
Homicide victims	21.54%	14
Sexual assault	55.38%	36
Other (please specify in comment field)	4.62%	3
Other (please specify)	9.23%	6
<b>Total Respondents: 65</b>		

#	Other (please specify)
1	crisis intervention and suicide prevention
2	DWI, family of murder victims
3	robbery victims, stalking, terroristic threatening
4	homeless shelter
5	Stalking
6	Civil Legal Services in Consumer, Domestic Violence, Housing and Economic Justice cases

VOCA needs survey

**Q3 Please describe the type of organization where program is located.**

Answered: 36 Skipped: 7



**Answer Choices**

- Criminal/Juvenile Justice Agency
- Other government agency
- Private, non-profit organization or program
- Other (please specify)
- Other government agency

**Responses**

Criminal/Juvenile Justice Agency	13.79%	8
Other government agency	5.17%	3
Private, non-profit organization or program	75.86%	44
Other (please specify)	5.17%	3
Other government agency	0.00%	0

**Total**

58

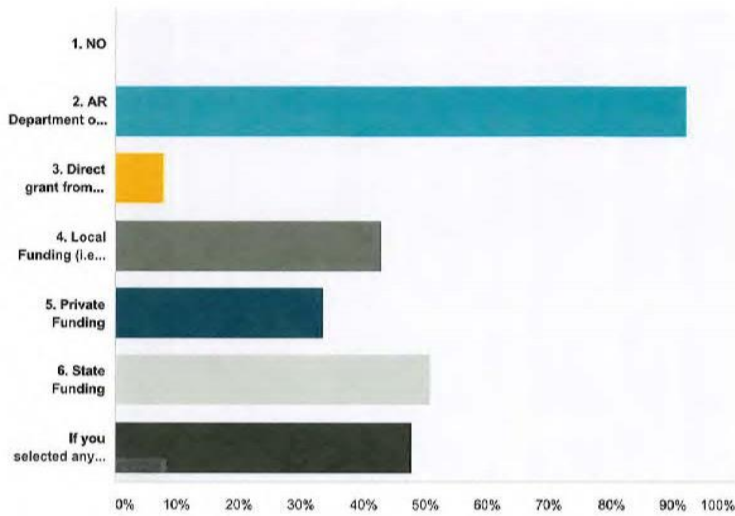
**# If your agency type is not listed here, or you chose Other, please describe your agency.**

- 1 Prosecuting Attorney
- 2 domestic violence shelter
- 3 Domestic Violence Shelter
- 4 Prosecutor's Office
- 5 ITS COUNTY
- 6 Law Enforcement
- 7 Sheriff's Office
- 8 none
- 9 Prosecuting Attorney

VOCA needs survey

**Q4 Have you been a recipient of grant funds in the past three years from one of the funding sources below?**

Answered: 63 Skipped: 2



Answer Choices

Responses

1. NO	0.00%	0
2. AR Department of Finance & Administration from DOJ (i.e., VOCA, FVPSA, VAWA)	92.06%	58
3. Direct grant from federal agency	7.94%	5
4. Local Funding (i.e., AR Community Foundation County Affiliate, United Way)	42.86%	27
5. Private Funding	33.33%	21
6. State Funding	50.79%	32
If you selected any of answers 3-6, please indicate type of funding, and from whom received.	47.62%	30

Total Respondents: 63

# If you selected any of answers 3-6, please indicate type of funding, and from whom received. \*

SEE Next Page

3

4

5

3

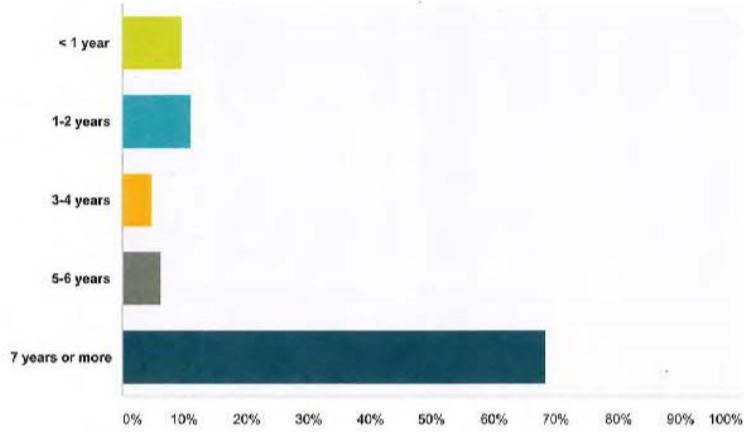
Q4. The following funding sources were listed:

- Area Agency on Aging
- Arkansas Access to Justice Foundation
- Arkansas Commission on Child Abuse, Rape & Domestic Violence
- Arkansas Community Foundation (specific counties for designated projects)
- Arkansas State CASA Grant
- Baxter International
- Churches
- City Funding
- Combined Federal Campaign
- County funding or appropriations
- DOJ-VOCA
- DOJ-OVW: (Grants to Coalitions; Transitional Housing; Legal Services; Rural)
- Domestic Peace Act
- Drug Crime Fee
- Eaton Corporation
- EFSP
- Entergy
- GIF for designated projects
- Fundraisers
- Individual Donors and Donations
- Legal Services Corporation
- Private Foundations
- Private Funding for general expenses
- Private Trust
- Seabrook Foundations
- Simmons Bank
- Simmons Foundation
- State Filing Fee Add On
- State Funding for Emergency Shelter
- Tobacco Education/Cessation
- UAPB-MISRGO
- United Way
- Walmart Foundation
- Walmart State giving foundation
- Others

VOCA needs survey

**Q5 Length of time in victim services (for the person answering the survey)**

Answered: 63 Skipped: 2

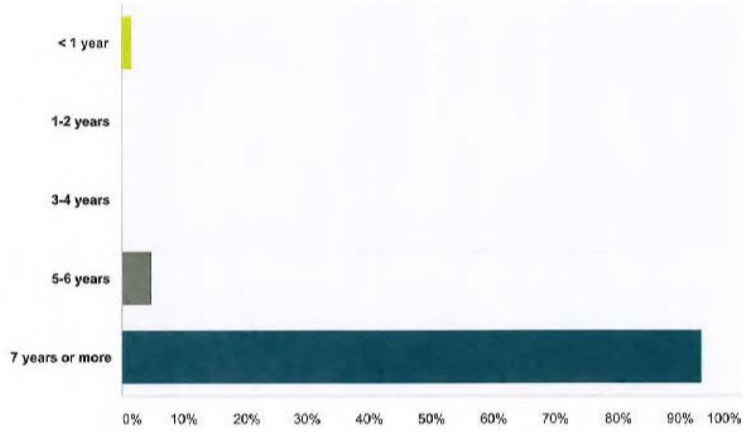


Answer Choices	Responses	
< 1 year	9.52%	6
1-2 years	11.11%	7
3-4 years	4.76%	3
5-6 years	6.35%	4
7 years or more	68.25%	43
<b>Total</b>		<b>63</b>

VOCA needs survey

**Q6 How long has your organization/program served your victim community?**

Answered: 62 Skipped: 3

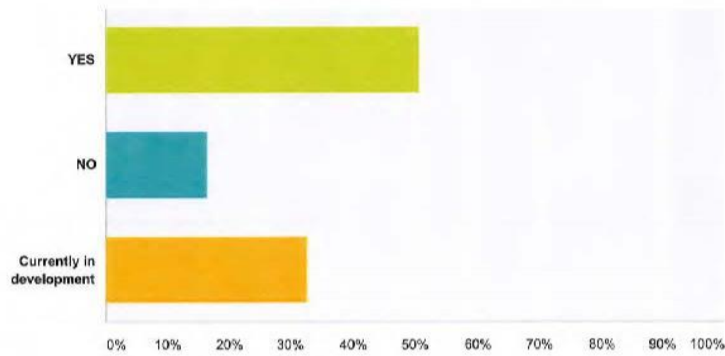


Answer Choices	Responses	
< 1 year	1.61%	1
1-2 years	0.00%	0
3-4 years	0.00%	0
5-6 years	4.84%	3
7 years or more	93.55%	58
<b>Total</b>		<b>62</b>

VOCA needs survey

**Q7 Does your organization currently have a long-range strategic plan that addresses improved services to victims?**

Answered: 61 Skipped: 4



Answer Choices	Responses	
YES	50.82%	31
NO	16.39%	10
Currently in development	32.79%	20
<b>Total</b>		<b>61</b>

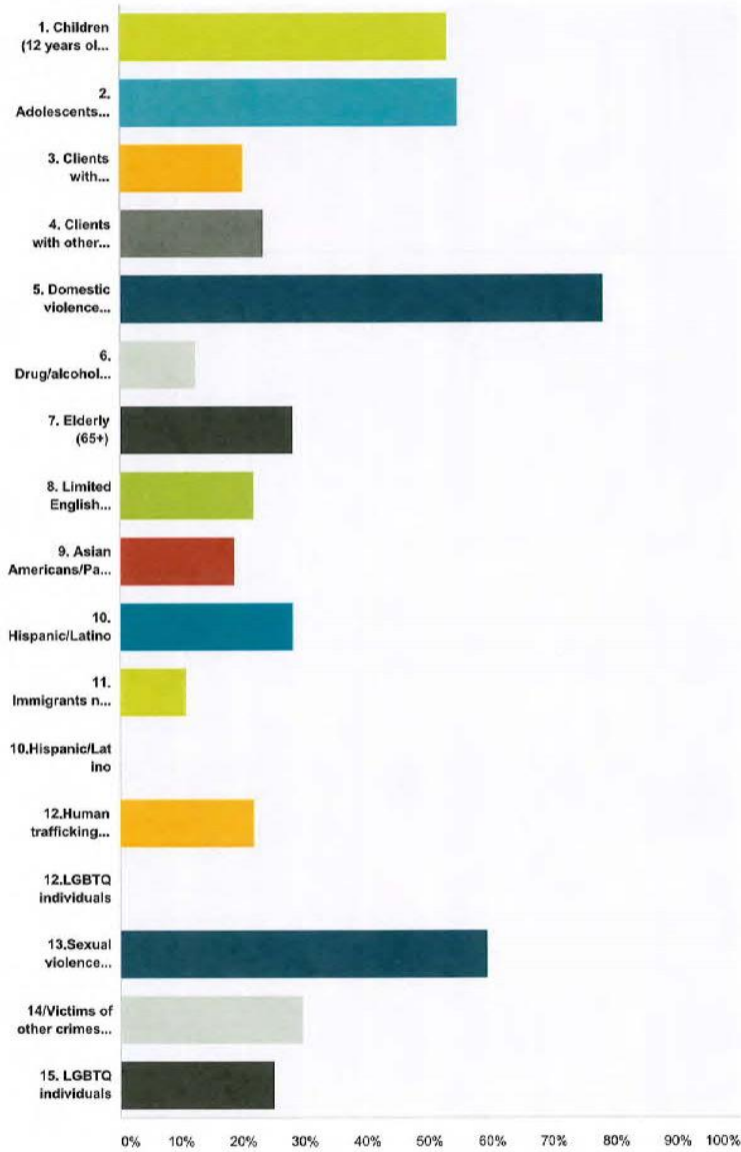
#	If you need to explain your answer, please respond here also	Date
	There are no responses.	



VOCA needs survey

**Q8 What PRIMARY population does your agency serve? (Mark all that apply.)**

Answered: 64 Skipped: 1



## VOCA needs survey

Answer Choices	Responses	
1. Children (12 years old and younger)	53.13%	34
2. Adolescents (13-18 years old)	54.69%	35
3. Clients with developmental disabilities	20.31%	13
4. Clients with other disabilities	23.44%	15
5. Domestic violence survivors	78.13%	50
6. Drug/alcohol dependent clients	12.50%	8
7. Elderly (65+)	28.13%	18
8. Limited English Proficient clients	21.88%	14
9. Asian Americans/Pacific Islanders (Marshallese, Hmong)	18.75%	12
10. Hispanic/Latino	28.13%	18
11. Immigrants not mentioned previously	10.94%	7
10. Hispanic/Latino	0.00%	0
12. Human trafficking survivors	21.88%	14
12. LGBTQ individuals	0.00%	0
13. Sexual violence survivors	59.38%	38
14. Victims of other crimes (DWI, families of murder victims, etc)	29.69%	19
15. LGBTQ Individuals	25.00%	16

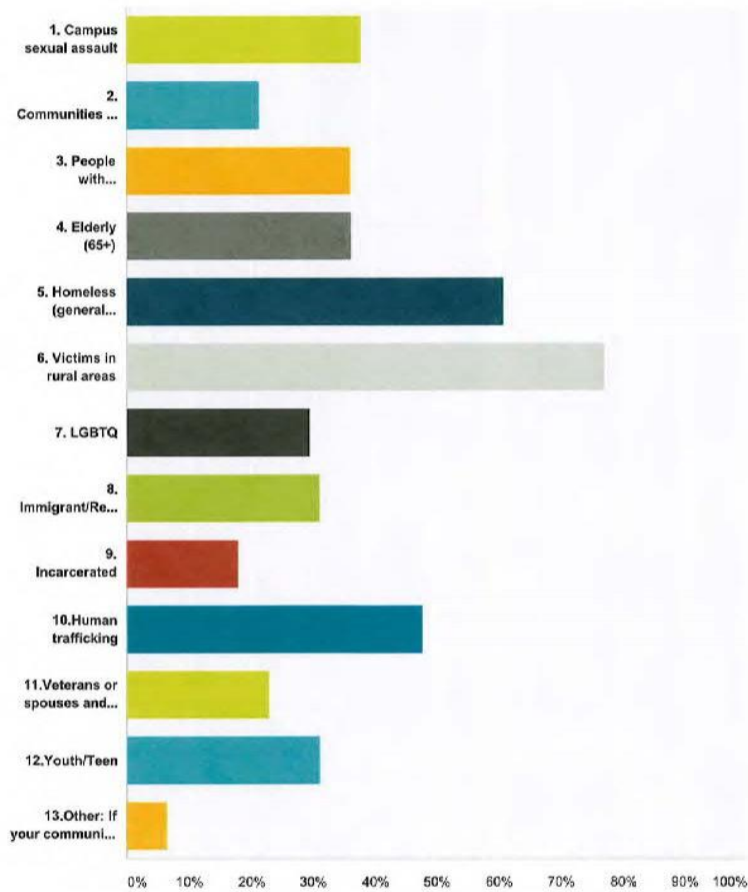
**Total Respondents: 64**

#	If you serve other populations, please indicate here	Date
1	suicide attempt survivors, survivors of suicide loss	
2	Domestic Homicide Victims	
3	Any victim of domestic violence/	
4	We serve children as secondary victims and through prevention education classes in schools, etc.	
5	Homeless	
6	Young adults 18-21	
7	none	

VOCA needs survey

**Q9 Please choose the top 5 survivor/victims groups that are the most underserved in Arkansas .**

Answered: 61 Skipped: 4



Answer Choices	Responses
1. Campus sexual assault	37.70% 23
2. Communities of color	21.31% 13
3. People with disabilities (including developmental)	36.07% 22
4. Elderly (65+)	36.07% 22
5. Homeless (general population)	60.66% 37

## VOCA needs survey

6. Victims in rural areas	77.05%	47
7. LGBTQ	29.51%	18
8. Immigrant/Refugee	31.15%	19
9. Incarcerated	18.03%	11
10. Human trafficking	47.54%	29
11. Veterans or spouses and children of combat veterans	22.95%	14
12. Youth/Teen	31.15%	19
13. Other: If your community has other survivor/victim groups not listed above, please list them in comments	6.56%	4

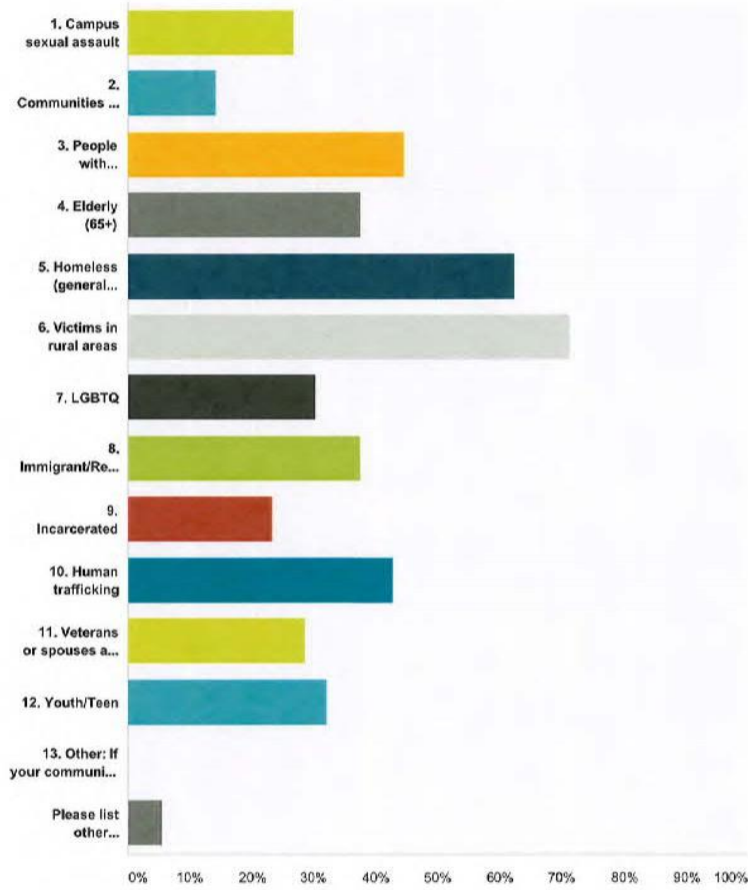
**Total Respondents: 61**

#	You may add information that you think would be helpful.
1	Children of homicide victims are ignored
2	People with mental health issues
3	Men
4	Women transitioning from emergency domestic violence shelters.
5	Our staff receives many calls from hospitals or mental health facilities trying to place homeless people who are not victims of domestic or sexual violence, but rather they are mentally ill or suffer from addiction. They become angry when we explain our programs and services - which are not intended for general homelessness. We are now being told that callers are told to essentially lie and say they were abused, when in fact they were not. /
6	People who do not speak english
7	Really all of them are underserved - difficult to select the most underserved. Trafficking victims pose the most concern as not much exists and existing service providers are being asked to expand their supports yet expertise in serving this group is limited. For some unlicensed and unsupervised programs - quality is concerning especially with these victims. Really more multidisciplinary teams need to be existence to better serve underserved groups such as disabilities, immigrant and HT. /
8	none
9	Many service providers fail to adequate provide culturally sensitive services and services for disadvantaged populations including the LGBTQ community. I think this is especially true for DV programs. /

VOCA needs survey

**Q10 Please choose the top 5 survivor/victims groups in your area that are not being served or are underserved due to lack of capacity.**

Answered: 56 Skipped: 9



Answer Choices	Responses
1. Campus sexual assault	26.79% 15
2. Communities of color	14.29% 8
3. People with disabilities (including developmental)	44.64% 25
4. Elderly (65+)	37.50% 21

## VOCA needs survey

5. Homeless (general population)	62.50%	35
6. Victims in rural areas	71.43%	40
7. LGBTQ	30.36%	17
8. Immigrant/Refugee	37.50%	21
9. Incarcerated	23.21%	13
10. Human trafficking	42.86%	24
11. Veterans or spouses and children of combat veterans	28.57%	16
12. Youth/Teen	32.14%	18
13. Other: If your community has other survivor/victim groups not listed above, please list them in comments	0.00%	0
Please list other underserved groups not listed	5.36%	3

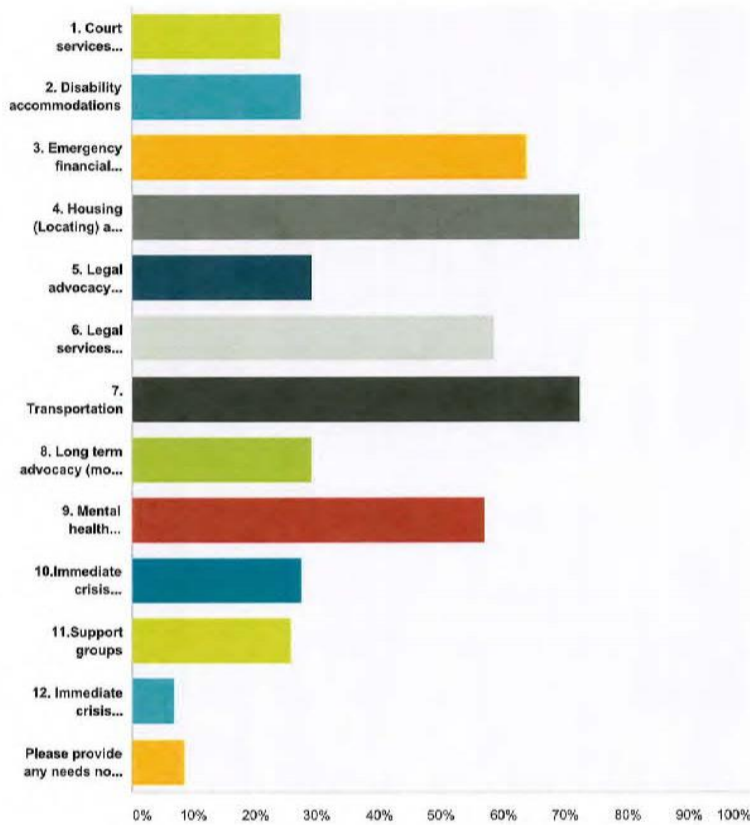
**Total Respondents: 56**

#	Please list other underserved groups not listed
1	Being served but wish our community had more resources to assist.
2	People with mental health issues
3	none

VOCA needs survey

**Q11 Please choose the 5 most important service needs/gaps in your community for all types of victims.**

Answered: 58 Skipped: 7



Answer Choices	Responses	
1. Court services accompaniment (I.e., Laura's Law)	24.14%	14
2. Disability accommodations	27.59%	16
3. Emergency financial services	63.79%	37
4. Housing (Locating) and assistance	72.41%	42
5. Legal advocacy (provided by a trained advocate)	29.31%	17
6. Legal services (provided by an attorney)	58.62%	34

### VOCA needs survey

7. Transportation	72.41%	42
8. Long term advocacy (more than one year)	29.31%	17
9. Mental health counseling	56.90%	33
10. Immediate crisis intervention	27.59%	16
11. Support groups	25.86%	15
12. Immediate crisis intervention	6.90%	4
Please provide any needs not mentioned above.	8.62%	5

**Total Respondents: 58**

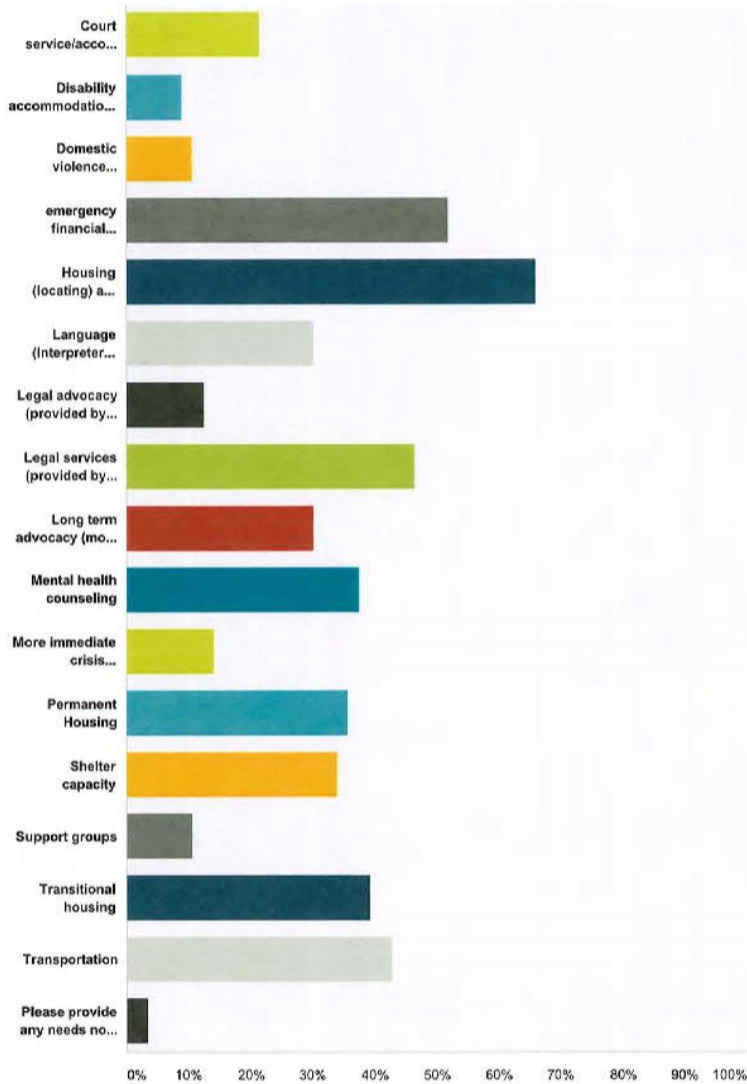
#	Please provide any needs not mentioned above.	
1	Meeting needs of undocumented clients	
2	Shelters and Rape Crisis Centers need their own mental health therapists. Most therapists through medicaid facilities do not have adequate knowledge of these issues.	1
3	translation	
4	CHILD CARE	
5	none	



VOCA needs survey

**Q12 Please choose the top 5 needs/gaps in Arkansas related to domestic violence.**

Answered: 56 Skipped: 9



Answer Choices

Responses

### VOCA needs survey

Court service/accompaniment	21.43%	12
Disability accommodations/ADA compliance	8.93%	5
Domestic violence fatality review	10.71%	6
emergency financial services	51.79%	29
Housing (locating) and assistance (may include housing deposit, utility deposits, etc)	66.07%	37
Language (Interpreter) services	30.36%	17
Legal advocacy (provided by a trained advocate)	12.50%	7
Legal services (provided by an attorney)	46.43%	26
Long term advocacy (more than one year)	30.36%	17
Mental health counseling	37.50%	21
More immediate crisis intervention	14.29%	8
Permanent Housing	35.71%	20
Shelter capacity	33.93%	19
Support groups	10.71%	6
Transitional housing	39.29%	22
Transportation	42.86%	24
Please provide any needs not mentioned above	3.57%	2

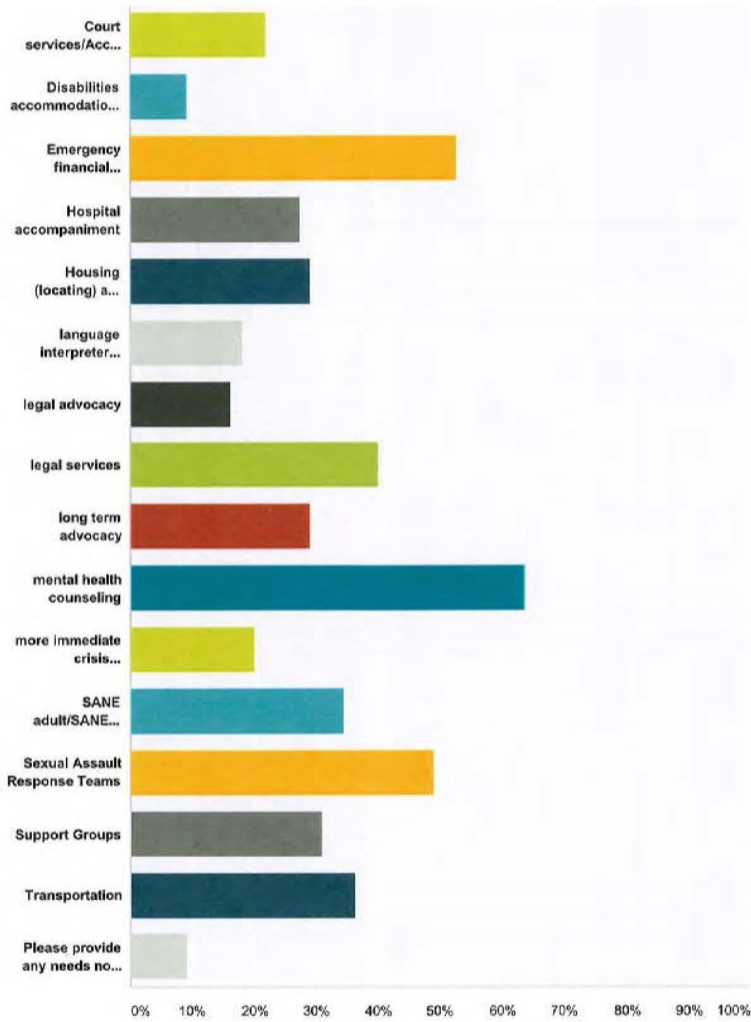
**Total Respondents: 56**

#	Please provide any needs not mentioned above
1	Meeting needs of undocumented clients
2	none

VOCA needs survey

**Q13 Please choose the top five service needs gaps in Arkansas related to sexual violence.**

Answered: 55 Skipped: 10



Answer Choices	Responses
Court services/Accompaniment	21.82% 12

VOCA needs survey

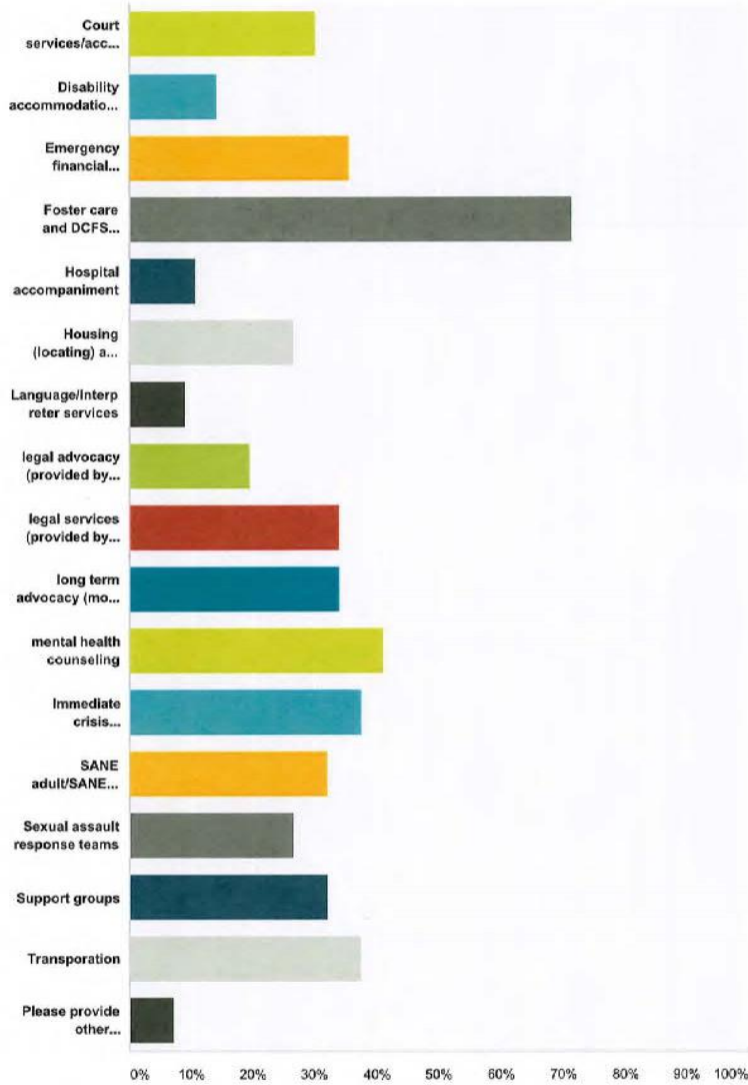
Disabilities accommodations /ADA Compliance	9.09%	5
Emergency financial services	52.73%	29
Hospital accompaniment	27.27%	15
Housing (locating) and Assistance	29.09%	16
language interpreter services	18.18%	10
legal advocacy	16.36%	9
legal services	40.00%	22
long term advocacy	29.09%	16
mental health counseling	63.64%	35
more immediate crisis intervention	20.00%	11
SANE adult/SANE pediatric	34.55%	19
Sexual Assault Response Teams	49.09%	27
Support Groups	30.91%	17
Transportation	36.36%	20
Please provide any needs not mentioned above	9.09%	5
<b>Total Respondents: 55</b>		

#	Please provide any needs not mentioned above
1	Meeting needs of undocumented clients
2	none
3	a child advocacy center located in south Arkansas, It is a 2 hour drive either direction for our district to the nearest CAC
4	Interviews provided in a forensic setting by a trained interviewer
5	none

VOCA needs survey

**Q14 Please choose the top 5 service needs/gaps in Arkansas related to child abuse**

Answered: 56 Skipped: 9



Answer Choices

Responses

21 / 52

### VOCA needs survey

Court services/accompaniment (preparing for and support at court appointments/court	30.36%	17
Disability accommodations/ADA compliance	14.29%	8
Emergency financial services	35.71%	20
Foster care and DCFS Support	71.43%	40
Hospital accompaniment	10.71%	6
Housing (locating) and assistance	26.79%	15
Language/Interpreter services	8.93%	5
legal advocacy (provided by a trained advocate)	19.64%	11
legal services (provided by an attorney)	33.93%	19
long term advocacy (more than one year)	33.93%	19
mental health counseling	41.07%	23
Immediate crisis intervention	37.50%	21
SANE adult/SANE Pediatric	32.14%	18
Sexual assault response teams	26.79%	15
Support groups	32.14%	18
Transporation	37.50%	21
Please provide other information you think would be helpful	7.14%	4

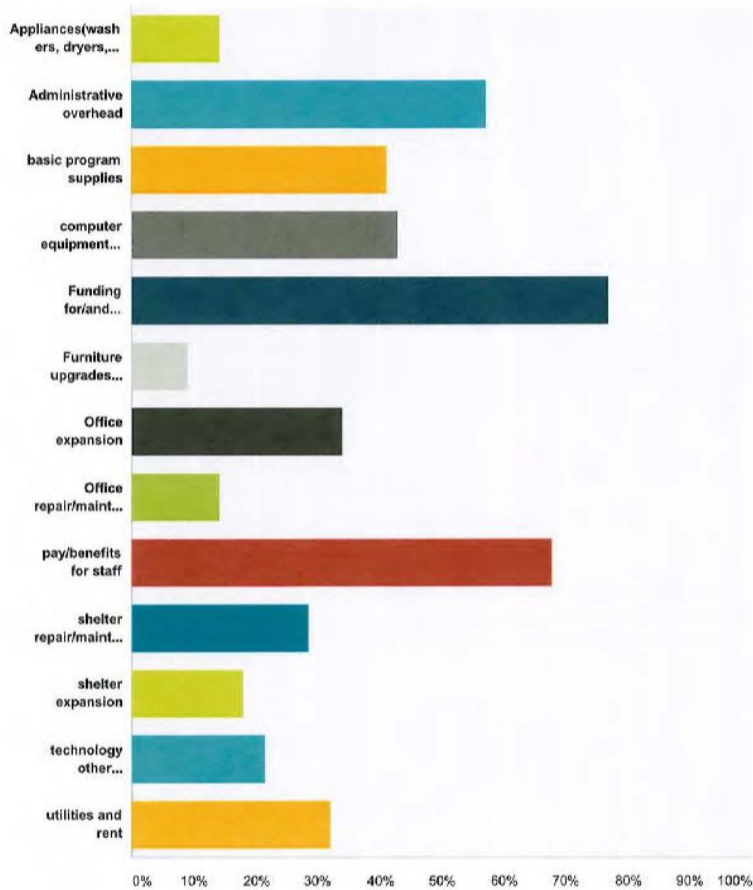
**Total Respondents: 56**

#	Please provide other information you think would be helpful
1	Child Advocacy Centers there are 14 in the state and four satellite centers to serve 75 counties.
2	I really do not know what the answers are to address the serious problems we have in Arkansas around this subject.
3	Need additional Child Advocacy Centers in the southern part of the State
4	none

VOCA needs survey

**Q15 What are your 5 most pressing infrastructure needs within ALL of your programs.**

Answered: 56 Skipped: 9



Answer Choices	Responses
Appliances(washers, dryers, stoves, refrigerators)	14.29% 8
Administrative overhead	57.14% 32
basic program supplies	41.07% 23
computer equipment upgrade - hardware/software	42.86% 24
Funding for/and increase in staff	76.79% 43

### VOCA needs survey

Furniture upgrades (including mattresses, etc for client beds)	8.93%	5
Office expansion	33.93%	19
Office repair/maintenance	14.29%	8
pay/benefits for staff	67.86%	38
shelter repair/maintenance	28.57%	16
shelter expansion	17.86%	10
technology other (communication systems, assisted technology, security system, etc.)	21.43%	12
utilities and rent	32.14%	18

**Total Respondents: 56**

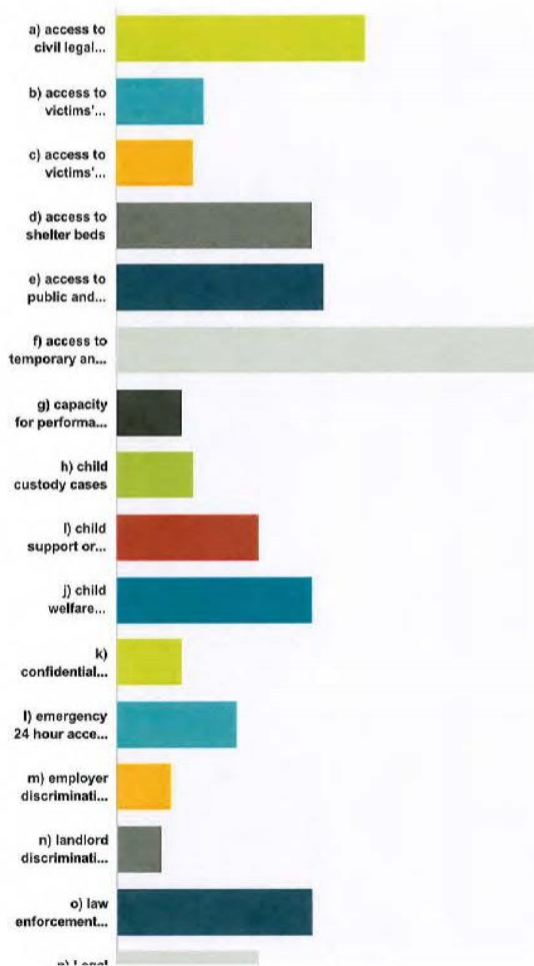
#	Please add information you believe would be helpful	Date
1	Our program is located within the prosecutor's office so a lot of our admin expenses are paid for by the prosecutor./	
2	Your salary rates are too low. A dedicated experienced legal advocate is paid poorly by your grant programs./	
3	Most of all i have been looking for a new house for shelter. This one _____ has a lot of issues that will be a problem down the line. But all comes down to money.	/
4	none	



VOCA needs survey

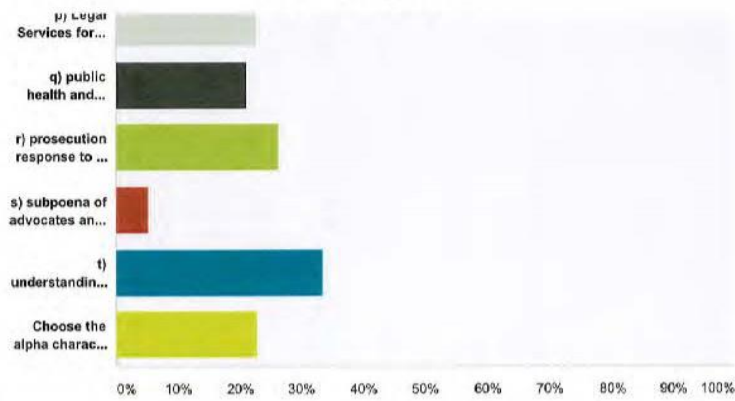
**Q16** In the listing below, please choose the top 5 areas that have a pressing need in your community. Please use the comment section to add any specific information about each topic for us to consider. Type the alpha character first and then your comment. Your comments can relate to anything on this list, not just your top 5. Increased funding is always a high priority, so we have not included that in the choices.

Answered: 57 Skipped: 8



25 / 52

VOCA needs survey



Answer Choices	Responses
a) access to civil legal assistance	40.35% 23
b) access to victims' assistance services through the prosecuting attorney	14.04% 8
c) access to victims' assistance services through law enforcement agencies	12.28% 7
d) access to shelter beds	31.58% 18
e) access to public and emergency benefits	33.33% 19
f) access to temporary and permanent affordable housing	68.42% 39
g) capacity for performance measurement systems, program outcomes, quality assurance, program improvement efforts	10.53% 6
h) child custody cases	12.28% 7
i) child support or spousal support issues	22.81% 13
j) child welfare response such as DCFS	31.58% 18
k) confidentiality for survivors	10.53% 6
l) emergency 24 hour access to protective orders	19.30% 11
m) employer discrimination against survivors	8.77% 5
n) landlord discrimination against survivors	7.02% 4
o) law enforcement response to DV & SA	31.58% 18
p) Legal Services for service providers	22.81% 13
q) public health and medical response to survivors	21.05% 12
r) prosecution response to DV & SA	26.32% 15
s) subpoena of advocates and programs	5.26% 3
t) understanding how abusers use technology against survivors	33.33% 19
Choose the alpha character and then write your comment.	22.81% 13
<b>Total Respondents: 57</b>	

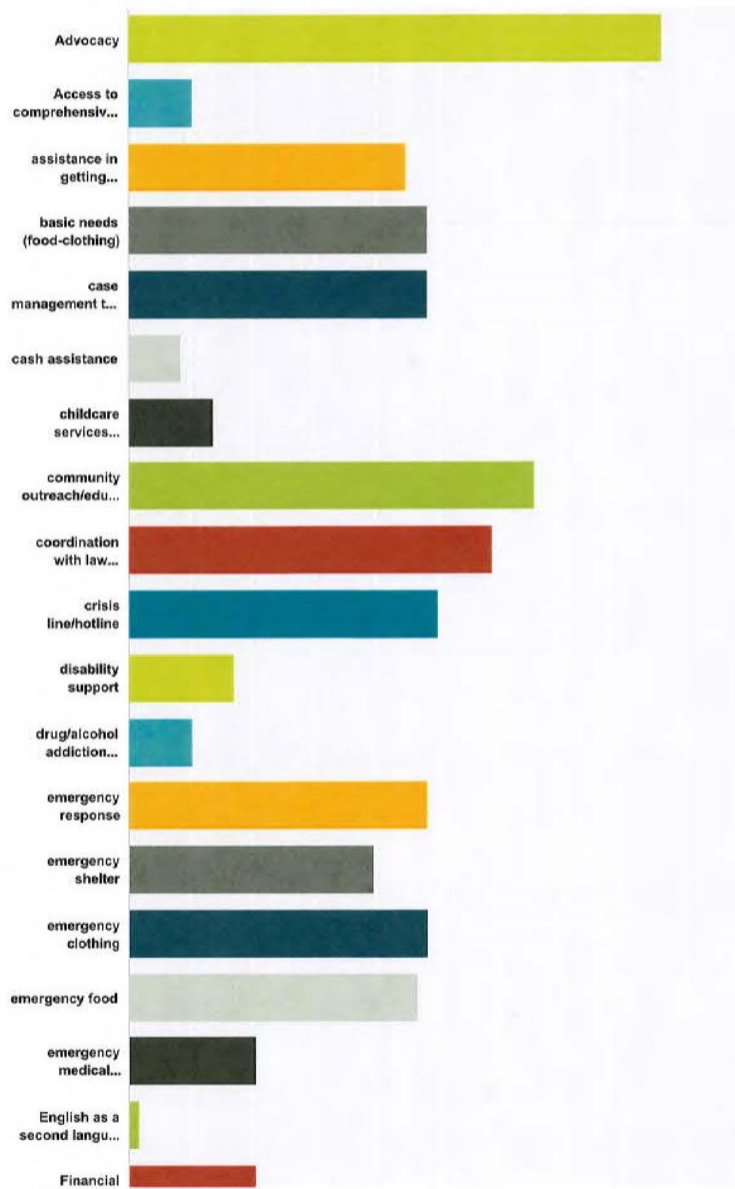
## VOCA needs survey

#	Choose the alpha character and then write your comment.	Date
1	q) providing pro bono therapy with no insurance, unable to afford co-pay, or insurance doesn't cover mental health services.	/
2	f. Transitional housing for victims and their dependents is difficult to find. Permanent housing can be found given a little time however, many clients have bad rental histories and credit. This makes it difficult to locate decent housing.	/
3	d & f -- we are in need of a shelter in our area that provides secure services as well as a way to assist victims with temporary and permanent housing.	/
4	We need a victim advocacy training in our service area for law enforcement and prosecutors they lack compassion when working with clients of DV and SA. It takes our client a long time to receive government assistance it would be nice if DV and SA clients could receive emergency service with a ten to fifteen day turn a round.	/
5	m) We have a local employer that has told victims that he will not hire them if he finds out they are involved with a shelter due to domestic violence. This company could be a good resource if he did not have this attitude.	/
6	b) Increased funding is needed c) non existent in this area d) we have a wonderful shelter and are very lucky t have said shelter e) DHS is local and available f) I didn't have enough responses to check this one. h) few victims have retainer money I) if the abuser has funds he can tie a witness up in court and keep them starving. j) good DCFS staff o) law enforcement needs better training r) good service from PA t) technology is used as a weapon now	/
7	u) mental health treatment and counseling	
8	d) capacity is a fluid issue; depending on season capacity may or may not meet needs g) prevention work makes outcome measures difficult if not at times impossible to process j) until DCFS is fully and adequately funded this will always be an issue m) need a state-wide education effort to employers about the value of hiring and retaining survivors o) developing consistency between agencies is the true challenge - Laura's Law should help but only if there is on-going training t) training advocate staff might help here but training dollars are scarce	/
9	j) We need to find a way to help with retention of DCFS workers. We seem to always be working at half staff in our county.	/
10	J our workers are overworked, understaffed, tend to leave/burnout due to workloads.	
11	d) The growth in our community has placed a burden on shelter programs to respond to all calls/needs for emergency safe shelter. Additionally, many programs are ill equipped to handle survivors who have special needs, are male, identify as LGBTQ, or have limited English proficiency. Many programs continue to "screen" out victims who are not 'easy'. e) Many DV programs lack the capacity to support victims connecting with mainstream benefits. Our program inherits lots of clients from other shelter programs who have not accessed mainstream benefits because no one was available to support them/transport them/provide interpreters for them f) Outside of emergency safe shelter, I think this is the single biggest need for DV survivors in our community. There is a huge affordability gap in NW Arkansas. The average FMV for rent is over \$700 a month--not very reasonable for someone who has just exited an emergency shelter. The waiting lists for subsidized housing are YEARS long. o) and q) There continue to be challenges with community partners and their response to SA and DV survivors. The most consistent challenges are engaging in unsafe interactions with survivors-law enforcement or medical personnel talking to the survivor in front of their batterer/partner. Law enforcement not separating victims from their batterer before asking about what is going on in the home.	/
12	none/	
13	a) need more pro-bono availability of legal services for victims. O) LE response is not always compassionate - LE needs to interview victims as victims, not as suspects. Q) some hospitals turn away victims because they do not understand their requirement to provide services to SA victims. R) more cases of SA brought to prosecution to show perps it is taken seriously. t) more awareness of the dangers of technology and how abusers control victims with technology.	/

VOCA needs survey

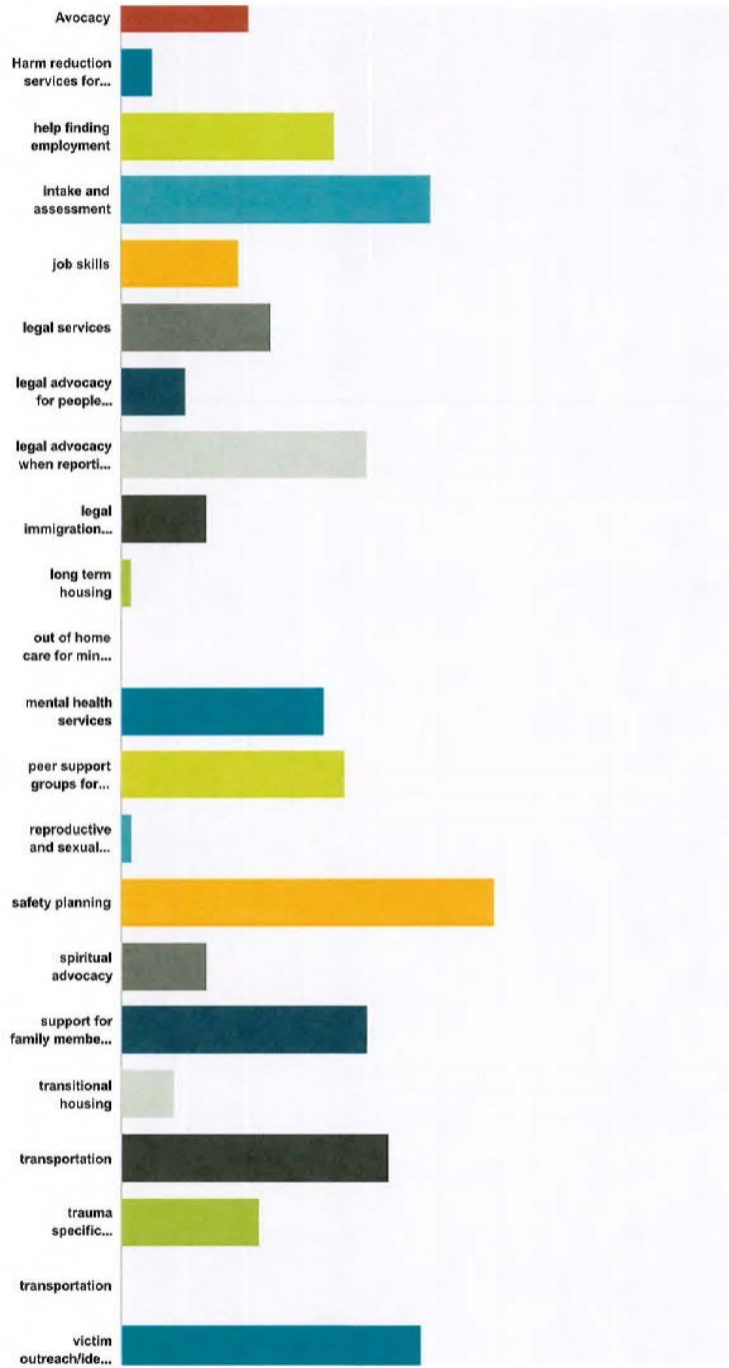
**Q17 What services that are provided directly through your agency are available to victims of violence? (Mark all that apply.)**

Answered: 58 Skipped: 7

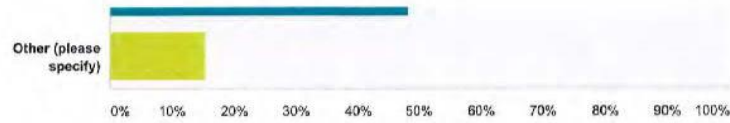


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VOCA needs survey



VOCA needs survey



Answer Choices	Responses	
Advocacy	86.21%	50
Access to comprehensive medical care	10.34%	6
assistance in getting identification	44.83%	26
basic needs (food-clothing)	48.28%	28
case management to plan and coordinate care	48.28%	28
cash assistance	8.62%	5
childcare services (during program participation)	13.79%	8
community outreach/education	65.52%	38
coordination with law enforcement during investigations	58.62%	34
crisis line/hotline	50.00%	29
disability support	17.24%	10
drug/alcohol addiction services	10.34%	6
emergency response	48.28%	28
emergency shelter	39.66%	23
emergency clothing	48.28%	28
emergency food	46.55%	27
emergency medical screening/services	20.69%	12
English as a second language classes (ESL)	1.72%	1
Financial Advocacy	20.69%	12
Harm reduction services for current drug users	5.17%	3
help finding employment	34.48%	20
intake and assessment	50.00%	29
job skills	18.97%	11
legal services	24.14%	14
legal advocacy for people charged with crimes	10.34%	6
legal advocacy when reporting victimization	39.66%	23
legal immigration services	13.79%	8
long term housing	1.72%	1
out of home care for minor victims	0.00%	0

### VOCA needs survey

mental health services	32.76%	19
peer support groups for youth or adults	36.21%	21
reproductive and sexual health services	1.72%	1
safety planning	60.34%	35
spiritual advocacy	13.79%	8
support for family members and partners of youth and/or adults who have experienced violence	39.66%	23
transitional housing	8.62%	5
transportation	43.10%	25
trauma specific counseling	22.41%	13
transportation	0.00%	0
victim outreach/identification	48.28%	28
Other (please specify)	15.52%	9

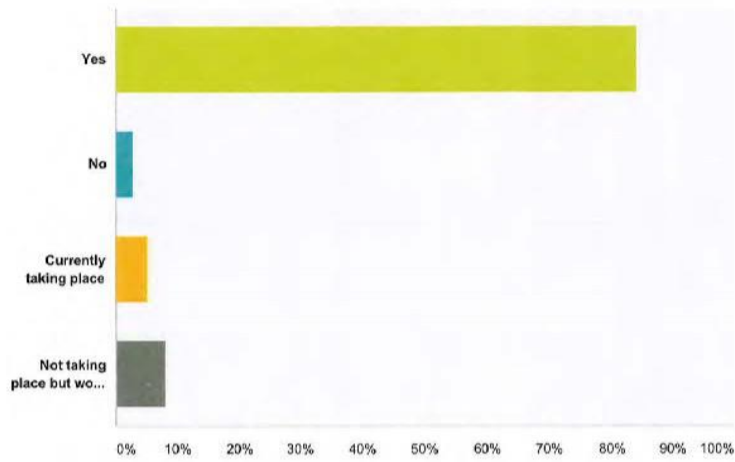
**Total Respondents: 58**

#	Other (please specify)
1	we facilitate for many of these listed however do not provide the direct service./
2	Prosecution
3	Our advocate assists with locating emergency shelter, clothing & food as well as provides transportation to court if necessary. She has assisted with job applications and taken victim home for work and made a trip on several occasions to victim's home when victim had no minutes on her phone to be sure that the victim was ok. /
4	Prevention educational classes for all ages
5	Many of these services are available within network of community providers, though not all necessarily within our specific agency. /
6	Transportation to and from Shelters, Hospitals, Victim Assistance, and Court Appearances./
7	Forensic Interviewing and Medical exams/
8	none
9	We support program work. Not in direct services, but directly provide TA for those who are and provide training and educational resources. /

VOCA needs survey

**Q18 Have members of your board or management staff attended specific training about victim's services?**

Answered: 38 Skipped: 27



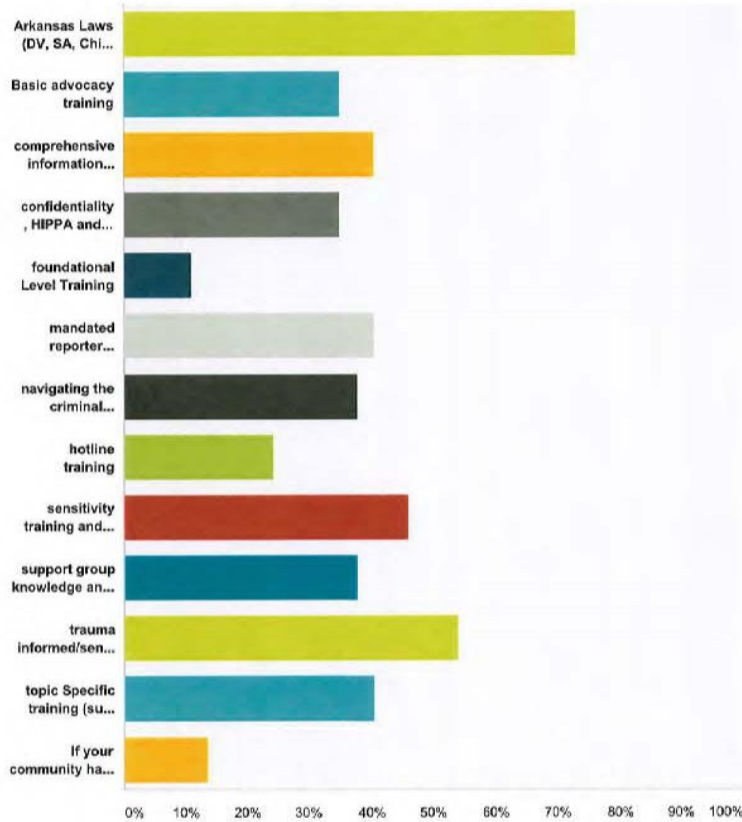
Answer Choices	Responses
Yes	84.21% 32
No	2.63% 1
Currently taking place	5.26% 2
Not taking place but would be beneficial	7.89% 3
<b>Total</b>	<b>38</b>



VOCA needs survey

**Q19 Choose the top 5 training needs for advocates and victim service providers in Arkansas .**

Answered: 37 Skipped: 28



Answer Choices	Responses
Arkansas Laws (DV, SA, Child Abuse, Victims Rights, Laura's card and Lethality assessment)	72.97% 27
Basic advocacy training	35.14% 13
comprehensive information about programs and victim services in Arkansas	40.54% 15
confidentiality, HIPPA and Ethics	35.14% 13
foundational Level Training	10.81% 4
mandated reporter requirements	40.54% 15

## VOCA needs survey

navigating the criminal justice system in Arkansas	37.84%	14
hotline training	24.32%	9
sensitivity training and cultural knowledge	45.95%	17
support group knowledge and information	37.84%	14
trauma informed/sensitive services and supports	54.05%	20
topic Specific training (such as human trafficking, stalking, title 18, dating violence, etc.)	40.54%	15
If your community has other training service gaps/needs not listed above and they are a top priority, please list them here.	13.51%	5

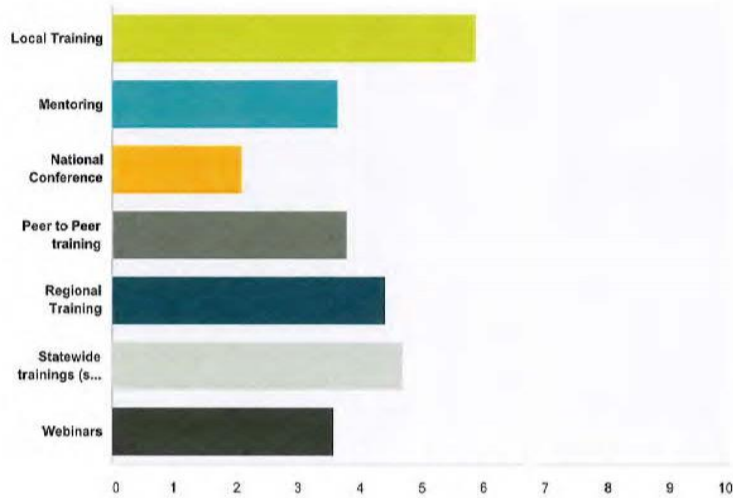
**Total Respondents: 37**

#	If your community has other training service gaps/needs not listed above and they are a top priority, please list them here.	D
1	Law Enforcement Training	
2	Advocacy training for law enforcement and prosecutors	
3	none	
4	so many gaps and needs - really all of these are needed - we have a crisis in training due to turnover, lack of opportunities and lack of time to be able to attend training	/
5	none	

VOCA needs survey

**Q20 What would be the most effective approaches to meeting training needs? (Rank with 1 being the most pressing need and 7 the least.)**

Answered: 39 Skipped: 26

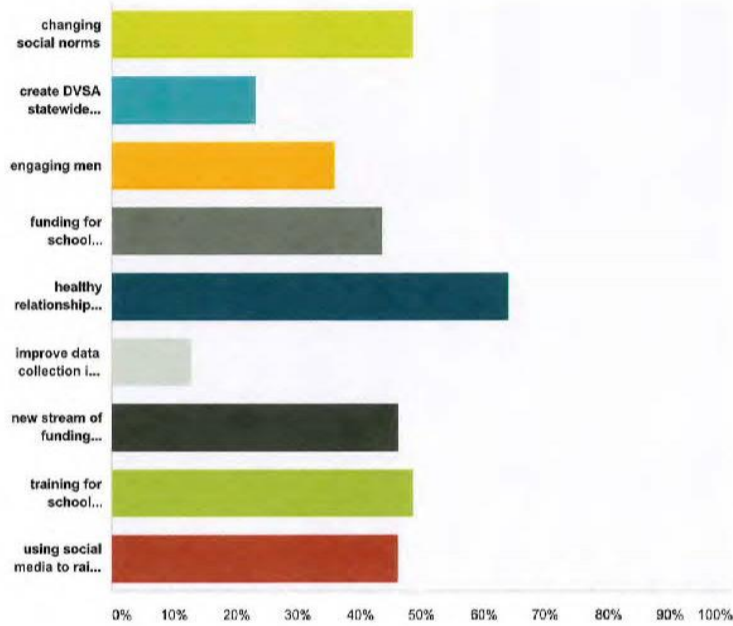


	1	2	3	4	5	6	7	Total	Score
Local Training	46.15% 18	25.64% 10	12.82% 5	5.13% 2	5.13% 2	5.13% 2	0.00% 0	39	5.87
Mentoring	2.56% 1	7.69% 3	25.64% 10	17.95% 7	17.95% 7	17.95% 7	10.26% 4	39	3.64
National Conference	5.13% 2	0.00% 0	10.26% 4	2.56% 1	5.13% 2	17.95% 7	58.97% 23	39	2.08
Peer to Peer training	5.13% 2	7.69% 3	17.95% 7	23.08% 9	23.08% 9	20.51% 8	2.56% 1	39	3.77
Regional Training	7.69% 3	25.64% 10	10.26% 4	25.64% 10	17.95% 7	12.82% 5	0.00% 0	39	4.41
Statewide trainings (such as conferences or victim assistance academy)	23.08% 9	17.95% 7	7.69% 3	17.95% 7	20.51% 8	12.82% 5	0.00% 0	39	4.67
Webinars	10.26% 4	15.38% 6	15.38% 6	7.69% 3	10.26% 4	12.82% 5	28.21% 11	39	3.56

VOCA needs survey

**Q21 If the State of Arkansas could focus on prevention work, which of the areas below would be highest in priority? (Mark all that are priorities.)**

Answered: 39 Skipped: 26



Answer Choices	Responses
changing social norms	48.72% 19
create DVSA statewide prevention coordinator, to be placed at Public Health Department	23.08% 9
engaging men	35.90% 14
funding for school districts to implement dating violence classes	43.59% 17
healthy relationship skills building	64.10% 26
improve data collection in Arkansas	12.82% 5
new stream of funding dedicated exclusively to prevention work	46.15% 18

### VOCA needs survey

training for school counselors	46.72%	19
using social media to raise awareness about child abuse, domestic and sexual violence and the assistance available to victims of these acts of violence.	46.15%	18
<b>Total Respondents: 39</b>		

VOCA needs survey

**Q22 We would also like to hear your creative, not-previously-thought-of-or-funded ideas in the space provided. We are especially interested in items that could be addressed from a statewide perspective.**

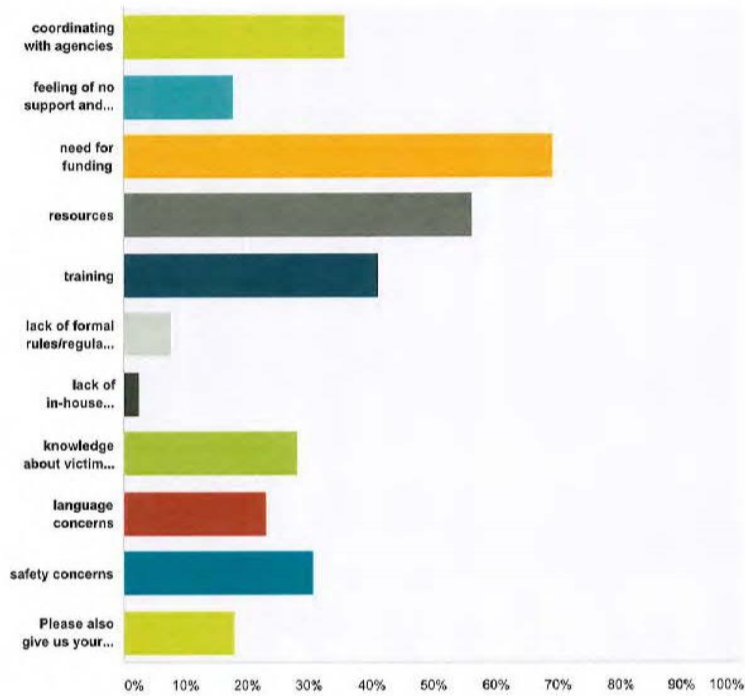
Answered: 10 Skipped: 51

#	Responses
1	Child Abuse Prevention Programs in all elementary and middle schools in Arkansas.
2	Seal on Driver's License that notes VA trained
3	Funding for deposits for clients when they transition for the shelter into there own home.
4	Victim advocate conferences free of charge.
5	none
6	transitional housing efforts
7	Outreach, promote victim services at state fair, Riverfest, etc.
8	traveling teams (rest of the comment could not be entered)
9	Building Humanitarians... addressing our self indulgent society by teaching good character, integrity, and respect for our fellow man.
10	none

VOCA needs survey

**Q23 What are the most critical barriers/challenges you face in providing services to victims? Mark all that apply. If you have ideas that are not listed, please indicate below.**

Answered: 39 Skipped: 26



Answer Choices	Responses
coordinating with agencies	35.90% 14
feeling of no support and isolation of service providers	17.95% 7
need for funding	69.23% 27
resources	56.41% 22
training	41.03% 16
lack of formal rules/regulations	7.69% 3
lack of in-house procedures	2.56% 1
knowledge about victims' rights	28.21% 11

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## VOCA needs survey

language concerns	23.08%	9
safety concerns	30.77%	12
Please also give us your creative, not-previously-thought-of or funded ideas in the space provided. Other (please specify)	17.95%	7

**Total Respondents: 39**

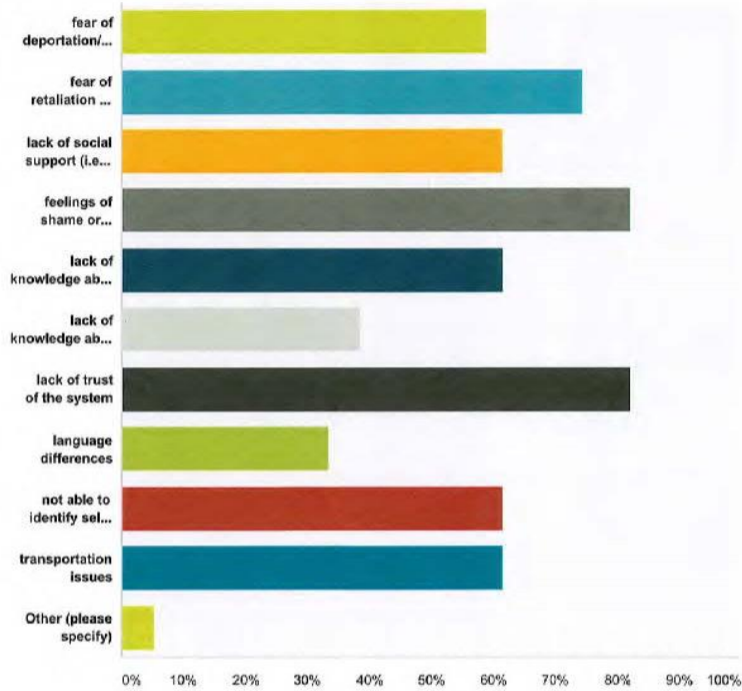
#	Please also give us your creative, not-previously-thought-of or funded ideas in the space provided. Other (please specify)	D
1	We need some kind of gap funding to get us through the start times of our grants. It is very difficult to make ends meet when the grants wait 2 to 3 months to start paying reimbursement invoices. Gap grants could be quick once or twice a year emergency funding for shelters.	/
2	The biggest barrier to me is safety for victim and victim advocates. Every time I go to a unsecured location I request an officer due to safety hazards.	/
3	1) A statewide multi-media education and awareness campaign addressing all issues of abuse prevention from child to elder and everything in-between with the goal of raising awareness of abuse, how to recognize it, and the options for services. 2) the creation of a state-wide abuse hotline that would direct calls immediate to the local provider in the region of the caller modeled after say the Ohio program. 3)As individuals opt out of using landlines for phone services, the cost of that services by abuse prevention agencies for their hotline services is going to increase. There is a need to create cushion against such rate increases targeting landlines used by abuse prevention agencies providing mandated services to the general public.2) One might want to take a look at current cost and possibly set up a fund to subsidize hotline costs.	/
4	none	
5	Obviously, victim safety is critical and programs with limited resources do their best to address this. However, our staff often feels their own safety is not considered a priority and their concerns are unaddressed due to fear of complaints against or retaliation against the organization. Even more pressing is the lack of support specific to domestic violence programs from the very entity that is supposed to be their advocate. There is not effective leadership or staff support coming from ACADV. Shelters do not have proper technical assistance from its leadership on the state level and concerns/complaints are often viewed as whining or simply ignored. When issues arise for shelters, we do not have anyone in our state who is knowledgeable that we can turn to.	/
6	Arkansas really needs a comprehensive and ongoing needs assessment and integrated plan among the various groups. This needs to be coordinated through an entity that deals with planning and not funding.	/
7	Demand outweighing our current shelter bed space, transitional housing spots, and legal service spots	



VOCA needs survey

**Q24 Based on what you know about victims, what are the reasons some do not seek services in your area? (Mark all that apply.)**

Answered: 39 Skipped: 26



Answer Choices	Responses	Count
fear of deportation/legal status	58.97%	23
fear of retaliation to children, self or family	74.36%	29
lack of social support (i.e., isolation)	61.54%	24
feelings of shame or embarrassment	82.05%	32
lack of knowledge about available services	61.54%	24
lack of knowledge about victims' rights	38.46%	15
lack of trust of the system	82.05%	32
language differences	33.33%	13
not able to identify self as a victim	61.54%	24

VOCA needs survey

transportation issues	61.54%	24
Other (please specify)	5.13%	2

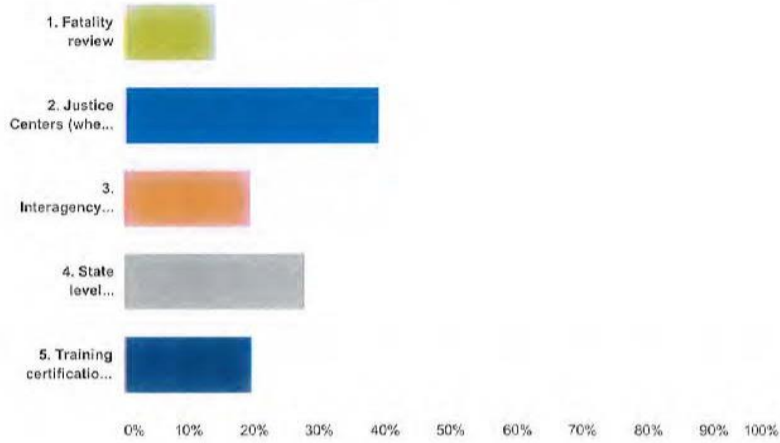
Total Respondents: 39

#	Other (please specify)
1	victims have said too much trouble and not enough compensation for their time
2	none

VOCA needs survey

**Q25 If there is one thing that could happen to help Arkansas be a safer place - what would it be?**

Answered: 36 Skipped: 0



Answer Choices

Responses

1. Fatality review	13.89%	5
2. Justice Centers (where all services were under one roof)	38.89%	14
3. Interagency planning across disciplines	19.44%	7
4. State level multidisciplinary conference happening regularly (bringing various groups together)	27.78%	10
5. Training certification for advocates	19.44%	7

Total Respondents: 36

#	Other (please specify)
1	1) would help considerably if the information is effectively distributed
2	none
3	I think a Domestic Violence Fatality review team would be great!
4	none

VOCA needs survey

**Q26 What are the three greatest difficulties you see for advocates serving victims/survivors of domestic violence and sexual assault in the communities?**

Answers: 39 Slipped: 0

Answer Choices	Responses	
1.	100.00%	39
2.	92.31%	36
3.	89.74%	35

#	1.
1	long term support
2	cultural understanding
3	access to shelters
4	communication
5	burn out
6	lack of resources
7	Lack of local trainings
8	Lack of training
9	compassion burnout
10	time to provide support to clients and their children
11	Safety when visiting victims homes
12	lack of cooperation from victim/victim's family
13	Lack of care-giver support to the child-victim
14	KNOWLEDGE OF LAWS
15	Lack of Resources
16	burnout/lack of self care
17	training (competency skills)
18	Getting them in to safe affordable housing
19	finding long term housing
20	Resources and funding does not allow to employ enough staff to meet demand
21	working with other agency partners
22	Communication with other agency's
23	resources
24	Caseload
25	Resources
26	Over worked due to lack of funding
27	Advocate safety
28	law enforcement does not understand dv - sa victims

## VOCA needs survey

- 29 Not enough staff to reach high number of victims in area
- 30 I don't know
- 31 Unknown
- 32 Decline
- 33 Interaction with law enforcement
- 34 Public Awareness
- 35 constant crisis work creates compassion fatigue
- 36 Training
- 37 Getting Victims to talk about the crime
- 38 Few programs are able to support underserved victims including males, LGBTQ, and non English speakers
- 39 lack of SANE training/nurse
- # **2.**
- 1 resources
- 2 language
- 3 mental health
- 4 Time Response
- 5 Self care
- 6 affordable training opportunities
- 7 Lack of up to date technology
- 8 Lack of support
- 9 amount of salary
- 10 coordination of services
- 11 Assisting families in finding employment (lack of employment)
- 12 lack of transportation for victim
- 13 Lack of commitment to attend mental health therapy
- 14 GAINING TRUST
- 15 Lack of program funding
- 16 sense of their own empowerment
- 17 lack of resources for referral
- 18 Childcare for victims so that they can work
- 19 job referrals
- 20 time
- 21 lack of funding and supplies
- 22 Safety hazards
- 23 training
- 24 Lack of housing resources
- 25 child care/jobs
- 26 No support for own emotional needs
- 27 Not enough advocates
- 28 most victims do not trust law enforcement to help them
- 29 resources

## VOCA needs survey

30	Decline
1	Interaction with medical service providers
32	Funding
33	so many needs of victims and lack of immediate resources and timely response by state agenices and others - to many hoops to jump through
34	Safety
35	Few programs have embraced an empowerment based philosophy of care when working with survivors
36	indifference of law enforcement
#	3.
1	language barriers
2	resources
3	limited resources
4	Discovery or evidence
5	funding
6	understanding partner agenices protocols
7	Need for increased housing options for victims
8	Lack of community resources
9	odd shifts to cover 24/7
10	resources to assist clients
11	victim's attitude toward legal processes
12	It happened to me mentality and I am fine
13	NOT BEING TRAINED ON WHAT TO SAY TO PEOPLE
14	Law enforcement cooperation
15	adequately trained
16	communication
17	For sexual assault it is lack of information about sexual assault in Judges, Prosecutors, Jury, etc
18	changing their mindsets
19	skill level
20	helping victims understand process
21	Communication with victims and/or survivors
22	funding
23	Dv & SA viclms have different needs; serving under one banner is difficult
24	housing/transportation
25	Difficulties with other service agencies
26	inadequate funding for effective training (National)
27	victim has no confidence in the system
28	transportation
29	Ddcline
30	Funding
31	Support outside the shelter
32	Not enough working in multidisciplinary teams even within some agencies

## VOCA needs survey

- 33 Support of Community
- 34 There is little to no state level support for programs-especially from ACADV. Statewide leadership and knowledge seems to be missing. Programs are often left on their own to address challenges. I do not feel ACADV is currently equipped to act as a lead agency /
- 35 reluctance of LE to utilize victim services

VOCA needs survey

**Q27 What are the three greatest difficulties you see for advocates serving victims/survivors of other crimes in your community?**

Answered: 39 Skipped: 0

Answer Choices	Responses	
1.	100.00%	39
2.	87.18%	34
3.	76.92%	30

- | #  | 1.   |
|----|--|
| 1  | support groups for victims/survivors                   |
| 2  | cultural understanding                                 |
| 3  | people to trust in the system                          |
| 4  | Communication  |
| 5  | burn out   |
| 6  | understanding partner agencies protocols               |
| 7  | Lack of resources                                      |
| 8  | Lack of training                                       |
| 9  | danger   |
| 10 | number of needs  |
| 11 | Safety when visiting homes                             |
| 12 | lack of cooperation from victim/victim's family        |
| 13 | Lack of care-gover support to the child-victim         |
| 14 | KNOWLEDGE OF LAWS                                      |
| 15 | Victim lack of communication                           |
| 16 | sensitivity of people who are there to help            |
| 17 | training   |
| 18 | Keeping victims engaged enough to complete the process |
| 19 | lack of resources                                      |
| 20 | case overload which leads to burnout and staff change  |
| 21 | knowing the proper procedures                          |
| 22 | Not enough funding                                     |
| 23 | resources  |
| 24 | knowledge legal system                                 |
| 25 | Resources  |
| 26 | Over worked due to lack of funding                     |
| 27 | Funding  |
| 28 | victim has no confidence in the system                 |



## VOCA needs survey

- 29 Need additional resources
- 30 I don't know
- 31 Unknown
- 32 Decline
- 33 Training on soft skills of dealing with victims
- 34 Support outside of the shelter
- 35 advocates working with some groups of survivors are overshadowed by DV, child abuse and are not funded very well nor recognized for their efforts /
- 36 Awareness
- 37 finding the services/resources for them
- 38 There are programmatic silos-many programs fail to communicate or work together
- 39 reluctance of LE in utilizing victim services
- # 2.
- 1 resources
- 2 language
- 3 limited resources
- 4 Time Response
- 5 Self care
- 6 lack of resources
- 7 Lack of competence by other agencies
- 8 Lack of community resources
- 9 providing resources
- 10 coordination of services
- 11 Lack of employment for victims
- 12 lack of transportation for victim
- 13 Lack of parents being parents.
- 14 GAINING TRUST FROM PEOPLE
- 15 Non-motivation
- 16 helping them to navigate the legal system
- 17 lack of resources for referral
- 18 Victims that do not cooperate with Law enforcement or advocates
- 19 funding
- 20 providing accurate information to victims regarding process
- 21 Not enough staff to handle cases
- 22 training
- 23 coordination of services
- 24 child care/jobs
- 25 No support for own emotional needs
- 26 Lack of education of community at large and service provider to service provider
- 27 process takes too long, victim becomes unconcerned
- 28 Not enough staff for the high amount of victims in our area.

## VOCA needs survey

29	Decline
30	Funding
31	Funding
32	isolation and constant crisis as the needs do not end - and crime is increasing
33	Support of Law Enforcement
34	lack of bi-lingual speaking staff
#	3.
1	language barrier
2	resources
3	not enough advocates to help victims
4	Discovery or Evidence
5	funding
6	affordable training opportunities
7	Lack of public transportation
8	amount fo salary
9	knowledge of all the issues
10	victim's attitude toward legal processes
11	No real punishment to the offenders
12	GETTING THEM TO TRUST THE JUDICIAL SYSTEM
13	Trust issues
14	communication
15	Media
16	working with area partners to get information on cases
17	Can not contact victims/ survivors
18	funding
19	a culturally sensitive legal system
20	housing/transportation
21	Difficulties with other service agencies
22	Substance abuse
23	lack of trust in law enforcement
24	Transportation.
25	Decline
26	Personnel
27	Public Awareness
28	being expected to do more - with less supports
29	Fear of Retaliation
30	lack of cultural sensitivity when addressing different cultures

VOCA needs survey

**Q28 Please use this text box to add any thoughts, concerns, suggestions, input that you might have regarding funding for assistance to crime victims in Arkansas. You may include any suggestions, including ones that apply to the State's process for funding in this area.**

Known: 26 / Skipped: 26

#	Responses
1	cultural training for victims/ immigrants/ aswell as advocates
2	Concerend about how future federal VOCA cuts will impact funding in Arkansas
3	none
4	none
5	ACVRB, quicker victim reimbursement process
6	"none"
7	None
8	None
9	none
0	None
11	Emergency assistance funding needs to be more available to victims.
12	Need more shelters for victims esp in our area
13	Hold organizations accountable for improvements
14	I WOULD LIKE TO SEE MORE TRAINING FOR ADVOCATES IN THE SALINE CO AREA.
15	None
16	none
17	None
18	none
19	trainings/ and resources
20	Funding for advocates/case managers algs behind demand for services
21	I think agencies should collaborate more on potential grant funding
22	Funding for housing and moving expenses.
23	None
24	None
25	none
26	NA
27	none
8	more funding is needed for training, and more training is needed to all service providers
29	none
30	Retention for DCFS workers

## VOCA needs survey

- 31 Funding is crucial in order to advocate for abused and neglected children.
- 32 Decline
- 33 .
- 34 Increase in funding for public awareness in the school systems
- 35 survey would not allow answer
- 36 Promote awareness of availability of funds.
- 37 none at this time.
- 38 none
- 39 Keep an open mind when determining funding or reallocation of funding in budget revisions.

APPENDIX II:

## INFORMATION GATHERING

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## Reaching Marginalized or Underserved Victim Populations

Objective: To talk with key informants throughout PA's victim service community in order to understand regional variations in victim needs, existing services, providers, and supporting organizations. Data gathered through these interviews will help to:

- Identify the key stakeholders to participate in the Regional Meetings
- Develop Regional Meeting guidelines and questions

1. Organization name:
2. Contact information:
3. Briefly describe your organization's mission and objectives
4. Which of the following marginalized or underserved victims/survivors of crime are most prominent in your service community?
  - a. Individuals who are racial or ethnic minorities
  - b. Individuals with limited English proficiency
  - c. Immigrants or refugees
  - d. Individuals who identify as lesbian, gay, bisexual, transgender, or queer
  - e. Victims/survivors of hate or bias crime
  - f. Individuals who are homeless
  - g. Individuals with disabilities or specific needs
  - h. Individuals with mental illness or substance use disorders
  - i. Victims/survivors of human trafficking
  - j. Individuals who are incarcerated or institutionalized
  - k. Others
5. What percent of total population served by your organization does this population represent?
6. What has been the trend in the number of victims served for this population over the previous 5-10 years?
7. What are the future projections for the number of victims from this population needed services?
8. What types of services do they require? Please explain each.
  - a. Shelter
  - b. Medical
  - c. Legal
  - d. Safety Planning
  - e. Counseling
  - f. Financial assistance
  - g. Other
9. Are there services required that are unique to their needs as an underserved population?
10. Does your organization collaborate or partner with other agencies/organizations to assist in serving this particular population?
11. What are your agency's needs to better serve this population?
12. Do you have any additional comments regarding victims of crime represented by this population?
  - a. How many people in the region or community need victim services?
  - b. What is the relative need for treatment services across different regions or communities?
  - c. What types of services are needed and what is the necessary capacity?

d. Are existing services coordinated and what is needed to improve the overall level of system functioning?

13. What is your sense of un-served and underserved populations in your community?
14. Which organizations in your region do you believe could
15. How would you define your region geographically?
16. What are the top three victim populations?
17. What are the top three underserved victim populations?
18. What are the top three services needed?
19. Do you have any suggestions on other organizations in your community that could provide input regarding unmet needs and underserved populations?
20. What are some of the needs in your communities that would help close gaps on underserved populations?
21. What resources are available in your communities that would help close gaps on underserved populations?
22. Who should be surveyed? Please include those directly or indirectly exposed to it, as well as emergency room personnel, police, medical & mental health, etc.
23. How should we reach survey recipients? Examples include:
  - Posting requests on one or more local websites or on social media sites (Facebook, Twitter, etc.)
  - Choosing people at random (e.g., from the phone book) to receive written or telephone surveys.
  - **Mailing or emailing** surveys to one or more lists. Many organizations are willing to share lists of members or participants for purposes like this. Some will mail or email surveys under their own names, so that people receive them from an organization they're familiar with, and might be more willing to complete and return them than if they apparently came to them randomly.
  - Stopping people in a public place to ask them to fill out or, more commonly, give verbal answers to a short survey. You may have had the experience of being asked your opinion in a shopping area or on a busy sidewalk. People are somewhat more willing to answer questions in this way than to fill out and return a mailed or emailed survey.
  - **Putting up posters and distributing flyers** in public places (supermarkets, laundromats, bus stops, etc.) and/or sending them to specific organizations and businesses.
  - Using the media. This can involve **holding press conferences** and **sending out press releases**, placing PSA's (**public service announcements**) and **stories** in various media, or **paying for media advertising**.
  - Direct appeal to existing community groups. Either a member of the planning team or a leader or member of the group in question might make an appeal at a club meeting, a religious gathering, or a sports event for volunteers to participate in a survey, an interview or focus group, or a larger meeting.
  - Personal approach. Members of the planning group might recruit friends, colleagues, neighbors, family members, etc. by phone or in person. They might also **ask the people they recruit to ask others**, so that a few people can start a chain of requests that ends up with a large number.

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Your Safe Haven	Your Safe Haven will provide comprehensive services to all victims of crime in Bedford County	Bedford	1) Elderly, 2) Persons with mental illness/addictions, and 3) Domestic violence victims	1) Individuals who are homeless, 2) Individuals with disabilities or specific needs, and 3) Individuals with mental illness or substance use disorders	1) Shelter, 2) Legal services, and 3) Financial assistance	Public transportation and affordable housing	STOP, law enforcement (both state and municipal), sheriff department, district attorney office, mental health, office on aging, representative for veterans, local drug and alcohol agency plus others attend the STOP meeting), Children’s Roundtable, (with our local Children and Youth) CAC, (children’s advocacy center in neighboring county) MDIT, (Multidisciplinary investigation team) and SART (sexual assault response team)	Strategic planning for future growth, programs and staffing options and more money of course. Planning is needed in order to use the money in the best possible way.	Providing support groups and after-care for victims either domestic violence, sexual assault, or families with addictions. Al-Anon and Batterers Intervention groups are not available in our county. When families have to travel to other counties for these services, this can present a hardship for the families.
Network of Victim Assistance (NOVA)	Network of Victim Assistance (NOVA) supports, counsels and empowers victims of sexual assault and other serious crimes in Bucks County and works to prevent and eliminate violence in society through advocacy, training, community education and prevention programs.	Bucks	Sexual Assault Victims (child, teen or adult), children, Victims of DUI's, homicide and murder/suicide which are primarily drug & alcohol related, drug situation is exploding, human trafficking (because it is not being recognized, hard to self-identify)	Drug & alcohol related, homeless (terribly marginalized, vulnerable, hard to connect with), those with limited English (Spanish, Russian, Asian, Portuguese), individuals with disabilities (difficult to put on the stand and prove case so law enforcement does	Shelter services for anyone, not just DV (emergency and longer term), civil legal services, financial assistance (rent, food, transportation) large low-income populations in lower end but county seat is in the center of the county	Human trafficking victims, isolated within the system, not just one place to provide assistance needs are so varied. Jail is safe. Language issues, drug & alcohol, under 18 don't see themselves as victims, brainwashed to think that way. CAC service delivery is needed for human trafficking. criminal	Drug & alcohol providers, victims use them for ways of coping// Child and Youth services//Mental Health Providers//Disability providers	To better serve some of these underserved populations and unique needs our agency needs to have some credibility behind us from PCCD to have us coordinate better and work it out (e.g. CJAB)	



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				not move forward)		justice system is not set up to serve. Parallel to human service... interconnected with criminal justice... parallel jail system			
Victim Resource Center of Northeast PA		Carbon, Luzerne and Wyoming	Wyoming = DV, Luzerne & Carbon = SA, including many of those who were assaulted years ago. // homicides in Luzerne	Individuals with mental illness or substance abuse disorders // LGBTQ community // Individuals with limited English proficiency	Civil legal services with SA cases re: custody and divorce (Little or no pro bono services and a lot of conflict of interest issues) // Interpreters // Transportation, cannot get to services because of transportation	Interpreter services // Emergency housing or "safe houses" for other victims (homeless or substance abuse or mental health) ... somewhere safe for a short term, beyond DV issues	Human services, law enforcement, school districts, medical community, civil legal community, D&A system, jail system/community corrections program (reentry program), county agencies such as Children & Youth	Volunteers to augment what the staff is doing (requirements for training become an issue) // More authorized training volunteers and staff (User friendly, easy to access, etc.) online or through webinars to get requirements met	
Centre County Women's Resource Center	Eliminate domestic, relationship, and sexual violence for everyone – women, children, men, and people of all gender identities and diverse backgrounds. Our mission remains the same: Empowering survivors, so they may live lives free of violence.	Centre	Victims of adult sexual assault; victims of domestic violence; victims of child sexual assault	Limited English proficiency (immigrants, refugees, international students and spouses, immigrant international population); individuals with mental illness or substance abuse disorders; also have individuals who are incarcerated	Affordable housing. Outstrips virtually everything else. Financial assistance is always an issue. Struggle ... homeless shelter for their than DV/SA... particularly vulnerable.	Interpretive/language services; accessing cultures and communities that are internationally separated.	Everybody... United Way partners "Community Safety Net", typical social service agencies, various county systems (e.g. CYS, law enforcement, etc.), university, faith	Always need more money and fewer administrative requirements. Reporting requirements have gone through the roof. Some of them have crossed the line into ridiculous. Increasingly difficult and time consuming to support these requirements.	Have been working well together. Always about how we can do this better and more effectively.
PIRC	PIRC was founded in 1996 on the principles of service and access to justice in response to the indefinite detention	9-county region in southcentral PA (Adams, Fulton,	Through PIRC lens (PA IOLTA Board funds) Serving almost 100% foreign born, some	Within foreign born population, we do a pretty good job with Latino popula	1) Immigration legal services ... stabilize immigration status to get out from under controller 2) Family law services ...		See Geographic Region answer. Add PA Bar Association's Immigration Law Committee. Member of PA Immigrant &	Huge one... language access... "wish list" bi-lingual staff... example, YWCA twice refused shelter because of	Should consider for training for Civil Legal Services regarding immigration and foreign born. // Language access

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	of the refugees of the Golden Venture. PIRC's programs protect immigrants' rights to freedom and opportunity in the United States, giving voice to the most vulnerable immigrants and their families. PIRC provides free, effective legal representation and assistance, education and advocacy to help immigrants obtain or protect their legal status.	Franklin, Cumberland, Dauphin, Perry, Lebanon, Lancaster, York)	have green cards. Making sure they know what their rights are and. By 1) DV, 2) SA, 3) stalking and human trafficking. Almost all (85-90%) woman. 80% are 18-55 years. Under 18 is less than 10%. Most have kids so end up serving an entire family... mixed status (dad is a US citizen and mom and child are undocumented, then have citizen children) Highly likely status is at risk.	tion. Underserve 1) the API (Asian Pacific Islander population) or victims that fall into the 2) Migrant worker population in labor camps. High level of risk for women and children, un-documentation. 3) Victims of human sex trafficking... insanely difficult. 4) Muslim population. Limited resources have made progress in these areas very difficult.	because of the families that have to be served to get away from abuser... afraid of losing your kids. True across all cultures and languages. 3) OVC comprehensive services ... help victims get to a point where they stand on their own feet. Scenario .... brought into the US on a "business deal" (debt, shame, arrested, afraid for safety, afraid for family). Often difficult to get them to work with them... gain their trust. Sex trafficking is the biggest challenge in this area. Agencies try but very hard to figure out.		Citizenship Coalition (PICC)... member organizations are primarily community-based organizations and legal organizations. CASA "house" in Spanish	language issues. Have an obligation as a recipient of funding to understand needs of population and provide language access advocacy, need to create a language access plan, collaborate with others ... Some are much better than others (privacy issues, exposure for agency if mis-interpret, law suit waiting to happen). At a statewide level, recognize the reality of a growing immigrant population. Can become a victim in part because you DON'T speak English (can't report crimes/victimization, law enforcement doesn't understand)	is not rocket science, we just need help recognizing. // Immense amount of resources within our own communities. Need to leverage resources through a statewide effort. One little organization cannot reach many people on their own... frustrating. Can't possibly underestimate the need for training and awareness.
SafeNet Erie	To advocate, educate and support all people in Mercer County impacted by domestic, emotional and sexual violence.	Erie	1) Homicides - poor adolescent African American kids are being killed for no reason, 2) Women victims of domestic violence, and 3) Immigrants whose cultures are so different are very vulnerable in many ways	1) Immigrants whose cultures are so different are very vulnerable in many ways, feel at risk, don't trust after refugee camps, 2) Denial of middle-class and upper-middle class woman who deny their own victimization (barriers of trust,	1) Information on rights and legal protection (awareness, understating, rights from government), 2) Transportation, and 3) childcare so women can become independent and don't depend on their abuser.	It is a very data-driven world with a lot of emphasis on professionalizing services. Not necessarily what we need. Need one-on-one and group peer contact (Like AA) so those who have been through it can reach out to help others who are going through it.	Community Action Agency (GECAC), STOP grant partners, Crime victims Center, Erie County Continuum of Care for dealing with issues of homelessness, Local colleges and universities (interns, victim services, etc.)	Link systems by providing a centralized capacity to bring various services together. Establish one outreach office with various types of services (finance, legal, Education & awareness to bring about a greater understanding of what constitutes your human rights and how those rights are eroded	Prevention, at least at the federal level, could be woven into classroom. Kids that come from chaotic homes don't know what love and respect look like. (E.g. role playing, reading, homework); Also, change the way men are taught and socialized to disrespect woman. (Clone Jaxon Katz... YouTube).

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				humiliation, etc.), and 3) Intimate partner violence within the LGBTQ community, we see very little of it. Dynamics of DV or IPV at universities in college very similar to traditional DV but very much the same in the pressure and control.		Provide financial or in-kind incentives to get them to participate. Child-care or subsidized childcare so single mothers can afford to get a job and become independent.		in your relationship (different what the media presents). Services that link major systems, bridge gaps and work better together (medical, legal, shelter, advocacy) Create a united front against what our culture reinforces.	
SPHS CARE Center	The SPHS CARE Center STTARS Program recognizes the impact of sexual violence on individuals and society. We are dedicated to empowering recovery, advocating for justice, and educating our communities to take a stand to end sexual violence.	Washington & Green	Mental health & substance abuse populations are the ones we see the most. Difficult to serve because they don't engage in treatment consistently; Sex trafficking perhaps, no statistics really available yet. Need more outreach & training in this area.	Homeless and transient populations are difficult to identify and serve. Growing Hispanic population as well. Difficulty reaching them.	Advocacy (criminal justice and civil legal). Need to reach out to people more through technology (e.g. teleservices). Confidentiality can be an issue. Transportation is always an issue.	Need to address reaching them where they are, transportation problem; partnering with more community-based organizations to help identify underserved populations. These organizations often have other things higher on their lists.	Communities of faith; other human service agencies, particularly those focused on housing, mental health, and substance abuse; those that work with the IDD population; public transportation providers.	Always a matter of having enough staff to meet the needs of survivors who are coming to see us and to reach out to those we may be missing. Try to be proactive but always have to meet the needs of those requesting our services immediately first.	
Alice Paul House	Alice Paul House is a Comprehensive VSP	Indiana	1 Domestic Violence, 2) Sexual Assault, and 3) Child Abuse/child Sexual Assault.	98% straight Caucasian. 1-2% other. // Victim survivors of Human Trafficking... different from true	1) Advocacy (both legal & medical) is the most needed service, 2) shelter services, and 3) safety planning (often go together with shelter services), 4) counseling	Victims with limited English proficiency and immigrants (student populations) have language difficulty. // Also, culture	Sister agencies in region, Department of Aging, every human service organization in Indiana County (Criminal Justice Advisory Board, Office on Aging, etc.) Have	Need education with partner organization and another types of support organizations out there. As we are looking at more competitive funding and support	

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				<p>human trafficking along I-81 and 76 corridors. Mostly young individuals who wind up doing "quid pro quo" for drug deals. Essentially, forced into sex or drugs</p>		<p>barriers exist, cultures are very different. Have to be very thoughtful to learn from them as we are providing support. Need to understand what they are comfortable discussing because of their cultural diversity... belief system. // Victims need to be able self-identify as mental health and substance abuse victims</p>	<p>representation on boards and committees throughout the region. Also involved on the state level.</p>	<p>systems, everyone forgets what other organizations are doing. Educate and support each other. Money could go a lot further and we could collaborate on a higher level. Come together so that services work better for the victim. More competition (we can do this even if someone else is doing it too. We can do it better). Not in the best interest of the victims. Also need the same type of connections with higher education organizations to help victims who are students. Advocate can provide more assistance to victims of crime than a peer assistant.</p>	
Valley Youth House	Valley Youth House empowers and strengthens the lives of children, youth, and families through inclusive programming that builds resilience and fosters growth and independence.	Lehigh & Northampton	Sexual abuse, Physical abuse, DV, victims' general crimes, human trafficking	Individuals with Limited English Proficiency (24% of pop in Lehigh county speak Spanish) Very difficult getting Master's Level Therapist that speaks Spanish // LGBTQ youth ... big transitional housing program.	Family shelters. Have two but beds are limited // Rehousing // evidence-based models for victims of trauma and victimization	Access to services. Transportation... buses stop at 6:00. Are providing service in their home	Children & youth, Northampton County Juvenile Probation... looking at why kids are committing crimes (what has been their past)	Access to education. Increased collaboration and communication within region	

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				Need counseling for this youth population // Almost homeless and homeless people as well as mental health and substance abuse (they tend to go together)					
Aware		Mercer County	Domestic violence and intimate partner violence & all of the controlling elements that come with it (victimized, marginalized, minimized, or dismissed); elderly abuse; increase victims of SA/DV starting to pull together our resources (AW ARE, CAC, hospital, and police). Border county also so have trouble with families/individuals crossing over from OH & PA. Serve victims just across the border that find services too difficult to access across the border.	Opioid crisis has completely changed this community and it is getting worse. Kids dying every week, theft, violence, etc. to get drugs// Domestic violence strategies for people who work. We do not speak to working class, middle class, or upper class. (Do not run and anti-poverty program. Should serve all people all incomes), cannot be a captain of your destiny if you cannot put a roof over your head and food on the table. When you are transacting your body to feed	Living wage jobs & economic development. Can't take a minimum wage job without benefits if you are a mom// safe and affordable housing//family law services with competent and experienced attorneys (some Legal Aid attorney do not meet this min... one disbarred, one did not want to "ghettoized" by lowering himself to work with "them"//Mental health therapy for sexual violence victims// Mental health services for de-institutionalized individuals as of Jan. 1, 2017//veterans' issues - victims of military sexual assault and situational domestic violence due to PTSD... 45% of SA victims in the military are male	No real unique services, more just a different way of visualize services (e.g. mobile legal advocacy where there is no public transit), access through the guidance offices for services to child victims... parents call guidance office// one shot education programming for primary prevention program , providing services "in plain sight" so no one is in their business//awareness of services available	Don't spend time with other non-profits because they don't have a lot of power. Work extensively with the business community. They have resources, serve as board members, ambition to want to succeed, potential jobs, housing. Conversation needs to be year-round. We are part of your economic development. Unhealthy families lead to unhealthy communities (smallest building block). Re-purpose faith-based housing (former pastor's home that go unoccupied). Working with faith community. // Us lots of advisory boards as an easy way to get people in. Not as cumbersome as full board. Can ladder up and ladder down. Also have sector-based	Data is important. Need to really look at metrics of change in a community. Not just massaging numbers to get or keep funding. // Collaborative for working across borders (e.g. OH and PA) so border communities can provide services where needed// Change terminology ... e.g. "shelter services" gives the perception that we only take care of poor people. rescue mission. All people, all victims of crime. //Need more marketing or "community awareness" budgets to make community of the services available and to promote prevention// Build services on international health models ... be creative to be impactful.	

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				your kids you are not in control. Need economic empowerment. Need to get out of controlling situations.//Individuals with mental health issues			advisory boards (e.g medical). Its all about connections and how organizations can help each other achieve common objectives.		
Lincoln Center	The Lincoln Center's mission is to teach children, adults, and their families the values, processes and life skills essential to a successful life journey. one filled with caring, contribution and commitment.	Montgomery	Domestic Violence, Child Abuse, Elder Abuse	Elder population victimization, Domestic violence issues seem endless, homeless population (theft, etc.) that goes unnoticed, afraid of ramifications of police interaction; major mental health (psychotic) issues (tend to be homeless); Former perpetrators who are now victims How to serve them... natural cycle that people go to. Funding restrictions regarding perpetrators.	Transportation, particularly more remote areas, housing/ shelter	Perpetrators...recivism, barriers about having a program in that community raises opposition, effective intervention that will be lasting, significant change; mobile services needed for homeless or for victims confined to homes; advocacy to educate homeless populations.	HUB... Norristown PD, Access Crisis Svcs, local health service agencies, probation, Office of Children & Youth, housing programs. Everyone is coming together overcoming silo factors. Trying to figure out an approach that makes a difference. Collaborate with all the other VSPs in the County as well, school districts, aging adult services, hospitals		
A Way Out	The mission of A Way Out is to assist and support all victims' survivors, and families of domestic violence and	Coudersport, Potter	Domestic violence is up there at the top. Traditionally victims whose partner has an economic hold	LGBTQ community... no programs in the county for youth or adults. An area where people	Shelter for DV (have no shelter in our County, put them in hotels but this is limited to 3 days, then need to move them for long-term shelter farther	Homeless - Homeless prevention and education on how to live within the means that they	A partner in NYC is helping to develop LGBTQ plan. Do a lot of collaborating with law enforcement, DA, human services	Shelter/Homeless Shelter... to have something where individuals could make that transition (employment, training,	

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	sexual assault through ethical, culturally competent, and compassionate services. We advocate for social change designed to end the cycle of abuse through dedication, community involvement and education.		them. Poverty in the county is quite high so lends itself to DV. // Homelessness is huge. Evictions when lose job, huge barriers, not a lot of homeless prevention programs in place.	don't let others know but there is nowhere to go for help with DV issues etc.// Individuals who are homeless... have a lot of families who end up homeless as a result of DV issues. Cannot support themselves & family on income. // Individuals who are incarcerated. Don't really have a working relationship with local jail	away. Prevents us from 1) keeping them in their own county and 2) working with that client from start to finish. Services become fragmented) // Legal assistance services... use to have CLR // More financial assistance to victims...very cumbersome process and may ultimately be denied	have // LGBTQ - letting the community know that there are services available for them, awareness		etc.) Otherwise they may go back // Homeless prevention programs // LGBTQ education and outreach.	
Citizens Against Physical, Sexual and Emotional Abuse, Inc. (CAPSEA, Inc.)	Citizens Against Physical, Sexual and Emotional Abuse, Inc. (CAPSEA, Inc.) is committed to providing confidential ongoing services to all victims of physical, sexual and emotional abuse in Elk and Cameron counties. CAPSEA, Inc. is committed to providing confidential ongoing services to victims of all other serious crimes in Elk and Cameron counties.	Elk and Cameron	CAPSEA is comprehensive so DV/SA and all serious crimes. 1) DV, 2) serious crime victims, 3) SA	1) LGBTQ population (people are still afraid to disclose), 2) Human trafficking (people aren't really looking at it right now), 3) incarcerated, institutionalized victims. (No place for them to go when they get out. Limited funding and training to help them based on special needs.)	1) Legal. Folks do not have legal representation in either county. 2) Medical. Only have the one hospital within the two counties. 3) Emergency shelter. Have one small shelter on property. Need something for men and families. Used to use FEMA funding for hotels for a discount but not available anymore.	As counselor advocates and victim service providers we need more training on how to deal with these populations. Training is more superficial and not helpful in providing substantive information that will be helpful in providing services. For example, incarcerated individuals who can't get the help they need find their	Collaborative/Prevention board... cross-section of county services, probation, parents, county government, and starting to get work force development and the business community.	Stable funding source, always varies from one year to next. Have had to seek out and fund so many different sources... struggle to keep things funded and maintained. Have so much additional work we could be doing... putting Band-Aids on things because we don't have enough funding to get specialized counselors, etc. to deal with underserved populations. Overwhelming for us who deal in comprehensive service	

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						way back to those that got them there in the first place.		s... always triaging things.	
The Abuse Network	The Abuse Network's mission is to assist and educate victims and community members about violence and abusive behaviors to promote a more peaceful, violence-free community.	Mifflin, Juniata, & Huntingdon	By victimization type: Huntingdon Cty 10 0% SV, Mifflin & Juniata 30% SV, 60-70% DV, 1% other stand-alone crimes (arson, burglary, violent crime, etc.). Far more not partner crimes than we are seeing. Not aware that we can actually help them as a comprehensive agency. Victim Witness programs seeing more (bypass VSP) Majority are in the 25-59-year-old range	1) Those in highly remote, rural areas are probably drastically underserved. Such a large percent of the three-county population is out there. 2) Senior population (more than the national average but not represented in those served.), and 3) Juniata has a large Hispanic or Latino population. Suspect that there are more than census reports (2%) but many are not properly documented. Many of them don't seek services because concerned about documentation status.	Highest demand for services is 1) counseling or crisis counseling, 2) some form of legal assistance/advocacy ... mostly PO's or SVPO's, and 3) shelter services, although need is down right now. Affordable housing options are extremely limited in the area. Cannot turn them around in 30 days to transition into safe housing. Usually 90+ days is needed.	For rural people, major problem is no public transportation. Have to find ways get services to them or to get them to us. // With Hispanic or Latino population, offering culturally-specific or culturally-sensitive information is important. Services need to take into account the unique needs of these people. For example, providing "entitlements" for undocumented who are not eligible.	While we do have a few formal MOU's, a lot of the collaboration is very informal. In Mifflin County, we have extremely close working relationships with Housing Authority. For all three counties, Mid Penn Legal Services works very well with us. Have pretty close working relationships with all mental health entities... Base Service Unit as well as those in all three counties. Local children & Youth organizations, in Juniata and Huntingdon particularly. We have a shared mutual understanding of what each agency does.	In our region, there has been a little bit of difficulty separating roles between Victim Witness and Community-based victim services. They are not interchangeable. We are trying to get back to a clear area establishing who is to be doing what, and how we can overlap or work together better/more efficiently. While they (VW) are providing services around the criminal part of victimization, we could be providing counseling, legal advocacy, etc.	PCCD is the model funding agency. They are always reaching out to those they fund to see how we can improve. They are head and shoulders above the other funders, always interested in proving in a real way. More of that would be good. Continue doing what you are doing... listening to problems, and to what we are doing well so it can be shared with others. Knowing that someone is really interested in what we need is always helpful. I am always thinking, "How would PCCD handle this?", and the next thing you know, PCCD is on it. They are very proactive, and also reactive when they need to be. We are all appreciative of the way they respond to victims needs and for activities like this one.



**SAMPLE CHAIRMAN INVITATION LETTER**

Date

Dear [NAME]:

The Victims' Services Advisory Committee (VSAC), as part of our strategic plan, identified as a goal to ensure statewide access to core services for victims of criminal and juvenile offenders. An important step toward achievement of that goal is a statewide needs assessment to determine the needs of victims and how to meet those needs. The Pennsylvania State University led Phase I of this needs assessment in 2013.

The Pennsylvania Commission on Crime and Delinquency (PCCD), through VSAC, is working with Indiana University of Pennsylvania (IUP) to continue the building on the information gathered in Phase I of this needs assessment. IUP has reviewed the information gathered in Phase I and will build on this information in Phase II. I have included more detail regarding this needs assessment for your reference as you consider this request.

Phase II involves the gathering of qualitative input from a wide variety of organizations and individuals across the state, including victims of crime, before developing a comprehensive survey instrument that will be distributed this fall. In preparation for this effort, IUP and VSAC have identified a variety of organizations that serve victims of crime, organizations that serve populations vulnerable to crime, and actual victims of crime to assist with this needs assessment. These agencies and individuals were selected by the team to insure representation of the diversity of our field – by type of agency, type(s) of victims served, population density and geography. Your name and organization have been included on this list.

Over the next several weeks, someone from the needs assessment team will contact you to request your participation in this project. If you are willing and available, your participation will involve a 1-2 hour facilitated meeting structured to gather input on developing and distributing a comprehensive needs assessment survey instrument. These regional meetings are not only an important step in the process, they provide opportunities to:

- Meet face-to-face with funding agency representatives
- Be a part of this statewide dialogue regarding victim services
- Participate in this major effort to identify the needs of unserved/underserved victims
- Build a state-wide collaborative strategy to address these needs
- Build a network and stakeholder directory of individuals and organizations for engaging in local, regional, and statewide efforts to improve victim services

I hope that you will give serious consideration toward participation in this important endeavor. Improving services that we can provide to victims of crime is critical in helping them rebuild their lives and move on from the tragedies they endured. Your help in this process is sure to go a long way in meeting this goal and making a difference in their lives.

Sincerely,

John P. Delaney, Esq., Chairman  
Victims' Services Advisory Committee

**SAMPLE PRINCIPLE INVESTIGATOR INVITATION LETTER**

Address

Date

Dear [Name],

This letter is a follow-up to a letter you have hopefully received by now from John Delaney, Esq, Chairman of the Victims’ Services Advisory Committee (VSAC) at the Pennsylvania Commission on Crime and Delinquency (PCCD) with information on Phase II of the Victim Services Needs Assessment. This needs assessment is being conducted in partnership with the Indiana University of Pennsylvania (IUP) and in support of VSAC’s strategic plan for victim services.

I am an Assistant Professor at IUP. My team and I are working with PCCD to conduct Phase II of the needs assessment on victims of crime in Pennsylvania. The objective of the needs assessment is to develop a data-driven, stakeholder-grounded methodology to identify the full range of needs of Pennsylvania’s crime victims. This methodology will assist in making informed decisions about funding and enable funders to strategically direct resources in a deliberate attempt to:

1. Stabilize current programs,
2. Increase support for unmet needs, and
3. Increase support for the underserved populations

Phase II of the needs assessment builds on preliminary data gathered by the Pennsylvania State University in Phase I. In addition, it seeks to identify needs among victims and gaps in access to core victim services statewide and to obtain data to answer more specific questions about unserved and underserved victim populations. The process involves the gathering of qualitative input from a wide variety of organizations and individuals across the state, including victims of crime, before developing a comprehensive survey instrument that will be distributed this fall.

**Regional Meeting Locations**



In preparation for the qualitative data collection, we have identified eight (8) regions across the state as noted in the map above. The team is planning to conduct two meetings in each region, one for representatives of organizations that serve populations vulnerable to crime and another for victims of crime. Based on your experience as a community leader, you are invited to participate in **Region 1** to be held on **Friday, November 17 from 10:00 AM - Noon in the Chapel at the International Institute of Erie, 517 East 26th Street, Erie, PA 16504.**

If you are willing and available, your participation will involve a 2-hour facilitated meeting structured to gather input on developing and distributing a comprehensive needs assessment survey instrument. Your input will be essential in guiding the development of our comprehensive survey instrument, which will be distributed to a much larger statewide audience this fall. These regional meetings are not only an important step in the process, they provide opportunities to:

- Meet face-to-face with funding agency representatives
- Be a part of this statewide dialogue regarding victim services
- Participate in this major effort to identify the needs of unserved/underserved victims
- Build a state-wide collaborative strategy to address these needs
- Build a network and stakeholder directory of individuals and organizations for engaging in local, regional, and statewide efforts to improve victim services

Please complete the “Participation Response Form” at the end of this letter and return the form via U.S. Mail, fax, or email (scan or copy & paste) as noted at the bottom of the form. If you are unavailable to participate in this meeting but would like to suggest another individual to represent you or you would prefer to participate in another meeting in an adjacent region, please complete the form and indicate your preference and other locations where you may be able to participate. We will do our best to include you on that list when the date is set. In addition, if you know of an individual who has been the victim of a crime whom you would consider to be among the unserved or underserved victim populations, we would like to include them as well. We are hosting a separate **victim-only meeting** on the same day, **Friday, November 17, from 1:00 PM until 3:00 PM at the same location.** Please share my contact information with them and ask them to contact me for more information.

We sincerely hope that you are available and willing to participate in one of these meetings as part of this important effort. However, if you are not available yourself and would like to suggest another representative in your region we would be happy to consider them. Someone from our team will follow up with you in the next few days via phone to discuss your plans for participation. Meanwhile, if you have any questions or would like to discuss this in more detail, please feel free to contact me directly at **717-919-2482** or **c-schippo@pa.gov**. Thank you for considering this important initiative.

Sincerely,

Sherri B. Chippo, Ph.D.  
Assistant Professor  
Indiana University of Pennsylvania

## Regional Meeting Participation Response Form

I am available and willing to participate in qualitative data collection meetings to guide the development of a comprehensive survey instrument for the Victim Services Needs Assessment.

\_\_\_\_\_ Please include me on the list of attendees for the meeting in **Region 1**

\_\_\_\_\_ I am interested but not available to attend the meeting for this Region. I may be able to attend a meeting in Region(s) \_\_\_\_\_

\_\_\_\_\_ I am interested but not available to attend the meeting for this Region. Please add the following individual to the list of attendees in my place and keep me on the list for future needs.

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address (If not original Invitee): \_\_\_\_\_

\_\_\_\_\_

Phone number:

Email Address:

\_\_\_\_\_

Special Needs: \_\_\_\_\_

Signature: \_\_\_\_\_

Return completed form using one of the following options:

**US Mail:** PCCD, Office of Victim Services

Attn: Sherri Chippo, Ph.D.

P.O. Box 1167

Harrisburg, PA 17108-1167

**Fax:** 1-717-772-4331

PCCD, Office of Victim Services

Attn: Sherri Chippo, Ph.D.

**Email:** [c-schippo@pa.gov](mailto:c-schippo@pa.gov) (scan and email as an attachment or select, copy & paste the information into your email)

INDIANA UNIVERSITY OF PENNSYLVANIA

# Are you a Victim of a Crime?

*Please consider becoming a part of this major effort to identify the needs of unserved/underserved victims of crime*



INDIANA UNIVERSITY OF PENNSYLVANIA

in partnership with the

Pennsylvania Commission on Crime & Delinquency

Phone: 717-919-2482

Fax: 717-772-4331

E-mail: [c-schippo@pa.gov](mailto:c-schippo@pa.gov)

## We want to hear from you...

The Indiana University of Pennsylvania (IUP) is working with the Pennsylvania Commission on Crime & Delinquency (PCCD) to find out how to best help Pennsylvania's crime victims. This effort will help to identify needs among victims of crime and gaps in access to services that could help them. This information will help state-level decision makers direct resources more strategically in a deliberate attempt to:

- Stabilize current programs;
- Increase support for unmet needs; and
- Increase support for the underserved populations

Through a series of regional meetings across the state, we hope to answer more specific questions about unserved and underserved victim populations. We are inviting victims of crime to participate in a confidential listening session for **victims only**. Details for this session are as follows:

**When:** Friday, November 17  
1:00 PM until 3:00 PM

**Where:** International Institute of Erie, Chapel  
517 East 26th Street  
Erie, PA 16504

For more information and to reserve your spot please contact **Sherri Chippo** at 717-919-2482 or via email at [c-schippo@pa.gov](mailto:c-schippo@pa.gov). All volunteers who register and participate in this victim-only session will receive a **\$50 VISA Gift card** as compensation for your time.

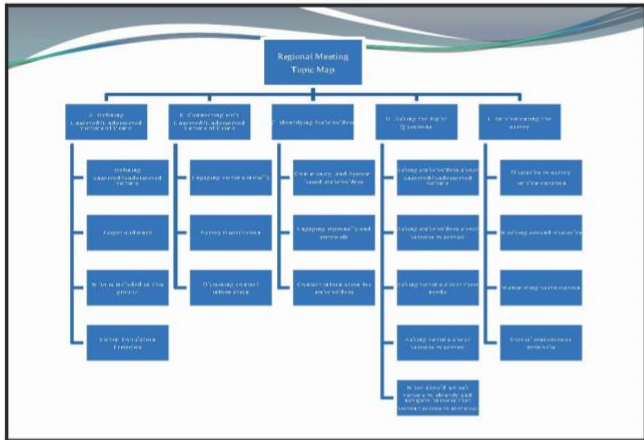


<b>List of Attendees in Regional Meeting</b>		
<b>REGION</b>	<b>ORGANIZATIONS PARTICIPATED</b>	<b>TOTAL</b>
1	Women Services of Crawford County Crawford County CASA CASA of Venango County CASA of McKean County Crime Victims Center of Erie County DA Office of Mercer County International Institute of Erie National Alliance on Mental Illness Multicultural Community Resource Center Greater Erie Community Action Committee (GECAC) (2 reps) Erie County MH/ID Active Aging (2 reps)	14
2	Stackpole-Hall Foundation Office of Human Services Alcohol & Drug Abuse Services, Inc. McKean County Juvenile Probation Department McKean County Alcohol & Drug Abuse Services YWCA Bradford (2 reps) Children’s Advocacy Center of McKean County	8
3	Northeast PA (NEPA) Rainbow Alliance Wilkes-Barre Crime Watch (WBCW) Coalition	2
4	Crime Victim’s Council Turning Point of Lehigh Valley Children’s Alliance Center John Van Brakle CAC <b>Centro Hispano Daniel Torres, Inc.</b> Berks County Mental Health/DD Program SafeBerks	7
5	Ceasefire PA City of Philadelphia, Department of Behavioral Health & Intellectual Disabilities (DB HIDS) <b>Charles Foundation</b> Philadelphia Corporation of Aging NOVA – Comprehensive crime victims’ organization Vita – Education Penn Foundation Community Mental Health Women’s Center Victim Service Center Family Services of Bucks County Montgomery Child Advocacy Project Bucks County Mental Health/Developmental Programs	12

Appendix II-4: Regional Meeting Attendees

6	Probation & Parole, Office of Victim Advocate YWCA of Greater Harrisburg Domestic Violence Services of Lancaster County Pennsylvania State System of Higher Education (PASSHE)	4
7	Blair County Commissioner, Retired <b>Your Safe Haven</b> Blair County Juvenile Probation Office Bedford County Juvenile Probation Office	4
8	Washington County Children & Youth Services CASA of Allegheny County Area Agency on Aging, Westmoreland County Jewish Family & Children’s Service of Pittsburgh Westmoreland County Victim/Witness Services Adelphoi Westmoreland County Housing Authority	7
<b>Total</b>		<b>58</b>

## REGIONAL MEETING PRESENTATION



### Victim of a crime

- An identifiable person who has been harmed individually and directly by the perpetrator.
- Crime must occur in Pennsylvania or victim must be a resident of Pennsylvania if crime occurs elsewhere
- Victims may also be individuals who suffer a monetary loss because of death or injury to a crime victim

- ### Types of Victimization
- Assault with a deadly weapon
  - Battery (when there is injury or threat of injury)
  - Child abuse
  - Child sexual assault
  - Child endangerment and abandonment
  - Domestic violence
  - Driving under the influence
  - Elder Abuse
  - Hate Crimes
  - Homicide
  - Human Trafficking
  - Hit and run
  - Vehicular manslaughter
  - Murder
  - Robbery
  - Sexual assault
  - Stalking
  - Sexual battery
  - Unlawful sexual intercourse (where there is injury or threat of injury)
  - Terrorism
  - Online Harassment
  - Other crimes that result in physical injury or a threat of physical injury to the victim

- ### Services for Victims of Crime
- Advocacy/Accompaniment
  - Case Management
  - Civil Legal Services
  - Community Crisis Response
  - Compensation
  - County/Juvenile Release Notification
  - Credentialed Therapy
  - Education
  - Emergency Financial Assistance
  - Emergency Shelter
  - Emotional Support/Crisis Management
  - Group Counseling
  - Individual Advocacy
  - Individual Counseling
  - Information & Referral
  - Legal Advocacy/Accompaniment
  - Medical Advocacy/Accompaniment
  - Notification of significant actions or proceedings
  - Prior Comment on Dismissing Charges
  - Procedural Services
  - Property Return
  - Systems Advocacy
  - Relocation Assistance
  - Restitution
  - Transportation
  - Victim Impact Statements at Sentencing/Disposition
  - Victim Rights Notification
  - Victim/Witness Intimidation

### Contact Information

**IUP:**  
 Sherri B. Chippo, Ph.D.  
 Assistant Professor  
 Indiana University of Pennsylvania  
 2986 North 2<sup>nd</sup> Street  
 Harrisburg, PA 17110  
 717-919-2482  
 C-schippo@pa.gov

**PCCD:**  
 Valerie McMahon, Director  
 Office of Victim Services  
 Pennsylvania Commission on Crime & Delinquency  
 3101 North Front Street  
 Harrisburg, PA 17110  
 717-265-8736  
 vmcmahon@pa.gov



## Region \_\_ Meeting Stakeholders' Script and Questions

Welcome participants to the meeting.

Introductions – self, staff, participants

Briefly discuss:

- Background on the Needs Assessment
- Purpose of the meeting
- Overview of the meeting format (discussion, questions, visuals, recording, etc.)

*\*\*\* If participants are no longer comfortable being a part of this meeting they may opt out at this time. \*\*\**

### A. DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

***Question A-1:*** *What do you think of when I mention unserved/underserved victims? Why?*

***Question A-2:*** *Does this clearly describe the audience we are trying to reach?*

***Question A-3:*** *Considering your community, who do you think is included in this group?*

***Question A-4:*** *Please rank these victim populations according to the following:*

1. *Most prevalent*
2. *Greatest need*

The needs assessment strategy focuses on a comprehensive survey to be distributed statewide to victims and stakeholders in order to help identify needs and gaps in service delivery for victims of crime. To ensure that we get the kind of feedback that we need to guide decisions on resources and service delivery, we need to hear from a wide variety of stakeholders and victims. We need to know how to identify the right people to ask, how to contact them, how to ask the right questions, and how to design and implement the right survey instrument. That is where we need your help.

### B. CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

***Question B-1:*** *What are the best ways to connect with victims of crime initially to notify them of the survey? Prioritize and explain the following (why):*

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>○ <i>Email</i></li><li>○ <i>USPS</i></li><li>○ <i>Community Flier</i></li><li>○ <i>Public Notice</i></li></ul> | <ul style="list-style-type: none"><li>○ <i>Referrals</i></li><li>○ <i>Community Organizations</i></li><li>○ <i>Service providers</i></li><li>○ <i>Other</i></li></ul> |
|--|---|

**Question B-2:** What is the best way to *distribute a survey* to victims of crime so that they are most likely to provide feedback? Prioritize the following:

- Telephone survey
- Paper survey (USPS, Organizations, Service providers, etc.)
- Email
- Website (Community flier, Public Notice)
- Digital application (Smartphone)
- “Snowball” distribution
- One-on-One Referral and Assistance (Community Organizations, Service providers, etc.)
- Other

**C. IDENTIFYING AND ENGAGING STAKEHOLDERS**

For our purposes, “stakeholder” refers to an individual or professional organization that is in a position where they are likely to come in contact with victims of crime. They do not necessarily provide victim services; however, they may be exposed to victims of crime through their role in their community and may help to bridge our connection with unserved/underserved victims of crime. Examples include cultural centers, faith-based organizations, law enforcement agencies, justice departments, etc.

**Question C-1:** What are some *community- or system-based organizations* that can help inform us about unserved and underserved victim populations? (Traditional & non-traditional) Probe: What community-based/non-profit organizations do you know about or work with?

Probe: What system-based or government organizations do you know about or work with?

Probe: What is their primary mission?

Probe: How does that intersect with victims of crime?

**Question C-2:** How can we engage organizations like these regionally or statewide?

Probe: Email distribution lists, phone numbers, directories, etc.

Probe: Do you have contact lists that you can share with us?

**D. ASKING THE RIGHT QUESTIONS**

**Question D-1:** What should we be *asking stakeholders* that will help us better understand unserved and underserved victim populations and their *needs for services*?

Probe: What are some of the issues facing unserved and underserved victim populations that will help us better understand their situation and their needs for services?

Probe: What are some answers we can anticipate (for multiple choice format)

**Question D-2:** What should we be *asking stakeholders* to *identify and eliminate barriers* that prevent access to services?

Probe: What barriers are you aware of that hinder access to services?

Probe: What should be considered to help remove barriers?

Probe: What resources would you need to be effective at removing these barriers?

**Question D-3:** What should we be *asking victims* that will help us better *understand their needs* for services?

Probe: What services do you think are most important to victims of crime? Consider different types of victimization (slide).

Probe: What are some answers we can anticipate (for multiple choice format)

Probe: Do you think these services available to victims through their social networks or their community?

**Question D-4:** What should we be *asking victims* to help *identify and navigate barriers* that prevent access to services?

Probe: What do you think victims perceive as barriers to service?

Probe: What barriers to service exist that victims may not be aware of?

## E. **IMPLEMENTING THE SURVEY**

**Question E-1:** What *obstacles* do you see in *implementing a comprehensive survey*? (Not accessing services)

Probe: Language, culture, technology, access, etc.

**Question E-2:** How would you work around these obstacles?

Probe: What kinds of assistance could be provided to facilitate their participation?

Probe: Who could we enlist to provide this assistance as needed?

**Question E-3:** What suggestions do you have for us to help *maximize the participation* in this Needs Assessment?

Probe: What are some things about surveys that you like most?

Probe: What are some things about surveys that you like least?

Probe: Is there anything you suggest we specifically avoid?

**Question E-4:** Are there any *special resources or networks* that you are aware of that you believe would improve this effort?

Probe: If you participated in a recent survey that seemed to be unusually effective, do you recall the organization that sponsored it?

Probe: Are you aware of any new technologies or approaches to survey design & implementation that should be considered?

F. **WRAPPING UP THE MEETING**

**Question F-1:** *What questions do you have for us about the Needs Assessment?*

**Question F-2:** *Is there anyone here who does not want to be included in the comprehensive survey as part of this Needs Assessment?*

**Question F-3:** *What are some suggestions of making the results of this Needs Assessment available to stakeholders that may be interested?*

**Question F-4:** *What suggestions do you regarding improving services for victims of crime?*

**Question F-5:** *What other services are needed that are not specific to victims of crime?*

**CONCLUDE**

That concludes our list of questions. Thank you all for participating in this meeting. Your input will be very helpful in our efforts to design and implement a strong and effective comprehensive survey to assess the needs and service gaps of unserved/underserved victims of crime. Feel free to follow-up we any of us if you have anything else you would like to offer or suggest.

## Region \_\_\_ Meeting Victims' Script and Questions

Welcome participants to the meeting.

Introductions – self, staff, participants

Briefly discuss:

- Background on the Needs Assessment
- Purpose of the meeting
- Overview of the meeting format (discussion, questions, visuals, recording, etc.)

*\*\*\* If participants are no longer comfortable being a part of this meeting they may opt out at this time. \*\*\**

### A. DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

**Question A-1:** *What do you think of when I mention unserved/underserved victims?*

**Question A-2:** *Does this clearly describe the audience we are trying to reach?*

**Question A-3:** *Considering your community, who do you think is included in this group?*

**Question A-4:** *Please **rank** these victim populations according to the following:*

1. *Most prevalent*
2. *Greatest need*

The needs assessment strategy focuses on a comprehensive survey to be distributed statewide to victims and stakeholders in order to help identify needs and gaps in service delivery for victims of crime. To ensure that we get the kind of feedback that we need to guide decisions on resources and service delivery, we need to hear from a wide variety of stakeholders and victims. We need to know how to identify the right people to ask, how to contact them, how to ask the right questions, and how to design and implement the right survey instrument. That is where we need your help.

### B. CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

**Question B-1:** *What are the best ways to **connect with victims of crime initially** to notify them of the survey? Prioritize and explain the following (why):*

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>○ <i>Email</i></li><li>○ <i>USPS</i></li><li>○ <i>Community Flier</i></li><li>○ <i>Public Notice</i></li><li>○ <i>Referrals</i></li></ul> | <ul style="list-style-type: none"><li>○ <i>Community Organizations</i></li><li>○ <i>Service providers</i></li><li>○ <i>Other</i></li></ul> |
|---|--|

**Question B-2:** What is the best way to *distribute a survey* to victims of crime so that they are most likely to provide feedback? Prioritize the following:

- Telephone survey
- Paper survey (USPS, Organizations, Service providers, etc.)
- Email
- Website (Community flier, Public Notice)
- Digital application (Smartphone)
- “Snowball” distribution
- One-on-One Referral and Assistance (Community Organizations, Service providers, etc.)
- Other

**C. IDENTIFYING AND ENGAGING STAKEHOLDERS**

For our purposes, “stakeholder” refers to an individual or organization that is in a position where they are likely to come in contact with victims of crime. They do not necessarily provide victim services; however they may be exposed to victims of crime through their role in their community and may help to bridge our connection with unserved/underserved victims of crime. Examples include cultural centers, faith-based organizations, law enforcement agencies, justice departments, etc.

**Question C-1:** What are some *community- or system-based organizations* that can help inform us about unserved and underserved victim populations? (Traditional & non-traditional)

*Probe:* What community-based/non-profit organizations are you involved with in your community?

*Probe:* What system-based or government organizations do you know about or work with?

*Probe:* What is their primary mission?

*Probe:* What services can they or do they provide for you?

**Question C-2:** What is the best way to obtain contact information so that we can reach out to these organizations?

**D. ASKING THE RIGHT QUESTIONS**

**Question D-1:** What should we be *asking stakeholders* that will help us better understand unserved and underserved victim populations and their *needs for services*?

*Probe:* What are some of the issues facing unserved and underserved victim populations that will help us better understand their situation and their needs for services?

*Probe:* What are some answers we can anticipate (for multiple choice format)

**Question D-2:** What should we be *asking stakeholders* to *identify and eliminate barriers* that prevent access to services?

Probe: What barriers exist among stakeholders that hinder access to services?

Probe: What are some answers we can anticipate (for multiple choice format)

Probe: What suggestions do you have for removing these barriers?

**Question D-3:** What should we be *asking victims* that will help us better *understand your needs* for services?

Probe: What services do you think are most important to victims of crime? Consider different types of victimization.

Probe: Are these services available to you through your social network, within your community, or through some other means? Explain

**Question D-4:** What should we be *asking victims* to help *identify and navigate barriers* that prevent access to services?

Probe: What do you feel are barriers to service?

Probe: What have you done to work around these barriers in the past?

#### E. IMPLEMENTING THE SURVEY

**Question E-1:** What *obstacles* do you see in *implementing a comprehensive survey* to victims of crime?

Probe: Language, culture, technology, access, etc.

**Question E-2:** How would you work around these obstacles?

Probe: What kinds of assistance could be provided to facilitate their participation?

Probe: Who could we enlist to provide this assistance as needed?

**Question E-3:** What suggestions do you have for us to help *maximize the participation* in this needs assessment?

Probe: What are some things about surveys that you like most?

Probe: What are some things about surveys that you like least?

Probe: Is there anything you suggest we specifically avoid?

**Question E-4:** Are there any *special resources or networks* that you are aware of that you believe would improve this effort?

Probe: If you participated in a recent survey that seemed to be unusually effective, do you recall the organization that sponsored it?

Probe: Are you aware of any new technologies or approaches to survey design & implementation that should be considered?

F. **WRAPPING UP THE MEETING**

**Question F-1:** *What questions do you have for us about the Needs Assessment?*

**Question F-2:** *Is there anyone here who does not want to be included in the comprehensive survey as part of this Needs Assessment?*

**Question F-3:** *What suggestions do you regarding improving services for victims of crime?*

**Question F-4:** *What other services are needed that are not specific to victims of crime?*

**CONCLUDE**

That concludes our list of questions. Thank you all for participating in this meeting. Your input will be very helpful in our efforts to design and implement a strong and effective comprehensive survey to assess the needs and service gaps of unserved/underserved victims of crime. Feel free to follow-up we any of us if you have anything else you would like to offer or suggest.



## SUMMARY OF REGION 1 (STAKEHOLDERS) ERIE, PA 11/17/2017

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Stakeholder Attendees: Women Services of Crawford County, Crawford County CASA, CASA of Venango County, CASA of McKean County, Crime Victims Center of Erie County, DA Office of Mercer County, International Institute of Erie, National Alliance on Mental Illness, Multicultural Community Resource Center, Greater Erie Community Action Committee (GECAC) (2 reps), Erie County MH/ID, Active Aging (2 reps)

Victim Attendees not listed to retain anonymity.

### DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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Participants in this regional meeting define unserved/underserved victims of crime as those who face barriers to accessing the services and those who do not ask or seek services. They also describe that victims are underserved when their resources are not able to meet their needs. The first group of unserved/underserved victims includes individuals who face barriers to accessing the services. Participants defined them as individuals who “cannot effectively and independently seek help for themselves.” The second group is victims who do not seek the services even if they are aware of the services. Participants described several populations difficult to reach out.

Participants characterized this region as a socioeconomically diverse area. Many get caught up in the opioid crisis, crossing generations which include both victims and those committing crimes. A new issue in this region pertains to sex and labor trafficked victims, who are largely invisible.

1. Victims facing barriers to accessing the services
  - a. Cannot effectively and independently seek help for themselves
  - b. Do not have the transportation to get there
  - c. Not aware of the services (e.g. people with mental illness, elderlies, or those with limited education)
  - d. Non-English speakers
2. Victims not seeking the services
  - a. Do not trust the system, especially if the system has failed them before
  - b. Cultural values (e.g. Amish)
  - c. Seniors, especially in rural
  - d. Homeless
3. Victims difficult to reach
  - a. Migrant population who move in and out of Erie County
  - b. Older youth those aging out of the system
  - c. Refugee immigrants (Erie)
  - d. Children
4. Most prevalent crimes
  - a. Property crime (e.g. thefts, burglaries)
  - b. Fraud scams/financial exploitation of the elderly
5. Greatest need populations

- a. Domestic violence and sexual violence victims
- b. People with mental illness who are victimized
- c. People with disabilities
- d. Children aging out of the system
- e. Trafficked victims
- f. Generation of people caught up in the Opioid addiction

---

### CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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Many ideas were introduced to invite victims to the survey. There is no single way to reach the many different populations, so multiple methods were recommended to notify the victims of the survey and distribute the survey. Recommendations include the use of media and social media to notify victims about the survey. Different types of community organizations could also be helpful in reaching unserved/underserved victim populations. Sending a link to the survey through service providers whom they trust is vital, particularly for seniors. The pop-up within PCCD app is available to notify about survey.

1. Use media/social media
  - a. Facebook, Twitter, etc.
  - b. Media commercials TV/Radio
  - c. Services providers can put it on websites
2. Places to go/distribute flyer
  - a. Schools to reach parents
  - b. Places where they congregate like rural churches
  - c. Physicians' and dentists' offices
  - d. Crimewatch, neighborhood watch groups, and fire departments
  - e. Libraries
  - f. Beauticians and barbers
  - g. Restrooms in bars, clubs, restaurants
  - h. Residential treatment facilities for children
  - i. Attach flier to pizza box or other take-out
  - j. Grocery stores

---

### IDENTIFYING AND ENGAGING STAKEHOLDERS

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Many places to go were identified to reach the victims. Many ideas were introduced to invite victims to the survey. As in connecting with victims, there is no single way to reach the many different populations. Similar methods for engaging stakeholders were recommended. Recommendations include the use of media and social media, outreach to community organizations, and sharing information through victim service providers whom they trust. The pop-up within PCCD app could also be used.

1. Community organizations
  - a. Senior Centers
  - b. Partner agencies (e.g. United Ways)
  - c. Chamber of Commerce

- d. VFW's and AMVETS (animal clubs)
  - e. Community care network, free clinics head
  - f. Colleges and (title IX coordinators) and rural community college initiative
  - g. Veteran services
  - h. Erie Non-profit partnership, Elk and Erie community Foundation
  - i. PANO
  - j. Community Health Net centers
  - k. Homeless providers (Home Team in Erie)
  - l. Behavioral Health commissions children round tables Systems of care (SOC)
  - m. Major funders in the county
  - n. Council of Churches
  - o. 211 network
2. System-based organizations
    - a. Housing Authorities
    - b. County Government (CCAP)
    - c. DHS
    - d. Office of Aging
    - e. Department of Education
    - f. PA District Attorney's Association
    - g. PA CASA
    - h. Intermediate Units
    - i. Alumni Groups (Colleges and high schools)
    - j. Professional accreditation association (Licensed Social Workers, etc.)
    - k. Correctional facilities, housing authorities, and health department

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### ASKING THE RIGHT QUESTIONS

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Participants identified a variety of issues facing unserved/underserved victim populations. Some issues are universal across unserved/underserved victims and others are population specific. The topics of discussion include barriers to access the services, reasons not seeking the services, and what services are needed. Participants discuss these issues from victims' perspectives.

1. Knowledge/Awareness
  - a. Victims, especially DV victims and seniors, don't feel like they have options
  - b. Child victim neither has capacity or ability to know
  - c. Victims don't know services are available or how to access
2. Systematic issues
  - a. Cannot have more than one appointment in a day
  - b. No transportation services
  - c. Service operation hours
  - d. Not enough service providers available (counseling, drug & alcohol)
  - e. Caregivers and parents have to make a choice whether to seek services for themselves or their children
  - f. Service needs to be consistent, particularly when moved from one county to another
  - g. On hold for a long period of time to get services and not enough service minutes
  - h. The services are only available during work hours

3. Emotional issues
  - a. Immigration status (afraid of deportation or having husband deported)
  - b. Seeking services process gets them frustrated (take long time and complicated)
  - c. DV victims may not identify them as victim or don't think it is that bad
  - d. Legal services may be going to expose them to something else
  - e. Concern about shelter environments with kids (they don't feel safe)
  - f. Distrust of law enforcement
  - g. Fear of "something different change"
  - h. Feeling of shame, guilt, or pride
  - i. Gatekeepers who may be offenders
4. The services that are available to victims of crime may not that they needed (woman living in a car did not need housing, she needed a job to be self-sufficient)
5. Elderly adults caring for grandchildren whose parents are absent or on drugs cannot afford costs (financial challenges)
6. Needs for a secure housing Income/financial stability for youth who are aging out
7. Opioid addictions spread across all of our areas and needs help them to no longer be victimized

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### IMPLEMENTING THE SURVEY

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Discussion moved to possible obstacles in implementing the survey and ways to maximize the survey participation. Participants described their ideas based on their survey experience.

1. Issues to be considered
  - a. Apathy
  - b. Grade/reading level of survey
  - c. Length of survey (number of questions)
  - d. Maintain objectivity
  - e. Randomize questions
2. Ways to maximize participation
  - a. Don't call it survey
  - b. State that it is confidential
  - c. Send reminder multiple times
  - d. Kiosks to complete the survey
  - e. Show rates of completing survey between counties (% of population)
  - f. Do not have a lot of open-ended questions and utilize multiple-choice questions
  - g. Tell how long the survey is up front
  - h. Tie into the services sought: Complete the survey and it will to improve services
  - i. Pop up a list of services at the end of the survey that are associated with how they answer the questions
3. For organizations: Appoint one person to be in charge of the survey and build in some type of incentive to encourage the best responses to the survey
4. Effective survey experience
  - a. Survey's done by Facebook
  - b. PAYSF survey (Mike Pennington)
  - c. 40 Developmental Asset survey

SUMMARY OF REGION 2 (STAKEHOLDERS)  
SMETHPORT, PA 9/6/2017

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Stakeholder Attendees: Stackpole-Hall Foundation, Office of Human Services, Alcohol & Drug Abuse Services, Inc., McKean County Juvenile Probation Department, YWCA Bradford, Children's Advocacy Center of McKean County

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A. DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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Unserviced/Underserved victims of crime tend to not seek services due to a lack of knowledge of their rights or understanding of their position as a victim, the fear of reporting, a perception of a lack of service accountability from service providers and a sense of personal independence. There are other those who have no, or limited, access to services. These people tend to have an inability to access services themselves (such as due to age, a lack of documentation or never having full adjudication of their cases.

Additionally, many struggling with poverty cannot afford the time or money it takes to seek out and utilize services. There are also region-specific issues that limit access, including limited communication reliability, transportation options (although one stakeholder commended the local public transportation for doing a great job with the resources available to them) and the impact of weather on travel.

Prevalent crime in the area includes domestic and child abuse, as well as drug/alcohol related crime such as DUI and theft. Identified greatest needs populations in this region include those living in poverty, as well as some wealthy (who are not willing to admit to being victimized), LGBTQ, men in general, and those who can't access on their own due to mental health, age (juvenile and elderly) and reliance on abuser

1. Not seeking services
  - a. Lack of knowledge
    - 1) Don't know their rights
    - 2) Don't recognize themselves as victims
  - b. Fear of reporting
    - 1) Shame/guilt of being victimized
    - 2) Stigma of being a victim
    - 3) Retribution
    - 4) Dependency on the perpetrator
  - c. Lack of service accountability
    - 1) Takes too long
      - a) Never receive restitution/restitution not emphasized
      - b) Cases dismissed on technicalities after taking long time
    - 2) "Too many hoops to jump through"
    - 3) Lack of emphasis on restitution
  - d. Personal Independence-My problem, not the government's business
2. No/limited access to the services
  - a. Lack of ability
    - 1) Age (youth and elderly)
    - 2) Already in the system as a perpetrator

- 3) Lack of documentation
- 4) Lack of diagnosis or Case dismissed=no services offered
- b. Cannot afford (Poverty)
  - 1) Transportation costs
  - 2) Housing needs takes precedence over seeking services
  - 3) No childcare options
- c. Regional Restrictions on Access
  - 1) Lack of wi-fi, cell coverage
  - 2) Limited public transportation options
    - a) ATA does not run at night
    - b) Many of the closest services cross state lines
  - 3) Weather impacts travel
- 3. Prevalent crime
  - a. Domestic abuse
  - b. Child abuse
  - c. Alcohol and Drug related-DUI/theft
- 4. Areas of most service need
  - a. Housing
  - b. Transportation
  - c. Financial help
  - d. Someone to listen
  - e. Psychiatry
  - f. Cell phone coverage
  - g. Services to be timed better and timely
  - h. Focus on Prevention, not reaction
- 5. Greatest need population
  - a. Poverty
  - b. Wealth (not willing to admit to being victimized, so not receiving any services)
  - c. LGBTQ
  - d. Men: (Few services available to men)
  - e. Those who can't access on their own due to mental health, age (juvenile and elderly) and reliance on abuser

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### CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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It was suggested that a flier should be posted in a variety of public places. The use of social media and other media, as well as a billboard to spread the word about the survey and create awareness of the issue. Electronic, paper and phone were suggested as formats and it was noted to distribute surveys through organization channels, as a part of client intake in various organizations and allowed to snowball by word of mouth. However, it was noted that clients in a homeless shelter are unlikely to ever share or suggest the link to the survey.

- 1. Survey notification
  - a. Flyer at public places

- 1) Food pantry
- 2) Movie theaters
- 3) Public libraries
- 4) Alcohol stores
- 5) Tattoo shops
- 6) Vape shops
- 7) Senior centers
- 8) Schols
- 9) Bars
- 10) Strip clubs
- 11) Grocery stores
- 12) Hospitals
- 13) bathrooms
- b. Media/social media
  - 1) Facebook
  - 2) Solomon’s Words-regional message board in Bradford
  - 3) Sticker on the newspaper
- c. Billboards
2. Survey format
  - a. Electronic
    - 1) Survey Monkey
    - 2) Email
    - 3) QR Code
  - b. Paper
  - c. Phone-preference to a pleasant automated voice
3. Survey distribution
  - a. Send through organization, email
  - b. Snowball
  - c. Use paper as part of the intake process at willing organizations
4. How to get results out to respondents:
  - a. Email
  - b. Visuals/simple to share/distribute infograph (Dept. of Human Services Annual Child Abuse Report provided as an example).

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### IDENTIFYING AND ENGAGING STAKEHOLDERS

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A variety of system based and community organizations were mentioned as possible ways to identify and engage stakeholders, as well as a few business networks/clubs and the use of college campuses and schools.

1. System-based organizations (government)
  - a. District Attorney Organization
  - b. County Commissioners’ Association
  - c. “PCCD”

- d. Department of Human Services (Director in each area)
- e. County jail
- f. Institutions
- 2. Community organizations
  - a. Family Resource Network
  - b. Collaborative Networks
  - c. Stackpole Hall Foundation
  - d. Blaisdell Foundation
  - e. Big Thirty annual fundraiser
  - f. United Way
  - g. Pete Bradford
  - h. Medical Providers-Upper Allegheny Health Systems
    - 1) Counselors
    - 2) OB/GYN
    - 3) Psychiatrists
  - i. The Housing Coalition
  - j. Church associations
  - k. AA
  - l. "A" Groups
  - m. Drug and alcohol treatment
  - n. Women's Centers
  - o. "WAKE" offices
  - p. YMCA
- 3. Business network/clubs
  - a. VETS club
  - b. American Allegiance
  - c. PA Bar Association
  - d. County Bar Association
  - e. Elf (ELK) County Medical Association
  - f. Banks
- 4. University/Colleges
  - a. Campuses
  - b. Other schools

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## D. ASKING THE RIGHT QUESTIONS

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It was suggested that the word "survey" not be used and instead focus on presenting the questions as an opportunity to make a difference in the system. Additionally, the wording should be checked to make sure that it is appropriate for those with lower literacy levels. The survey should be short and make use of visuals when available. Additionally, the survey should open by stressing the anonymity of the questions, use relatable experiences to help respondents self-identify as victims. Additionally, the purpose/goal and potential impact of the survey should be explained to respondents.

- 1. Wording/tone
  - a. Never use the word "survey"-call it "An Opportunity"



- b. Use Gunning Frog Index to check literacy level
  - c. Close by asking if you need assistance now and have information/link to service
2. Visual/structure
  - a. Short
  - b. Visual
3. Message attached to survey
  - a. Stress anonymity
  - b. Use relatable experiences to help people identify themselves as victims
  - c. Explain the purpose/goal
    - 1) Help so that people no longer need services
    - 2) Help to meet all unmet needs
  - d. Explain potential impact
4. Contents
  - a. What are the five most discouraging things about the system?
  - b. What are the five most difficult things about the system?
  - c. What discouraged you when you're trying to assist a victim of crime?
  - d. Questions to measure
    - 1) Safety
    - 2) Psychological support
    - 3) Nutritional support
    - 4) Transportation support
    - 5) Timing of services

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### IMPLEMENTING THE SURVEY

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Many barriers to implementing the survey were provided. In addition, a variety of suggestions were made to maximize survey participation.

1. Barriers to survey
  - a. Provider inboxes flooded-too focused on immediate issues to take time for survey
  - b. Literacy levels
  - c. People who might need services again not likely to be honest about system failures
  - d. Fear of being caught taking it
2. Suggestions to maximize the participation
  - a. Clearly instruct/train providers on the purpose, so they can identify individual "HOOK" for their population
  - b. Make it short
  - c. Continually stress the anonymity of the survey
  - d. Make it relevant by asking about/mention the local area/county (this can be a "What county do you live in" questions)
  - e. Give a pre-paid envelope to put it in the mail
  - f. If it is given by phone, use a computer "Nice Verizon lady" voice
  - g. Make it "return to finish" friendly
    - 1) Busy stakeholders
    - 2) Trauma triggers in questions

- 3) "Escape Button" if perpetrator enters the room

## SUMMARY OF REGION 2 (STAKEHOLDERS) SMETHPORT, PA 9/7/2017

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Victim Attendees not listed to retain anonymity.

### DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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Unserviced/Underserved victims of crime tend to not seek services due to trauma impacting their ability to remember or access the information on services, if it was given. They don't know their rights after experiencing a crime, and the legal terms and processes are confusing, especially if a trial is moved to an unfamiliar geographical area/county due to fair trial procedures. Fear of reporting impacts seeking services due to small town issues or dependency on or fear of perpetrator or family. Finally, issues involving the legal system create additional barriers.

Prevalent crime for this area includes abuse (children, elderly, domestic) and property crime.

Most needed services are in the area of senior services, counseling and help navigating the legal system.

2. Not seeking services
  - f. Lack of knowledge
    - 1) Trauma causes gaps in memory/have someone give information again after some time has passed
    - 2) Don't know their rights
    - 3) Don't understand all the legal terms and processes
    - 4) Confusion of being sent to another county because of fair trial (unfamiliar area)
  - g. Fear of reporting
    - 1) Small town – "everyone knows everyone"
    - 2) Retaliation from abuser
    - 3) Dependency on perpetrator's family
    - 4) Need to take care of extended family, too
    - 5) Retribution
  - h. Lack of service accountability
    - 1) Lawyer for victims
    - 2) Takes too long for trial after crime
    - 3) Don't get information on sentencing after a trial
    - 4) Don't get restitution from trial/perpetrators "get off" without penalty
    - 5) Small town mentality – don't prosecute because they know the perpetrator
  - i. Personal/Cultural Belief –
    - 1) Won't report theft unless it's something important (like guns)
6. No/limited access to the services
  - a. Lack of ability (no responses for this topic)
  - b. Cannot afford (Poverty)(no responses for this topic)
  - c. Restrictions on Access

- 1) Can't change court date if it conflicts with another appointment
7. Prevalent crime
  - a. Abuse (elderly, child, domestic)
  - b. Property crime
8. Greatest need population (no responses for this topic)
9. Areas of most service need
  - a. Senior centers
  - b. Counseling
  - c. Information for victims of crime (procedures, legal information)

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### CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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It was suggested that a flier should be posted in a variety of public places. The use of social media and other media, as well as a billboard to spread the word about the survey and create awareness of the issue.

5. Survey notification
  - a. Flyer at public places with website
    - 1) Bank
    - 2) Jail
    - 3) Bars
    - 4) Grocery stores
  - b. Media/social media
    - 1) Email
    - 2) Website
    - 3) Free community newspapers (Franklin Shopper)
  - c. Billboards
6. Survey format
  - a. Electronic
    - 1) Email
7. Survey distribution/Collection
  - a. Send through organization, email
  - b. Snowball

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### IDENTIFYING AND ENGAGING STAKEHOLDERS

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A variety of system based and community organizations were mentioned as possible ways to identify and engage stakeholders.

5. System-based organizations (government)
  - a. Children & Youth Services
  - b. Welfare office

- c. Courthouse
- d. Domestic relations
- e. County jail
- 6. Community organizations
  - a. Women’s shelters
  - b. YWCA
  - c. Domestic violence programs
  - d. Fire departments
- 7. Ethnic communities
- 8. Business network/clubs
  - a. Banks
  - b. Sportsmen’s Club

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### ASKING THE RIGHT QUESTIONS

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Suggestions in this area were limited to length and structure of survey, as well as a few questions that should be included.

- 5. Wording/tone
- 6. Visual/structure
  - a. Keep it short
  - b. Make sure questions are repetitive
  - c. Have some open-ended questions
- 7. Message attached to survey
- 8. Contents
  - a. What do you need to know?
  - b. What prevented you from asking for services?
  - c. Did you get everything you needed?
  - d. What did you need that you didn’t get?

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### IMPLEMENTING THE SURVEY

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Few barriers were discussed by victims.

- 3. Barriers to survey
  - a. Thinking it won’t be anonymous
- 4. Suggestions to maximize the participation
  - a. Make it short

### SUMMARY OF REGION 3 (STAKEHOLDERS)

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WILKES BARRE, PA 8/15/2017

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Stakeholder Attendees: Northeast PA (NEPA) Rainbow Alliance, Wilkes Barre Crime Watch (WBCW) Alliance

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DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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High prevalence populations of unserved/underserved victims of crime identified in this region include the elderly, LGBTQ, transient workers, immigrants, families impacted by the drug epidemic and ethnic populations (hispanic, Russian, Polish). At times victims end up underserved because they may access services initially, but there is a lack of follow-through on the part of the service provider. Difficulty in addressing these groups include cultural/language/education level barriers, transportation issues due to the rural nature of the region, poverty and the prevalence of the drug epidemic.

Victims who do not seek out services fit into three broad areas. First, there are victims who lack information about services. Victims may not aware of the services, not understand who is eligible, or they might not recognize themselves as a victim. Additionally, those who do recognize their victim status might have little or no knowledge of their rights as victims. Second, the perceived consequences of reporting keep many victims from seeking services. They might fear being stigmatized or labeled due to the nature of the crime, or they might be dealing with the fear/shame of being seen as weak. Other victims might be concerned about potential retaliation, while even others might seek to protect the perpetrators. Third, there is a perceived lack of service accountability from the system. Specifically, there might be a sense of distrust (or outright abject fear) of the police-this might be especially true of those victims from different cultures. Additionally, cultural norms might make seeking services inappropriate. Lastly, a general lack of faith in the system is likely due to a problematic history with service providers, such as the police not following through when charges are filed and experiences with the legal system being too cumbersome.

Victims who have no/limited access to services fit into three areas. There are those who are incapable of accessing services for themselves. Identified attributes of those populations include the elderly, those with a language barrier and those with low literacy levels. Transportation is identified as a second cause of limited access. Specifically, there is limited (or no) transportation to services in many areas in the region, the cost of transportation (i.e. gas, bus fare, etc..) is a limiting factor, as is the time commitment to get from rural areas to services in the few urban centers of the region. Third, the hours of service are prohibitive for many, as it is perceived that services are provided during inconvenient 9-5 hours.

3. They do not seek services.
  - a. Lack of information regarding the services.
    - i. Don't know about the services, such as who is eligible, where to go, or who to ask
    - ii. Police do not always give information on services/lack of follow-up
    - iii. Don't recognize themselves as a victim
    - iv. Don't understand their rights as victims
  - b. Fear of consequences of reporting.
    - i. Don't want to be stigmatized or labeled because of the nature of the crime
    - ii. Don't want to be seen as weak (fear, shame)
    - iii. Hispanic/Mexican population may be afraid of police
    - iv. Don't want to be retaliated against

- a) LGBTQ Community
    - b) “Snitch” status
    - c) Domestic abuse
  - v. Elderly don’t want to be viewed as “senile” or unable to live independently
  - vi. Protect perpetrators
    - a) Family members
    - b) Fear of losing primary family support (domestic abuse, elder abuse)
    - c) Can’t support themselves if perpetrator is jailed
  - a. Lack of service accountability.
    - i. Not taken seriously – domestic abuse or violence against trans or gay victims
    - ii. Receiving services is inappropriate (cultural beliefs, conservative values)
    - iii. Lack of faith in the system
      - a) Police not following through
      - b) Experience with legalities taking too long, continuations, etc...
- 2. No/limited access to the services.
  - a. Incapable to access by themselves.
    - i. Elderly
    - ii. Language barrier
    - iii. Literacy
  - b. Transportation.
    - i. No/limited transportation (rural areas)
    - ii. Cannot afford transportation, gas (low income)
    - iii. Extensive travel time in this region to get anywhere
  - c. Service provider hours (9am-5pm) not convenient to schedules

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### CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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Ten ways were identified to connect to victims. The first suggestion was to use posters with tear-off contact information (and possibly a QR code) that could be taken discreetly. It was specifically noted that a respondent is more likely to grab a quick tab or card than stop to write down a number or email address.

The second way is to hand out a physical survey to be completed, or to be read aloud in person or on the phone. It was suggested that this would be more effective in reaching the elderly, identifying literacy or language barriers and would allow the use of simple language and interesting graphics to engage the person in the survey.

Third, respondents suggested the use of email addresses such as those collected from posters or brochures, as well as systems-based and organizational mailing lists. An interesting suggestion was to check in to see if the Pennsylvania Liquor Control Board (PLCB) is willing/able to share contact emails. This organization would have not only the bars, but also the majority of the fraternal organizations (Elks, Lions, etc.) who have active liquor licenses.

Fourth, it was suggested that getting access to mailing lists may be problematic due to privacy rules, so having the organizations distribute the information/QR code through their own network would be helpful and perhaps be viewed as more trustworthy.

Related to the fourth idea, the fifth idea pushed the use of social media (including the social media accounts and websites of stakeholder organizations) as an effective way to reach the target audience. Sixth, it was suggested to seek an alliance with the utility companies to place information about the survey on utility bills. The seventh idea, using a trusted celebrity image or voice to legitimize the message, could be included in all of the other methods. Related to this was the suggestion of a public service announcement on TV by a specific newscaster from the local station. Another idea was to have priests or ministers from churches because they are trusted in the community. The last way suggested, the telephone, created some friction in this group, with some stating its usefulness in reaching the elderly with others arguing that no one answers phones anymore and it will be viewed as intrusive or a scam.

1. Posters with rip-off tabs linking to online survey and/or email address.
  - a. Crime victims more likely to take an indiscreet tab or card from poster
  - b. Post on community boards and in public restroom facilities
  - c. Supermarkets
  - d. Bars and taverns
  - e. Post office
2. Hand out physical survey to be completed, or to be read aloud in person or by phone
  - a. Elderly (more likely to engage on the phone)
  - b. Language translations
  - c. Use graphics, simple language
  - d. Have paper surveys at community events and use “silly” giveaways to encourage participation
3. Collect email address
  - a. Place posters with contact email (Bulletin boards, bathrooms)
  - b. Obtain from system-based organizations
  - c. Obtain from community organizations
4. Provide the survey link through organizational network
5. Social Media
  - a. Facebook
  - b. Twitter
  - c. Instagram
6. On utility bills, add slogan such as “Don’t keep us in the dark” for electric bills
7. Public service announcement by TV station newscaster
8. Use a trusted celebrity in the area to legitimize the survey message
9. Priests and ministers from area churches
10. Phones
  - a. YES - use phones to engage the elderly
  - b. NO - do not use phones because it is intrusive and no one answers unknown numbers

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### IDENTIFYING AND ENGAGING STAKEHOLDERS

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Many places to go were identified to reach the victims. However, it was noted that many protocols are already in place at different agencies to either distribute or to NOT distribute this type of material.

9. System based organizations
  - a. Law Enforcement
  - b. DA's office
  - c. Health care, welfare department
  - d. County Assisted Living
  - e. Schools
  - f. Drug treatment agencies
  - g. County agencies/system offices, county nursing homes, and human services organizations
  - h. Domestic violence (211)
10. Community/other organizations
  - a. Wright Center (medical outreach)
  - b. Caring Communities (HIV and other outreach)
  - c. Catholic Diocese
  - d. Council of Churches
  - e. Crime Watch
  - f. Rainbow Alliance
  - g. Fraternal Organizations-
    - 1) Elks, Lions, Moose Lodge, Shriners, Lithuanian Club, Rotary, Knights of Columbus
    - 2) Suggestion: Most have liquor license, so going to PLCB (Pennsylvania Liquor Control Board for list of license holders)
  - h. United Way of PA (Distribution list including many of these other groups?)
  - i. Bars/pubs (again, using the PLCB)
  - j. food banks, counseling agencies, Drug and alcohol agencies, Homeless shelters
  - k. AA, Al-Anon
11. Ethnic community: PAV (Polish American Vets), Lithuanian Club, Hispanic Center
12. Public events-Pride Fest
13. University/Colleges
14. Word of mouth

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### ASKING THE RIGHT QUESTIONS

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Several suggestions were offered as to how to proceed in developing the questions, although few specific examples with wording were suggested. Nevertheless, the comments and suggestions are enlightening. These focus on the wording, visual presentation and suggestions regarding tone and perceptions.

1. Wording
  - a. Provide examples of crimes in the questions, or in the instructions
  - b. Try not to use victim language-the word has strong connotations, and people avoid identifying as a victim
  - c. Provide surveys in a variety of languages, specifically: Spanish, Russian, Polish, Lithuanian
  - d. Make questions interesting
    - 1) Use the GALLUP poll model
    - 2) National Center for Transgender Equality = good model
    - 3) Simple, engaging language



- 4) Likert scaling
  - e. Clarify that it is anonymous over and over again
2. Visual
  - a. Use pictures when possible
  - b. Larger font
  - c. Not too many questions on a page, keep it short
  - d. Make it “visually pleasing”
3. Thoughts
  - a. Remember that “all crime is big crime” to the victim so avoid language that ranks or differentiates the crime based on “seriousness”
  - b. Clarify your purpose
  - c. Keep the police out (of the questions?)
  - d. Specify types of crimes in instructions since many believe only certain types of behavior are criminal
  - e. Build Relationships
    - 1) Let them know when and how they will receive results once the survey is complete
    - 2) Follow through to create trust and show integrity

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### IMPLEMENTING THE SURVEY

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For this region likely obstacles to implementation may include personal attitudes, such as indifference or apathy, distrust in “the system”, technology concerns, and cultural, social and language barriers. With this in mind, it is important to **emphasize** the survey’s confidential nature, and to recognize and respect the personal nature of the questions. Use of incentives or gifts (even something small like a sticker or pencil) can work. Specifically identified obstacles and considerations to implementing the survey:

1. Potential respondent concerns
  - a. Lack of trust in the system
  - b. Concern over potential scam/virus/malware
  - c. Fear over answers being provided to law enforcement
2. Indifference/Apathy of the potential respondent: “What difference will it make?”
3. Not understanding the purpose of the survey
4. Respondent’s experience with technology
  - a. Lack of availability/ability (elderly, poor, rural lack of cellular data)
  - b. Oversaturation (not answering any surveys due to survey fatigue)
5. Cultural/Social/Language barriers of respondents
  - a. Don’t recognize self as a victim (victimization seen as normalized behavior)
  - b. Language barriers
6. Offering incentives (gift cards) might increase response rate
7. Giving surveys to groups might increase response (group participation)
8. Emphasize that it is anonymous

SUMMARY OF REGION 3 (VICTIMS)  
WILKES BARRE, PA 8/15/2017

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Victim Attendees not listed to retain anonymity.

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DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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High prevalence populations of unserved/underserved victims of crime identified in this region include the elderly, youth, those suffering from domestic abuse, victims in rural areas, the poor, illegal and legal immigrants and refugees (specifically Hispanic and Napali) Difficulty in addressing these groups include cultural/language/education level barriers, transportation issues due to the rural nature of the region, poverty and the prevalence of the drug epidemic.

Many victims do not seek services for four identified reasons. First, there are victims who have no or limited knowledge of the services because they don't know their rights, did not receive information, or do not understand who is eligible, where to go or who to ask. Additionally, there might be a fear of the consequences of reporting. Many expressed not wanting to be seen as weak, fear retaliation from family, friends, drug dealers, domestic partners. Others fear immigration/government agencies and being detained or deported. Third, and associated with this fear of the consequences of reporting, is the desire to protect perpetrators and other victims. This can include fear of losing primary wage support, becoming homeless and/or losing children. Fourth, there is a perceived lack of service accountability. Distrust in the system is found across the board, with negative experiences relating to blame shifting, the perpetrator not being held accountable, a sense of being mistreated, ignored and subject to unprofessional attitudes/behavior.

Barriers to access services is another area of concern. First, many victims are incapable of accessing the services themselves due to age (children or elderly) and language barriers limiting comprehension of services and follow-up directions. Second, they many victims do not identify as a victim. They might have normalized the behavior or victim experiences. Others might be suffering from PTSD and/or a lack of counseling for their trauma so they choose to not deal with/recognize the issue at all. A third concern deals with the needed services not being available. For example, there is a lack of service providers, service provider choice, legal representation (especially in relation to property victimization) and a lack of convenient time availability which conflicts with transportation and work hours. In addition, financial constraints keep many victims from accessing services due to the cost of transportation, limitations on medicaid/medicare services and legal fees.

4. They do not seek services.
  - a. Lack of knowledge of the services.
    - 1) Don't know about the services, such as who is eligible, where to go, what's available or who to ask.
    - 2) Don't understand their rights as victims.
    - 3) Do not receive information from agencies/offices-were not told by anyone in the system
  - b. Fear of consequences of reporting.
    - 1) Don't want to be seen as being weak (fear, shame)
    - 2) Elderly may not want to admit needing help

## Appendix II-5: Regional Meeting Materials

- 3) Parents fear involving outside agencies, even if their children need services
- 4) Fear of immigration status and being detained/deported
- 5) Don't want to be retaliated against.
  - a) Domestic abuse
  - b) Drug dealers
  - c) Coworkers/family
- c. Protect perpetrators and other victims.
  - 1) Family members
  - 2) Fear of losing primary financial support (domestic abuse, or family victimization, elder abuse)
    - a) Lacking sense of self-worth (no other skills, can't support self)
    - b) Becoming homeless
    - c) Losing children to the system
1. Lack of service accountability.
  - 1) Distrust sort of the established systems and in particular, the criminal justice system.
    - a) Prior experience-no one taking responsibility (blame shifting by the system)
    - b) Perpetrator not being held accountable
    - c) Length of time until initial appointment too long
    - d) See police as "bad guys"
    - e) Poorly treated/ignored issues
    - f) Lack of confidence in CYA
    - g) Unprofessional conduct by counselors, staff, police (rude, late, not meeting appointments, not following through)
  - 2) Multiple victimizations in the past-don't feel like they count, that they are listened to by the system
10. Do not identify as a victim
  - a. Normalized behavior
  - b. PTSD-protecting self, or family protecting victim from further trauma
11. No/limited access to the services.
  - d. Incapable to access the services by themselves.
    - 1) Physically unable.
    - 2) Children and elderly
    - 3) Non-English speakers.
    - 4) No transportation
  - b. Needed services are not available.
    - 1) Counseling appointments lacking
    - 2) No translators available
    - 3) Alternative providers lacking
    - 4) No follow up services offered/available
    - 5) Office hours for services do not work with transportation and work limitations
    - 6) Legal assistance for property issues not available at all
    - 7) Difficulty coordinating family schedules
  - c. Financial Constraints
    - 1) Limited affordable legal services.
    - 2) Limitations of Medicaid/Medicare coverage
    - 3) Transportation costs (gas or bus)

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## CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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Five ways were identified to connect to victims. The first was to post fliers throughout the community. These fliers could be used to collect email addresses, allow respondents to access the survey directly (QR code) and/or pass the information on to others who might be victims. Second, social media was seen as a great way to reach many victims, but only if it was sent by/used in conjunction with, trusted or reputable sources. The third avenue to connect is related to the use of social media- it was suggested to distribute the link to potential respondents through organizational networks' email lists, websites and social media accounts. Possible associations are included in section C. Fourth, the use of intermediaries was seen as important to provide legitimacy, especially with language/cultural barriers. This is regardless of the type of survey (in paper, email, QR code, etc...). Without a feeling of safety and anonymity in responding, many victim groups with language/cultural barriers are unlikely to participate. Finally, the idea of using a phone app was forwarded so that it would be easy, discreet and convenient to complete. In addition, it was noted that people are unlikely to answer a phone survey so this was not included in the list.

11. Fliers posted throughout the community with QR code
  - a. Crime victims less likely to stop
  - b. Friends/families more likely to take information than a victim
12. Social Media blitz
  - a. Facebook
  - b. Twitter
  - c. Websites/social media accounts of stakeholder organizations
  - d. YouTube videos
13. Provide the survey link through organizational network
  - a. Send through trusted organizations/people
  - b. Use umbrella agencies, associations (see list in Section C)
14. Use intermediaries: trusted people in those communities
  - a. Church leaders
  - b. Ethnic/cultural community
  - c. Use Television, radio and news stations
15. Phone app
16. Paper surveys could be distributed through
  - a. Doctor's offices
  - b. University/College
  - c. Community flyers
  - b. Caseworkers at community agencies

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## IDENTIFYING AND ENGAGING STAKEHOLDERS

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Many places to go were identified to reach the victims. They include system-based organizations, community-based organizations, private businesses, and university/Colleges.

15. System-based organizations
  - Community Counseling Services (CCS)
  - Women's Resource Center (Scranton)

- Scranton Counseling Services
  - Pregnancy counseling
  - Domestic Violence
  - Political representatives
  - Juvenile service centers
  - Drug and alcohol administrators, human services directors and
  - Health care and education centers
  - Alcohol and Drug treatment
  - Police, court, DA's office
  - Association of school counselors
  - School districts can distribute to all schools
  - Public housing
16. Community-based organizations
- Crime Watch
  - Food banks, food pantry, soup kitchens
  - Catholic Social Services
  - Salvation Army
  - 211 services network
  - Hispanic center
  - Coroner & Funeral directors
  - BBBS (big brothers big sisters)
  - Youth clubs
  - Kirby health Center
  - SADD (Students Against Destructive Decisions)
17. Others/Private Businesses
- Casinos
  - News Organizations-hispanic news network
18. College/Universities
- Counseling/medical centers
  - During orientation

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### ASKING THE RIGHT QUESTIONS

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Several useful suggestions were offered. Questions should be written in very simple English, and stay away from the victim lingo and consideration should be made to account for sensitivity to cultural values/trauma. Suggested question are:

1. Are you safe?
2. Are you sleeping? Eating?
3. If you have children, are they safe? Sleeping? Eating?
4. Sliding scale of intensity for answering: How is your health? Do you feel depressed?
5. Are you in need of help?
6. Are you aware of services?
7. Were you aware of services when the event happened?
8. If you were a victim of a crime were you ever offered information about victim services? And if so, by whom? And if not, who did you interact with?

9. Were you given information about victim services? If yes, from whom/which agencies?
10. Did you reach out for services using this information? Why, why not?
11. Did you receive services?
12. If you received services, did they work?
13. Did the services received help you return to normal?
14. Would you be willing to accept help?
15. Would you be willing to attend counseling if it was offered? Why/why not?
16. How has your life changed since the event?
17. Do you have transportation?
18. What services could you have used when the event occurred?
19. What follow-up services could you use now?
20. Add a section to allow victims to offer suggestions of what would have helped.

### IMPLEMENTING THE SURVEY

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Likely obstacles to implementation include personal attitudes, such as indifference or apathy, distrust in “the system”, being overwhelmed by issues related to the drug epidemic, technology concerns, and cultural, social and language barriers. With this in mind, it is important to emphasize the survey’s confidential nature, and to recognize and respect the personal nature of the questions. Avoid triggers, if possible, by recognizing that many victims still suffer from trauma and PTSD. In addition, using a fun, interactive online survey, and pictures of trusted officials (Joe Biden, Governor Wolf for this region) will add legitimacy. Using a framework such as how BUZZFEED surveys work on social media will likely increase participation and completion of the survey. Specifically identified obstacles to implementing the survey include:

1. Potential respondent questioning the purpose
  - a. Lack of trust in the system
  - b. Fear over answers being provided to law enforcement
2. Indifference/apathy of the potential respondent:
  - a. “what difference will it make?”
  - b. Waste of time
3. Respondent’s experience with technology
  - a. Lack of availability/ability (elderly, poor, rural lack of cellular data)
  - b. Oversaturation (not answering any surveys due to survey fatigue)
4. Cultural/social/language barriers of respondents
  - a. Don’t recognize self as a victim (victimization seen as normalized behavior)
  - b. Language barriers
5. Build Relationships
  - a. Let them know when and how they will receive results once the survey is complete
  - b. Follow through to create trust and show integrity
6. Barriers to survey responses
  - a. They would not want to re-visit the memory of the crime.
  - b. Unwilling to take the time to complete it.
  - c. Email is inundated with surveys already.
  - d. Surveys that are too long, too wordy
  - e. Too intrusive, too much personal information
  - f. Phone wouldn’t work – people wouldn’t pick up for an unknown number

- g. Technology
  - h. Culture and language
- 7. Suggestions to improve participation
  - a. Have easy answers, use pictures
  - b. Structure like BuzzFeed or other surveys linked to social media

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## SUMMARY OF REGION 4, KUTZTOWN, PA 8/9/2017

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Stakeholder Attendees: Crime Victims' Council, Turning Point of Lehigh County, Children's Alliance Center, John Van Brackle, CAC, Centro Hispano Daniel Torres, Inc., Berks County Mental Health/DD Program, SafeBerks

Victim Attendee not included to retain anonymity.

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### DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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Many victims do not seek services with four reasons. First, there are victims who have no or limited information about services because they are isolated based upon their culture. Other victims may doubt or blame themselves and not recognize themselves as victim because of their limited knowledge. In addition, some workers misunderstand, believing that services are for the people who actually handling the criminal cases. Second, there are victims who fearful of the consequences of reporting the crime. They feel that they might be stigmatized or seen as being weak or incapable. Reporting domestic violence may lead them to become homeless, CYS involvement and losing kids, go into a nursing home. Third, victims protect perpetrator. They've raised their grand kids like their children. They have to support them. Third, there is a lack of service accountability. Distrust the established systems and in particular, the criminal justice system. In additions, people experienced multiple victimizations, and fought more than once would not seek the services

Another issue is that victims who have barriers to access to the services. Many victims are incapable to access the services by themselves, such as physically or intellectually disabled, children and elderlies, those who are institutionalized, and non-English speakers. Some do not have enough support to access the services. Another issue is the services are not available in specific areas, such as Children's medical exam, counseling. In addition, many victims cannot afford transportation (especially in rural areas), and affordable legal services are limited.

Most prevalent victim populations include: Spanish speaking, immigrants, those who distrust the system, those who live outside of the city and lack of funds to access transportation; college students who can't afford to go to services. All of these issues are interconnected, it is difficult to say what is the most prevalent. Greatest need in this region are those that are dependent on a caregiver

5. They do not seek services.
  - a. Lack of knowledge of the services.
    - 1) Isolated based upon their culture
    - 2) Doubting themselves, blaming themselves (e.g. college students)
    - 3) Worker's misunderstanding: Services are for the people who actually handling the criminal cases.
  - b. Fear of consequences of reporting
    - 1) Stigma related to the embarrassment around victimization. They still want to stay in their own home.
    - 2) A lot of people do become homeless because of domestic violence, fear of losing kids, fear of becoming homeless, fear of going into a nursing home.
    - 3) That ties them with the immigration issues and deportation, especially for undocumented or traumatized refugee.



- c. Protect perpetrator
  - 1) They've raised their grand kids like their children. They have to support them.
- d. Lack of service accountability
  - 1) Distrust sort of the established systems and in particular, the criminal justice system
  - 2) Multiple victimizations. Victimized fight more than once
- 12. No/limited access to the services
  - e. Incapable to access the services by themselves
    - 4) Physically or intellectually incapable
    - 5) Children and elderlies
    - 6) Institutionalized
    - 7) Non-English speakers
  - d. Needed services are not available
    - 1) Children's medical exam
    - 2) Counseling
  - e. Cannot afford
    - 1) No/limited transportation (rural areas)
    - 2) Limited affordable legal services

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### CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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Basically, three ways were identified to connect victims. The first way is to hand out paper survey to be completed. We can go to public places/events, or drop the survey to the supportive organizations and collect them later.

The second way is to collect email address and send direct from us. To recruit participants, we can place flyers with contact information (Bulletin boards, bathrooms), obtain contact information from system-based organizations, or community organizations.

The last way is to send a link to the survey by email through the trusted organizations/persons. Umbrella agencies may disseminate the link statewide. Possible associations include Community Action Agency Association, AAA directors' association, Disability Association, County Commissioners Association of Pennsylvania, Association of School Counselors, Food Bank Association, Pennsylvania CCAP Provider Association, County's Commissioner Association, which has child welfare, mental health, retardation, drug and alcohol programs in place.

- 17. Hand out survey to be completed, especially for seniors and disables.
  - a. Daycare Centers (adult & child), Laundromats
  - b. Hospitals (social work department), Doctor's offices, dentists, eye doctors
  - c. Neighborhood center such as CSA share
  - d. Churches, Catholic Charities
  - e. University/College
- 2. Drop the survey to the supportive organizations and collect them later.
- 3. Provide the survey link through organizational network
  - a. Send through trusted organizations/people

- b. Umbrella agencies, associations: Community action agency association, triple A directors association, disability association, County Commissioners Association of Pennsylvania, association of school counselors, food bank association, Pennsylvania CCAP Provider Association, County's Commissioner Association which has child welfare, mental health, retardation, drug and alcohol
- c. Seniors and disables don't like electric survey
- 4. People would not answer phone survey.

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### IDENTIFYING AND ENGAGING STAKEHOLDERS

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Many places to go were identified to reach the victims. That include system-based organizations (include school), community-based organizations, public places, and university/Colleges.

- 19. System-based organizations
  - a. Local state representatives have really engaged constituent relation
  - b. DHS to connect counsels and churches
  - c. Department of Aging
  - d. MHID (MHMR), CYS, HSDF
  - e. Juvenile Service Centers
  - f. County Commissioners Association of Pennsylvania.
  - g. Drug and alcohol administrators
  - h. Healthcare and education agencies
  - i. Pennsylvania chapter of CACs and MDT (multidisciplinary teams)
  - j. Police, courts, DA's office
  - k. Association of School Counselors
  - l. School districts can distribute to all schools
  - m. Berks County Intervening Unit
  - n. Schools (gym teacher, social worker, principal, guidance counselors)
- 20. Community-based organizations
  - a. Community center (LGBTQ, health, senior)
  - b. PA CAP network
  - c. Homeless coalitions
  - d. 211 services network
  - e. Hispanic center
  - f. Coroner & Funeral directors
  - g. College Social Equity Title IX Coordinators, on-campus help centers
  - h. MH, D&A (AA/NA), disabilities service provider network
  - i. Home care agencies
  - j. IDD United (e.g. Cerebral Palsy)
  - k. Colleges/Universities

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### ASKING THE RIGHT QUESTIONS

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Several useful suggestions were offered. Questions should be written in very simple English, and stay away from the victim service lingo and cultural values/trauma should be considered. Suggested questions are:

1. What's the linkage with 211? How do we get them involved?
2. What else did you need (if already accessed services)?
3. What do services mean to victims? Transportation, language, counseling, housing, legal services that are affordable, immigration services, advocates for court hearings, medical appointments.
4. What services are victims receiving that they have to seek from other organizations?

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### IMPLEMENTING THE SURVEY

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Language, culture, technology to access to the survey were pointed out as barriers to access the survey. Keeping access to the survey simple and Random drawing for gift card (dunking donut) would increase survey participation. If asking the question verbally, the person should be culturally responsive.

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## SUMMARY OF REGION 5 – PHILADELPHIA, PA 9/ 28/2017

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Stakeholder Attendees: Ceasefire PA, City of Philadelphia, Department of Behavioral Health & Intellectual Disabilities (DBHIDS), Charles Foundation, Philadelphia Corporation for Aging.

No victims participated.

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### DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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Unserviced/Underserved victims of crime tend not to seek services because they may not know services exist, they may not realize they qualify, they may think accessing services is time-limited or they give up if they need to make multiple attempts to access services. Fear of reporting impacts seeking services mainly due to mistrust and not feeling safe. Finally, many issues were suggested related to lack of system accountability, including service providers not being aware of total range of services, not believing their duty includes referring victims to other providers and/or feeling a competition for funding.

Personal/cultural beliefs range from not feeling ready to access services initially to issues related to the culture of poverty and how it impacts the family. Many suggestions were given regarding limits on access to services including high crime areas impacting people's ability to recover, as well as lack of services (or a perception of such) for "collateral" victims – those that observed the crime or are affected because they are connected to the victim.

Prevalent crime for this area includes abuse, caregiver neglect and others. Populations with greatest need and suggestions for most needed services are too numerous to summarize here.

1. Not seeking services
  - a. Lack of knowledge
    - 1) Don't even realize services are available
    - 2) Feel excluded/don't realize there are services unless a crime is reported
    - 3) After legal process is done, don't realize there are services to help heal from trauma
    - 4) People that want help months or years after incident think they are too late to get services
    - 5) Parents or others related to victims who are also perpetrators may believe they aren't eligible for services. (i.e. believe they are complicit)
    - 6) People who have committed crimes in the past may believe they aren't eligible for services if/when they become a victim
    - 7) They go to a provider that can't give them the service they need, so they give up instead of trying again ("wrong door")
  - b. Fear of reporting
    - 1) Legal system does not make them feel safe
    - 2) Some legal protections are not enough to keep people safe
    - 3) Parents want to protect their own children, won't report crime within family
    - 4) Mistrust of service providers
    - 5) Undocumented immigrants
    - 6) Don't want their name in the system
  - c. Lack of service accountability

- 1) People in constitutional service work don't know what services are available
  - 2) All service providers should be educated in other areas of services victims may need
  - 3) Some well-meaning grassroots organizations cause re-traumatization
  - 4) Restriction on services create ill will among victims (see 2.g.2 below)
  - 5) Blame the victim mentality
  - 6) Disconnect between what victims need and what police believe they need
  - 7) Mistrust between criminal justice system and victims
  - 8) Victim services workers only seeing their roles as claims processing (not referral)
  - 9) Different agencies may compete or not work together because of vying for funding
  - 10) Don't get restitution from trial/perpetrators "get off" without penalty
  - d. Personal/Cultural Belief –
    - 1) They don't feel ready to access helping services
    - 2) Shame
      - a) Men that were raped
    - 3) Parents won't report their own children
    - 4) Culture of poverty leads to layers of crime
      - a) Elderly allow relatives to live in their restricted housing
      - b) Relatives of elderly take/use their Social Security check
      - c) Take advantage of people who cannot provide self-care
    - 5) Credibility of mental health counselor (can't relate to their reality)
    - 6) Too much emphasis on prescribing medication
13. No/limited access to the services
- a. Lack of response to people who were not direct victims, but who observed it or were otherwise affected by it.
    - 1) Example: parent of child who was shot – is parent still defined as "victim"?
    - 2) Secondary victims of crime
  - b. Networks that serve people but aren't plugged in to victims of crimes (not sure what the stakeholder meant by this, but wanted to record it)
  - c. Still a victim even if the crime was officially reported
    - 1) People think it has to be reported to police for it to be a crime, to have a victim
  - d. People in areas where crime is "routine" (cities, impoverished areas) are under constant threat and can't return to pre-victimization state
  - e. Lack of ability
  - f. Few options to relocate people after crime
    - 1) NIMBY (not in my backyard)
  - g. Cannot afford (Poverty)(no responses for this topic)
  - h. Restrictions on Access
    - 1) Services are offered at times that aren't feasible (conflict with work schedule)
    - 2) Aren't eligible for help with funeral expenses if person was involved in criminal activity at the time of death
    - 3) Demand for services may not be met – not enough providers
    - 4) Transportation
      - a) Services are too spread
    - 5) Rural areas –
      - a) elders lose access to things when young relatives leave the area
      - b) Don't have WIFI

- 6) People don't want to leave their neighborhoods
- 14. Prevalent crime
  - a. Abuse (elderly, child, domestic)
  - b. Sexual abuse
  - c. Financial exploitation
  - d. Caregiver neglect
  - e. Addiction is related to commission of crimes (opioid crisis)
  - f. Theft, especially within families
- 15. Greatest need population – underserved populations
  - a. African-American
  - b. Latino
  - c. Asian
  - d. Elderly/seniors
    - 1) Self-care can become challenging
    - 2) Family members can take advantage of them
  - e. Non-English speaking
  - f. Women
  - g. People living in poverty
- 16. Areas of most service need
  - a. Job training and education
  - b. Services to peers and family members of homicide victim
    - 1) Emotional support
    - 2) Services that help family “move on” and replace needs that may have been met by victim
    - 3) Support of school workers who have to continue to serve students
  - c. Early intervention
    - 1) For trauma victims
    - 2) For children
    - 3) Through parenting classes
  - d. Hunger (food supplies)
  - e. Help for elderly
    - 1) Training to help elders be “agents of change in charge of their own destiny” instead of people needing help
    - 2) Providing funding for family members to provide care
    - 3) Providing meals and other interventions to help them be self-sufficient
  - f. Mental health counseling
  - g. Housing assistance
  - h. Utility assistance
  - i. Ways for people to help or effect change (“I don't want someone else to do through what I did.”)
  - j. Centralized location to access all services

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## CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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It was suggested that a flier should be posted in a variety of public places. The use of social media and other media, as well as a billboard and ads on busses were suggested as ways to spread the word about the survey and create awareness of the issue.

1. Survey notification
  - a. Flyer at public places with website
    - 1) Food banks
    - 2) Schools
    - 3) Churches
    - 4) Community centers
    - 5) Rec centers
    - 6) Senior centers
    - 7) Barber shops/hairdressers
    - 8) Bars
    - 9) Corner stores
  - b. Media/social media
    - 1) Website
    - 2) Facebook
    - 3) QR code
    - 4) Philadelphia Inquirer
  - c. Billboards
  - d. Buses/public transportation
  - e. Letters to victims
  - f. Info in utility bills
2. Survey format
  - a. Electronic
    - 1) Smartphone app
    - 2) Online
3. Survey distribution/Collection
  - a. Phone might work for older population, but they are using electronics more and more
  - b. Snowball
  - c. Service providers help victim complete the survey
  - d. Have victims complete survey while waiting in court for trial to start

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## IDENTIFYING AND ENGAGING STAKEHOLDERS

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A variety of system based and community organizations were mentioned as possible ways to identify and engage stakeholders.

21. System-based organizations (government)
  - a. Police District Advisory Council (PDAC)
  - b. Victims Assistance Officer (VCO)
  - c. City Council
  - d. Other government officials
  - e. Housing authorities
  - f. DA office

- g. Commission on Crime and Delinquency
- h. Ceasefire
- 22. Community organizations
  - a. Community Development Corporations
  - b. Recognized Civic Organizations (RCO)
  - c. Knights of Columbus
  - d. Kiwanis Club
  - e. Homeowners' Associations
  - f. VFWs
  - g. Victims' advocates
  - h. Senior law center
  - i. Community Legal Services
  - j. KARI
  - k. Suicide prevention organizations
  - l. Community Support Collaborative
  - m. Emergency preparedness and response unit
  - n. Pennsylvania Collation Against Domestic Violence (PCADV)
  - o. Charles Foundation
  - p. Mothers in Charge
  - q. Healing Her People
  - r. People Emergency Center (PEC)
- 23. University police
- 24. Ethnic communities
  - a. Ask Managing Director of City of specific organizations
- 25. Business network/clubs

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### ASKING THE RIGHT QUESTIONS

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Suggestions in this area were limited to structure of survey and attached message, as well as a many questions that could be included for both stakeholders and victims.

- 9. Wording/tone
- 10. Visual/structure
  - a. Easy
  - b. Mobile-accessible
- 11. Message attached to survey
  - a. Indication that one person's input can create an impact
  - b. There will be a way to view results of survey
- 12. Contents
  - a. Try to figure out what they already know about resources that are available
  - b. What relationships between you and services would be helpful?
  - c. What relationships between different service providers would be helpful?
  - d. When you interact with victims, do you believe that they have a desire for compensation relief or an opportunity to do better, or day to day treatment?
  - e. How do stakeholders define victims?
  - f. Do you think there are victim services outside of the criminal justice system?
  - g. what role do you consider yourself as?



## Appendix II-5: Regional Meeting Materials

- h. what would be a category that could encompass you?
- i. To whom do you refer victims if they need more than the services you provide?
- j. Question to discover how people define “victim”
- k. Do you believe you’re only eligible for services during a limited time frame?

## IMPLEMENTING THE SURVEY

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Several barriers were discussed by stakeholders, as well as suggestions to maximize participation.

5. Barriers to survey
  - a. Thinking it won't be anonymous
  - b. "Is it worth it?"
  - c. "I have bigger issues than trying to complete a survey."
  - d. Some people thinking their needs might not be reflected (only viewpoints of "pale, male and stale")
  - e. Cynicism
  - f. Thinking it won't change anything.
  - g. Ethnic communities (Asian, Latino) will be mistrustful of completing it.
6. Suggestions to maximize the participation
  - a. Incentives
    - 1) Lottery for first 50 people to complete survey
    - 2) A chance to be part of change process/have a voice
  - b. Make it accessible for non-English speakers (translation by Department of Behavioral Health and Intellectual Disabilities)
  - c. Use "survivor" in addition to or instead of "victim"
  - d. Make results available
    - 1) Have a press conference to inform people where (website) they can view the survey results
    - 2) Through office of violence prevention and intervention
    - 3) Mayor's special committee on gun violence

## SUMMARY OF REGION 5 – BUCKS COUNTY, PA 9/ 29/2017

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Stakeholder Attendees: Family Services of Bucks County, Montgomery Child Advocacy Project, Bucks County Mental Health/Development Programs, NOVA (Comprehensive victim service organization), Penn Foundation Community Health, Victim Service Center, Vita - Education, Women's Center,

No victims participated.

### DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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Unserviced/Underserved victims of crime tend to not seek services due to lack of realization that their emotional issues may have arisen as a result of being victimized. Along with that they may simply not realize services exist, or if they do, where to access them. Fear of reporting includes mistrust of the system, and there are issues within service accountability that include bias of workers and a lack of resources to provide the needed services. Personal and cultural beliefs impact willingness to access services. Several reasons were given for lack of ability to access services, as well as other restrictions.

Prevalent crime includes child abuse and domestic violence.

Many suggestions were made to areas of most need and populations with most need.

1. Not seeking services
  - a. Lack of knowledge
    - 1) Don't know where to access services
    - 2) People don't connect emotional issues with having experiences a crime/trauma
    - 3) They don't know services are available
    - 4) They don't identify as a victim (women in prison, intellectually disabled)
  - b. Fear of reporting
    - 1) Mistrust of system
    - 2) Fear that they will get in trouble with police
    - 3) Homeless people don't want to reveal where they are living outside
    - 4) Things will get worse if I report it.
    - 5) Fear of being deported
  - c. Lack of service accountability
    - 1) System hasn't really helped in the past – don't think it will help in the future
    - 2) Women, specifically, who are both victims and perpetrators (in jail) don't believe they deserve services
    - 3) Bias or desensitization of service providers – (“hotline junkies” – don't dismiss just because they have a habit of often seeking services)
    - 4) Only wanting to treat addiction instead of acknowledging that trauma may have played a part in the development of the addiction
    - 5) Not enough money or physical space to serve victims
  - d. Personal situation/Cultural Belief
    - 1) Embarrassment
    - 2) Cultural barriers
      - a) Russian
      - b) Korean

- c) Jewish
  - 3) Not a priority because too busy
  - 4) We don't talk about things outside of our family.
  - 5) Shame
    - a) Men don't want to look "weak"
- 2. No/limited access to the services
  - a. Lack of ability to access services
    - 1) Victims with disabilities
    - 2) Children
  - b. Restrictions on Access
    - 1) Isolated
    - 2) Lack of transportation
    - 3) No evening/weekend hours
    - 4) No care for children to that adults can get to appointments, etc.
    - 5) Money
- 3. Prevalent crime
  - a. Child abuse
  - b. Domestic violence
- 4. Underserved populations
  - a. Russian
  - b. Eastern European
  - c. Indian
  - d. Asian
  - e. African-American
  - f. Hispanic
  - g. Elderly/seniors
  - h. Those living in poverty (Bucks is affluent, overall)
  - i. Victims of sex and labor trafficking
  - j. LGBTQ/trans-gendered
  - k. Male victims (want to avoid perception of being weak)
  - l. Those with intellectual disabilities
- 5. Greatest need populations
  - a. African-American (in cities)
  - b. Indian
- 6. Areas of most service need
  - a. Elder services
  - b. Services for those in poverty
  - c. Ensuring all hospitals have enough capacity to meet needs
    - 1) Training hospital personnel in forensic procedures
  - d. Hotline
    - 1) Suicide
    - 2) Veterans
  - e. Transportation
  - f. Housing
  - g. Employment
  - h. More beds in temporary facilities

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### CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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It was suggested that a flier should be posted in a variety of public places. The use of social media and other media were also suggested.

1. Survey notification
  - a. Flyer at public places with website
    - 1) Laundromat
    - 2) Doctor offices
    - 3) Literacy organizations
    - 4) Probation departments
    - 5) EMS
    - 6) Recovery Centers
    - 7) Churches
    - 8) Community centers
    - 9) Supermarkets/ethnic markets
    - 10) Bars
    - 11) Jail
  - b. Media/social media
    - 1) Radio stations/NPR
    - 2) Local TV stations
    - 3) Twitter
    - 4) Facebook
    - 5) Link on websites: "Have you been a victim of crime? Do you want your voice to be heard?"
    - 6) Community websites
2. Survey format
  - a. Electronic
3. Survey distribution/Collection
  - a. Support coordinators (for victims with intellectual disabilities)
4. Consider "hidden" or "marginalized" as other terms for "underserved"

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### IDENTIFYING AND ENGAGING STAKEHOLDERS

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A variety of system based and community organizations were mentioned as possible ways to identify and engage stakeholders.

1. System-based organizations (government)
  - a. Governor's office
2. Community organizations
  - a. Bucks Mount Collaborative
  - b. Norristown Interagency Council
  - c. Phoenix Health and Wellness Foundation
  - d. Pottstown Area Health and Wellness Foundation
  - e. Salvation Army

- f. Manna on Main St
- g. Norristown Hospitality Center
- h. ACALMO (serves Hispanic community)
- i. Opportunity Industrialization Center (for African-American community)
- j. CADCOM (fatherhood program)
- k. SIL
- l. Direct Services Coalition (suggested as a way to find all agencies to “push” survey to)
- m. United Way
- n. CARE
- o. BCHIP
- p. Mental health care agency administrators
- q. NAMI
- r. HCSIS Home and Community Service Information System

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### ASKING THE RIGHT QUESTIONS

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Suggestions in this area were wording and structure of survey, as well as a several questions for both victims and stakeholders.

1. Wording/tone
  - a. 6-8<sup>th</sup> grade reading level
  - b. Multiple languages
2. Visual/structure
  - a. Short
  - b. Have an ‘help’ button to use for survey questions
  - c. Yes/No questions
  - d. No open-ended questions
3. Message attached to survey
4. Contents
  - a. Have you ever been a victim of crime?
  - b. Do you know anyone who has been a victim of crime?
  - c. what have been the experiences of your clients that they can describe as having been painful or traumatic?
  - d. what have been the experiences with the population that you serve that has caused them pain or trauma, or contributed to them being where they are today?
  - e. What do you hear or how do victims of crime identified become known to your organization?
  - f. would you be willing to talk to someone if you didn’t have to go somewhere?
  - g. What do you really need?
  - h. have you ever been hurt by someone else?
  - i. have you ever used the victim services in your county?
  - j. What help did they go for?
  - k. Where did they get it?

- l. How do you process the victims of crime and underserved and unserved community is to give organizations time to do the ground work; to introduce the program; to engage; to build trust; to create comfort? (not sure if this was meant as a potential stakeholder question or not)
5. General suggestions
  - a. Use random sample so choosing to take the survey doesn't identify them as a victim

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### IMPLEMENTING THE SURVEY

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Few barriers were discussed by victims, as well as suggestions to maximize participation, including having a link to service options.

1. Barriers to survey
  - a. What does this matter?
  - b. How does it relate to me?
  - c. People may not want to identify as "victim" but might still want to fill out the survey
  - d. Emails might end up in spam folders or deleted
2. Suggestions to maximize the participation
  - a. Email is better than phone when asking stakeholders to forward/push survey
  - b. Make sure they know it's confidential
  - c. Have a link to jump to info on obtaining services

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## SUMMARY OF REGION 6, MECHANICSBURG, PA (8/11/2017)

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Stakeholder Attendees: Probation & Parole, Office of Victim Advocate, YWCA of Greater Harrisburg, Domestic Violence Services of Lancaster County, Pennsylvania State System of Higher Education (PASSHE) Title IX Coordinator.

Victim Attendees not listed to retain anonymity.

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### DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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1. Fear of consequences/embarrassment
  - a. Consequences: college students, LGBTQ, African Americans, SA, intimate partner violence, international students, Immigrants
  - b. Embarrassment: Males (DV)
2. Lack of knowledge: international students
3. Lack of service accountability (culturally incompetent staff): Human trafficking victims, traumatic victims (refugees)
4. Lack of physical access (transportation): Rural areas

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### CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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1. Paper survey
  - a. Mail
  - b. Drop the survey to the supportive organizations and collect them later
2. Electric survey
  - a. Collect email address
  - b. Provide the survey link through organizational network
  - c. Set up website

---

### IDENTIFYING AND ENGAGING STAKEHOLDERS

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1. Public places:
  - a. Law firm, hospital, medical centers, doctors, dentists
  - b. Educational programs
  - c. Hair dressers
2. System based organizations
  - a. Police, court, DA's office, MHMR
3. Community organizations
  - a. Mental health, DA
  - b. Free classes for refugees
  - c. community centers (senior, ethnic, medical), Pennsylvania Immigration Resource Center (PIRC)
  - d. DV support group, AA
  - e. Catholic charities
  - f. Faith-based org



- g. Farm worker's organization (Friends of Farmworkers)
- 4. Public events
  - a. A model of the day homeless come
  - b. National Commission against Domestic

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### ASKING THE RIGHT QUESTIONS

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1. What is your role in organization?
2. What are the greatest issues that they are dealing with from those that are trying to serve?
3. What do you wish you had?
4. Have you ever used the services?

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### IMPLEMENTING THE SURVEY

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1. Explain the motives for doing the survey
2. Ensure that remain anonymous
3. Giveaways
4. Anticipates amount of time up front
5. Don't title is survey (new community tool kit?)
6. Wrap up nice layer, a little word
7. Have people translate or read
8. Talk with stakeholders

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## SUMMARY OF REGION 7 – BEDFORD, PA 9/25/2017

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Stakeholder Attendees: Retired County Commissioner, Your Safe Haven, Blair County Juvenile Probation Office, Bedford County Juvenile Probation

No victims participated.

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### DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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Victims are unserved/underserved in this region for a variety of reasons. Some do not seek services due to a lack of education regarding the legal system and victimization. Others fear reporting, especially when dealing with a family member, and while there is a distrust of the legal system, more focus was placed on personal attitudes regarding keeping issues related to crime private. Rural isolation factors and poverty might also cause a lack of access to services due to a lack of transportation, reliable communication sources, language and literacy barriers.

The participants were very clear that many of the unserved/underserved would simultaneously fit into a variety of these identified categories. Prevalent crime in the area revolves around drug-related activities such as theft and fraud, as well as domestic and sexual abuse-related crime. Elderly and youth, Amish/plain folk, LGBTQ and minority groups are seen as the greatest need underserved populations, with the need for legal and psychiatric services identified as the most needed areas of service.

1. Not seeking services
  - a. Lack of knowledge
    - 1) Think it costs money
    - 2) Don't understand the system has services for victims
    - 3) Don't know the terms, how legal system works
    - 4) Don't recognize self as victim
    - 5) Don't recognize domestic abuse as a crime when it happens within the family
  - b. Fear of reporting
    - 1) Bullying/intimidation
    - 2) Don't want to report family
      - a) Don't want to lose kids or home
      - b) Reporting will make it worse
      - c) Kids won't report parents
      - d) Parents won't report kids
    - 1) Stigma and shame of admitting to victimization
    - 2) Fear of going to court/police
    - 3) Don't want to be charged themselves
  - c. Lack of service accountability
    - 1) No trust in government
  - d. Personal/cultural belief
    - 1) Personal attitudes
      - a) I deserve what I get
      - b) We don't snitch on family
      - c) Amish/plain folk attitudes towards privacy

2. No/limited access to the services
  - a. Lack of ability
    - 1) Physical/mental ability limitations
    - 2) Language barriers
    - 3) Literacy barriers
  - b. Cannot afford time/money
    - 1) Transportation/gas
    - 2) Child care
    - 3) Missing work
  - c. Rural concerns
    - 1) Lack of transportation options
    - 2) Lack of reliable cell/internet coverage
3. Prevalent crime
  - a. Drug-related crimes
    - 1) Fraud
    - 2) Theft
    - 3) Drugs/alcohol (e.g. DUI)
  - b. Domestic abuse
  - c. Human trafficking
  - d. Sexual assault
4. Greatest need population
  - a. Elderly and youth
  - b. Minority
  - c. Amish
  - d. LGBTQ
5. Areas of most service need
  - a. Psychiatric services
  - b. Legal services-divorce and Protection from Abuse Orders
  - c. "Rural Isolation Factors"

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### CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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A few ways were suggested to connect with unserved/underserved victims of crimes. The participant group was very vocal that physical fliers with tear off tabs be posted at a large range of locations. Social media was also noted, as were advertising at community fairs and in newspapers. Survey format could be electronic or paper-based, but phone surveys should be done with an automated system that has different language options. Taking advantage of agency volunteers and interns in order to distribute and collect surveys was also strongly suggested.

1. Survey notification
  - a. Flyer with tabs at public places
    - 1) Women's and Men's restrooms
    - 2) Community Bulletin Boards
      - a) Grocery Stores

- b) Bars
- c) Post Office
- b. Media/social media
  - 1) Facebook
  - 2) Websites
- c. Church Bulletin
- d. Community Fairs, Senior Fairs-use volunteers from agencies
- e. Newspapers
- 2. Survey format
  - a. Electric-QR codes and links
  - b. Paper
  - c. Phone
    - 1) Automated
    - 2) Available in languages other than English
- 3. Survey distribution/Collection
  - a. Send through organization (organization examples are under the question C)
  - b. Snowball
  - c. Use interns and volunteers

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### IDENTIFYING AND ENGAGING STAKEHOLDERS

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A variety of system-based and community organizations, social clubs and private businesses were suggested as potential stakeholders. A few participants explained the use of “the book” of services (a publication listing area service providers and contact information). Participants offered to scan a copy, but were asked instead to send a copy so that we can scan it and incur costs associated with duplication. Additionally, specific regional newspaper publications were provided.

- 1. System-based organizations
  - a. Licensing Agencies
    - 1) Beauticians/barber shops
    - 2) Funeral directors
  - b. Law enforcement
  - c. Jails
  - d. Courts
  - e. CASA (Court Appointed Special Advocate)
- 2. Community organizations
  - a. Salvation Army
  - b. Catholic Charities
  - c. 211 Network
  - d. Blair County Landlord Association
  - e. Pennsylvania Farm Bureau
  - f. Red Cross
  - g. Food Banks
  - h. Goodwill
  - i. PA Distributors’ Association (alcohol?)

- j. County Cooperative Extension
  - k. Fire
  - l. County Human Services
  - m. Truck stops
  - n. Pharmacies
  - o. AA/NA meeting places
  - p. Convenience Stores
  - q. Doctor offices/medical facilities
  - r. Post Office
  - s. Feed store
  - t. Tackle shops/Hunting shops
  - u. Libraries
  - v. Treatment Centers
3. Ethnic communities
- a. Store in Shellsberg (Hispanic owner with migrant clientele)
  - b. Foreigners' Associations
    - 1) Hispanic
    - 2) Polish
    - 3) Bavarian
4. Business network/clubs
- a. Elks
  - b. Knights
  - c. American Legion
  - d. VFW
  - e. Eagles
5. University/Colleges
6. Newspapers
- a. Altoona Mirror
  - b. Morrison's Cove Herald
  - c. Tyrone Herald
  - d. Bedford Gazette

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### ASKING THE RIGHT QUESTIONS

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A variety of questions were provided as samples to ascertain the victim's current situation. Special attention was paid to questions related to personal safety and psychological safety. Additional recommendations were made to keep it short and to use multiple choice questions. Assuring anonymity, avoiding the words "survey" and "assistance", providing context to questions and simplifying to a third-grade reading level were also identified as important. Finally, defining the purpose and potential outcomes will be important as well.

1. Wording/tone
- a. Assure anonymity/confidentiality
  - b. Don't call it a survey (suggestion = "data generation")
  - c. Don't use the word assistance (suggestion = "support")
  - d. Keep to a 3<sup>rd</sup> grade level

- e. Provide context before each question (define terms, provide examples, etc...)
2. Visual/structure
  - a. Multiple choice
  - b. Short
3. Message attached to survey
  - a. Explain the purpose
  - b. Define unserved/underserved
  - c. Explain that this will help provide services that might be personally applicable
  - d. Explain that you will be able to access results
4. Contents
  - a. Focus on questions related to personal safety
  - b. Are you feeling overwhelmed?
  - c. Do you need financial assistance?
  - d. Did you know you had the ability to come back 6 months later?
  - e. Are you sleeping?
  - f. Are you eating?
  - g. What are your needs?
  - h. Do you have enough support?
  - i. Do you want to confront/ask questions of your offender?
  - j. Would you participate in victim-offender mediation?
  - k. Having experienced a crime committed against you, what would be the most helpful thing going forward today?

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### IMPLEMENTING THE SURVEY

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Participants identified that barriers to survey completion will most likely be oversaturation/survey fatigue and a low return rate for paper surveys. Additionally, service providers questioned when they would find it appropriate to give the survey to a victim, providing the example of a client in crisis and crying. The survey will not be a priority during crisis. However, participation can be maximized by keeping the survey questions and language targeted to the audience, keeping anonymity in mind by providing paper surveys in a sealed envelope with a self-mailer for return. Additionally, the wishes of each organization regarding how to provide the survey/advertise the survey should be taken into consideration since the organization knows the target audience. Finally, sharing the results will be important, and a suggestion was made to present findings based on county instead of only as state-wide results.

1. Barriers to survey
  - a. "Surveyed up to here"-oversaturation
  - b. Concern over when to give the survey to the person (during intake? Afterwards?)
  - c. Low return rate
2. Suggestions to maximize the participation
  - a. Ask organizations how they would prefer to distribute the survey/information
  - b. Target the language to the audience
  - c. Target the message to be personalized
  - d. Timing suggested for between early January to February (avoid holidays)

## Appendix II-5: Regional Meeting Materials

- e. Incentivize with food/dessert, gift card drawing
  - f. Provide in a sealed envelope/provide envelope to return survey/self-mailer
3. Sharing Results
- a. Put executive summary in newspaper
  - b. Personalize results based on county

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## SUMMARY OF REGION 8 – GREENSBURG, PA 7/25/2017

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Stakeholder Attendees: Washington County Children & Youth Services, CASA of Allegheny County, Area Agency on Aging (Westmoreland County), Jewish Family & Children’s Service of Pittsburgh, Westmoreland County Victim/Witness Services, Adelphoi, Westmoreland County Housing Authority

No victims participated.

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### DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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First of all, some victims do not seek services with three types. First, there are victims who have no or limited information about services. Victim may not aware of the services, or no clue about who is eligible, where to go, or who to ask. Because of limited knowledge, victims may not recognize themselves as victim. Second, there are victims who fearful of the consequences of reporting the crime. They feel that they might be stigmatized or seen as being weak by others, or to be retaliated by the perpetrators. Some victims want to protect perpetrators from arresting or want to avoid changing their lifestyle, resulting the perpetrator is taken away. Third, victims from a different culture may have different perspective toward the system/services. They cannot trust the police, or they feel receiving services is culturally inappropriate or reporting the crime is not wise because it may cause a trouble.

Another issue is that victims who have barriers to access to the services. There are victims who are incapable to access the services by themselves, such as physically or intellectually disabled, children and elderlies, those who are institutionalized, and non-English speakers. Some do not have enough support to access services. Some are blocked to access by their gate keeper. Transportation is another barrier to access the services. In rural areas, there are limited public transportation. Low income victims cannot afford public transportation even if it is available. In addition, systematic issues discourage victims to seek services, such as not timely responses from the service provider.

High prevalence populations include kids, elderly, LGBTQ, DV, SA, any one woman that may look different (Muslim women and their dress). Difficulty in addressing the primary issues are cultural/language barrier, victim whose family is not supportive (elderly, child, disabled) ...anyone who has a gatekeeper

6. They do not seek services
  - a. Lack of information of the services
    - 1) I don’t know about the services, such as who is eligible, where to go, or who to ask
    - 2) Don't recognize themselves as a victim
  - b. Fear of consequences of reporting
    - 1) Don’t want to be stigmatized
    - 2) Don’t want to be seen as being weak
    - 3) Don’t want to be retaliated
    - 4) Protect perpetrators
    - 5) Don’t want to change their lifestyle, such as put perpetrators in jail or evicted from the home
  - a. Lack of service accountability
    - 1) Cannot trust police



- 2) Receiving services is inappropriate (cultural beliefs)
7. No/limited access to the services
  - a. Incapable to access by themselves
    - 1) Physically or intellectually incapable
    - 2) Children and elderlies
    - 3) Institutionalized
    - 4) Non-English speakers
  - b. Transportation
    - 1) No/limited transportation (rural areas)
    - 2) Cannot afford transportation (low income)
  - c. Systematic issues
    - 1) Not timely responses

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### CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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Basically, three ways were identified to connect victims. The first ways to hand out paper survey to be completed. We can go to public places/events, or drop the survey to the supportive organizations and collect them later.

The second ways is collect email address and send direct from us. To recruit participants, we can place flyers with contact information (Bulletin boards, bathrooms), obtain contact information from system-based organizations, or community organizations.

The third way is to send a link to the survey by email through the trusted organizations/persons. Umbrella agencies may disseminate the link statewide. Possible associations include Community action agency association, AAA Directors' Association, Disability Association, County Commissioners Association of Pennsylvania, Association of School Counselors, Food Bank Association, Pennsylvania CCAP Provider Association, County's Commissioner Association, which has programs for child welfare, mental health, retardation, drug and alcohol.

1. Hand out survey to be completed
  - a. Doctors, local hospitals, health care agencies, clinics, middle help association, DDI groups, guardianship grocery store and the bank, secret services, restaurants, libraries, Walmart, Senior Centers, recreation centers (YMCA, YWCA), places of worship
  - b. Drop the survey to the supportive organizations and collect them later.
2. Collect email address
  - a. Place flyers with contact information (Bulletin boards, bathrooms).
  - b. Obtain from system-based organizations.
  - c. Obtain from community organizations.
  - d. Provide the survey link through organizational network
3. Send through trusted organizations/people through "umbrella agencies and associations:
  - a. Community Action Agency Association
  - b. AAA Directors' Association
  - c. Disability Association
  - d. County Commissioners Association of Pennsylvania
  - e. Association of School Counselors

- f. Food Bank Association
- g. Pennsylvania CCAP Provider Association, County Commissioner s' Association

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### IDENTIFYING AND ENGAGING STAKEHOLDERS

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Many places to go were identified to reach the victims.

1. System based organizations
  - a. Police, courts, DA's office
  - b. Healthcare agencies,
  - c. Welfare department
  - d. Juvenile Service Centers
  - e. Area Agency on Aging (AAA)
  - f. Pennsylvania Area Agency, disease on aging. P4A
  - g. County agencies/system offices (county nursing homes, drug and alcohol administrators, MHMR, and human services organizations)
  - h. 211 network
  - i. Housing authority, Rehabilitation and housing
  - j. Advisory council, Allegheny County Department of Human Services Immigrants and International Initiative
2. Community organizations
  - a. VSOs
  - b. Community Action Agency
  - c. Food banks
  - d. Counseling agencies
  - e. Drug and alcohol agencies
  - f. Homeless shelters
  - g. Schools
3. Ethnic community, public housing community
4. Public events
5. University/College

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### ASKING THE RIGHT QUESTIONS

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Several useful suggestions were offered. Questions should be written in very simple English, and cultural values/trauma should be considered. If asking the question verbally, the person should be culturally responsive. Possible question are:

1. What service in your community seems to be the least available?
2. What services are lacking? What are the holes?
3. What barriers to service affect your clients?
4. What could be done to eliminate the barriers?
5. What could we have done to make it easier for you?
6. What services did you need? Did you get them?
7. Getting the victims to be able to identify their needs? What would help them?
8. Did the services help keep you safe?

9. Do you know you have rights?
10. Why didn't you access/seek services: where do you turn for information?
11. Who do you trust? (Beauty salons, barber shops, bartenders, etc.).
12. What did/do you need? Who helped you?
13. Do you need help?
14. What stopped you from seeking services?
15. What made this journey difficult?
16. Would you put yourself at risk if you sought services?

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### IMPLEMENTING THE SURVEY

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Obstacles implementing a comprehensive survey are language, access to victims who may have gatekeeper, literacy, technology, ranking (lack of randomness), credibility, and length of survey. Additionally, victims may feel fear of government and may not see what difference it makes if they complete survey. Emphasize it's confidential.

APPENDIX III:

**INSTRUMENT DEVELOPMENT & IMPLEMENTATION**

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### **Alternative Languages Now Available - Victim Services Needs Assessment**

Many of those we have asked to help get the word out about our Victims' Services Needs Assessment have expressed concern regarding the available language formats for the online Victims' questionnaire. In response to these concerns, we have engaged professional translation services and completed translations for the following six languages:

- Arabic (Egyptian translation)
- Chinese (Simplified)
- Korean
- Nepali
- Spanish
- Vietnamese

In addition, we have also translated the victims' flier into these six languages to help get the word out about the needs assessment. Copies of these translated fliers are available on the PCCD website for your use at <http://pcv.pccd.pa.gov> (Hover over the "Needs Assessment Survey" banner in the top righthand corner for a dropdown menu of options). English and Spanish versions of the printable questionnaire are also available on the PA Crime Victims' website for individuals who may not be able to complete the online version.

With the addition of these formats, we now have the following options available to assist victims/survivors in completing the Victims Services Questionnaire for victims/communities where limited English proficiency (LEP) is a communication barrier:

- a. Online digital Victims' questionnaire is available in English, Spanish, Arabic, Chinese (Simplified), Korean, Nepali, and Vietnamese using the Qualtrics link provided below.

**Victims Questionnaire Link:**

[https://iup.co1.qualtrics.com/jfe/form/SV\\_4VdmpQ6VqplPn9j](https://iup.co1.qualtrics.com/jfe/form/SV_4VdmpQ6VqplPn9j)

- b. A language access line is available for telephonic translation into over 200 languages by calling 717-265-8560 during normal business hours.
- c. Personal assistance in completing the Victims' questionnaire available through multi-lingual staff/volunteers locally and where applicable.
- d. A printable version of the Victims' questionnaire is available in English and Spanish on the.

Please feel free to contact me if you would like more information on LEP accessibility.

### Message for Victim Service providers

Good afternoon

You will soon be receiving an email from Qualtrics, an online digital survey program, inviting you to participate in a Victim Services Needs Assessment being conducted by the Office of Victim Services at PCCD. This assessment will be used to identify needs among victims/survivors of crime, as well as gaps in access to core victim services, statewide. The data obtained will provide information on the availability of services and how we can better reach unserved and underserved victim populations. The objective is to make informed decisions about funding and to strategically direct resources to:

- Stabilize current programs,
- Increase support for unmet needs, and
- Increase support for the underserved populations
- Fund new services and /or programs that are currently not available or do not meet the needs of the community in a specific geographic area

The Victim Services Needs Assessment is being conducted statewide over a six-week period from January 15 – February 28, 2018. During this period, we will gather data from a wide variety of perspectives related to victimization and the need for services. These include existing victim service providers as well as community stakeholders who provide a variety of other services in our communities and, in doing so, come in contact with victims of crime.

As a current victim service provider, we need to hear from you. Your experience and perspective is critical in understanding the needs of victims/survivors of crime in your communities. Based on this, there are three things we need from you:

1. **Complete** the questionnaire as soon as possible using the link in the Qualtrics invitation you will soon receive.
2. **Share** the questionnaire link with others in your organization/network whose input and perspective you feel is important and relevant. You will have the opportunity to “share” the questionnaire once you have completed it yourself. You may also share the questionnaire link by copying the link provided at the end of this email or by referring individuals to our website at [www.pccd.pa.gov](http://www.pccd.pa.gov)
3. Help **promote** this needs assessment to victims/survivors of crime by posting and distributing the attached Victims Flier freely throughout your community. This includes posting within your organization’s facilities and on your organization’s social media sites as well as a wide variety of places where individuals go for services (Emergency rooms & urgent-care facilities, laundromats, beauty salons/barber shops, supermarkets, bars and social clubs, public restrooms, libraries, post office, etc.) The flier explains the purpose of the needs assessment, and provides a QR code for smart phone accessibility, allowing easy access victims/survivors of crime. Alternate formats of the questionnaire (language, paper) are also available as needed for individuals with limited English proficiency or without digital access. You may also share the Victims’ of Crime questionnaire link by copying the link provided at the end of this email or by referring individuals to our website at [www.pccd.pa.gov](http://www.pccd.pa.gov).

Upon completion of the questions, all respondents will be directed to the “PA Crime Victims” website for more information and current services available. In addition, the results derived from this assessment will be published on the Pa Crime Victims website and a report based on the statistical analysis will also be published.

Please watch your email for the Qualtrics link within the next 24-48 hours. Remember to check your “junk mail” or “spam” as well. To access or share these questionnaires without this Qualtrics notification, please use the following links. (Please note that by accessing these active links, all responses will be incorporated as data so please refrain from accessing more than once):

Victims Questionnaire Link:

[https://iup.co1.qualtrics.com/jfe/form/SV\\_4VdmpQ6VqplPn9j](https://iup.co1.qualtrics.com/jfe/form/SV_4VdmpQ6VqplPn9j)

Stakeholder/Service Provider Questionnaire Link:

[https://iup.co1.qualtrics.com/jfe/form/SV\\_0fxuGMHtbPjnSZ](https://iup.co1.qualtrics.com/jfe/form/SV_0fxuGMHtbPjnSZ)

Thank you for your interest and willingness to help in better understanding the needs of victims/survivors of crime and for improving the services available to them. For additional information about this needs assessment, please feel free to contact me via email or by phone as noted in the signature block below.

*Sherri B. Chippo, Ph.D.*

Assistant Professor  
Indiana University of Pennsylvania  
c-schippo@pa.gov  
717-919-2482

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### **Message for Non-VSP Stakeholders**

Good afternoon

You will soon be receiving an email from Qualtrics, an online digital survey program, inviting you to participate in a Victim Services Needs Assessment being conducted by the Office of Victim Services at PCCD. This assessment will be used to identify needs among victims/survivors of crime, as well as gaps in access to core victim services, statewide. The data obtained will provide information on the availability of services and how we can better reach unserved and underserved victim populations. The objective is to make informed decisions about funding and to strategically direct resources to:

- Stabilize current programs,
- Increase support for unmet needs, and
- Increase support for the underserved populations
- Fund new services and /or programs that are currently not available or do not meet the needs of the community in a specific geographic area

The Victim Services Needs Assessment is being conducted statewide over a six-week period from January 15 – February 28, 2018. During this period, we will gather data from a wide variety of

perspectives related to victimization and the need for services. These include existing victim service providers as well as community stakeholders who provide a variety of other services in our communities and, in doing so, come in contact with victims of crime.

As an important community stakeholder, your perspective regarding the needs of crime victims, particularly those who are unserved and underserved, is vital. Your input can change the lives of individuals who have already suffered substantial loss. Our interest is to return them to their pre-victimization state as much as possible and we need your help to do that.

Based on your important role in your community, there are three things we need from you:

1. **Complete** the questionnaire as soon as possible using the link in the Qualtrics invitation you will soon receive.
2. **Share** the questionnaire link with others in your organization whose input and perspective you feel is important and relevant. You will have the opportunity to “share” the questionnaire once you have completed it yourself. You may also share the questionnaire link by copying the link provided at the end of this email or by referring individuals to our website at [www.pccd.pa.gov](http://www.pccd.pa.gov)
3. Help **promote** this needs assessment to victims/survivors of crime by posting and distributing the attached Victims Flier freely throughout your community. This includes posting within your organization’s facilities and on your organization’s social media sites as well as a wide variety of places where individuals go for services (Emergency rooms & urgent-care facilities, laundromats, beauty salons/barber shops, supermarkets, bars and social clubs, public restrooms, libraries, post office, etc.) The flier explains the purpose of the needs assessment, and provides a QR code for smart phone accessibility, allowing easy access victims/survivors of crime. Alternate formats of the questionnaire (language, paper) are also available as needed for individuals with limited English proficiency or without digital access. You may also share the Victims’ of Crime questionnaire link by copying the link provided at the end of this email or by referring individuals to our website at [www.pccd.pa.gov](http://www.pccd.pa.gov).

Upon completion of the questions, all respondents will be directed to the “PA Crime Victims” website for more information and current services available. In addition, the results derived from this assessment will be published on the Pa Crime Victims website and a report based on the statistical analysis will also be published.

Please watch your email for the Qualtrics link within the next 24-48 hours. Remember to check your “junk mail” or “spam” as well. To access or share these questionnaires without this Qualtrics notification, please use the following links. (Please note that by accessing these active links, all responses will be incorporated as data so please refrain from accessing more than once):

Victims Questionnaire Link:

[https://iup.co1.qualtrics.com/jfe/form/SV\\_4VdmpQ6VqplPn9j](https://iup.co1.qualtrics.com/jfe/form/SV_4VdmpQ6VqplPn9j)

Stakeholder/Service Provider Questionnaire Link:

[https://iup.co1.qualtrics.com/jfe/form/SV\\_0fxuGMHtbPjnSZ](https://iup.co1.qualtrics.com/jfe/form/SV_0fxuGMHtbPjnSZ)

Thank you for your interest and willingness to help in better understanding the needs of victims/survivors of crime and for improving the services available to them. For additional information



about this needs assessment, please feel free to contact me via email or by phone as noted in the signature block below.

*Sherri B. Chippo, Ph.D.*

Assistant Professor  
Indiana University of Pennsylvania  
c-schippo@pa.gov  
717-919-2482

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### **Message for Network Organizations**

Good afternoon

You will soon be receiving an email from Qualtrics, an online digital survey program, inviting you to participate in a Victim Services Needs Assessment being conducted by the Office of Victim Services at PCCD. This assessment will be used to identify needs among victims/survivors of crime, as well as gaps in access to core victim services, statewide. The data obtained will provide information on the availability of services and how we can better reach unserved and underserved victim populations. The objective is to make informed decisions about funding and to strategically direct resources to:

- Stabilize current programs,
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The Victim Services Needs Assessment is being conducted statewide over a six-week period from January 15 – February 28, 2018. During this period, we will gather data from a wide variety of perspectives related to victimization and the need for services. These include existing victim service providers as well as community stakeholders who provide a variety of other services in our communities and, in doing so, come in contact with victims of crime.

As an important community stakeholder, your perspective regarding the needs of crime victims, particularly those who are unserved and underserved, is vital. Your input can change the lives of individuals who have already suffered substantial loss. Our interest is to return them to their pre-victimization state as much as possible and we need your help to do that.

Based on your important role in your community, there are four things we need from you:

2. **Complete** the questionnaire as soon as possible using the link in the Qualtrics invitation you will soon receive.
3. **Share** the questionnaire link with others in your organization whose input and perspective you feel is important and relevant. You will have the opportunity to “share” the questionnaire once you have completed it yourself. You may also share the questionnaire link by copying the link provided at the end of this email or by referring individuals to our website at [www.pccd.pa.gov](http://www.pccd.pa.gov)

4. **Email** members of your organization through existing distribution lists or “listservs” and encourage them to complete the Stakeholder/Service Provider questionnaire as well. The credibility that you have within this broader network can assure your membership that this initiative is not only legitimate but also important. A draft “Proposed Message for Stakeholders to use” is provided. Please feel free to edit for your needs and then “copy” and “paste” in your outgoing email.
5. Help **promote** this needs assessment to victims of crime by posting and distributing the attached Victims Flier freely throughout your community. This includes posting within your organization’s facilities and on your organization’s social media sites as well as a wide variety of places where individuals go for services (Emergency rooms & urgent-care facilities, laundromats, beauty salons/barber shops, supermarkets, bars and social clubs, public restrooms, libraries, post office, etc.) The flier explains the purpose of the needs assessment, and provides a QR code for smart phone accessibility, allowing easy access victims/survivors of crime. Alternate formats of the questionnaire (language, paper) are also available as needed for individuals with limited English proficiency or without digital access. You may also share the Victims’ of Crime questionnaire link by copying the link provided at the end of this email or by referring individuals to our website at [www.pccd.pa.gov](http://www.pccd.pa.gov).

Upon completion of the questions, all respondents will be directed to the “PA Crime Victims” website for more information and current services available. In addition, the results derived from this assessment will be published on the Pa Crime Victims website and a report based on the statistical analysis will also be published.

Please watch your email for the Qualtrics link within the next 24-48 hours. Remember to check your “junk mail” or “spam” as well. To access or share these questionnaires without this Qualtrics notification, please use the following links. (Please note that by accessing these active links, all responses will be incorporated as data so please refrain from accessing more than once):

Victims Questionnaire Link:

[https://iup.co1.qualtrics.com/jfe/form/SV\\_4VdmpQ6VqplPn9j](https://iup.co1.qualtrics.com/jfe/form/SV_4VdmpQ6VqplPn9j)

Stakeholder/Service Provider Questionnaire Link:

[https://iup.co1.qualtrics.com/jfe/form/SV\\_0fxuGMHtbPjnSZ](https://iup.co1.qualtrics.com/jfe/form/SV_0fxuGMHtbPjnSZ)

Thank you for your interest and willingness to help in better understanding the needs of victims/survivors of crime and for improving the services available to them. For additional information about this needs assessment, please feel free to contact me via email or by phone as noted in the signature block below.

*Sherri B. Chippo, Ph.D.*

Assistant Professor  
Indiana University of Pennsylvania  
c-schippo@pa.gov  
717-919-2482

**PROPOSED MESSAGE FOR STAKEHOLDERS TO USE**

Good morning/afternoon

I am writing to inform you about a Victims Services needs Assessment currently being conducted by the Office of Victim Services at the Pennsylvania Commission on Crime & Delinquency (PCCD). This assessment will be used to identify needs among victims/survivors of crime, as well as gaps in access to core victim services, statewide. The data obtained will provide information on the availability of services and how we can better reach unserved and underserved victim populations. The objective is to make informed decisions about funding and to strategically direct resources to:

- Stabilize current programs,
- Increase support for unmet needs, and
- Increase support for the underserved populations
- Fund new services and /or programs that are currently not available or do not meet the needs of the community in a specific geographic area

The Victim Services Needs Assessment is being conducted statewide over a six-week period from January 15 – February 28, 2018. During this period, PCCD will gather data from a wide variety of perspectives related to victimization and the need for services. These include existing victim service providers as well as community stakeholders like ours, who provide a variety of other services in our communities and, in doing so, come in contact with victims of crime.

As community stakeholders, each of you is invited and encouraged to participate in this important Needs Assessment. Our collective experience and perspective is critical in understanding the needs of victims/survivors of crime in our communities. Based on this, I support and encourage your input, and ask that you do three things:

1. **Complete** the questionnaire as soon as possible using the [Stakeholder/Service Provider Questionnaire Link](#) provided below:

[https://iup.co1.qualtrics.com/jfe/form/SV\\_0fxxuGMHtbPjnSZ](https://iup.co1.qualtrics.com/jfe/form/SV_0fxxuGMHtbPjnSZ)

2. **Share** the questionnaire link with others in your organization/community via email so that they can provide additional input. You may also share the Stakeholder/Service Provider questionnaire link by posting it on your social media sites or by referring individuals to the PCCD website at [www.pccd.pa.gov](http://www.pccd.pa.gov).
3. Help **promote** this needs assessment to victims/survivors of crime by posting and distributing the attached Victims Flier freely throughout your community. This includes posting within your organization's facilities and on your organization's social media sites as well as a wide variety of places where individuals go for services in your community (Laundromats, beauty salons/barber shops, supermarkets, bars and social clubs, public restrooms, libraries, post office, etc.) The flier explains the purpose of the needs assessment, and provides a QR code for smart phone accessibility, allowing easy access victims/survivors of crime. Alternate formats of the questionnaire (language, paper) are also available as needed for individuals with limited English proficiency or without

digital access. You may also share the Victims' of Crime questionnaire link by copying the link provided at the end of this email or by referring individuals to our website at [www.pccd.pa.gov](http://www.pccd.pa.gov).

Upon completion of the questions, all respondents will be directed to the "PA Crime Victims" website for more information and current services available. In addition, the results derived from this assessment will be published on the Pa Crime Victims website and a report based on the statistical analysis will also be published.



## Justice Isn't Served Until ALL Crime Victims Are

### Help Us Learn How to Help You Better —

If you have been the victim of a crime, we need to hear from you. Please participate in our Victim Services Needs Assessment by completing a questionnaire about your experience. The information collected will be used to enhance services to all victims of crime in your communities.

### Your Answers Will Be Confidential —

Information collected through this questionnaire will not be shared. This information will be used exclusively to determine unmet needs within each county.

### Limited Time to Participate —

The questionnaire will be available for your input beginning Monday, January 15, 2018 and will close on Wednesday, March 14, 2018.

Use the QR Code below to access the questionnaire using your smart phone or mobile device.



Or participate online at  
[www.pacrimetvictims.com](http://www.pacrimetvictims.com)



#### FOR MORE INFORMATION:

If you need personal assistance, please call PCCD at 717-787-2040.

For translation assistance, individuals with limited English proficiency (LEP) can call 717-265-8560

For additional information on services available to victims of crime, visit us at [www.pacrimetvictims.com](http://www.pacrimetvictims.com)



## **No habrá justicia hasta que TODAS las víctimas sean asistidas**

### **Ayúdanos a entender cómo ayudarte mejor —**

**Si fuiste víctima de un delito, necesitamos saber de ti. Por favor, participa en nuestra Evaluación de Necesidades de los Servicios a las Víctimas y completa el cuestionario sobre tu experiencia. La información obtenida será utilizada para mejorar el servicio ofrecido a todas las víctimas del delito en tus comunidades.**

### **Tus respuestas serán confidenciales —**

**La información obtenida por medio de este cuestionario no será compartida. Se utilizará exclusivamente para determinar las necesidades insatisfechas de cada condado.**

### **Tiempo limitado para participar —**

**El cuestionario estará disponible desde el 15 de enero hasta el 14 de marzo de 2018.**

Utilice este Código QR para acceder al cuestionario por medio de su teléfono móvil o inteligente.



O participe en línea en:  
[www.pacrimevictims.com](http://www.pacrimevictims.com)



#### PARA MÁS INFORMACIÓN:

Si necesita ayuda personal, póngase en contacto con la Comisión de Delitos y Delincuencia de Pensilvania (PCCD) al 717-787-2040.

Para asistencia en traducciones, las personas con dominio limitado de inglés (LEP) pueden llamar al 717-265-8560

Para obtener información adicional sobre los servicios disponibles,



## 正义的伸张唯有

受害者踏出揭示真相的步伐

### 协助我们更好地为您提供帮助—

如果您是犯罪受害者，我们需要知道您的故事。请参加我们的受害者服务需求评估，您只需填写一份问卷以助我们了解您的经历。我们所收集的信息将用于改善在您的社区进行的犯罪受害者服务。

### 您的回答将被保密—

通过此问卷收集的信息不会被公开。此信息仅用于确定每个县存在的尚未满足的需求。

### 参与时间有限—

此问卷的有效期为 2018 年 1 月 15 日（星期一）至 2018 年 3 月 14 日（星期三）。

请使用您的智能手机或移动设备通过以下 QR 代码访问问卷。



或访问 [www.pacrivictim.com](http://www.pacrivictim.com) 以在线参与。



#### 有关更多信息：

如需要个人帮助，请致电 FOCD，电话：717-787-2040。

如需要翻译服务，拥有有限英语水平（LEP）的个人可以致电 717-265-8560。

有关犯罪受害者可用服务的其他信息，请访问 [www.pacrivictim.com](http://www.pacrivictim.com)。您也可以下载我们的 **FREE PA Crime Victims App**（位于 Google Play 和苹果应用商店）；搜索“PA Crime Victims”。

## NEWSLETTER ARTICLE

Our Victims Services' Needs Assessment is officially underway! By now you should have received an email from Qualtrics, an online digital survey program, inviting you to participate in a Victim Services Needs Assessment being conducted by the Office of Victim Services at PCCD. In the first two weeks, we have heard from 158 stakeholders and 79 victims. We have heard from 54 counties with Montgomery, Berks, and Philadelphia having the highest response rates. The majority of the respondents represent victim service providers at 58 (17 government and 41 nonprofit), with criminal/juvenile justice coming in second at 46.

If you have already participated by completing the online questionnaire, we appreciate your time and interest in this effort. We also encourage you to:

1. **Encourage** others in your organization and throughout your network to complete the questionnaire by referring them to our website at [www.pccd.pa.gov](http://www.pccd.pa.gov).
2. Help **promote** this needs assessment to victims/survivors of crime by posting and distributing the Victims Flier freely throughout your community. This includes posting it within your organization's facilities and on your organization's social media sites, as well as a wide variety of places where individuals go for services (Emergency rooms & urgent-care facilities, laundromats, beauty salons/barber shops, supermarkets, bars and social clubs, public restrooms, libraries, post office, etc.). The flier explains the purpose of the needs assessment, and provides a QR code for smart phone accessibility, allowing easy access victims/survivors of crime. For a copy of the flier and please visit our website at [www.pccd.pa.gov](http://www.pccd.pa.gov).

If you have not yet completed the questionnaire, please take the time to do so as soon as possible. This assessment will be used to identify needs among victims/survivors of crime, as well as gaps in access to core victim services, statewide. Online access to the questionnaire will close on February 28, 2018. You can **complete** the questionnaire by:

1. Using the link in the original Qualtrics invitation you received via email (Remember to check your "junk mail" or "spam" as well), or
2. Clicking on the Stakeholder/Service Provider Questionnaire link below.

Stakeholder/Service Provider Questionnaire Link:

[https://iup.co1.qualtrics.com/jfe/form/SV\\_0fxxuGMHtbPjnSZ](https://iup.co1.qualtrics.com/jfe/form/SV_0fxxuGMHtbPjnSZ)

Victims Questionnaire Link:

[https://iup.co1.qualtrics.com/jfe/form/SV\\_4VdmpQ6VqpIPn9j](https://iup.co1.qualtrics.com/jfe/form/SV_4VdmpQ6VqpIPn9j)

Once you have completed the questionnaire, please **share** and **promote** this effort as noted above. In addition, the results derived from this assessment will be published on the Pa Crime Victims website and a report based on the statistical analysis will also be published. There are several options to assist individuals with limited English proficiency (LEP). Please contact Sherri Chipppo at 717-919-2482 if you would like more information on LEP accessibility.





**FOR IMMEDIATE RELEASE**  
**January 16, 2018**

**Statewide Victims' Needs Assessment Survey Begins in Pennsylvania**

**Harrisburg, PA.** — The Pennsylvania Commission on Crime and Delinquency (PCCD) recently announced the release of two statewide, online surveys to assist PCCD in assessing victim service needs throughout the Commonwealth.

Launched on Monday, January 15, 2018, the online questionnaires – which can be found at [www.pacrimevictims.com](http://www.pacrimevictims.com) – will be open until Wednesday, February 28, 2018. One survey is designed for victims of crime and members of their immediate household who have been directly impacted by crime, and the other survey is specifically for community stakeholders, victim service providers, related criminal justice practitioners and other community members who wish to provide input on how to improve and enhance the delivery of services to victims of crime, with a focus on unmet needs and gaps in services.

Both surveys were developed by PCCD's Office of Victims' Services and researchers from the Indiana University of Pennsylvania. The information collected is confidential. The aggregate results of the surveys will be available in March 2018 on a county wide basis. This report will be posted on the Pa Crime Victims website.

For any questions regarding the needs assessment, or for assistance in taking the survey, please contact PCCD at 717-787-2040. For additional information on services available to victims of crime, visit [www.pacrimevictims.com](http://www.pacrimevictims.com) or download our "PA Crime Victims" App through the iPhone App Store or Google Play Store.

*Our Mission is to enhance the quality, coordination and planning within the criminal and juvenile justice systems, to facilitate the delivery of services to victims of crime, and to increase the safety of our communities.*

**MEDIA CONTACT:** Kirsten Kenyon, (717) 265-8505

## Victims' Services Needs Assessment

### **VICTIM/SURVIVOR QUESTIONNAIRE**

Thank you for helping us better understand the needs of victims/survivors of crime in Pennsylvania. Your responses to the following questions will help shape the future of Victims' Services in communities throughout the Commonwealth of Pennsylvania. Your participation is completely voluntary. However, your input in this area is very important, and all information that you provide will remain confidential.

- 1) In which Pennsylvania county do you currently reside? \_\_\_\_\_
  
- 2) Which of the following best describes where you live?  
 Urban  Rural  
 Suburban  Other \_\_\_\_\_
  
- 3) To the best of your knowledge, are victims/survivors of crime in Pennsylvania eligible for financial assistance/reimbursement from the state?  
 Yes  Do not know  
 No  Prefer not to answer
  
- 4) Have you or someone in your household applied for financial assistance/reimbursement from the state's Victims' Compensation Fund?  
 Yes  No (Skip to Question # 7)  
 Do not know (Skip to Question # 7)  
 Prefer not to answer (Skip to Question # 7)
  
- 5) Did you or someone in your household receive help filling out a Victims' Compensation Application?  
 Yes  No (Skip to Question # 7)  
 Do not know (Skip to Question # 7)  
 Prefer not to answer (Skip to Question # 7)
  
- 6) Was the Victims' Compensation Application approved?  
 Yes  Do not know  
 No  Prefer not to answer
  
- 7) Have you or someone in your household ever been directly impacted by a crime?  
 Yes  
 No (Skip to Question # 17)
  
- 8) Please indicate all crime(s) that have impacted you or someone in your household by ranking them from most impact to least impact on you and/or your household. Rank only those that apply, placing a "1" next to the most impactful crime, and so on.

Appendix III-3: Printable Questionnaire for Victims of Crime

- |   |  |
|---|--|
| <input type="checkbox"/> Physical Assault             | <input type="checkbox"/> Domestic Abuse/Domestic Violence                                    |
| <input type="checkbox"/> Homicide/Murder              | <input type="checkbox"/> Injury by a DUI Offender  |
| <input type="checkbox"/> Harassment/Bullying          | <input type="checkbox"/> Physical Assault or Domestic Violence against an Older Adult/Senior |
| <input type="checkbox"/> Burglary                     | <input type="checkbox"/> Human Trafficking (Sex/Labor)                                       |
| <input type="checkbox"/> Kidnapping                   | <input type="checkbox"/> Robbery   |
| <input type="checkbox"/> Arson                        | <input type="checkbox"/> Larceny/Theft   |
| <input type="checkbox"/> Rape/sexual assault          | <input type="checkbox"/> Identity Theft/Financial Abuse/Scam                                 |
| <input type="checkbox"/> Child Sexual Abuse/Assault   | <input type="checkbox"/> Stalking  |
| <input type="checkbox"/> Child Physical Assault       |  |
| <input type="checkbox"/> Other (please specify) _____ |  |

9) For the crime that impacted you or someone in your household the most, please indicate if you or someone in your household reported the offense to police/law enforcement.

- Yes (Skip to Question # 11)
- No
- I do not know (Skip to Question # 11)
- Someone outside my household contacted police/law enforcement (Skip to Question # 11)
- Prefer not to answer (Skip to Question # 11)

10) You indicated that the offense that impacted you or someone in your household the most was not reported to police/law enforcement by you or a member of your household. Please use a ✓ to indicate the extent to which the following reasons impacted why you or someone in your household did not report the offense to police/law enforcement:

Reasons for not reporting	Not at all a reason	Somewhat of a reason	Moderate reason	Substantial reason	Critical reason
Did not think the police could/would do anything to help me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ashamed/embarrassed about victimization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerned about what others would think (e.g., family, friend, community members)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caretaker was/is offender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Victim was a child/was too young	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religious beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not want the offender to get in trouble	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid kids would be taken away	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of being arrested for criminal involvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Worried about being blamed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of deportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of not being believed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of retaliation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was not sure if it was a crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not want to get involved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not know how to report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix III-3: Printable Questionnaire for Victims of Crime

Do not trust the police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do not trust government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reported to someone else (e.g., credit card company, clergy, physician)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11) Please use a ✓ to indicate if you or someone in your household needed, sought, and/or received any of the following these services as a result of the crime that impacted you the most. Select all if they apply.

Services	Needed	Sought	Received
Counseling, Therapy, or Mental Health Services			
Peer Support Groups (someone to talk to about what happened)			
Drug and Alcohol Addiction Support/Treatment			
Medical/Healthcare Services			
Medical exam for sexual assault			
Accompaniment to medical services			
Child Advocacy Center services (including forensic interview for child victim)			
Court accompaniment and/or assistance in court system procedures			
Notices about the status of court hearings and/or location of the criminal defendant			
Victim/Witness Protection			
Information/free resources about services available			
Legal assistance/representation			
Legal Immigration services related to the crime			
Basic needs (i.e., clothing, food, shelter)			
Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)			
Emergency Shelter and/or Short-term Housing			
Long-term Housing			
Relocation Services (money or assistance to move to a different home)			
In-home Personal Care (i.e. day care for children, medical care for elder or disabled adult victims)			
Emergency Financial Assistance			
Employment assistance			
Assistance filling out compensation forms for reimbursement/payment of crime-related expenses			
Financial assistance for funeral/burial services			
Language/Interpretation services			
Safety/Security Planning			
Accommodations for victims/survivor with disabilities (e.g. assistive technology, signing, etc.)			
Crisis response at the crime scene			
Crisis Hotline			

Appendix III-3: Printable Questionnaire for Victims of Crime

Continuing Crisis Assistance			
Someone to help coordinate victim services			
Faith-based/spiritual help			
Other:			

12) Please rate the quality (i.e., accessibility, acceptability, adequacy) of any of the following services that you or someone in your household received/used from any organization in your community as a result of the crime that impacted you or someone in your household the most (See Question # 8). Circle a number from 0 - 5 where “Poor Quality” = 0 and “Excellent Quality” = 5. Rate all that apply. If none of the following services were received as a result of the crime, skip to Question # 14.

Services	Poor Quality					Excellent Quality
	0	1	2	3	4	5
Counseling, Therapy, or Mental Health Services	0	1	2	3	4	5
Peer Support Groups (someone to talk to about what happened)	0	1	2	3	4	5
Drug and Alcohol Addiction Support/Treatment	0	1	2	3	4	5
Medical/Healthcare Services	0	1	2	3	4	5
Medical exam for sexual assault	0	1	2	3	4	5
Accompaniment to medical services	0	1	2	3	4	5
Child Advocacy Center services (including forensic interview for child victim)	0	1	2	3	4	5
Court accompaniment and/or assistance in court system procedures	0	1	2	3	4	5
Notices about the status of court hearings and/or location of the criminal defendant	0	1	2	3	4	5
Victim/Witness Protection	0	1	2	3	4	5
Information/free resources about services available	0	1	2	3	4	5
Legal assistance/representation	0	1	2	3	4	5
Legal Immigration services related to the crime	0	1	2	3	4	5
Basic needs (i.e., clothing, food, shelter)	0	1	2	3	4	5
Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	0	1	2	3	4	5
Emergency Shelter and/or Short-term Housing	0	1	2	3	4	5
Long-term Housing	0	1	2	3	4	5
Relocation Services (money or assistance to move to a different home)	0	1	2	3	4	5
In-home Personal Care (i.e. day care for children, medical care for elder or disabled adult victims)	0	1	2	3	4	5
Emergency Financial Assistance	0	1	2	3	4	5
Employment assistance	0	1	2	3	4	5
Assistance filling out compensation forms for reimbursement/payment of crime-related expenses	0	1	2	3	4	5
Financial assistance for funeral/burial services	0	1	2	3	4	5
Language/Interpretation services	0	1	2	3	4	5
Safety/Security Planning	0	1	2	3	4	5
Accommodations for victims/survivor with a disability (e.g. assistive technology, signing, etc.)	0	1	2	3	4	5
Crisis response at the crime scene	0	1	2	3	4	5

Appendix III-3: Printable Questionnaire for Victims of Crime

Crisis Hotline	0	1	2	3	4	5
Continuing Crisis Assistance	0	1	2	3	4	5
Someone to help coordinate victim services	0	1	2	3	4	5
Faith-based/spiritual help	0	1	2	3	4	5
Other:	0	1	2	3	4	5

13) How did you or someone in your household find out about the service(s) that were received/used as a result of the crime that impacted you the most? Please use a ✓ to select all that apply.

- Police/Detective/Law Enforcement
- Friend
- Family
- Victim advocate/Victim service agency/Not-for profit organization
- Counselor/Mental health services/Psychiatrist
- Medical Services (doctor, nurse, hospital, clinic, dentist)
- Clergy (Priest, Pastor, Rabbi, Imam, or other religious official)
- Attorney
- Hotline/1-800#
- Teacher or professor
- Significant other
- Coroner
- Funeral Director
- Flyer/Brochure
- Social Media
- Internet Search
- Co-worker(s)
- Bank
- Credit Card Company
- Human resources from place of employment
- Prefer not to answer
- Other (please specify): \_\_\_\_\_

14) Please use a ✓ to indicate the extent to which the following barriers prevented you or someone in your household from seeking/receiving the service(s) you or someone in your household needed as a result of the crime that impacted you the most.

Services	Not at all a barrier	Somewhat of a barrier	Moderate barrier	Substantial barrier	Critical barrier
Service(s) not available	0	0	0	0	0
Unaware of service(s)	0	0	0	0	0
Service(s) not in an accessible location	0	0	0	0	0
Transportation	0	0	0	0	0
Work schedule conflict	0	0	0	0	0
No response from service(s) provider	0	0	0	0	0
Service(s) not available/accessible due to disability	0	0	0	0	0
Changed mind	0	0	0	0	0
Competing needs of household	0	0	0	0	0
No childcare available	0	0	0	0	0

Appendix III-3: Printable Questionnaire for Victims of Crime

Language barrier	0	0	0	0	0
Inconvenient service hours	0	0	0	0	0
Thought crime occurred too far in the past to seek/receive services	0	0	0	0	0
Did not consider myself a victim	0	0	0	0	0
Did not know that I was eligible for services	0	0	0	0	0
Ashamed/Embarrassed about victimization	0	0	0	0	0
Afraid of not being believed	0	0	0	0	0
Concerned about what others would think (e.g., family, friend(s), community member(s))	0	0	0	0	0
Caretaker was/is offender	0	0	0	0	0
Was a child/was too young	0	0	0	0	0
Made contact with someone, but help was not given/not believed	0	0	0	0	0
I thought I was OK/thought I could deal with it on my own	0	0	0	0	0
Afraid of losing housing	0	0	0	0	0
Did not know services were free	0	0	0	0	0
Afraid of deportation	0	0	0	0	0
Protecting the offender from the justice system	0	0	0	0	0
Afraid of retaliation	0	0	0	0	0
Did not trust government	0	0	0	0	0
Did not trust the police	0	0	0	0	0
Did not trust courts	0	0	0	0	0
Religious beliefs	0	0	0	0	0
Concerned services would not be sensitive to my cultural beliefs	0	0	0	0	0
Afraid of losing privacy	0	0	0	0	0
Service is not accessible	0	0	0	0	0
Time commitment/other household responsibilities were more important	0	0	0	0	0
Worried about being blamed	0	0	0	0	0
Still dealing with issues involving crime	0	0	0	0	0
Other:	0	0	0	0	0

15) If you indicated that you or someone in your household was most impacted by a crime, please tell us who is the primary victim/survivor to which these responses apply.

- Me
- Someone in my household

16) Please indicate if you would you like to provide information about an additional victim/survivor experience, then copy & complete Questions # 9-15 again based on this experience.

- Yes, I am reporting an additional victim/survivor experience
- No additional experience to report

**DEMOGRAPHIC INFORMATION**

The following questions request demographic information about the victim/survivor, either yourself or someone in your household.

17) In which Pennsylvania county does the victim/survivor currently reside? \_\_\_\_\_

18) Which of the following best describes where the victim/survivor lives?

- |                                   |                                      |
|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> Urban    | <input type="checkbox"/> Rural       |
| <input type="checkbox"/> Suburban | <input type="checkbox"/> Other _____ |

19) What is the age of the victim/survivor?

- |                                |   |
|--------------------------------|---|
| <input type="checkbox"/> 0-12  | <input type="checkbox"/> 25-59                |
| <input type="checkbox"/> 13-17 | <input type="checkbox"/> 60 and older         |
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> Prefer not to answer |

20) With which gender does the victim/survivor most identify?

- |   |                                 |
|---|---------------------------------|
| <input type="checkbox"/> Male                         | <input type="checkbox"/> Female |
| <input type="checkbox"/> Prefer not to answer         |                                 |
| <input type="checkbox"/> Other (please specify) _____ |                                 |

21) Which of the following best describes the sexual orientation of the victim/survivor?

- |                                       |   |
|---------------------------------------|---|
| <input type="checkbox"/> Heterosexual | <input type="checkbox"/> Queer/Questioning    |
| <input type="checkbox"/> Lesbian/Gay  | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Bisexual     | <input type="checkbox"/> Other: _____         |

22) Which of the following best describes the employment status of the victim/survivor?

- Employed full time
- Employed part time
- Unemployed trying to find employment
- Unemployed not trying to find employment
- Unemployed - disabled
- Retired
- Prefer not to answer

23) Please indicate the highest level of education completed by the victim/survivor.

- |   |   |
|---|---|
| <input type="checkbox"/> Elementary school                    | <input type="checkbox"/> Bachelor's degree            |
| <input type="checkbox"/> High school Diploma/G.E.D.           | <input type="checkbox"/> Master's degree              |
| <input type="checkbox"/> Some college                         | <input type="checkbox"/> Doctoral/Professional degree |
| <input type="checkbox"/> Associates degree                    | <input type="checkbox"/> Prefer not to answer         |
| <input type="checkbox"/> Trade/Technical School certification |   |

24) How many children under 18 live with the victim/survivor of the?



- (Insert number) children under 18 live with the victim/survivor
- None

25) What is the relationship status of the victim/survivor?

- Married
- In a relationship/living with significant other
- In a relationship/not living with significant other
- Divorced/Separated/Widowed
- Single/Not in a relationship
- Do not know
- Prefer not to answer
- Other (please specify) \_\_\_\_\_

26) What is the citizen status of the victim/survivor?

- Born in the United States of America
- Naturalized Citizen of the United States of America
- Has a Visa
- Is working toward becoming a citizen
- Is undocumented
- Do not know
- Prefer not to answer
- Other (please specify) \_\_\_\_\_

27) Is the victim/survivor a U.S. veteran?

- Yes
- No
- Prefer not to answer

28) Does the victim/survivor have any medical or health-related disabilities including physical, mental, or emotional conditions that interfere with daily living activities?

- Yes
- No (Skip to Question # 30)
- Prefer not to answer (Skip to Question # 30)

29) Please indicate the type(s) of disability that the victim/survivor are dealing with. Select all that apply.

- Emotional
- Intellectual
- Physical
- Prefer not to answer
- Other (please specify) \_\_\_\_\_

30) With which race(s)/ethnicity(ies) does the victim/survivor most identify? Check all that apply.

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino

- Native Hawaiian or Other Pacific Islander
- White
- Do not know
- Prefer not to answer
- Other (please specify) \_\_\_\_\_

31) What is the religious affiliation of the victim/survivor?

- Christian
- Jewish
- Muslim
- Buddhist
- Hindu
- No religious affiliation
- Prefer not to answer
- Other: \_\_\_\_\_

32) What language(s) does the victim/survivor speak fluently? Check all that apply.

- English
- Spanish
- German
- Pennsylvania German/Dutch
- Chinese (including Mandarin)
- Italian
- French

- Russian
- Vietnamese
- Korean
- Polish
- Arabic
- Hindi
- Other: \_\_\_\_\_

33) As someone who has been directly impacted by crime, please use the space below to tell us what you need.

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34) What is the single most important thing that Pennsylvania could be doing to improve services to victims/survivors of crime?

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*Thank you for participating in our Victims' Services Needs Assessment. Please mail your completed survey to the following address:*

**Office of Victims' Services  
PO Box 1167  
Harrisburg, PA 17108-1167**

*If you know someone else who has been impacted by crime and could provide valuable input on victims' services, please share a copy of this questionnaire or forward the link below:*

[https://iup.co1.qualtrics.com/jfe/form/SV\\_4VdmpQ6VqplPn9j](https://iup.co1.qualtrics.com/jfe/form/SV_4VdmpQ6VqplPn9j)

*The results of this needs assessment by county will be posted on the PA Crime Victims website once the responses are tabulated. Please check this website in March 2018. The Victim Services Needs Assessment Final Report, along with findings and recommendations, will be available in June 2018 and will also be posted on the PA Crime Victims' website:*

[www.pacrimevictims.com](http://www.pacrimevictims.com)

*For additional assistance, or to find out more about services available to victims of crime, please visit the Office of Victims' Services website at:*

<http://www.pccd.pa.gov/Victim-Services>

## VICTIMS NEEDS ASSESSMENT

### COMMUNITY STAKEHOLDERS & SERVICE PROVIDERS

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#### Start of Block: Greetings and Instructions

Q1.1 Thank you for better helping us understand the needs of victims/survivors of crime in Pennsylvania. Your answers to the following questions will help shape the future of Victims' Services in communities throughout the Commonwealth. Your participation is completely voluntary. You can stop taking the survey at any time by simply closing your browser. However, your input is very important to us, and we encourage you to follow through to the end. All responses you provide will remain anonymous. Please select "Next" to continue.

#### End of Block: Greetings and Instructions

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#### Start of Block: Identification of role

Q2.1 Please indicate your role in providing services to individuals who are victims/survivors of crime.

- I work/volunteer for a Victim Services Provider - Government affiliated. (1)
  - I work/volunteer for a Victim Services Provider - Nonprofit. (2)
  - I work for a social service organization not affiliated with a victim service provider. (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. (7)
  - I work for a criminal/juvenile justice agency. (3)
  - I work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc). (4)
  - I work for a hospital/medical service provider. (8)
  - I work for a legislative office. (9)
- 
- Other (please specify) (5) \_\_\_\_\_

*Display This Question:*

*If Please indicate your role in providing services to individuals who are victims/survivors of crime. = I work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc).*

Q2.2 What government agency employs you?

- Housing (1)
- Human Services (2)
- MHMR (3)
- CYS (4)
- Homeland Security (5)
- Health (6)
- DCED/HUD (7)
- Welfare (8)
- School District (9)
- Prefer not to answer (10)
- Other (11) \_\_\_\_\_

End of Block: Identification of role

---

Start of Block: Work with victims

Q3.1 Does your role include working directly with victims/survivors of crime?

- Yes (1)
- No (2)
- Occasionally (4)
- Not sure (3)

End of Block: Work with victims

---

Start of Block: Contact with Victims

Q4.1 How often do you come into contact with victims/survivors of crime?

- Daily (1)
- A few times per week (2)
- Weekly (3)
- A few times per month (4)
- Monthly (5)
- A few times per year (6)
- None that I am aware of (7)
- No direct contact (8)

End of Block: Contact with Victims

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Start of Block: Service Needs



Q5.1 Please indicate the extent to which you feel the following victim services are needed in the community(ies) where you work.



Appendix III-4: Stakeholder Questionnaire

	Not needed (1)	Currently available, meets the need (4)	Currently available but <i>does not</i> meet need (2)	Not available but needed (3)
Counseling, Therapy, or Mental Health Services (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peer Support Groups (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance Abuse support/treatment (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical/Healthcare services (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical exam for sexual assault (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accompaniment to Medical Services (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Advocacy Center services (including forensic interviews for child victims) (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Court Accompaniment and/or assistance in court system procedures (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notifications about the status of court hearings and/or the location of the criminal defendant (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Victim/Witness Protection (43)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal assistance/representation (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Legal immigration services related to a crime (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Basic needs (i.e., clothing, food, shelter) (16)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability Assistance (e.g., assistive technology, signing, etc.) (59)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Shelter and/or Emergency Short-term Housing (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long-term Housing (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relocation Services (44)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In-home personal care (e.g. day care for children; medical care for elder or disabled adult) (45)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Financial Assistance (46)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Assistance (17)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses (26)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) (25)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language/interpretation services (27)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety/security planning (28)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crisis response at the crime scene (30)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crisis Hotline (31)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continuing Crisis Intervention (32)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordination of victim services (41)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial assistance for funeral/burial services (40)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faith-based/spiritual help (39)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify) (42)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

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*Display This Question:*

*If Please indicate the extent to which you feel the following victim services are needed in the comm...  
[ Currently available but does not meet need] (Count) > 0*

*Or Please indicate the extent to which you feel the following victim services are needed in the  
comm... [ Not available but needed] (Count) > 0*



Q5.2 You indicated the following victim services are currently available but do not meet the need or are not available at all in the community(ies) where you work. Please rank the need for

additional services from greatest to least in the area(s) your organization serves (select and drag to position placing the service with the greatest need at the top).

*Please indicate the extent to which you feel the following victim services are needed in the comm... = Counseling, Therapy, or Mental Health Services [ Currently available, meets the need ]*

- \_\_\_\_\_ Counseling, Therapy, or Mental Health Services (1)
- \_\_\_\_\_ Peer Support Groups (43)
- \_\_\_\_\_ Substance Abuse support/treatment (44)
- \_\_\_\_\_ Medical/Healthcare services (45)
- \_\_\_\_\_ Medical exam for sexual assault (46)
- \_\_\_\_\_ Accompaniment to Medical Services (47)
- \_\_\_\_\_ Child Advocacy Center services (including forensic interviews for child victims) (48)
- \_\_\_\_\_ Court Accompaniment and/or assistance in court system procedures (49)
- \_\_\_\_\_ Notifications about the status of court hearings and/or the location of the criminal defendant (50)
- \_\_\_\_\_ Victim/Witness Protection (51)
- \_\_\_\_\_ Legal assistance/representation (53)
- \_\_\_\_\_ Legal immigration services related to a crime (54)
- \_\_\_\_\_ Basic needs (i.e., clothing, food, shelter) (55)
- \_\_\_\_\_ Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) (74)
- \_\_\_\_\_ Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) (56)
- \_\_\_\_\_ Emergency Shelter and/or Emergency Short-term Housing (57)
- \_\_\_\_\_ Long-term Housing (58)
- \_\_\_\_\_ Relocation Services (59)
- \_\_\_\_\_ In-home personal care (e.g. day care for children; medical care for elder or disabled adult) (60)
- \_\_\_\_\_ Emergency Financial Assistance (61)
- \_\_\_\_\_ Employment Assistance (62)
- \_\_\_\_\_ Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses (63)
- \_\_\_\_\_ Accommodations for victims/survivors with disabilities (64)
- \_\_\_\_\_ Language/interpretation services (65)
- \_\_\_\_\_ Safety/security planning (66)
- \_\_\_\_\_ Crisis response at the crime scene (67)
- \_\_\_\_\_ Crisis Hotline (68)
- \_\_\_\_\_ Continuing Crisis Intervention (69)
- \_\_\_\_\_ Coordination of victim services (70)
- \_\_\_\_\_ Financial assistance for funeral/burial services (71)
- \_\_\_\_\_ Faith-based/spiritual help (72)
- \_\_\_\_\_ Other: [PIPED TEXT] (73)

**End of Block: Service Needs**

Start of Block: Services offered



Q6.1 Please indicate which of the following victim services your organization provides. Check all that apply.

- Counseling, Therapy, or Mental Health Services (1)
- Peer Support Groups (43)
- Substance Abuse support/treatment (44)
- Medical/Healthcare services (45)
- Medical exam for sexual assault (46)
- Accompaniment to Medical Services (47)
- Child Advocacy Center services (including forensic interviews for child victims) (48)
- Court Accompaniment and/or assistance in court system procedures (49)
- Notifications about the status of court hearings and/or the location of the criminal defendant (50)
- Victim/Witness Protection (51)
- Legal assistance/representation (53)
- Legal immigration services related to a crime (54)
- Basic needs (i.e., clothing, food, shelter) (55)
- Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) (56)
- Emergency Shelter and/or Emergency Short-term Housing (57)
- Long-term Housing (58)
- Relocation Services (59)



- In-home personal care (e.g. day care for children; medical care for elder or disabled adult) (60)
  - Emergency Financial Assistance (61)
  - Employment Assistance (62)
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses (63)
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) (64)
  - Language/interpretation services (65)
  - Safety/security planning (66)
  - Crisis response at the crime scene (67)
  - Crisis Hotline (68)
  - Continuing Crisis Intervention (69)
  - Coordination of victim services (70)
  - Financial assistance for funeral/burial services (71)
  - Faith-based/spiritual help (72)
  - None of these (74)
  - Other (please specify) (73)
- 

End of Block: Services offered

---

Start of Block: Awareness of Victim/Survivor Services



Q7.1 You indicated that your organization does not provide the following services in the community(ies) where you work. Please indicate if the following services are provided as

assistance to victims of crime through organizations other than your own in the area(s) your organization serves.

Appendix III-4: Stakeholder Questionnaire

	Yes (1)	No (2)	Unsure (3)	Not applicable to area(s) (4)
<p><i>Please indicate which of the following victim services your organization provides. Check all that... != Counseling, Therapy, or Mental Health Services</i></p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Counseling, Therapy, or Mental Health Services (1)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Peer Support Groups (2)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Substance Abuse support/treatment (3)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Medical/Healthcare services (4)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Medical exam for sexual assault (5)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Accompaniment to Medical Services (6)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Child Advocacy Center services (including forensic interviews for child victims) (7)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Court Accompaniment  
and/or assistance in court  
system procedures

(8)

Notifications about the  
status of court hearings  
and/or the location of the  
criminal defendant

(9)

Victim/Witness Protection

(10)

Legal  
assistance/representation

(11)

Legal immigration  
services related to a  
crime

(12)

Basic needs (i.e.,  
clothing, food, shelter)

(13)

Accommodations for  
victims/survivors with  
disabilities (e.g., assistive  
technology, signing, etc.)

(14)

Transportation (e.g. to  
receive services; to  
attend court hearings,  
medical appointments,  
etc.)

(15)

Emergency Shelter  
and/or Emergency Short-  
term Housing

(16)

Long-term Housing

(17)

Relocation Services

(18)

In-home personal care  
(e.g. day care for  
children; medical care for  
elder or disabled adult)

(19)

Emergency Financial  
Assistance

(20)

Employment Assistance

(21)

Assistance completing  
Victims Compensation  
Application for  
reimbursement/payment  
of crime-related  
expenses (22)

Accommodations for  
victims/survivors with  
disabilities (e.g., assistive  
technology, signing, etc.)  
(23)

Language/interpretation services (24)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety/security planning (25)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crisis response at the crime scene (26)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crisis Hotline (27)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continuing Crisis Intervention (28)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordination of victim services (29)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial assistance for funeral/burial services (30)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faith-based/spiritual help (31)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Page Break



Q7.2 Among the services you are aware/knowledgeable of in the community(ies) where you work, please indicate how you learned about them. Select all that apply.

- Partnership with victim service provider (1)
  - Social Media/Internet (2)
  - Billboards/Fliers/Brochures (3)
  - Directory (4)
  - Knowledge through active participation in community (5)
  - Attended a workshop/presentation (6)
  - Referred from victim service provider (8)
  - Other (please specify) (7)
- 

End of Block: Awareness of Victim/Survivor Services

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Start of Block: Service level by crime type

Q8.1 The following sections address unserved and underserved victim populations as well as barriers to service. Click "Next" to continue.

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Page Break

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Q8.2 The following series of questions focuses on unserved/underserved victim/survivor populations based on the type of victimization they have experienced as well as other demographic factors.

Please indicate the adequacy of the current crime victim services available in the community(ies) where you work for the following types of victimizations.

Appendix III-4: Stakeholder Questionnaire

	Unserved (1)	Underserved (2)	Adequately served (4)	Not applicable to my area(s) (5)
Arson (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Burglary (37)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Physical Abuse (38)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Sexual Abuse/Assault (39)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic Abuse/Domestic Violence (40)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Harassment/Bullying (41)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homicide/Murder (42)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human Trafficking (Sex/Labor) (43)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identity Theft/Financial Abuse/Scam (44)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Injury by DUI (Driving Under the Influence) Offender (45)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kidnapping (46)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Larceny/theft (47)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical Assault (48)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Physical Assault or Domestic Violence Against an Older Adult/Senior (36)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rape/sexual assault (49)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Robbery (50)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stalking (51)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify) (52)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Page Break

*Display This Question:*

*If The following series of questions focuses on unserved/underserved victim/survivor populations bas... [ Unserved] (Count) > 1*

*Or The following series of questions focuses on unserved/underserved victim/survivor populations bas... [ Underserved] (Count) > 1*

*Or If*

*The following series of questions focuses on unserved/underserved victim/survivor populations bas... [ Underserved] (Count) > 0*

*And The following series of questions focuses on unserved/underserved victim/survivor populations bas... [ Unserved] (Count) > 0*



**Q8.3** You indicated that the following victim/survivor populations are underserved in the community(ies) where you work based on their type of victimization. Please rank these populations from most underserved to least underserved in the area(s) your organization serves (select and drag to position placing the most-underserved at the top).

*The following series of questions focuses on unserved/underserved victim/survivor populations bas... = [ Unserved ]*

*Or The following series of questions focuses on unserved/underserved victim/survivor populations bas... = [ Underserved ]*

- \_\_\_\_\_ Arson (1)
- \_\_\_\_\_ Burglary (2)
- \_\_\_\_\_ Child Physical Abuse (3)
- \_\_\_\_\_ Child Sexual Abuse/Assault (4)
- \_\_\_\_\_ Domestic Abuse/Domestic Violence (5)
- \_\_\_\_\_ Harassment/Bullying (6)
- \_\_\_\_\_ Homicide/Murder (7)
- \_\_\_\_\_ Human Trafficking (Sex/Labor) (8)
- \_\_\_\_\_ Identity Theft/Financial Abuse/Scam (9)
- \_\_\_\_\_ Injured by DUI (Driving Under the Influence) Offender (10)
- \_\_\_\_\_ Kidnapping (11)
- \_\_\_\_\_ Larceny/theft (12)
- \_\_\_\_\_ Physical Assault (13)
- \_\_\_\_\_ Physical Assault or Domestic Violence Against an Older Adult/Senior (14)
- \_\_\_\_\_ Rape/sexual assault (15)
- \_\_\_\_\_ Robbery (16)
- \_\_\_\_\_ Stalking (17)
- \_\_\_\_\_ Other: [PIPED TEXT] (18)

**End of Block: Service level by crime type**

Start of Block: Service level by demographics



Q9.1 Please indicate the adequacy of current crime victim services available in the community(ies) where you work for the following demographic populations.

Appendix III-4: Stakeholder Questionnaire

	Unserved (1)	Underserved (2)	Adequately Served (4)	Not applicable to my area(s) (5)
Children (age 12 and younger) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adolescents (age 13-17) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young Adults (age 18-25) (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adults (age 26-64) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elderly/Seniors (age 65+) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
American Indian or Alaska Native (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asian (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Black or African American (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hispanic or Latino (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Middle-Eastern (38)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native Hawaiian or other Pacific Islander (16)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
White (17)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LGBTQ (20)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Men (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Women (19)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College Students (32)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Families of homicide victims (34)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeless (30)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigrant/Refugee (29)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incarcerated (31)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals with intellectual/emotional disabilities (24)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals with physical disabilities (25)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-native speakers (e.g., limited English proficiency) (36)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans (33)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify) (37)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Page Break

*Display This Question:*

*If Please indicate the adequacy of current crime victim services available in the community(ies) where... [ Unserved] (Count) > 1*

*Or Please indicate the adequacy of current crime victim services available in the community(ies) where... [ Underserved] (Count) > 1*

*Or If*

*Please indicate the adequacy of current crime victim services available in the community(ies) where... [ Underserved] (Count) > 0*

*And Please indicate the adequacy of current crime victim services available in the community(ies) where... [ Unserved] (Count) > 0*



**Q9.2** You indicated that the following demographic populations are underserved in the in the community(ies) where you work. Please rank these populations from most underserved to least

underserved in the area(s) your organization serves (select and drag to position placing the most-underserved at the top).

*Please indicate the adequacy of current crime victim services available in the community(ies) whe... = Adolescents (age 13-17) [ Unservd ]*  
*Or Please indicate the adequacy of current crime victim services available in the community(ies) whe... = Adolescents (age 13-17) [ Underserved ]*

- Adolescents (age 13-17) (2)
- Adults (age 26-64) (38)
- American Indian or Alaska Native (39)
- Asian (40)
- Black or African American (41)
- Children (age 12 and younger) (42)
- College Students (43)
- Elderly/Seniors (age 65+) (44)
- Families of homicide victims (45)
- Hispanic or Latino (46)
- Homeless (47)
- Immigrant/Refugee (48)
- Incarcerated (49)
- Individuals with intellectual/emotional disabilities (50)
- Individuals with physical disabilities (51)
- LGBTQ (52)
- Men (53)
- Middle-Eastern (54)
- Native Hawaiian or other Pacific Islander (55)
- Non-native speakers (e.g., limited English proficiency) (56)
- Veterans (57)
- White (58)
- Women (59)
- Young Adults (age 18-25) (60)
- Other: [PIPED TEXT] (61)

**End of Block: Service level by demographics**

**Start of Block: Barriers to Services**

Q10.1 In the following section, you will be asked to identify and prioritize the barriers you perceive that prevent or restrict victims/survivors from accessing the services available to victims of crime in their community.

Page Break

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Q10.2 Please indicate the extent to which you believe each of the following barriers prevents or restricts access to victim services in the in the community(ies) where you work.

Appendix III-4: Stakeholder Questionnaire

	Not at all a barrier (1)	Somewhat of a barrier (2)	A Moderate barrier (3)	A Substantial Barrier (4)	A Critical Barrier (5)
Work schedule conflict (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service(s) not accessible due to disability (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Victim changed mind (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competing needs of household (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No childcare available (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language barrier (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural barrier (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religious barrier (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inconvenient service hours (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ashamed/Embarrassed about victimization (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caretaker was/is offender (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fear of losing housing (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fear of deportation (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Protecting the offender from the justice system (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service is not accessible at location (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Still coping with issues involving crime (16)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance abuse addictions (17)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Victim was a child/too young (18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify) (19)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Page Break



*Display This Question:*

*If Please indicate the extent to which you believe each of the following barriers prevents or restri... [ A Substantial Barrier] (Count) > 1*

*Or Please indicate the extent to which you believe each of the following barriers prevents or restri... [ A Critical Barrier] (Count) > 1*

*Or If*

*Please indicate the extent to which you believe each of the following barriers prevents or restri... [ A Critical Barrier] (Count) > 0*

*And Please indicate the extent to which you believe each of the following barriers prevents or restri... [ A Substantial Barrier] (Count) > 0*



Q10.3 You indicated that the following barriers are most critical in preventing or restricting victims from receiving victim services. Please rank these barriers from most to least critical in the in the community(ies) where you work. (select and drag to position placing the most-critical at the top).

*Please indicate the extent to which you believe each of the following barriers prevents or restri... = Work schedule conflict [ A Substantial Barrier ]*

*Or Please indicate the extent to which you believe each of the following barriers prevents or restri... = Work schedule conflict [ A Critical Barrier ]*

- |       |   |      |      |
|-------|---|------|------|
| _____ | Work schedule conflict                          | (1)  |      |
| _____ | Service(s) not accessible due to disability     |      |      |
| (40)  |   |      |      |
| _____ | Victim changed mind                             | (41) |      |
| _____ | Competing needs of household                    |      | (42) |
| _____ | No childcare available                          |      | (43) |
| _____ | Language barrier                                | (44) |      |
| _____ | Cultural barrier                                | (45) |      |
| _____ | Religious barrier                               | (46) |      |
| _____ | Inconvenient service hours                      |      | (47) |
| _____ | Ashamed/Embarrassed about victimization         |      |      |
| (48)  |   |      |      |
| _____ | Caretaker was/is offender                       | (49) |      |
| _____ | Fear of losing housing                          |      | (50) |
| _____ | Fear of deportation                             | (51) |      |
| _____ | Protecting the offender from the justice system | (52) |      |
| _____ | Service is not accessible at location           |      | (53) |
| _____ | Still coping with issues involving crime        |      |      |
| (54)  |   |      |      |
| _____ | Substance abuse addictions                      | (55) |      |
| _____ | Victim was a child/too young                    | (56) |      |
| _____ | Other: [PIPED TEXT]                             | (57) |      |

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Q10.4 Please use the space below to list additional barriers to receiving victim services in the community(ies) where you work.

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End of Block: Barriers to Services

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Start of Block: Training Needs

Q11.1 In the following section, you will be asked to identify training and infrastructure/support needs that could help improve services to victims of crime throughout the area(s) your organization serves.

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Page Break

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Q11.2 Please indicate the extent to which each type training is needed for your organization to improve services to victims of crime.

Appendix III-4: Stakeholder Questionnaire

	Not needed at all (1)	Somewhat needed (2)	Moderately needed (3)	Highly needed (4)
Advanced Victim Advocate training (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Basic Advocacy (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comprehensive information about victims' services and other programs available locally and statewide (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidentiality, HIPPA, and ethics (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Executive Director training (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foundational Academy training (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hotline training (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mandated Reporter Requirements (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigating the PA Criminal Justice System (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pennsylvania Laws (Victims' Rights, DV, SA, etc.) (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Sensitivity and Cultural Competency (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support Group knowledge and information (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapeutic Counseling training (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trauma Informed/Sensitive Services and Support (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) (16)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify) (17)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Page Break

*Display This Question:*  
 If Please indicate the extent to which each type training is needed for your organization to improve... [ Highly needed] (Count) > 1



Q11.3 You indicated the following types of training were most needed by your organization to improve services to victims of crime. Please rank these training needs based on your organization from greatest to least need for your organization (select and drag to position placing the most-needed at the top).

*Please indicate the extent to which each type training is needed for your organization to improve... = [ Highly needed ]*

- \_\_\_\_\_ Advanced Victim Advocate training (1)
- \_\_\_\_\_ Basic Advocacy (14)
- \_\_\_\_\_ Comprehensive information about victims' services and other programs available locally and statewide (15)
- \_\_\_\_\_ Confidentiality, HIPPA, and ethics (16)
- \_\_\_\_\_ Executive Director training (17)
- \_\_\_\_\_ Foundational Academy training (18)
- \_\_\_\_\_ Hotline training (19)
- \_\_\_\_\_ Mandated Reporter Requirements (20)
- \_\_\_\_\_ Navigating the PA Criminal Justice System (21)
- \_\_\_\_\_ Pennsylvania Laws (Victims' Rights, DV, SA, etc.) (22)
- \_\_\_\_\_ Sensitivity and Cultural Competency (23)
- \_\_\_\_\_ Support Group knowledge and information (24)
- \_\_\_\_\_ Therapeutic Counseling training (25)
- \_\_\_\_\_ Trauma Informed/Sensitive Services and Support (26)
- \_\_\_\_\_ Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) (27)
- \_\_\_\_\_ Other: [PIPED TEXT] (28)

Page Break



Q11.4 Training delivery is most effective when it is accessible to those who need it and it maximizes learning through sharing of knowledge. Please rank the following approaches to training delivery from most effective to least effective based on your preference and ability to participate (select and drag to position placing the most-effective at the top).

- \_\_\_\_\_ Local (1)
- \_\_\_\_\_ In-person training (2)
- \_\_\_\_\_ Mentoring (3)
- \_\_\_\_\_ Peer-to-Peer training (4)
- \_\_\_\_\_ Webinars (5)
- \_\_\_\_\_ Online Self-paced training (6)
- \_\_\_\_\_ Regional training (7)
- \_\_\_\_\_ Statewide Conferences (8)

End of Block: Training Needs

---

Start of Block: Infrastructure Needs



Q12.1 Please indicate the extent to which each of the following infrastructure/support items is needed within your organization to help improve the quality and accessibility of service(s) provided to victims/survivors of crime in the area(s) your organization serves.

Appendix III-4: Stakeholder Questionnaire

	Not applicable (5)	Not needed at all (1)	Somewhat needed (2)	Moderately needed (3)	Highly needed (4)
Increased pay/benefits for staff (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Furniture - waiting room/office (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data collection software (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote training access (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical assistance/visits (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to telemedicine (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statewide comprehensive victim service hotline (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialized software for online appointment scheduling (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website design/redesign (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT support (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology to assist with language barriers (build-in translators for online communication) (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teleconferencing/virtual meeting equipment (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Regional cross-training initiatives (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer equipment (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shelter maintenance/repair (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office maintenance/repair (16)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security systems (17)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify) (18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

---

Page Break

*Display This Question:*  
 If Please indicate the extent to which each of the following infrastructure/support items is needed... [ Highly needed] (Count) > 1



Q12.2 You indicated the following infrastructure items are most needed within your organization. Please rank these items from the greatest need to the least (select and drag to position placing the most-needed at the top).

*Please indicate the extent to which each of the following infrastructure/support items is needed... = Increased pay/benefits for staff [ Highly needed ]*

- \_\_\_\_\_ Increased pay/benefits for staff (1)
- \_\_\_\_\_ Furniture - waiting room/office (17)
- \_\_\_\_\_ Data collection software (18)
- \_\_\_\_\_ Remote training access (19)
- \_\_\_\_\_ Technical assistance/visits (20)
- \_\_\_\_\_ Access to telemedicine (21)
- \_\_\_\_\_ Statewide comprehensive victim service hotline (22)
- \_\_\_\_\_ Specialized software for online appointment scheduling (23)
- \_\_\_\_\_ Website design/redesign (24)
- \_\_\_\_\_ IT support (25)
- \_\_\_\_\_ Technology to assist with language barriers (build-in translators for online communication) (26)
- \_\_\_\_\_ Teleconferencing/virtual meeting equipment (27)
- \_\_\_\_\_ Regional cross-training initiatives (28)
- \_\_\_\_\_ Computer equipment (29)
- \_\_\_\_\_ Shelter maintenance/repair (30)
- \_\_\_\_\_ Office maintenance/repair (31)
- \_\_\_\_\_ Security systems (32)
- \_\_\_\_\_ Other: [PIPED TEXT] (33)

**End of Block: Infrastructure Needs**

**Start of Block: Demographics**

Q13.1 Please indicate where you live.

▼ Adams County (1) ... Outside of the US (71)

Q13.2 Please indicate the counties or counties where your organization operates within Pennsylvania. Select all that apply.

Note: If using a PC, to select more than one item, hold "Ctrl" (control) when selecting items. If using a Mac, to select more than one item, hold "⌘" (command) when selecting items.

- The entire state of Pennsylvania (1)
- Adams County (72)
- Allegheny County (2)
- Armstrong County (3)
- Beaver County (4)
- Bedford County (5)
- Berks County (6)
- Blair County (7)
- Bradford County (8)
- Bucks County (9)
- Butler County (10)
- Cambria County (11)
- Cameron County (12)
- Carbon County (13)
- Centre County (14)
- Chester County (15)
- Clarion County (16)
- Clearfield County (17)
- Clinton County (18)
- Columbia County (19)
- Crawford County (20)

- Cumberland County (21)
- Dauphin County (22)
- Delaware County (23)
- Elk County (24)
- Erie County (25)
- Fayette County (26)
- Forest County (27)
- Franklin County (28)
- Fulton County (29)
- Greene County (30)
- Huntingdon County (31)
- Indiana County (32)
- Jefferson County (33)
- Juniata County (34)
- Lackawanna County (35)
- Lancaster County (36)
- Lawrence County (37)
- Lebanon County (38)
- Lehigh County (39)
- Luzerne County (40)
- Lycoming County (41)
- McKean County (42)



- Mercer County (43)
- Mifflin County (44)
- Monroe County (45)
- Montgomery County (46)
- Montour County (47)
- Northampton County (48)
- Northumberland County (49)
- Perry County (50)
- Philadelphia County (51)
- Pike County (52)
- Potter County (53)
- Schuylkill County (54)
- Snyder County (55)
- Somerset County (56)
- Sullivan County (57)
- Susquehanna County (58)
- Tioga County (59)
- Union County (60)
- Venango County (61)
- Warren County (62)
- Washington County (63)
- Wayne County (64)

- Westmoreland County (65)
  - Wyoming County (66)
  - York County (67)
  - Outside of Pennsylvania (68)
  - Outside of the US (69)
  - Do not know (70)
- 

Q13.3 Please indicate to the primary county in which you work each day. Select all that apply.

Note: If using a PC, to select more than one item, hold "Ctrl" (control) when selecting items. If using a Mac, to select more than one item, hold "⌘" (command) when selecting items.

- Adams County (72)
- Allegheny County (2)
- Armstrong County (3)
- Beaver County (4)
- Bedford County (5)
- Berks County (6)
- Blair County (7)
- Bradford County (8)
- Bucks County (9)
- Butler County (10)
- Cambria County (11)
- Cameron County (12)
- Carbon County (13)
- Centre County (14)
- Chester County (15)
- Clarion County (16)
- Clearfield County (17)
- Clinton County (18)
- Columbia County (19)
- Crawford County (20)
- Cumberland County (21)

- Dauphin County (22)
- Delaware County (23)
- Elk County (24)
- Erie County (25)
- Fayette County (26)
- Forest County (27)
- Franklin County (28)
- Fulton County (29)
- Greene County (30)
- Huntingdon County (31)
- Indiana County (32)
- Jefferson County (33)
- Juniata County (34)
- Lackawanna County (35)
- Lancaster County (36)
- Lawrence County (37)
- Lebanon County (38)
- Lehigh County (39)
- Luzerne County (40)
- Lycoming County (41)
- McKean County (42)
- Mercer County (43)

- Mifflin County (44)
- Monroe County (45)
- Montgomery County (46)
- Montour County (47)
- Northampton County (48)
- Northumberland County (49)
- Perry County (50)
- Philadelphia County (51)
- Pike County (52)
- Potter County (53)
- Schuylkill County (54)
- Snyder County (55)
- Somerset County (56)
- Sullivan County (57)
- Susquehanna County (58)
- Tioga County (59)
- Union County (60)
- Venango County (61)
- Warren County (62)
- Washington County (63)
- Wayne County (64)
- Westmoreland County (65)

- Wyoming County (66)
  - York County (67)
  - Outside of Pennsylvania (68)
  - Outside of the US (69)
- 

Q13.4 How many years have you been working with victims/survivors of crime?

▼ Less than 1 year (1) ... 20+ (21)

---

Q13.5 What is your age?

- 0-12 (1)
  - 13-17 (2)
  - 18-24 (3)
  - 25-59 (4)
  - 60 and older (5)
  - Not reported (6)
-

Q13.6 Please select all sources of funding your organization has received in the past three years. Select all that apply. If your organization has not received funding in the past three years, select "Next" to continue.

- Pass-through funding from government entity (1)
  - Pass-through funding from coalition (2)
  - PCCD/OVS Grant (3)
  - Direct grant from federal agency (4)
  - Local/Community funding (5)
  - Private funding (6)
  - State funding (7)
  - Other (please specify) (8)
- 

*Carry Forward Selected Choices - Entered Text from "Please select all sources of funding your organization has received in the past three years. Select all that apply. If your organization has not received funding in the past three years, select "Next" to continue."*



Q13.7 You indicated that your organization receives funding from the following sources. Please indicate the percentage of your budget received from each source.



Appendix III-4: Stakeholder Questionnaire

	Percentage (1)
Pass-through funding from government entity (x1)	
Pass-through funding from coalition (x2)	
PCCD/OVS Grant (x3)	
Direct grant from federal agency (x4)	
Local/Community funding (x5)	
Private funding (x6)	
State funding (x7)	
Other (please specify) (x8)	

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Q13.8 Approximately how many people work for your organization?

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Q13.9 What is the estimated yearly budget for the portion of your organization (division, unit, etc.) that provides services to victims of crime?

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Q13.10 May we contact you in the future should additional information be needed?

Yes (1)

No (2)

---

Page Break

*Display This Question:*  
*If May we contact you in the future should additional information be needed? = Yes*

Q13.11 Please provide your contact information in the spaces provided below.

- First Name (1) \_\_\_\_\_
- Last Name (2) \_\_\_\_\_
- Name of Organization (3) \_\_\_\_\_
- Contact number (4) \_\_\_\_\_
- Contact email address (5) \_\_\_\_\_

**End of Block: Demographics**

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**Start of Block: Open-ended**

Q14.1 Please describe three things Pennsylvania should do to enhance services for victims/survivors of crime in the area(s) your organization serves.

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Page Break \_\_\_\_\_

Q14.2 Please use the space provided below to offer any additional comments, concerns, questions, and/or feedback.

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End of Block: Open-ended

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Start of Block: Referral

Q15.1 Thank you for participating in our victims' services needs assessment. Your input is critical to our efforts to better serve victims of crime and improve our service delivery. Please use the link below to share this questionnaire with other individuals in your organization as well as individuals in partner or similar organizations who can add to your perspective.

[https://iup.co1.qualtrics.com/jfe/form/SV\\_0fxxuGMHtbPjnSZ](https://iup.co1.qualtrics.com/jfe/form/SV_0fxxuGMHtbPjnSZ)

Additionally, if you know someone who has been impacted by crime and could provide valuable input on victims' services, please share this questionnaire through the following link or refer them to our website where they can access the survey:

[https://iup.co1.qualtrics.com/jfe/form/SV\\_4VdmpQ6VqpiPn9j](https://iup.co1.qualtrics.com/jfe/form/SV_4VdmpQ6VqpiPn9j)

The results of this needs assessment by county will be posted on the PA Crime Victims website once the responses are tabulated. Please check back with us in March 2018. The Victim Services Needs Assessment Final Report, along with findings and recommendations, will be available in June 2018 and will also be posted on the PA Crime Victims' website:

[www.pacrimevictims.com](http://www.pacrimevictims.com)

For additional assistance, or to find out more about services available to victims of crime, please visit the Office of Victims' Services website at:

<http://www.pccd.pa.gov/Victim-Services>

Please select "Next" to submit your responses.

End of Block: Referral

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## VICTIMS NEEDS ASSESSMENT

### VICTIMS OF CRIME

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#### Start of Block: Greetings and Instructions

Q1.1 Thank you for better helping us understand the needs of victims/survivors of crime in Pennsylvania. Your answers to the following questions will help shape the future of Victims' Services in communities throughout the Commonwealth. Your participation is completely voluntary. You can stop taking the survey at any time by simply closing your browser. However, your input is very important to us, and we encourage you to follow through to the end. All responses you provide will remain anonymous. Please select "Next" to continue.

#### End of Block: Greetings and Instructions

---

#### Start of Block: Victimization

Have you or someone in your household ever been directly impacted by a crime?

- Yes
- No

#### End of Block: Victimization

---

#### Start of Block: Up-front Demographics

In which Pennsylvania county do you currently reside?

▼ Adams County ... Prefer not to answer

---

Which of the following best describes where you live?

▼ Rural ... Other

End of Block: Up-front Demographics

---

Start of Block: Back-end Demographics Victim

What is your age?

- 0-12
  - 13-17
  - 18-24
  - 25-59
  - 60 and older
  - Prefer not to answer
- 

With which gender do you most identify?

- Male
  - Female
  - Prefer not to answer
  - Other (please specify) \_\_\_\_\_
-

Which of the following best describes your sexual orientation?

- Heterosexual
  - Lesbian/Gay
  - Bisexual
  - Queer/Questioning
  - Prefer not to answer
  - Other (please specify) \_\_\_\_\_
- 

Which of the following best describes your employment status?

- Employed full time
  - Employed part time
  - Unemployed trying to find employment
  - Unemployed not trying to find employment
  - Unemployed - disabled
  - Retired
  - Prefer not to answer
-



Please indicate your highest level of education completed.

- Elementary school
  - High school Diploma/G.E.D.
  - Some college
  - Associates degree
  - Trade/Technical School certification
  - Bachelor's degree
  - Master's degree
  - Doctoral/Professional degree
  - Prefer not to answer
- 

Do you have any children under 18 living with you?

- Yes
- No

*Skip To: QID53 If Do you have any children under 18 living with you? = No*

---

How many children under the age of 18 live with you?

---

What is your relationship status?

- Married
  - In a relationship/living with significant other
  - In a relationship/not living with significant other
  - Divorced/Separated/Widowed
  - Single/Not in a relationship
  - Do not know
  - Prefer not to answer
  - Other (please specify) \_\_\_\_\_
- 

What is the status of your citizenship?

- Born in the United States of America
  - Naturalized Citizen of the United States of America
  - I have a Visa
  - I am working toward becoming a citizen
  - I am undocumented
  - Do not know
  - Prefer not to answer
  - Other (please specify) \_\_\_\_\_
-

Are you a U.S. veteran?

- Yes
  - No
  - Prefer not to answer
- 

Do you have any medical or health-related disabilities including physical, mental, or emotional conditions that interfere with daily living activities?

- Yes
- No
- Prefer not to answer

*Skip To: QID47 If Do you have any medical or health-related disabilities including physical, mental, or emotional c... = No*

*Skip To: QID47 If Do you have any medical or health-related disabilities including physical, mental, or emotional c... = Prefer not to answer*

Please indicate the type(s) of disability that you are dealing with. Select all that apply.

- Emotional
  - Intellectual
  - Physical
  - Prefer not to answer
  - Other (please specify)
-

With which race(s)/ethnicity(ies) do you most identify? Check all that apply.

- American Indian or Alaska Native
  - Asian
  - Black or African American
  - Hispanic or Latino
  - Native Hawaiian or Other Pacific Islander
  - White
  - Do not know
  - Prefer not to answer
  - Other (please specify) \_\_\_\_\_
- 

What is your religious affiliation?

- Christian
  - Jewish
  - Muslim
  - Buddhist
  - Hindu
  - No religious affiliation
  - Prefer not to answer
  - Other (please specify) \_\_\_\_\_
-

What language(s) do you speak fluently? Check all that apply.

- English
  - Spanish
  - German
  - Pennsylvania German/Dutch
  - Chinese (including Mandarin)
  - Italian
  - French
  - Russian
  - Vietnamese
  - Korean
  - Polish
  - Arabic
  - Hindi
  - Other (please specify)
- 

End of Block: Back-end Demographics Victim

---

Start of Block: Awareness of Compensation

To the best of your knowledge, are victims/survivors of crime in Pennsylvania eligible for financial assistance/reimbursement from the state?

- Yes
  - No
  - Do not know
  - Prefer not to answer
- 

Have you or someone in your household applied for financial assistance/reimbursement from the state's Victims' Compensation Fund?

- Yes
  - No
  - Do not know
  - Prefer not to answer
- 

Did you or someone in your household receive help filling out a Victim's Compensation Application?

- Yes
  - No
  - Do not know
  - Prefer not to answer
-

Was the Victims' Compensation Application approved?

- Yes
- No
- Do not know
- Prefer not to answer

End of Block: Awareness of Compensation

---

Start of Block: Open-ended 1

What is the single most important thing that Pennsylvania could be doing to improve services to victims/survivors of crime?

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End of Block: Open-ended 1

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Start of Block: Closing

Thank you for participating in our victims' services needs assessment through your responses. If you know someone else who has been impacted by crime and could provide valuable input on victims' services, please share this questionnaire through the following link or refer them to our website where they can access the survey:

[https://iup.co1.qualtrics.com/jfe/form/SV\\_4VdmpQ6VqpIPn9j](https://iup.co1.qualtrics.com/jfe/form/SV_4VdmpQ6VqpIPn9j)

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For additional assistance, or to find out more about services available to victims of crime, please visit the Office of Victims' Services website at:

<http://www.pccd.pa.gov/Victim-Services>

End of Block: Closing

---

Start of Block: Victimization Type





Please check all crime(s) that have impacted you or someone in your household. Select all that apply. If you prefer not to answer, click "Next."

- Physical Assault
  - Homicide/Murder
  - Harassment/Bullying
  - Burglary
  - Kidnapping
  - Arson
  - Rape/sexual assault
  - Robbery
  - Larceny/theft
  - Child Sexual Abuse/Assault
  - Child Physical Abuse
  - Domestic Abuse/Domestic Violence
  - Injured by DUI (Driving Under the Influence) Offender
  - Assault or Domestic Violence Against an Older Adult/Senior
  - Human Trafficking (Sex/Labor)
  - Identity Theft/Financial Abuse/Scam
  - Stalking
  - Other (please specify)
- 

End of Block: Victimization Type

---

**Start of Block: Impact Option 1**



Among all crime(s) that have directly impacted you or someone in your household, please rank them from most impact to least impact on you and/or your household (select and drag to position of impact, with most significant impact at the top).

Note: You must move the items to confirm the correct order before clicking "Next" to continue.

- \_\_\_\_\_ Physical Assault
- \_\_\_\_\_ Homicide/Murder
- \_\_\_\_\_ Harassment/Bullying
- \_\_\_\_\_ Child Sexual Abuse/Assault
- \_\_\_\_\_ Child Physical Abuse
- \_\_\_\_\_ Domestic Abuse/Domestic Violence
- \_\_\_\_\_ Injured by DUI (Driving Under the Influence) Offender
- \_\_\_\_\_ Assault or Domestic Violence Against an Older Adult/Senior Abuse
- \_\_\_\_\_ Human Trafficking (Sex/Labor)
- \_\_\_\_\_ Identity Theft/Financial Abuse/Scam
- \_\_\_\_\_ Burglary
- \_\_\_\_\_ Kidnapping
- \_\_\_\_\_ Arson
- \_\_\_\_\_ Rape/sexual assault
- \_\_\_\_\_ Robbery
- \_\_\_\_\_ Larceny/theft
- \_\_\_\_\_ Stalking
- \_\_\_\_\_ Other: [\\${QID2/ChoiceTextEntryValue/50}](#)

End of Block: Impact Option 1

---

Start of Block: Who?

You indicated that you or someone in your household was most impacted by [\\${QID94/ChoiceGroup/ChoiceWithLowestValue}](#). Please tell us who is the primary victim/survivor of [\\${QID94/ChoiceGroup/ChoiceWithLowestValue}](#).

- Me
- Someone in my household

End of Block: Who?

---

Start of Block: Contact Police

You indicated that [\\${QID94/ChoiceGroup/ChoiceWithLowestValue}](#) impacted you or someone in your household the most. Please indicate if you or someone in your household reported the [\\${QID94/ChoiceGroup/ChoiceWithLowestValue}](#) to police/law enforcement.

- Yes
- No
- I do not know
- Someone outside my household contacted police/law enforcement
- Prefer not to answer

End of Block: Contact Police

---

Start of Block: Why Not Contact Police?



You indicated that [\\${QID94/ChoiceGroup/ChoiceWithLowestValue}](#) impacted you or someone in your household the most and was not reported to police/law enforcement by you or a member of

your household. Please tell us the extent to which the following reasons impacted why you or someone in your household did not report the crime(s) to police/law enforcement.

Appendix III-5: Victim Questionnaire

	Not a reason	Somewhat of a reason	A moderate reason	A substantial reason	A critical reason
Did not think the police could/would do anything to help me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ashamed/embarrassed about victimization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerned about what others would think (e.g., family, friend, community members)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caretaker was/is offender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Victim was a child/was too young	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religious beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not want the offender to get in trouble	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid kids would be taken away	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of being arrested for criminal involvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Worried about being blamed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of deportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of not being believed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Afraid of retaliation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was not sure if it was a crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not want to get involved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not know how to report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do not trust the police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do not trust government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reported to someone else (e.g., credit card company, clergy, physician)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Why Not Contact Police?

---

Start of Block: Services screener



You indicated that you or someone in your household was most impacted by a crime of [\\${QID94/ChoiceGroup/ChoiceWithLowestValue}](#). Please indicate if you or someone in your household received/used the following services from any organization in your community as a result of the [\\${QID94/ChoiceGroup/ChoiceWithLowestValue}](#). Select all that apply. If you or

someone in your household have not received any of the following services, click "Next" to continue.

- Counseling, Therapy, or Mental Health Services
- Peer Support Groups (Someone to talk to about what happened)
- Drug and Alcohol Addiction Support/Treatment
- Medical/Healthcare Services
- Medical exam for sexual assault
- Accompaniment to medical services
- Child Advocacy Center services (including forensic interview for child victim)
- Court accompaniment and/or assistance in court system procedures
- Notices about the status of court hearings and/or location of the criminal defendant
- Victim/Witness Protection
- Financial assistance/advice
- Information/free resources about services available
- Legal assistance/representation
- Legal Immigration services related to the crime
- Basic needs (i.e., clothing, food, shelter)
- Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)
- Emergency Shelter and/or Short-term Housing
- Long-term Housing
- Relocation Services (money or assistance to move to a different home)



- In-home Personal Care (i.e. day care for children, medical care for elder or disabled adult victims)
- Emergency Financial Assistance
- Employment assistance
- Assistance filling out compensation forms for reimbursement/payment of crime-related expenses
- Financial assistance for funeral/burial services
- Language/Interpretation services
- Safety/Security Planning
- Disability Assistance (e.g. assistive technology, signing, etc.)
- Crisis response at the crime scene
- Crisis Hotline
- Continuing Crisis Assistance
- Someone to help coordinate victim services
- Faith-based/spiritual help
- Other \_\_\_\_\_

End of Block: Services screener

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Start of Block: Received - rate

*Carry Forward Selected Choices - Entered Text from "You indicated that you or someone in your household was most impacted by a crime of \${q://QID94/ChoiceGroup/ChoiceWithLowestValue}. Please indicate if you or someone in your household received/used the following services from any organization in your community as a result of the \${q://QID94/ChoiceGroup/ChoiceWithLowestValue}. Select all that apply. If you or someone in your household have not received any of the following services, click "Next" to continue. "*



Please rate the quality (i.e., accessibility, acceptability, adequacy) of the services you indicated that you or someone in your household received/used for

[\\${QID94/ChoiceGroup/ChoiceWithLowestValue}](#). Five stars indicates excellent quality and zero stars indicates poor quality.

Counseling, Therapy, or Mental Health Services	★	★	★	★	★
Peer Support Groups (Someone to talk to about what happened)	★	★	★	★	★
Drug and Alcohol Addiction Support/Treatment	★	★	★	★	★
Medical/Healthcare Services	★	★	★	★	★
Medical exam for sexual assault	★	★	★	★	★
Accompaniment to medical services	★	★	★	★	★
Child Advocacy Center services (including forensic interview for child victim)	★	★	★	★	★
Court accompaniment and/or assistance in court system procedures	★	★	★	★	★
Notices about the status of court hearings and/or location of the criminal defendant	★	★	★	★	★
Victim/Witness Protection	★	★	★	★	★
Financial assistance/advice	★	★	★	★	★
Information/free resources about services available	★	★	★	★	★
Legal assistance/representation	★	★	★	★	★
Legal Immigration services related to the crime	★	★	★	★	★
Basic needs (i.e., clothing, food, shelter)	★	★	★	★	★

Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	★	★	★	★	★
Emergency Shelter and/or Short-term Housing	★	★	★	★	★
Long-term Housing	★	★	★	★	★
Relocation Services (money or assistance to move to a different home)	★	★	★	★	★
In-home Personal Care (i.e. day care for children, medical care for elder or disabled adult victims)	★	★	★	★	★
Emergency Financial Assistance	★	★	★	★	★
Employment assistance	★	★	★	★	★
Assistance filling out compensation forms for reimbursement/payment of crime-related expenses	★	★	★	★	★
Financial assistance for funeral/burial services	★	★	★	★	★
Language/Interpretation services	★	★	★	★	★
Safety/Security Planning	★	★	★	★	★
Disability Assistance (e.g. assistive technology, signing, etc.)	★	★	★	★	★
Crisis response at the crime scene	★	★	★	★	★
Crisis Hotline	★	★	★	★	★
Continuing Crisis Assistance	★	★	★	★	★
Someone to help coordinate victim services	★	★	★	★	★

Faith-based/spiritual help	★	★	★	★	★
Other	★	★	★	★	★

End of Block: Received - rate

---

Start of Block: Referral of services



How did you or someone in your household find out about the service(s) that were received/used as a result of the [\\${QID94/ChoiceGroup/ChoiceWithLowestValue}](#)? Select all that apply.

- Police/Detective/Law Enforcement
- Friend
- Family
- Victim advocate/Victim service agency/Not-for profit org
- Counselor/Mental health services/Psychiatrist
- Medical Services (doctor, nurse, hospital, clinic, dentist)
- Clergy (Priest, Pastor, Rabbi, Imam, or other religious official)
- Attorney
- Hotline/1-800#
- Teacher or professor
- Significant other
- Coroner
- Funeral Director
- Flyer/Brochure
- Social Media
- Internet Search
- Co-worker(s)
- Bank
- Credit Card Company
- Human resources from place of employment

Prefer not to answer

Other (please specify)

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End of Block: Referral of services

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Start of Block: Need, Sought, Not Received

*Carry Forward All Choices - Displayed & Hidden from "You indicated that you or someone in your household was most impacted by a crime of  $\{q://QID94/ChoiceGroup/ChoiceWithLowestValue\}$ . Please indicate if you or someone in your household received/used the following services from any organization in your community as a result of the  $\{q://QID94/ChoiceGroup/ChoiceWithLowestValue\}$ . Select all that apply. If you or someone in your household have not received any of the following services, click "Next" to continue. "*



Based on your previous response, the following list identifies the services that you or someone in your household did not receive/use as a result of the  $\{QID94/ChoiceGroup/ChoiceWithLowestValue\}$ . Please indicate if you or someone in your



household needed and/or sought these services as a result of the  
\${QID94/ChoiceGroup/ChoiceWithLowestValue}. Select both if they apply.

	Needed	Sought
Counseling, Therapy, or Mental Health Services	<input type="checkbox"/>	<input type="checkbox"/>
Peer Support Groups (Someone to talk to about what happened)	<input type="checkbox"/>	<input type="checkbox"/>
Drug and Alcohol Addiction Support/Treatment	<input type="checkbox"/>	<input type="checkbox"/>
Medical/Healthcare Services	<input type="checkbox"/>	<input type="checkbox"/>
Medical exam for sexual assault	<input type="checkbox"/>	<input type="checkbox"/>
Accompaniment to medical services	<input type="checkbox"/>	<input type="checkbox"/>
Child Advocacy Center services (including forensic interview for child victim)	<input type="checkbox"/>	<input type="checkbox"/>
Court accompaniment and/or assistance in court system procedures	<input type="checkbox"/>	<input type="checkbox"/>
Notices about the status of court hearings and/or location of the criminal defendant	<input type="checkbox"/>	<input type="checkbox"/>
Victim/Witness Protection	<input type="checkbox"/>	<input type="checkbox"/>
Financial assistance/advice	<input type="checkbox"/>	<input type="checkbox"/>
Information/free resources about services available	<input type="checkbox"/>	<input type="checkbox"/>
Legal assistance/representation	<input type="checkbox"/>	<input type="checkbox"/>

Legal Immigration services related to the crime	<input type="checkbox"/>	<input type="checkbox"/>
Basic needs (i.e., clothing, food, shelter)	<input type="checkbox"/>	<input type="checkbox"/>
Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Shelter and/or Short-term Housing	<input type="checkbox"/>	<input type="checkbox"/>
Long-term Housing	<input type="checkbox"/>	<input type="checkbox"/>
Relocation Services (money or assistance to move to a different home)	<input type="checkbox"/>	<input type="checkbox"/>
In-home Personal Care (i.e. day care for children, medical care for elder or disabled adult victims)	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Financial Assistance	<input type="checkbox"/>	<input type="checkbox"/>
Employment assistance	<input type="checkbox"/>	<input type="checkbox"/>
Assistance filling out compensation forms for reimbursement/payment of crime-related expenses	<input type="checkbox"/>	<input type="checkbox"/>
Financial assistance for funeral/burial services	<input type="checkbox"/>	<input type="checkbox"/>
Language/Interpretation services	<input type="checkbox"/>	<input type="checkbox"/>

Safety/Security Planning	<input type="checkbox"/>	<input type="checkbox"/>
Disability Assistance (e.g. assistive technology, signing, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Crisis response at the crime scene	<input type="checkbox"/>	<input type="checkbox"/>
Crisis Hotline	<input type="checkbox"/>	<input type="checkbox"/>
Continuing Crisis Assistance	<input type="checkbox"/>	<input type="checkbox"/>
Someone to help coordinate victim services	<input type="checkbox"/>	<input type="checkbox"/>
Faith-based/spiritual help	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

End of Block: Need, Sought, Not Received

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Start of Block: Barriers to receiving



Please indicate the extent to which the following barriers prevented you or someone in your household from seeking/receiving the service(s) you or someone in your household needed as a result of the `QID94/ChoiceGroup/ChoiceWithLowestValue`.

Appendix III-5: Victim Questionnaire

	Not at all a barrier	Somewhat of a barrier	A moderate barrier	A substantial barrier	A critical barrier
Service(s) not available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unaware of service(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service(s) not in an accessible location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work schedule conflict	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No response from service(s) provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service(s) not available/accessible due to disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changed mind	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competing needs of household	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No childcare available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language barrier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inconvenient service hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thought crime occurred too far in the past to seek/receive services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not consider myself a victim	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not know that I was eligible for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ashamed/Embarrassed about victimization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of not being believed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerned about what others would think (e.g., family, friend(s), community member(s)).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caretaker was/is offender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was a child/was too young	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Made contact with someone, but help was not given/not believed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I thought I was OK/thought I could deal with it on my own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of losing housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not know services were free	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of deportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Protecting the offender from the justice system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of retaliation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not trust government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not trust the police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not trust courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religious beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerned services would not be sensitive to my cultural beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of losing privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service is not accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time commitment/other household responsibilities were more important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Worried about being blamed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Still dealing with issues involving crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Barriers to receiving



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Start of Block: Back-end Demographics Household member

In which Pennsylvania county does the victim/survivor currently reside?

▼ Adams County ... Prefer not to answer

---

Which of the following best describes where the victim/survivor lives?

▼ Rural ... Other

---

What is the age of the victim/survivor?

- 0-12
  - 13-17
  - 18-24
  - 25-59
  - 60 and older
  - Prefer not to answer
- 

With which gender does the victim/survivor most identify?

- Male
- Female
- Prefer not to answer
- Other (please specify) \_\_\_\_\_

Which of the following best describes the sexual orientation of the victim/survivor?

- Heterosexual
  - Lesbian/Gay
  - Bisexual
  - Queer/Questioning
  - Prefer not to answer
  - Other (please specify) \_\_\_\_\_
- 

Which of the following best describes the employment status of the victim/survivor?

- Employed full time
  - Employed part time
  - Unemployed trying to find employment
  - Unemployed not trying to find employment
  - Unemployed - disabled
  - Retired
  - Prefer not to answer
-

Please indicate the highest level of education completed by the victim/survivor.

- Elementary school
  - High school Diploma/G.E.D.
  - Some college
  - Associates degree
  - Trade/Technical School certification
  - Bachelor's degree
  - Master's degree
  - Doctoral/Professional degree
  - Prefer not to answer
- 

Do any children under 18 live with the victim/survivor?

- Yes
- No

*Skip To: Q144 If Do any children under 18 live with the victim/survivor? = No*

How many children under the age of 18 live with the victim/survivor?

---

What is the relationship status of the victim/survivor?

- Married
  - In a relationship/living with significant other
  - In a relationship/not living with significant other
  - Divorced/Separated/Widowed
  - Single/Not in a relationship
  - Do not know
  - Prefer not to answer
  - Other (please specify) \_\_\_\_\_
- 

What is the citizen status of the victim/survivor?

- Born in the United States of America
  - Naturalized Citizen of the United States of America
  - Has a Visa
  - Is working toward becoming a citizen
  - Is undocumented
  - Do not know
  - Prefer not to answer
  - Other (please specify) \_\_\_\_\_
-

Is the victim/survivor a U.S. veteran?

- Yes
  - No
  - Prefer not to answer
- 

Does the victim/survivor have any medical or health-related disabilities including physical, mental, or emotional conditions that interfere with daily living activities?

- Yes
- No
- Prefer not to answer

*Skip To: Q149 If Does the victim/survivor have any medical or health-related disabilities including physical, ment... = No*

*Skip To: Q149 If Does the victim/survivor have any medical or health-related disabilities including physical, ment... = Prefer not to answer*

Please indicate the type(s) of disability that the victim/survivor are dealing with. Select all that apply.

- Emotional
  - Intellectual
  - Physical
  - Prefer not to answer
  - Other (please specify)
-

With which race(s)/ethnicity(ies) does the victim/survivor most identify? Check all that apply.

- American Indian or Alaska Native
  - Asian
  - Black or African American
  - Hispanic or Latino
  - Native Hawaiian or Other Pacific Islander
  - White
  - Do not know
  - Prefer not to answer
  - Other (please specify) \_\_\_\_\_
- 

What is the religious affiliation of the victim/survivor?

- Christian
  - Jewish
  - Muslim
  - Buddhist
  - Hindu
  - No religious affiliation
  - Prefer not to answer
  - Other (please specify) \_\_\_\_\_
-

What language(s) does the victim/survivor speak fluently? Check all that apply.

- English
- Spanish
- German
- Pennsylvania German/Dutch
- Chinese (including Mandarin)
- Italian
- French
- Russian
- Vietnamese
- Korean
- Polish
- Arabic
- Hindi
- Other (please specify) \_\_\_\_\_

End of Block: Back-end Demographics Household member

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Start of Block: Open-ended 2

As someone who has been directly impacted by crime, please use the space below to tell us what you need.

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End of Block: Open-ended 2

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Start of Block: Who 2?

You indicated that you or someone in your household was impacted by [\\${QID2/ChoiceGroup/SelectedChoices}](#). Please tell us who is the primary victim/survivor of [\\${QID2/ChoiceGroup/SelectedChoices}](#).

- Me
- Someone in my household

End of Block: Who 2?

---

Start of Block: Contact Police 2

Please indicate if you or someone in your household reported the [\\${QID2/ChoiceGroup/SelectedChoices}](#) to police/law enforcement.

- Yes
- No
- I do not know
- Someone outside my household contacted police/law enforcement
- Prefer not to answer

End of Block: Contact Police 2

---

Start of Block: Why not contact police 2?





You indicated that [\\${QID2/ChoiceGroup/SelectedChoices}](#) was not reported to police/law enforcement by you or someone in your household. Please tell us the extent to which the

following reasons impacted why you or someone in your household did not report the [\\${QID2/ChoiceGroup/SelectedChoices}](#) to police/law enforcement.

Appendix III-5: Victim Questionnaire

	Not a reason	Somewhat of a reason	A moderate reason	A substantial reason	A critical reason
Did not think the police could/would do anything to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ashamed/embarrassed about victimization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerned about what others would think (e.g., family, friend, community members)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caretaker was/is offender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Victim was a child/was too young	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religious beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not want the offender to get in trouble	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid kids would be taken away	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of being arrested for criminal involvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Worried about being blamed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of deportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of not being believed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Afraid of retaliation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was not sure if it was a crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not want to get involved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not know how to report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not trust the police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not trust government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reported to someone else (e.g., credit card company, clergy, physician)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Why not contact police 2?

Start of Block: Services screener 2



You indicated that you or someone in your household was impacted by a crime of [\\${QID2/ChoiceGroup/SelectedChoices}](#). Please indicate if you or someone in your household received/used the following services from any organization in your community as a result of the

#{QID2/ChoiceGroup/SelectedChoices}. Select all that apply. If you or someone in your household have not received any of the following services, click "Next" to continue.

- Counseling, Therapy, or Mental Health Services
- Peer Support Groups (Someone to talk to about what happened)
- Drug and Alcohol Addiction Support/Treatment
- Medical/Healthcare Services
- Medical exam for sexual assault
- Accompaniment to medical services
- Child Advocacy Center services (including forensic interview for child victim)
- Court accompaniment and/or assistance in court system procedures
- Notices about the status of court hearings and/or location of the criminal defendant
- Victim/Witness Protection
- Financial assistance/advice
- Information/free resources about services available
- Legal assistance/representation
- Legal Immigration services related to the crime
- Basic needs (i.e., clothing, food, shelter)
- Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)
- Emergency Shelter and/or Short-term Housing
- Long-term Housing
- Relocation Services (money or assistance to move to a different home)

- In-home Personal Care (i.e. day care for children, medical care for elder or disabled adult victims)
- Emergency Financial Assistance
- Employment assistance
- Assistance filling out compensation forms for reimbursement/payment of crime-related expenses
- Financial assistance for funeral/burial services
- Language/Interpretation services
- Safety/Security Planning
- Disability Assistance (e.g. assistive technology, signing, etc.)
- Crisis response at the crime scene
- Crisis Hotline
- Continuing Crisis Assistance
- Someone to help coordinate victim services
- Faith-based/spiritual help
- Other \_\_\_\_\_

End of Block: Services screener 2

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Start of Block: Received - rate 2

*Carry Forward Selected Choices - Entered Text from "You indicated that you or someone in your household was impacted by a crime of \${q://QID2/ChoiceGroup/SelectedChoices}. Please indicate if you or someone in your household received/used the following services from any organization in your community as a result of the \${q://QID2/ChoiceGroup/SelectedChoices}. Select all that apply. If you or someone in your household have not received any of the following services, click "Next" to continue. "*



Please rate the quality (i.e., accessibility, acceptability, adequacy) of the services you indicated that you or someone in your household received/used for

[\\${QID2/ChoiceGroup/SelectedChoices}](#). Five stars indicates excellent quality and zero stars indicates poor quality.



Counseling, Therapy, or Mental Health Services	★	★	★	★	★
Peer Support Groups (Someone to talk to about what happened)	★	★	★	★	★
Drug and Alcohol Addiction Support/Treatment	★	★	★	★	★
Medical/Healthcare Services	★	★	★	★	★
Medical exam for sexual assault	★	★	★	★	★
Accompaniment to medical services	★	★	★	★	★
Child Advocacy Center services (including forensic interview for child victim)	★	★	★	★	★
Court accompaniment and/or assistance in court system procedures	★	★	★	★	★
Notices about the status of court hearings and/or location of the criminal defendant	★	★	★	★	★
Victim/Witness Protection	★	★	★	★	★
Financial assistance/advice	★	★	★	★	★
Information/free resources about services available	★	★	★	★	★
Legal assistance/representation	★	★	★	★	★
Legal Immigration services related to the crime	★	★	★	★	★
Basic needs (i.e., clothing, food, shelter)	★	★	★	★	★
Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	★	★	★	★	★
Emergency Shelter and/or Short-term Housing	★	★	★	★	★

Long-term Housing	★	★	★	★	★
Relocation Services (money or assistance to move to a different home)	★	★	★	★	★
In-home Personal Care (i.e. day care for children, medical care for elder or disabled adult victims)	★	★	★	★	★
Emergency Financial Assistance	★	★	★	★	★
Employment assistance	★	★	★	★	★
Assistance filling out compensation forms for reimbursement/payment of crime-related expenses	★	★	★	★	★
Financial assistance for funeral/burial services	★	★	★	★	★
Language/Interpretation services	★	★	★	★	★
Safety/Security Planning	★	★	★	★	★
Disability Assistance (e.g. assistive technology, signing, etc.)	★	★	★	★	★
Crisis response at the crime scene	★	★	★	★	★
Crisis Hotline	★	★	★	★	★
Continuing Crisis Assistance	★	★	★	★	★
Someone to help coordinate victim services	★	★	★	★	★
Faith-based/spiritual help	★	★	★	★	★
Other	★	★	★	★	★

End of Block: Received - rate 2

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Start of Block: Referral of services 2



How did you or someone in your household find out about the service(s) that were received/used as a result of the [\\${QID2/ChoiceGroup/SelectedChoices}](#)? Select all that apply.

- Police/Detective/Law Enforcement
- Friend
- Family
- Victim advocate/Victim service agency/Not-for profit org
- Counselor/Mental health services/Psychiatrist
- Medical Services (doctor, nurse, hospital, clinic, dentist)
- Clergy (Priest, Pastor, Rabbi, Imam, or other religious official)
- Attorney
- Hotline/1-800#
- Teacher or professor
- Significant other
- Coroner
- Funeral Director
- Flyer/Brochure
- Social Media
- Internet Search
- Co-worker(s)
- Bank
- Credit Card Company
- Human resources from place of employment

Prefer not to answer

Other (please specify) \_\_\_\_\_

End of Block: Referral of services 2

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Start of Block: Need, Sought, Not Received 2

*Carry Forward Unselected Choices from "You indicated that you or someone in your household was impacted by a crime of \${q://QID2/ChoiceGroup/SelectedChoices}. Please indicate if you or someone in your household received/used the following services from any organization in your community as a result of the \${q://QID2/ChoiceGroup/SelectedChoices}. Select all that apply. If you or someone in your household have not received any of the following services, click "Next" to continue. "*



Based on your previous response, the following list identifies the services that you or someone in your household did not receive/use as a result of the [\\${QID2/ChoiceGroup/SelectedChoices}](#). Please indicate if you or someone in your household

needed and/or sought these services as a result of the  
\${QID2/ChoiceGroup/SelectedChoices}. Select both if they apply.

	Needed	Sought
Counseling, Therapy, or Mental Health Services	<input type="checkbox"/>	<input type="checkbox"/>
Peer Support Groups (Someone to talk to about what happened)	<input type="checkbox"/>	<input type="checkbox"/>
Drug and Alcohol Addiction Support/Treatment	<input type="checkbox"/>	<input type="checkbox"/>
Medical/Healthcare Services	<input type="checkbox"/>	<input type="checkbox"/>
Medical exam for sexual assault	<input type="checkbox"/>	<input type="checkbox"/>
Accompaniment to medical services	<input type="checkbox"/>	<input type="checkbox"/>
Child Advocacy Center services (including forensic interview for child victim)	<input type="checkbox"/>	<input type="checkbox"/>
Court accompaniment and/or assistance in court system procedures	<input type="checkbox"/>	<input type="checkbox"/>
Notices about the status of court hearings and/or location of the criminal defendant	<input type="checkbox"/>	<input type="checkbox"/>
Victim/Witness Protection	<input type="checkbox"/>	<input type="checkbox"/>
Financial assistance/advice	<input type="checkbox"/>	<input type="checkbox"/>
Information/free resources about services available	<input type="checkbox"/>	<input type="checkbox"/>

Legal assistance/representation	<input type="checkbox"/>	<input type="checkbox"/>
Legal Immigration services related to the crime	<input type="checkbox"/>	<input type="checkbox"/>
Basic needs (i.e., clothing, food, shelter)	<input type="checkbox"/>	<input type="checkbox"/>
Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Shelter and/or Short-term Housing	<input type="checkbox"/>	<input type="checkbox"/>
Long-term Housing	<input type="checkbox"/>	<input type="checkbox"/>
Relocation Services (money or assistance to move to a different home)	<input type="checkbox"/>	<input type="checkbox"/>
In-home Personal Care (i.e. day care for children, medical care for elder or disabled adult victims)	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Financial Assistance	<input type="checkbox"/>	<input type="checkbox"/>
Employment assistance	<input type="checkbox"/>	<input type="checkbox"/>
Assistance filling out compensation forms for reimbursement/payment of crime-related expenses	<input type="checkbox"/>	<input type="checkbox"/>
Financial assistance for funeral/burial services	<input type="checkbox"/>	<input type="checkbox"/>



Language/Interpretation services	<input type="checkbox"/>	<input type="checkbox"/>
Safety/Security Planning	<input type="checkbox"/>	<input type="checkbox"/>
Disability Assistance (e.g. assistive technology, signing, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Crisis response at the crime scene	<input type="checkbox"/>	<input type="checkbox"/>
Crisis Hotline	<input type="checkbox"/>	<input type="checkbox"/>
Continuing Crisis Assistance	<input type="checkbox"/>	<input type="checkbox"/>
Someone to help coordinate victim services	<input type="checkbox"/>	<input type="checkbox"/>
Faith-based/spiritual help	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

End of Block: Need, Sought, Not Received 2

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Start of Block: Barriers to receiving 2



Please indicate the extent to which the following barriers prevented you or someone in your household from seeking/receiving the service(s) you or someone in your household needed as a result of the `QID2/ChoiceGroup/SelectedChoices`.

	Not at all a barrier	Somewhat of a barrier	A moderate barrier	A substantial barrier	A critical barrier
Service(s) not available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unaware of service(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service(s) not in an accessible location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work schedule conflict	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No response from service(s) provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service(s) not available/accessible due to disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changed mind	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competing needs of household	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No childcare available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language barrier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inconvenient service hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thought crime occurred too far in the past to seek/receive services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not consider myself a victim	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not know that I was eligible for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ashamed/Embarrassed about victimization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of not being believed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerned about what others would think (e.g., family, friend(s), community member(s)).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caretaker was/is offender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was a child/was too young	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Made contact with someone, but help was not given/not believed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I thought I was OK/thought I could deal with it on my own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of losing housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not know services were free	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of deportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Protecting the offender from the justice system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of retaliation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not trust government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not trust the police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not trust courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religious beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerned services would not be sensitive to my cultural beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of losing privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service is not accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time commitment/other household responsibilities were more important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Worried about being blamed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Still dealing with issues involving crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Barriers to receiving 2



APPENDIX IV:

ANALYSIS & RESULTS

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Survey Question	Response Scale	Recode	Factor	Survey Item	Cronbach Alpha	Eigenvalue	% of variance
Please indicate the adequacy of the current crime victim services available in the community(ies) where you work for the following types of victimizations.	1=Unserved 2=Underserved 3=Adequately Served 4=Not Applicable to my area	1=Unserved 2=Underserved 5=Adequately Served	Personal Crime Victim Service Need	Physical Assault or Domestic Violence Against an Older Adult/Senior	.894	7.824	46.021
				Child Physical Abuse			
				Child Sexual Abuse/Assault			
				Domestic Abuse/Domestic Violence			
				Harassment/Bullying			
				Homicide/Murder			
				Human Trafficking (Sex/Labor)			
				Kidnapping			
				Physical Assault			
				Stalking			
				Rape/sexual assault			
Robbery							
Please indicate the adequacy of the current crime victim services available in the community(ies) where you work for the following types of victimizations.	1=Unserved 2=Underserved 3=Adequately Served 4=Not Applicable to my area	1=Unserved 2=Underserved 5=Adequately Served	Property Crime Victim Service Need	Arson	.876	2.257	13.274
				Burglary			
				Identity Theft/Financial Abuse/Scam			
				Injury by DUI (Driving Under the Influence) Offender			
				Larceny/theft			
Please indicate the extent to which you feel the following victim services are needed in the community(ies) where you work.	1=Not Needed 2=Currently available but does not meet the need 3=Not available but needed 4=Currently available, meets the need	1= Currently available, meets the need 3=Currently available but does not meet the need 5=Not available but needed	Legal Service Need	Notifications about the status of court hearings and/or the location of the criminal defendant	.850	10.463	33.752
				Legal assistance/representation			
				Legal immigration services related to a crime			
				Court Accompaniment and/or assistance in court system procedures			
				Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses			
				Coordination of victim services			
Please indicate the extent to which you feel the following victim services are needed in the community(ies) where you work.	1=Not Needed 2=Currently available but does not meet the need 3=Not available but needed 4=Currently available, meets the need	1= Currently available, meets the need 3=Currently available but does not meet the need 5=Not available but needed	Assistance/Shelter/Transportation Service	Financial assistance for funeral/burial services	.848	2.243	7.235
				Relocation Services			
				In-home personal 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)			
				Long-term Housing			
Please indicate the extent to which you feel the following victim services are needed in the community(ies) where you work.	1=Not Needed 2=Currently available but does not meet the need 3=Not available but needed 4=Currently available, meets the need	1= Currently available, meets the need 3=Currently available but does not meet the need 5=Not available but needed	Medical/Mental Health Service Need	Counseling, Therapy, or Mental Health Services	.700	1.498	4.833
				Substance Abuse support/treatment			
				Medical/Healthcare services			
Please indicate the extent to which you feel the following victim services are needed in the community(ies) where you work.	1=Not Needed 2=Currently available but does not meet the need 3=Not available but needed 4=Currently available, meets the need	1= Currently available, meets the need 3=Currently available but does not meet the need 5=Not available but needed	Peer Support & Safety Service Need	Crisis response at the crime scene	.822	1.211	3.906
				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			
				Peer Support Groups			
Please indicate the extent to which you feel the following victim services are needed in the community(ies) where you work.	1=Not Needed 2=Currently available but does not meet the need 3=Not available but needed 4=Currently available, meets the need	1= Currently available, meets the need 3=Currently available but does not meet the need 5=Not available but needed	Language & Disability Service Need	Language/interpretation services	.712	1.024	3.304
				Disability Assistance (e.g., assistive technology, signing, etc.)			
				Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.)			
Please indicate the adequacy of current crime victim services available in the community(ies) where you work for the following	1=Unserved 2 = Underserved 3 = Adequately served 4=Not Applicable to my area	1=Unserved 2=Underserved 5=Adequately Served	Non-minority Populations Service Need	White	.744	9.685	42.108
				Men			
				Adults (age 26-64)			

demographic populations.							
Please indicate the adequacy of current crime victim services available in the community(ies) where you work for the following demographic populations.	1=Unserved 2 = Underserved 3 = Adequately served 4=Not Applicable to my area	1=Unserved 2=Underserved 5=Adequately Served	Minority Populations Service Need	Women	.881	2.034	8.842
				LGTBQ			
				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			
				Non-native speakers (e.g. limited English proficiency)			
Please indicate the adequacy of current crime victim services available in the community(ies) where you work for the following demographic populations.	1=Unserved 2 = Underserved 3 = Adequately served 4=Not Applicable to my area	1=Unserved 2=Underserved 5=Adequately Served	Special/ Sensitive Populations Service Needs	Veterans	.877	1.391	6.049
				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)			
				College Students			
Please indicate the extent to which each type training is needed for your organization to improve services to victims of crime.	1 = Not needed at all 2 = Somewhat needed 3 = Moderately needed 4 = Highly needed	1=Not needed at all 2=Somewhat Needed 3=Moderately Needed 5=Highly needed	Legal & Policy Training Need	Confidentiality, HIPPA, and ethics	.871	7.770	51.802
				Mandated Reporter Requirements			
				Navigating the PA Criminal Justice System			
				Pennsylvania Laws (Victims' Rights, DV, SA, etc.)			
				Hotline training			
				Comprehensive information about victims' services and other programs available locally and statewide			
Please indicate the extent to which each type training is needed for your organization to improve services to victims of crime.	1 = Not needed at all 2 = Somewhat needed 3 = Moderately needed 4 = Highly needed	1=Not needed at all 2=Somewhat Needed 3=Moderately Needed 5=Highly needed	Advocacy & Managerial Training Need	Basic Advocacy	.797	1.114	7.426
				Executive Director training			
				Foundational Academy training			
				Advanced Victim Advocate training			
Please indicate the extent to which each type training is needed for your organization to	1 = Not needed at all 2 = Somewhat needed 3 = Moderately needed 4 = Highly needed	1=Not needed at all 2=Somewhat Needed 3=Moderately Needed 5=Highly needed	Operational & topical Need	Therapeutic Counseling training	.878	.901	6.005
				Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.)			
				Trauma Informed/Sensitive Services and Support			
				Support Group knowledge and information			

improve services to victims of crime.				Sensitivity and Cultural Competency			
Please indicate the extent to which each of the following infrastructure/support items is needed within your organization to help improve the quality and accessibility of service(s) provided to victims/survivors of crime in the area(s) your organization serves.	1=Not needed at all 2=Somewhat needed 3 = Moderately needed 4 = Highly needed	1=Not needed at all 2=Somewhat Needed 3=Moderately Needed 5=Highly needed	Cross-network/access Service Need	Remote training access	.849	8.198	48.221
				Technical assistance/visits			
				Statewide comprehensive victim service hotline			
				Access to telemedicine			
				Regional cross-training initiatives			
Please indicate the extent to which each of the following infrastructure/support items is needed within your organization to help improve the quality and accessibility of service(s) provided to victims/survivors of crime in the area(s) your organization serves.	1=Not needed at all 2=Somewhat needed 3 = Moderately needed 4 = Highly needed	1=Not needed at all 2=Somewhat Needed 3=Moderately Needed 5=Highly needed	Information technology & facility Need	Specialized software for online appointment scheduling	.925	1.231	7.242
				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			
Please indicate the extent to which each of the following infrastructure/support items is needed within your organization to help improve the quality and accessibility of service(s) provided to victims/survivors of crime in the area(s) your organization serves.	1=Not needed at all 2=Somewhat needed 3 = Moderately needed 4 = Highly needed	1=Not needed at all 2=Somewhat Needed 3=Moderately Needed 5=Highly needed	Office & Staff Need	Security systems	.745	1.043	6.134
				Data collection software			
				Increased pay/benefits for staff			
				Furniture - waiting room/office			
Please indicate the extent to which you	1=Not at all a barrier	1=Not at all a barrier	Personal Barriers to	Substance abuse addictions	.884	8.023	44.574
				Caretaker was/is offender			

believe each of the following barriers prevents or restricts access to victim services in the in the community(ies) where you work.	2=Somewhat of a barrier 3=A moderate barrier 4=A substantial barrier 5=A critical barrier	2=Somewhat of a barrier 3=A moderate barrier 4=A substantial barrier 5=A critical barrier	Receiving Services	Protecting the offender from the justice system			
				Ashamed/Embarrassed about victimization			
				Victim was a child/too young			
				Victim changed mind			
				Fear of losing housing			
				Still coping with issues involving crime			
Please indicate the extent to which you believe each of the following barriers prevents or restricts access to victim services in the in the community(ies) where you work.	1=Not at all a barrier 2=Somewhat of a barrier 3=A moderate barrier 4=A substantial barrier 5=A critical barrier	1=Not at all a barrier 2=Somewhat of a barrier 3=A moderate barrier 4=A substantial barrier 5=A critical barrier	Cultural Barriers to Receiving Services	Language barrier	.876	1.839	10.216
				Cultural barrier			
				Fear of deportation			
				Religious barrier			
Please indicate the extent to which you believe each of the following barriers prevents or restricts access to victim services in the in the community(ies) where you work.	1=Not at all a barrier 2=Somewhat of a barrier 3=A moderate barrier 4=A substantial barrier 5=A critical barrier	1=Not at all a barrier 2=Somewhat of a barrier 3=A moderate barrier 4=A substantial barrier 5=A critical barrier	Structural Barriers to Receiving Services	Work schedule conflict	.849	1.234	6.854
				Inconvenient service hours			
				Competing needs of household			
				Service is not accessible at location			
				No childcare available			
				Service(s) not accessible due to disability			

Crimes against person	Crimes against property
Physical Assault	Arson
Harassment/Bullying	Robbery
Burglary	Larceny/theft
Kidnapping	Identity Theft/Financial Abuse/Scam
Rape/sexual assault	Property Vandalism/Destruction
Homicide/Murder	
Child Sexual Abuse/Assault	
Child Physical Abuse	
Domestic Abuse/Domestic Violence	
Injury by DUI (Driving Under the Influence) Offender	
Human Trafficking (Sex/Labor)	
Stalking	

*Source: Uniform Crime Reporting (UCR) Program National Incident-Based Reporting System (NIBRS) "Crimes Against Persons, Property, and Society"*

## Services Needed and Received Scores

Services Needed and/or Received	Needed		Received	
	<i>Mean</i>	<i>SD</i>	<i>Mean</i>	<i>SD</i>
Peer Support Groups	0.48	0.50	0.13	0.34
Information/free resources about services	0.45	0.50	0.13	0.34
Safety/Security Planning	0.38	0.49	0.05	0.23
Emergency Financial Assistance	0.36	0.48	0.04	0.20
Legal assistance/representation	0.41	0.49	0.12	0.33
Assistance filling out compensation forms for reimbursement/payment	0.36	0.48	0.06	0.24
Legal Immigration services related to the crime	0.30	0.46	0.05	0.23
Crisis response at the crime scene	0.33	0.47	0.03	0.18
Employment assistance	0.32	0.47	0.01	0.10
Relocation Services	0.32	0.47	0.03	0.16
Long-term Housing	0.32	0.47	0.02	0.13
Victim/Witness Protection	0.35	0.48	0.06	0.25
Accommodations for victims/survivors with disabilities	0.30	0.46	0.01	0.07
Someone to help coordinate victim services	0.37	0.48	0.10	0.30
Accompaniment to medical services	0.32	0.47	0.03	0.18
Drug and Alcohol Addiction Support/Treatment	0.32	0.47	0.03	0.16
Basic needs (i.e., clothing, food, shelter)	0.32	0.47	0.04	0.19
Faith-based/spiritual help	0.33	0.47	0.06	0.24
Transportation	0.31	0.46	0.04	0.20
Continuing Crisis Assistance	0.32	0.47	0.05	0.23
Emergency Shelter and/or Short-term Housing	0.31	0.46	0.04	0.20
Financial assistance for funeral/burial services	0.30	0.46	0.03	0.18
In-home Personal Care	0.29	0.45	0.02	0.13
Advocacy Center services	0.30	0.46	0.05	0.22
Medical exam for sexual assault	0.32	0.47	0.08	0.26
Crisis Hotline	0.32	0.47	0.08	0.26
Language/Interpretation services	0.30	0.46	0.05	0.23
Accompaniment and/or assistance in court system procedures	0.40	0.49	0.20	0.40
Notices about the status of court hearings/location of the criminal defendant	0.37	0.48	0.20	0.40
Medical/Healthcare Services	0.36	0.48	0.21	0.41
Counseling, Therapy, or Mental Health Service	0.39	0.49	0.47	0.50

## Barriers to the Service from The Victims' Perspectives

<b>Barrier</b>	<b><i>n</i></b>	<b><i>Mean</i></b>	<b><i>SD</i></b>
Unaware of service(s)	101	3.18	1.55
Did not aware that I was eligible for services	94	2.98	1.64
I thought I was OK/thought I could deal with it on my own	89	2.83	1.52
Service(s) not available	94	2.76	1.56
Afraid of retaliation	92	2.73	1.67
Did not aware services were free	91	2.58	1.63
Still dealing with issues involving crime	87	2.56	1.61
Afraid of not being believed	90	2.56	1.56
Ashamed/Embarrassed about victimization	94	2.49	1.61
Concerned about what others would think	90	2.46	1.64
Worried about being blamed	86	2.42	1.63
Made contact with someone, but help was not given/not believed	86	2.30	1.63
No response from service(s) provider	88	2.26	1.64
Did not trust the police	85	2.13	1.55
Thought crime occurred too far in the past to seek/receive services	84	2.12	1.46
Did not trust courts	86	2.10	1.46
Service(s) not in an accessible location	86	2.07	1.45
Afraid of losing privacy	88	2.06	1.44
Did not consider myself a victim	87	2.02	1.36
Did not trust government	85	1.94	1.48
Work schedule conflict	91	1.91	1.31
Competing needs of household	86	1.81	1.34
Time commitment/other household responsibilities were more important	84	1.80	1.15
Service is not accessible	83	1.78	1.28
Transportation	92	1.74	1.29
Caretaker was/is offender	81	1.73	1.35
Inconvenient service hours	87	1.69	1.11
Changed mind	87	1.64	1.22
Was a child/was too young	84	1.60	1.22
Protecting the offender from the justice system	83	1.53	1.14
Service(s) not available/accessible due to disability	87	1.47	1.13
Afraid of losing housing	81	1.47	1.16
No childcare available	84	1.40	1.05
Language barrier	92	1.37	1.00
Afraid of deportation	87	1.37	1.08
Concerned services would not be sensitive to my cultural beliefs	83	1.28	0.95
Religious beliefs	84	1.19	0.74

APPENDIX IV:

## ANALYSIS & RESULTS

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## COUNTY PRELIMINARY REPORTS

### VICTIMS SERVICES NEEDS ASSESSMENT

#### Adams County

Adams County included 1.3% of the participants of the state. Zero (0) victims participated in the survey, and 11 service providers participated in the survey. This means that victims from Adams County represent 0% of the total state victim participant sample, and service providers from Adams County represent 1.9% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Adams County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Fear of deportation [ $M = 3.27$ ]
  - Caretaker was/is offender [ $M = 3.27$ ]
  - Fear of losing housing [ $M = 3.10$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.09$ ]
  - Cultural barrier [ $M = 3.09$ ]
- The **greatest needs**, based on “available but does not meet need” or “not available but needed” responses are:
  - Counseling, Therapy, or Mental Health Services [81.8%]
  - Long-term Housing [81.8%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [81.8%]
  - Emergency Financial Assistance [80.0%]
  - Substance Abuse support/treatment [80.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Stalking [45.5%]
  - Harassment/Bullying [36.4%]
  - Human Trafficking (Sex/Labor) [36.4%]
  - Domestic Abuse/Domestic Violence [27.3%]

- Physical Assault or Domestic Violence Against an Older Adult/Senior [27.3%]
- Rape/sexual assault [27.3%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [63.6%]
  - Non-native speakers (e.g., limited English proficiency) [60.0%]
  - Hispanic or Latino [45.5%]
  - Immigrant/Refugee [45.5%]
  - LGBTQ [45.5%]

#### **Summary of Service Provider Responses Related to Services Meeting Needs and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Safety/security planning [90.9%]
  - Child Advocacy Center services [90.0%]
  - Medical exam for sexual assault [90.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [81.8%]
  - Coordination of victim services [72.7%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [72.7%]
- The most **adequately served** populations by **victimization type**, based on “adequately served” responses are:
  - Child Physical Abuse [72.7%]
  - Child Sexual Abuse/Assault [72.7%]
  - Homicide/Murder [72.7%]
  - Physical Assault [72.7%]
  - Rape/sexual assault [72.7%]
- The most **adequately served** populations by **population type**, based on “adequately served” responses are:
  - Adults (age 26-64) [90.0%]
  - White [81.8%]
  - Women [80.0%]
  - College Students [77.8%]
  - Men [72.7%]

#### **Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.89$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.56$ ]

- Sensitivity and Cultural Competency [ $M = 2.20$ ]
- Advanced Victim Advocate training [ $M = 2.00$ ]
- Navigating the PA Criminal Justice System [ $M = 2.00$ ]
- Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.00$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 2.50$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.50$ ]
  - Regional cross-training initiatives [ $M = 2.43$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 2.38$ ]
  - Computer equipment [ $M = 2.29$ ]

### Stakeholder Survey Respondent Demographics

- 36.4% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 18.2% of respondents reported that they work/volunteer for a Victim Services Provider - Government affiliated. 9.1% reported that they work in the Court System. 9.1% of respondents reported that they 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 encounters victims of crime. 9.1% reported that they of respondents work for a social service organization not affiliated with a victim service provider. 9.1% reported that they of respondents work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.).
- 27.3% of respondents reported that they encounter victims/survivors of crime daily. 27.3% of respondents reported that they encounter victims/survivors of crime a few times per week. 18.2% of respondents reported that they encounter victims/survivors of crime a few times per year. 9.1% of respondents reported that they encounter victims/survivors of crime weekly or monthly or have no direct contact.
- 45.5% of respondents reported working with victims/survivors of crime for 6-10 years. 27.3% of respondents reported working with victims/survivors of crime for 20 or more years. 18.2% of respondents reported working with victims/survivors of crime for 1-5 years. Finally, 9.1% of respondents reported working with victims/survivors of crime for less than a year.
- The median number of people working for a respondent's organization is 10, with a median estimated yearly budget of \$342,000.
- 27.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, the percentage of organizational budget was not reported.
- 18.2% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, the percentage of organizational budget was not reported.
- 63.6% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 70% of organizational budgets.
- 36.4% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.
- 63.6% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 2% of organizational budgets.
- 45.5% of respondents reported receiving private funding in the past three years, and among those receiving this funding, the percentage of organizational budget was not reported.
- 36.4% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 75% of organizational budgets.



## VICTIMS SERVICES NEEDS ASSESSMENT

### Allegheny County

Allegheny County included 17.28% of the participants of the state. 37 victims participated in the survey, and 37 service providers participated in the survey. This means that victims from Allegheny County represent 14.68% of the total state victim participant sample, and service providers from Allegheny County represent 6.30% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Unaware of service(s) [ $M = 3.54$ ]
  - Did not know that I was eligible for services [ $M = 3.25$ ]
  - Service(s) not available [ $M = 3.20$ ]
  - Afraid of retaliation [ $M = 3.17$ ]
  - Did not know services were free [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Information/free resources about services available [20.8%]
  - Someone to help coordinate victim services [17.4%]
  - Safety/Security Planning [16.7%]
  - Crisis response at the crime scene [16.7%]
  - Legal assistance/representation [8.3%]
  - Relocation Services [8.3%]
  - Emergency Financial Assistance [8.3%]
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expense [8.3%]
- The most **needed and sought, but not received** services are:
  - Faith-based/spiritual [8.3%]
  - Crisis Hotline [8.3%]
  - Safety/Security [4.2%]
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expense [4.2%]
  - Emergency Financial Assistance [4.2%]
  - Legal assistance/representation [4.2%]
  - Victim/Witness Protection [4.2%]
  - Notices about the status of court hearings and/or location of the criminal defendant [4.2%]
  - Medical/Healthcare Services [4.2%]
  - Peer Support Groups [4.2%]

- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [54.2%]
  - Medical/Healthcare Services [33.3%]
  - Court accompaniment and/or assistance in court system procedures [25%]
  - Notices about the status of court hearings and/or location of the criminal defendant [20.8%]
  - Legal assistance/representation [16.7%]
- The **highest rated** services received (in terms of quality) are:
  - Medical exam for sexual assault [ $M = 5.00$ ]
  - Employment assistance [ $M = 5.00$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 4.40$ ]
  - Information/free resources about services available [ $M = 4.33$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 4.17$ ]
- **\*Ratings of most received** services are:
  - Counseling, Therapy, or Mental Health Services [ $M = 3.75$ ]
  - Medical/Healthcare Services [ $M = 3.69$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 4.17$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 4.40$ ]
  - Legal assistance/representation [ $M = 3.63$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Learn of Services-Counselor/Mental health services/Psychiatrist [37.5%]
  - Learn of Services-P/Detective/Law Enforcement [25%]
  - Learn of Services-Friend [12.5%]
  - Victim advocate/Victim service agency/Not-for profit org [12.5%]
  - Learn of Services-Medical Services (doctor, nurse, hospital, clinic, dentist) [12.5%]

#### **Summary of Victim Responses Related to Victimization**

- For this sample, the **most frequently reported** crimes are:
  - Physical Assault [50.0%]
  - Harassment/Bullying [33.3%]
  - Rape/sexual assault [25.0%]
  - Abuse/Domestic Violence [20.8%]
  - Child Physical Abuse [16.7%]
  - Stalking [16.7%]
  - Burglary [16.7%]
- The **most impactful** crimes reported are:
  - Physical Assault [25%]
  - Harassment/Bullying [16.7%]
  - Rape/sexual assault [12.5%]
  - Child Sexual Abuse/Assault [12.5%]
  - Domestic Abuse/Domestic Violence [8.3%]
  - Burglary [8.3%]

- The average number of crimes reported per person directly impacted by crime is almost 2 ( $M = 1.50$ )
- The majority [66.7%] of the “most impactful” crimes are violent crimes followed by Harassment/Bullying [16.7%], and Property [12.5%].
- Among those who reported being directly impacted by **more than one crime**, Homicide/Murder ( $M = 1.00$ ), is ranked as having the **most impact**, followed by Child Sexual Abuse/Assault ( $M = 1.25$ ) and Physical Assault ( $M = 1.91$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crimes** are: physical assault [12.5%], Harassment/bullying [12.5%], Robbery [12.5%], Rape/sexual assault [12.5%], Larceny/theft [12.5%], Domestic Abuse/Domestic Violence [12.5%], Stalking [12.5%].
- **Among those who did not report the crime to the police**, the **highest ranked barriers to contacting the police** are “Did not think the Police could/would do anything to help me ( $M = 3.67$ ),” “Afraid of retaliation ( $M = 3.67$ ),” and “Afraid of not being believed ( $M = 2.89$ )”.

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.60$ ]
  - Substance abuse addictions [ $M = 3.49$ ]
  - Fear of deportation [ $M = 3.44$ ]
  - No childcare available [ $M = 3.33$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.31$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Emergency Financial Assistance [85.3%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [82.9%]
  - Long-term Housing [82.4%]
  - Legal immigration services related to a crime [79.4%]
  - Employment Assistance [78.1%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [67.6%]
  - Human Trafficking (Sex/Labor) [61.8%]
  - Child Sexual Abuse/Assault [50.0%]
  - Domestic Abuse/Domestic Violence [50.0%]
  - Stalking [47.1%]

- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Non-native speakers (e.g., limited English proficiency) [73.5%]
  - Individuals with intellectual/emotional disabilities [64.7%]
  - Young Adults (age 18-25) [63.6%]
  - Hispanic or Latino [60.6%]
  - Individuals with physical disabilities [58.8%]
  - Immigrant/Refugee [58.8%]
  - Homeless [58.8%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Crisis Hotline [68.6%]
  - Faith-based/spiritual help [67.6%]
  - Medical exam for sexual assault [64.9%]
  - Child Advocacy Center services (including forensic interviews for child victims) [63.9%]
  - Crisis response at the crime scene [61.8%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Physical Assault [52.9%]
  - Rape/sexual assault [50.0%]
  - Robbery [50.0%]
  - Homicide/Murder [47.1%]
  - Larceny/theft [47.1%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [66.7%]
  - Men [59.4%]
  - Children (age 12 and younger) [51.4%]
  - Adults (age 26-64) [46.9%]
  - Women [47.1%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.89]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.83]
  - Trauma Informed/Sensitive Services and Support [*M* = 2.75]
  - Sensitivity and Cultural Competency [*M* = 2.66]



- Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.63$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.13$ ]
  - Regional cross-training initiatives [ $M = 2.52$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.45$ ]
  - Statewide comprehensive victim service hotline [ $M = 2.19$ ]
  - Data collection software [ $M = 2.10$ ]

### Stakeholder Survey Respondent Demographics

- 29.7% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 16.2% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 16.2% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 10.8% of respondents reported that they work for a hospital/medical service provider. 10.8% of respondents reported that they work for a social service organization not affiliated with a victim service provider. 10.8% of respondents reported that they work for a criminal/juvenile justice agency. 5.4% of respondents reported that they work/volunteer for a Victim Services Provider - Government affiliated.
- 35.1% of respondents reported that they encounter victims/survivors of crime a few times per year. 24.3% of respondents reported that they encounter victims/survivors of crime daily. 16.2% of respondents reported that they encounter victims/survivors of crime a few times per week. 10.8% of respondents reported that they have no direct contact with victims/survivors of crime. 5.4% of respondents reported that they encounter victims/survivors of crime weekly. 2.7% of respondents reported that they encounter victims/survivors of crime monthly. 2.7% of respondents reported that they encounter victims/survivors of crime a few times per month. 2.7% of respondents reported no contact that they are away of with victims/survivors of crime.
- 36.1% of respondents reported working with victims/survivors of crime for 20 or more years. 19.4% of respondents reported working with victims/survivors of crime for 6-10 years. 16.7% of respondents reported working with victims/survivors of crime for 16-19 years. 11.1% of respondents reported working with victims/survivors of crime for 1-5 years. 11.1% of respondents reported working with victims/survivors of crime for less than a year. 5.6% of respondents reported working with victims/survivors of crime for 11-15 years.
- The median number of people working for a respondent's organization is 50, with a median estimated yearly budget of \$600,000.
- 37.8% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 25% of organizational budgets.
- 21.6% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 28% of organizational budgets.
- 32.4% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 10% of organizational budgets.
- 40.5% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 19% of organizational budgets.
- 43.2% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 20% of organizational budgets.
- 43.2% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 20% of organizational budgets.
- 70.3% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.

<b>Key Comparisons Between Victim and Stakeholder Responses</b>			
<b>Victim Survey Respondents</b>		<b>Stakeholder Survey Respondents</b>	
<b>Barriers to Service</b>	<b>Mean</b>	<b>Barriers to Service</b>	<b>Mean</b>
Unaware of service	3.54	Caretaker was/is offender	3.60
Did not know that I was eligible for Service	3.25	Substance abuse addictions	3.49
Service not available	3.20	Fear of deportation	3.44
Afraid of retaliation	3.17	No childcare available	3.33
Did not know services were free	3.00	Ashamed/Embarrassed about victimization	3.31
<b>Greatest Needs</b>	<b>Percent</b>	<b>Greatest Needs</b>	<b>Percent</b>
Information/free resources about services available	20.8	Emergency Financial Assistance	85.3
Someone to help coordinate victim services	17.4	Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	82.9
Safety/Security Planning	16.7	Long-term Housing	82.4
Crisis response at the crime scene	16.7	Legal immigration services related to a crime	79.4
Legal assistance/representation	8.3	Employment Assistance	78.1
Relocation Services	8.3		
Emergency Financial Assistance	8.3		

## VICTIMS SERVICES NEEDS ASSESSMENT

### Armstrong County

Armstrong County included .5% of the participants of the state. Zero (0) victims participated in the survey, and 5 service providers participated in the survey. This means that victims from Armstrong County represent 0% of the total state victim participant sample, and service providers from Armstrong County represent 0.9% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Armstrong County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 4.00$ ]
  - Fear of losing housing [ $M = 3.60$ ]
  - No childcare available [ $M = 3.60$ ]
  - Victim was a child/too young [ $M = 3.40$ ]
  - Competing needs of household [ $M = 3.40$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Emergency Financial Assistance [100.0%]
  - Long-term Housing [100.0%]
  - Relocation Services [100.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100.0%]
  - Coordination of victim services [80.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [60.0%]
  - Stalking [60.0%]
  - Arson [40.0%]
  - Child Physical Abuse [40.0%]
  - Domestic Abuse/Domestic Violence [40.0%]
  - Human Trafficking (Sex/Labor) [40.0%]
  - Identity Theft/Financial Abuse/Scam [40.0%]
  - Kidnapping [40.0%]

- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [60.0%]
  - Individuals with intellectual/emotional disabilities [60.0%]
  - LGBTQ [60.0%]
  - Women [60.0%]
  - Individuals with physical disabilities [60.0%]
  - Adolescents (age 13-17) [60.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [100.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [80.0%]
  - Crisis Hotline [80.0%]
  - Medical exam for sexual assault [80.0%]
  - Medical/Healthcare services [80.0%]
  - Faith-based/spiritual help [75.0%]
  - Victim/Witness Protection [75.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Sexual Abuse/Assault [80.0%]
  - Homicide/Murder [80.0%]
  - Physical Assault [80.0%]
  - Burglary [60.0%]
  - Child Physical Abuse [60.0%]
  - Domestic Abuse/Domestic Violence [60.0%]
  - Injury by DUI (Driving Under the Influence) Offender [60.0%]
  - Larceny/theft [60.0%]
  - Rape/sexual assault [60.0%]
  - Robbery [60.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Families of homicide victims [80.0%]
  - White [100.0%]
  - Adults (age 26-64) [100.0%]
  - Children (age 12 and younger) [60.0%]
  - Young Adults (age 18-25) [60.0%]
  - Men [60.0%]
  - Incarcerated [60.0%]

- Veterans [60.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Trauma Informed/Sensitive Services and Support [ $M = 2.40$ ]
  - Advanced Victim Advocate training [ $M = 2.20$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.20$ ]
  - Therapeutic Counseling training [ $M = 2.20$ ]
  - Basic Advocacy [ $M = 2.00$ ]
  - Navigating the PA Criminal Justice System [ $M = 2.00$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.00$ ]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.00$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.75$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 2.33$ ]
  - Access to telemedicine [ $M = 2.33$ ]
  - Regional cross-training initiatives [ $M = 2.25$ ]
  - Shelter maintenance/repair [ $M = 2.00$ ]
  - Computer equipment [ $M = 2.00$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.00$ ]
  - Website design/redesign [ $M = 2.00$ ]
  - Technical assistance/visits [ $M = 2.00$ ]
  - Remote training access [ $M = 2.00$ ]
  - Data collection software [ $M = 2.00$ ]

## VICTIMS SERVICES NEEDS ASSESSMENT

### Beaver County

Beaver County included 17.28% of the participants of the state. Seven (7) victims participated in the survey, and 10 service providers participated in the survey. This means that victims from Beaver County represent 2.8% of the total state victim participant sample, and service providers from Beaver County represent 1.7% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Service(s) not available [ $M = 5.00$ ]
  - Work Schedule conflict [ $M = 5.00$ ]
  - Afraid of losing privacy [ $M = 5.00$ ]
  - Did not know that I was eligible for services [ $M = 5.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 5.00$ ]
  - I thought I was OK/thought I could deal with it on my own [ $M = 5.00$ ]
  - Afraid of retaliation [ $M = 5.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Information/free resources about services available [40.0%]
  - Someone to help coordinate victim services [20.0%]
  - Emergency Financial Assistance [20.0%]
  - Peer Support Groups [20.0%]
- The most **needed and sought, but not received** services are:
  - Child Advocacy Center services [20.0%]
  - Court accompaniment and/or assistance in court system procedures [20.0%]
  - Notices about the status of court hearings and/or location of the criminal defendant [20.0%]
  - Legal assistance/representation [20.0%]
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [20.0%]
  - Medical/Healthcare Services [20.0%]
- The **highest rated** services received (in terms of quality) are:
  - Counseling Therapy, or Mental Health Services [ $M = 4.50$ ]
  - Medical/Healthcare Services [ $M = 3.00$ ]
- **\*Ratings of most received** services are:
  - Counseling, Therapy, or Mental Health Services [ $M = 4.50$ ]
  - Medical/Healthcare Services [ $M = 3.00$ ]
- **Most cited sources of how victims received information on victims' services** are:

- Attorney [20%]
- Detective/Law Enforcement [20%]

### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - Burglary [40.0%]
  - Larceny/theft [40.0%]
  - Stalking [40.0%]
  - Physical Assault [20.0%]
  - Rape/Sexual assault [20.0%]
  - Child Sexual Abuse/Assault [20.0%]
  - Domestic Abuse/Domestic Violence [20.0%]
- The **most impactful** crimes reported are:
  - Burglary [40.0%]
  - Larceny/theft [20.0%]
  - Physical Assault [20.0%]
  - Domestic Abuse/Domestic Violence [20.0%]
- The average number of crimes reported per person directly impacted by crime is almost 2 ( $M = 1.71$ )
- The majority [42.9%] of the “most impactful” crimes are property followed by violent crimes [14.3%], and harassment/bullying [14.3%].
- Among those who reported being directly impacted by **more than one crime**, Burglary ( $M = 1.00$ ) and Domestic Abuse/Domestic Violence ( $M = 1.00$ ) are ranked as having the **most impact**, followed by Physical Assault ( $M = 2.00$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crimes** are: Burglary [33.3%] and Larceny/theft [33.3%].
- **Among those who did not report the crime to the police**, the **highest ranked barriers to contacting the police** are: “Ashamed/embarrassed about victimization ( $M = 4.50$ ),” “Did not want to get involved ( $M = 4.50$ ),” “Caretaker was/is offender ( $M = 3.50$ )”, and “Concerned about what others would think (e.g., family, friend, community members) ( $M = 3.50$ ).”

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.78$ ]
  - Competing needs of household [ $M = 3.78$ ]
  - Substance abuse addictions [ $M = 3.70$ ]
  - No childcare available [ $M = 3.60$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.40$ ]

- Fear of losing housing [ $M = 3.40$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [100.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100.0%]
  - Emergency Financial Assistance [90.0%]
  - Employment Assistance [80.0%]
  - Relocation Services [77.8%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [60.0%]
  - Human Trafficking (Sex/Labor) [60.0%]
  - Child Physical Abuse [40.0%]
  - Child Sexual Abuse/Assault [40.0%]
  - Domestic Abuse/Domestic Violence [40.0%]
  - Stalking [40.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Incarcerated [60.0%]
  - Individuals with intellectual/emotional disabilities [60.0%]
  - Individuals with physical disabilities [60.0%]
  - LGBTQ [60.0%]
  - Adolescents (age 13-17) [50.0%]
  - Black or African American [50.0%]
  - Elderly/Seniors (age 65+) [50.0%]
  - Hispanic or Latino [50.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [80.0%]
  - Faith-based/spiritual help [80.0%]
  - Medical/Healthcare services [80.0%]
  - Crisis response at the crime scene [70.0%]
  - Medical exam for sexual assault [70.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Physical Assault [70.0%]
  - Larceny/theft [66.7%]
  - Robbery [66.7%]



- Child Physical Abuse [60.0%]
- Child Sexual Abuse/Assault [60.0%]
- Domestic Abuse/Domestic Violence [60.0%]
- Homicide/Murder [60.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [80.0%]
  - Adults (age 26-64) [77.8%]
  - Children (age 12 and younger) [70.0%]
  - Families of homicide victims [60.0%]
  - Women [60.0%]
  - Young Adults (age 18-25) [60.0%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Informed/Sensitive Services and Support [ $M = 3.00$ ]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.90$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.60$ ]
  - Therapeutic Counseling training [ $M = 2.50$ ]
  - Sensitivity and Cultural Competency [ $M = 2.50$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.50$ ]
  - Navigating the PA Criminal Justice System [ $M = 2.50$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.44$ ]
  - Access to telemedicine [ $M = 2.83$ ]
  - Shelter maintenance/repair [ $M = 2.67$ ]
  - Security systems [ $M = 2.56$ ]
  - Computer equipment [ $M = 2.50$ ]
  - Regional cross-training initiatives [ $M = 2.50$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.50$ ]
  - Remote training access [ $M = 2.50$ ]

**Stakeholder Survey Respondent Demographics**

- 10.0% of respondents reported that they 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 encounters victims of crime. 20.0% of respondents reported that they work for a criminal/juvenile justice agency. 20.0% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 10.0% of respondents reported that they work in Behavioral Health, work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.), or work/volunteer for a Victim Services Provider - Government affiliated.

- 30.0% of respondents reported that they encounter victims/survivors of crime daily. 20.0% of respondents reported that they encounter victims/survivors of crime, a few times per week, a few times per month, or monthly. 10.0% of respondents reported that they have no direct contact with victims/survivors of crime.
- 60.0% of respondents reported working with victims/survivors of crime for 20 or more years. 20.0% of respondents reported working with victims/survivors of crime for 16-19 years. 10.0% of respondents reported working with victims/survivors of crime for 6-10 years. 10.0% of respondents reported working with victims/survivors of crime for 1-5 years.
- The median number of people working for a respondent’s organization is 29, with a median estimated yearly budget of \$426,056.
- 40.0% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 15.5% of organizational budgets.
- 30.0% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 46.0% of organizational budgets.
- 50.0% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 33.0% of organizational budgets.
- 40.0% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 26.5% of organizational budgets.
- 50.0% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 21.5% of organizational budgets.
- 50.0% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 18.5% of organizational budgets.
- 70.0% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 65.0% of organizational budgets.

Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Service(s) not available	5.00	Caretaker was/is offender	3.78
Work Schedule conflict	5.00	Competing needs of household	3.78
Afraid of losing privacy	5.00	Substance abuse addictions	3.70
Did not know that I was eligible for services	5.00	No childcare available	3.60
Ashamed/Embarrassed about victimization	5.00	Ashamed/Embarrassed about victimization	3.40
		Fear of losing housing	3.40
Greatest Needs	Percent	Greatest Needs	Percent
Information/free resources about services available	40	Long-term Housing	100.0
Someone to help coordinate victim services	20	Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	100.0
Emergency Financial Assistance	20	Emergency Financial Assistance	90.0
Peer Support Group	20	Employment Assistance	80.0
		Relocation Services	77.8

## VICTIMS SERVICES NEEDS ASSESSMENT

### Bedford County

Bedford County include 0.23% of the participants of the state. Zero (0) victims participated in the survey, and two (2) service providers participated in the survey. This means that victims from Bedford County represent 0% of the total state victim participant sample, and service providers from Bedford County represent 0.3% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - No childcare available [ $M = 4.50$ ]
  - Fear of losing housing [ $M = 4.00$ ]
  - Caretaker was/is offender [ $M = 4.00$ ]
  - Substance abuse addictions [ $M = 3.50$ ]
  - Protecting the offender from the justice system [ $M = 3.50$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.50$ ]
  - Competing needs of household [ $M = 3.50$ ]
  - Victim changed mind [ $M = 3.50$ ]
  - Work schedule conflict [ $M = 3.50$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [100.0%]
  - Accompaniment to Medical Services [100.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [100.0%]
  - Basic needs (i.e., clothing, food, shelter) [100.0%]
  - Coordination of victim services [100.0%]
  - Continuing Crisis Intervention [100.0%]
  - Crisis Hotline [100.0%]
  - Crisis response at the crime scene [100.0%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [100.0%]
  - Emergency Financial Assistance [100.0%]
  - Emergency Shelter and/or Emergency Short-term Housing [100.0%]
  - Employment Assistance [100.0%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [100.0%]

- Language/interpretation services [100.0%]
- Legal assistance/representation [100.0%]
- Legal immigration services related to a crime [100.0%]
- Long-term Housing [100.0%]
- Notifications about the status of court hearings and/or the location of the criminal defendant [100.0%]
- Peer Support Groups [100.0%]
- Relocation Services [100.0%]
- Safety/security planning [100.0%]
- Substance Abuse support/treatment [100.0%]
- Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100.0%]
- Victim/Witness Protection [100.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Arson [100.0%]
  - Domestic Abuse/Domestic Violence [100.0%]
  - Harassment/Bullying [100.0%]
  - Human Trafficking (Sex/Labor) [100.0%]
  - Identity Theft/Financial Abuse/Scam [100.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [100.0%]
  - Stalking [100.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Adolescents (age 13-17) [100.0%]
  - Elderly/Seniors (age 65+) [100.0%]
  - Homeless [100.0%]
  - Non-native speakers (e.g., limited English proficiency) [100.0%]
  - Young Adults (age 18-25) [100.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [100.0%]
  - Medical exam for sexual assault [100.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [50.0%]
  - Child Physical Abuse [50.0%]
  - Child Sexual Abuse/Assault [50.0%]
  - Homicide/Murder [50.0%]

- Injury by DUI (Driving Under the Influence) Offender [50.0%]
- Kidnapping [50.0%]
- Larceny/theft [50.0%]
- Physical Assault [50.0%]
- Rape/sexual assault [50.0%]
- Robbery [50.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [50.0%]
  - Children (age 12 and younger) [50.0%]
  - Families of homicide victims [50.0%]
  - Incarcerated [50.0%]
  - Individuals with intellectual/emotional disabilities [50.0%]
  - Individuals with physical disabilities [50.0%]
  - LGBTQ [50.0%]
  - Men [50.0%]
  - Veterans [50.0%]
  - White [50.0%]
  - Women [50.0%]

#### **Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 3.00$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.50$ ]
  - Advanced Victim Advocate training [ $M = 2.50$ ]
  - Basic Advocacy [ $M = 2.00$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 1.50$ ]
  - Support Group knowledge and information [ $M = 1.50$ ]
  - Sensitivity and Cultural Competency [ $M = 1.50$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 1.50$ ]
  - Navigating the PA Criminal Justice System [ $M = 1.50$ ]
  - Executive Director training [ $M = 1.50$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 4.00$ ]
  - Increased pay/benefits for staff [ $M = 4.00$ ]
  - IT support [ $M = 3.00$ ]
  - Website design/redesign [ $M = 3.00$ ]
  - Specialized software for online appointment scheduling [ $M = 3.00$ ]

- Technical assistance/visits [*M* = 3.00]
- Data collection software [*M* = 3.00]
- Furniture - waiting room/office [*M* = 3.00]

## VICTIMS SERVICES NEEDS ASSESSMENT

### Berks County

Berks County included 3.69% of the participants of the state. Seven (7) victims participated in the survey, and 24 service providers participated in the survey. This means that victims from Berks County represent 2.8% of the total state victim participant sample, and service providers from Blair County represent 4.1% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Unaware of service(s) [ $M = 5.00$ ]
  - Service(s) not available [ $M = 5.00$ ]
  - Services not in an accessible location [ $M = 5.00$ ]
  - No response from service provider [ $M = 5.00$ ]
  - Still dealing with issues involving crime [ $M = 5.00$ ]
  - Did not know that I was eligible for services [ $M = 5.00$ ]
  - Made contact with someone but help was not given/not believed [ $M = 5.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Counseling, Therapy, or Mental Health Service [20.0%]
  - Peer Support Groups [20.0%]
  - Medical/Healthcare Services [20.0%]
  - Accompaniment to medical services [20.0%]
  - Court accompaniment and/or assistance in court system procedures [20.0%]
  - Notices about the status of court hearings and/or location of the criminal defendant [20.0%]
  - Victim/Witness Protection [20.0%]
  - Information/free resources about services available [20.0%]
  - Relocation Services (money or assistance to move to a different home) [20.0%]
  - Emergency Financial Assistance [20.0%]
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expense [20%]
  - Continuing Crisis Assistance [20.0%]
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - Notices about the status of court hearings and/or location of the criminal defendant [60.0%]
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expenses [40.0%]

- Counseling, Therapy, or Mental Health Services [20.0%]
- Peer Support Groups (Someone to talk to about what happened) [20.0%]
- Medical/Healthcare Services [20.0%]
- Medical exam for sexual assault [20.0%]
- Court accompaniment and/or assistance in court system procedures [20.0%]
- Legal assistance/representation [20.0%]
- Someone to help coordinate victim services [20.0%]
- Child Advocacy Center services (including forensic interview for child victim) [20.0%]
- The **highest rated** services received (in terms of quality) are:
  - Court accompaniment and/or assistance in court system procedures [ $M = 5.00$ ]
  - Legal assistance/representation [ $M = 5.00$ ]
  - Someone to help coordinate victim services [ $M = 5.00$ ]
  - Counseling Therapy, or Mental Health Services [ $M = 4.75$ ]
  - Medical/Healthcare services [ $M = 4.50$ ]
- **\*Ratings of most received** services are:
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 3.33$ ]
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expenses [ $M = 4.25$ ]
  - Counseling, Therapy, or Mental Health Services [ $M = 4.75$ ]
  - Peer Support Groups (Someone to talk to about what happened) [ $M = 4.00$ ]
  - Medical/Healthcare Services [ $M = 4.50$ ]
  - Medical exam for sexual assault [ $M = 4.00$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 5.00$ ]
  - Legal assistance/representation [ $M = 5.00$ ]
  - Someone to help coordinate victim services [ $M = 5.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Detective/Law Enforcement [40.0 %]
  - Friend [20.0%]
  - Victim advocate/Victim service agency/Not-for profit org [20%]
  - Counselor/Mental health services/Psychiatrist [20.0%]
  - Internet Search [20.0%]

#### **Summary of Victim Responses Related to Victimization**

- For this sample, the **most frequently reported** crimes are:
  - Physical Assault [40.0%]
  - Domestic Abuse/Domestic Violence [40.0%]
  - Rape/Sexual assault [20.0%]
  - Robbery [20.0%]
  - Larceny/theft [20.0%]
- The **most impactful** crimes reported are:
  - Physical Assault [20%]



- Rape/sexual assault [20.0%]
- Robbery [20.0%]
- Larceny/Theft [20.0%]
- Child Sexual Abuse/Assault [20.0%]
- The average number of crimes reported per person directly impacted by crime was about 1 ( $M = 1.14$ )
- The majority [57.1%] of the “most impactful” crimes were violent crimes and property crimes [14.3%].
- Among those who reported being directly impacted by **more than one crime**, Rape/sexual assault ( $M = 1.00$ ) was ranked as having the **most impact**, followed by Identify Physical Assault ( $M = 1.50$ ) and Abuse/Domestic Violence ( $M = 2.50$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crimes** are: Larceny/theft [33.3%], Child Sexual Abuse/Assault [33.3%], and Robbery [33.3%].

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.59$ ]
  - Fear of losing housing [ $M = 3.50$ ]
  - Fear of deportation [ $M = 3.48$ ]
  - Protecting the offender from the justice system [ $M = 3.45$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.43$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [95.8%]
  - Emergency Financial Assistance [87.0%]
  - Relocation Services [81.8%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [79.2%]
  - Long-term Housing [79.2]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Human Trafficking (Sex/Labor) [72.7%]
  - Harassment/Bullying [65.2%]
  - Rape/sexual assault [54.5%]
  - Stalking [54.5%]

- Child Sexual Abuse/Assault [43.5%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Elderly/Seniors (age 65+) [70.0%]
  - Homeless [68.2%]
  - LGBTQ [65.2%]
  - Individuals with intellectual/emotional disabilities [63.6%]
  - Non-native speakers (e.g., limited English proficiency) [61.9%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [79.2%]
  - Medical exam for sexual assault [79.2%]
  - Crisis Hotline [73.9%]
  - Faith-based/spiritual help [68.2%]
  - Medical/Healthcare services [65.2%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Domestic Abuse/Domestic Violence [65.2%]
  - Child Physical Abuse [60.9%]
  - Physical Assault [50.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [50.0%]
  - Child Sexual Abuse/Assault [47.8%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [61.9%]
  - Adults (age 26-64) [54.5%]
  - Women [52.4%]
  - College Students [42.9%]
  - Black or African American [40.9%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.92]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.70]
  - Advanced Victim Advocate training [*M* = 2.67]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 2.54]
  - Navigating the PA Criminal Justice System [*M* = 2.42]

- Trauma Informed/Sensitive Services and Support [ $M = 2.42$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.05$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.40$ ]
  - Regional cross-training initiatives [ $M = 2.25$ ]
  - Remote training access [ $M = 2.22$ ]
  - Furniture - waiting room/office [ $M = 2.17$ ]
  - Technical assistance/visits [ $M = 2.17$ ]

### Stakeholder Survey Respondent Demographics

- 33.3% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 20.8% of respondents reported that they 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 encounters victims of crime. 12.5% of respondents reported that they work for a social service organization not affiliated with a victim service provider. 12.5% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 8.3% of respondents reported that they work for a criminal/juvenile justice agency. 4.2% of respondents reported that they work/volunteer for a Victim Services Provider - Government affiliated, work for a hospital/medical service provider, or work in Behavioral Health.
- 25.0% of respondents reported that they encounter victims/survivors of crime a few times per year. 20.8% of respondents reported that they encounter victims/survivors of crime daily or a few times per week. 16.7% of respondents reported that they encounter victims/survivors of crime a few times per month. 8.3% of respondents reported that they have no direct contact with victims/survivors of crime. 4.2% of respondents reported that they encounter victims/survivors of crime weekly or monthly.
- 22.7% of respondents reported working with victims/survivors of crime for 6-10 years or for 20 or more years. 18.2% of respondents reported working with victims/survivors of crime for 1-5 years, 11-15 years, or 16-19 years.
- The median number of people working for a respondent's organization is 32.5, with a median estimated yearly budget of \$75,000.
- 33.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 20% of organizational budgets.
- 4.2% of respondents reported receiving pass-through funding from coalition in the past three years, and the median budget percentage was not reported.
- 37.5% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 20% of organizational budgets.
- 41.7% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 15% of organizational budgets.
- 50.0% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 15% of organizational budgets.
- 43.2% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 30% of organizational budgets.
- 37.5% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 60% of organizational budgets.

Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Unaware of service(s)	5.00	Caretaker was/is offender	3.59
Service(s) not available	5.00	Fear of losing housing	3.50
Services not in an accessible location	5.00	Fear of deportation	3.48
No response from service provider	5.00	Protecting the offender from the justice system	3.45
Still dealing with issues involving crime	5.00	Ashamed/Embarrassed about victimization	3.43
Did not know that I was eligible for services	5.00		
Made contact with someone but help was not given/not believed	5.00		
Greatest Needs	Percent	Greatest Needs	Percent
Counseling, Therapy, or Mental Health Service	20	Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	95.8
Peer Support Group	20	Emergency Financial Assistance	87.0
Medical/Healthcare services	20	Relocation Services	81.8
Accompaniment to medical services	20	In-home personal care (e.g. day care for children; medical care for elder or disabled adult)	79.2
Court accompaniment and/or assistance in court system procedures	20	Long-term Housing	79.2
Notices about the status of court hearings and/or location of criminal defendant	20		
Victim/witness Protection	20		
Information/free resources about services available	20		
Relocation Services	20		
Emergency Financial Assistance	20		
Assistance filling out compensation forms for reimbursement/payment of crime-related expense	20		
Continuing Crisis Assistance	20		

## VICTIMS SERVICES NEEDS ASSESSMENT

### Blair County

Blair County included 1.5% of the participants of the state. One (1) victims participated in the survey, and 12 service providers participated in the survey. This means that victims from Blair County represent 0.4% of the total state victim participant sample, and service providers from Philadelphia County represent 2.0% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - N/A
- The top **needed, but not sought, nor received** services are:
  - N/A
- The top **needed and sought, but not received** services are:
  - N/A
- The most **received** service is:
  - Counseling, Therapy, or Mental Health Services [100.0%]
- The **highest rated** services received (in terms of quality) is:
  - Counseling, Therapy, or Mental Health Services [100.0%]
- **\*Ratings of most received** services are:
  - Counseling, Therapy, or Mental Health Services [ $M = 2.50$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Victim advocate/Victim service agency/Not-for profit org [100%]

##### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - Harassment/Bullying [100%]
  - Rape/Sexual assault [100%]
  - Child Physical Abuse [100%]
- The **most impactful** crime reported is:
  - Rape/Sexual
- The average number of crimes reported per person directly impacted by crime is 3 ( $M = 3.00$ )
- 100.0% of the “most impactful” crimes are violent.
- Among the respondent who reported being directly impacted by **more than one crime**, Rape/sexual assault ( $M = 1.00$ ), is ranked as having the **most impact**, followed by Child Physical Abuse ( $M = 2.00$ ) and Harassment/Bullying ( $M = 3.00$ ).

- **Among the respondent who did not report the crime to the police, the highest ranked barriers to contacting the police** are “Did not think the police could/would do anything to help” ( $M = 5.00$ ), “Caretaker was/is offender ( $M = 2.00$ ),” and “Reported to someone else (e.g., credit card company, clergy, physician) ( $M = 2.00$ )”

### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- Based on a 1-5 scale rating, the **most significant barriers to accessing services** are:
  - Ashamed/Embarrassed about victimization [ $M = 3.50$ ]
  - Substance abuse addictions [ $M = 3.33$ ]
  - Caretaker was/is offender [ $M = 3.25$ ]
  - Victim changed mind [ $M = 3.08$ ]
  - Fear of losing housing [ $M = 3.00$ ]
  - Competing needs of household [ $M = 3.00$ ]
  - Victim was a child/too young [ $M = 3.00$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [91.7%]
  - Relocation Services [75.0%]
  - Emergency Financial Assistance [66.7%]
  - Emergency Shelter and/or Emergency Short-term Housing [66.7%]
  - Counseling, Therapy, or Mental Health Services [66.7%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [63.6%]
  - Human Trafficking (Sex/Labor) [54.5%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [45.5%]
  - Identity Theft/Financial Abuse/Scam [36.4%]
  - Stalking [30.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [50.0%]
  - Non-native speakers (e.g., limited English proficiency) [50.0%]
  - Elderly/Seniors (age 65+) [41.7%]
  - Incarcerated [41.7%]
  - Individuals with intellectual/emotional disabilities [41.7%]
  - Veterans [41.7%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The most **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [100.0%]
  - Court Accompaniment and/or assistance in court system procedures [91.7%]
  - Coordination of victim services [83.3%]
  - Legal immigration services related to a crime [81.8%]
  - Victim/Witness Protection [81.8%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Physical Abuse [81.8%]
  - Child Sexual Abuse/Assault [81.8%]
  - Burglary [72.7%]
  - Domestic Abuse/Domestic Violence [72.7%]
  - Larceny/theft [72.7%]
  - Physical Assault [72.7%]
  - Rape/sexual assault [72.7%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [100.0%]
  - Adults (age 26-64) [91.7%]
  - Women [91.7%]
  - Men [90.9%]
  - Children (age 12 and younger) [83.3%]
  - Families of homicide victims [83.3%]
  - Young Adults (age 18-25) [83.3%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 3.08$ ]
  - Advanced Victim Advocate training [ $M = 2.75$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.75$ ]
  - Therapeutic Counseling training [ $M = 2.42$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.33$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.33$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.30$ ]
  - Regional cross-training initiatives [ $M = 2.56$ ]
  - Technical assistance/visits [ $M = 2.50$ ]

- Security systems [ $M = 2.38$ ]
- Statewide comprehensive victim service hotline [ $M = 2.33$ ]
- Remote training access [ $M = 2.33$ ]

### Stakeholder Survey Respondent Demographics

- 50.0% of respondents reported that they work for a criminal/juvenile justice agency. 33.3% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 8.3% of respondents reported that they 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 encounters victims of crime or work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.).
- 50.0% of respondents reported that they encounter victims/survivors of crime a few times per month. 16.7% of respondents reported that they encounter victims/survivors of crime a few times per week or monthly. 8.3% of respondents reported that they encounter victims/survivors of crime daily or have no direct contact with victims/survivors of crime.
- 33.3% of respondents reported working with victims/survivors of crime for 1-5 years. 16.7% of respondents reported working with victims/survivors of crime for 6-10 years, 11-15 years, or 20+ years. 8.3% of respondents reported working with victims/survivors of crime for 16-19 years or less than a year.
- The median number of people working for a respondent's organization is 20, with a median estimated yearly budget of \$200,000.
- 16.7% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 8.0% of organizational budgets.
- 25.0% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 27.5% of organizational budgets.
- 50.0% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 50.0% of organizational budgets.
- 8.3% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50.0% of organizational budgets.
- 41.7% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 25.0% of organizational budgets.
- 25.0% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 5.0% of organizational budgets.
- 41.7% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 65.0% of organizational budgets.



## VICTIMS SERVICES NEEDS ASSESSMENT

### Bradford County

Bradford County included 0.59% of the participants of the state. One (1) victim participated in but did not complete the survey, and four (4) service providers participated in the survey. This means that victims from Bradford County represent 0.3% of the total state victim participant sample, and survey providers from Bradford County represent 0.7% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Bradford County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Ashamed/Embarrassed about victimization [ $M = 4.00$ ]
  - No childcare available [ $M = 4.00$ ]
  - Victim changed mind [ $M = 4.00$ ]
  - Competing needs of household [ $M = 3.75$ ]
  - Protecting the offender from the justice system [ $M = 3.75$ ]
  - Substance abuse addictions [ $M = 3.75$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Emergency Financial Assistance [100.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100.0%]
  - Basic needs (i.e., clothing, food, shelter) [75.0%]
  - Legal immigration services related to a crime [75.0%]
  - Long-term Housing [75.0%]
  - Relocation Services [75.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Domestic Abuse/Domestic Violence [100.0%]
  - Harassment/Bullying [100.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [100.0%]
  - Child Physical Abuse [75.0%]
  - Human Trafficking (Sex/Labor) [75.0%]
  - Identity Theft/Financial Abuse/Scam [75.0%]

- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Elderly/Seniors (age 65+) [100.0%]
  - Homeless [100.0%]
  - Young Adults (age 18-25) [100.0%]
  - Adolescents (age 13-17) [75.0%]
  - Individuals with intellectual/emotional disabilities [75.0%]
  - Individuals with physical disabilities [75.0%]
  - Non-native speakers (e.g., limited English proficiency) [75.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Court Accompaniment and/or assistance in court system procedures [100.0%]
  - Medical/Healthcare services [100.0%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [75.0%]
  - Accompaniment to Medical Services [75.0%]
  - Child Advocacy Center services (including forensic interviews for child victims) [75.0%]
  - Continuing Crisis Intervention [75.0%]
  - Crisis Hotline [75.0%]
  - Medical exam for sexual assault [75.0%]
  - Safety/security planning [75.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Homicide/Murder [75.0%]
  - Burglary [50.0%]
  - Child Sexual Abuse/Assault [50.0%]
  - Injury by DUI (Driving Under the Influence) Offender [50.0%]
  - Larceny/theft [50.0%]
  - Rape/sexual assault [50.0%]
  - Robbery [50.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Families of homicide victims [75.0%]
  - White [75.0%]
  - Adults (age 26-64) [50.0%]
  - Children (age 12 and younger) [50.0%]
  - College Students [50.0%]
  - Incarcerated [50.0%]
  - LGBTQ [50.0%]

- Men [50.0%]
- Veterans [50.0%]
- Women [50.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 3.00]
  - Therapeutic Counseling training [*M* = 2.75]
  - Advanced Victim Advocate training [*M* = 2.50]
  - Support Group knowledge and information [*M* = 2.25]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 2.25]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.25]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [*M* = 3.00]
    - IT support [*M* = 3.00]
    - Regional cross-training initiatives [*M* = 3.00]
    - Office maintenance/repair [*M* = 2.67]
    - Shelter maintenance/repair [*M* = 2.67]

## VICTIMS SERVICES NEEDS ASSESSMENT

### Bucks County

Bucks County included 3.57% of the participants of the state. Four (4) victims participated in the survey, and 26 service providers participated in the survey. This means that victims from Bucks County represent 1.6% of the total state victim participant sample, and service providers from Bucks County represent 4.4% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Competing needs of household [ $M = 4.00$ ]
  - Time commitment/other household responsibilities were more important [ $M = 4.00$ ]
  - Made contact with someone but help was not given/not believed [ $M = 4.00$ ]
  - Unaware of service(s) [ $M = 3.00$ ]
  - Changed mind [ $M = 3.00$ ]
  - I thought I was OK/thought I could deal with it on my own [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - Information/free resources about services available [50.0%]
  - Legal assistance/representation [50.0%]
  - Legal Immigration services related to the crime [50.0%]
  - Language/Interpretation services [50.0%]
  - Medical/Healthcare Services [25.0%]
  - Court accompaniment and/or assistance in court system procedures [25.0%]
  - Notices about the status of court hearings and/or location of the criminal defendant [25.0%]
  - Crisis Hotline [25.0%]
  - Someone to help coordinate victim services [25.0%]
- The **highest rated** services received (in terms of quality) are:
  - Court accompaniment and/or assistance in court system procedures [ $M = 5.00$ ]
  - Information/free resources about services available [ $M = 5.00$ ]
  - Legal assistance/representation [ $M = 5.00$ ]
  - Language/Interpretation services [ $M = 5.00$ ]
  - Someone to help coordinate victim services [ $M = 5.00$ ]
- **\*Ratings of most received** services are:

- Information/free resources about services available [ $M = 5.00$ ]
- Legal assistance/representation [ $M = 5.00$ ]
- Legal Immigration services related to the crime [ $M = 4.50$ ]
- Language/Interpretation services [ $M = 5.00$ ]
- Medical/Healthcare Services [ $M = 4.00$ ]
- Court accompaniment and/or assistance in court system procedures [ $M = 5.00$ ]
- Notices about the status of court hearings and/or location of the criminal defendant [ $M = 4.00$ ]
- Crisis Hotline [ $M = 3.50$ ]
- Someone to help coordinate victim services [ $M = 5.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Friend [25.0%]
  - Victim advocate/Victim service agency/Not-for profit org [25.0%]
  - Internet Search [25.0%]

### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - Burglary [50.0%]
  - Human Trafficking (Sex/Labor) [50.0%]
  - Harassment/Bullying [25.0%]
  - Homicide/Murder [25.0%]
  - Abuse/Domestic Violence [25.0%]
  - Injury by DUI (Driving Under the Influence) Offender [25.0%]
  - Theft/Financial Abuse/Scam [25.0%]
- The **most impactful** crimes reported are:
  - Human Trafficking (Sex/Labor) [50.0%]
  - Homicide/Murder [25.0%]
  - Domestic Abuse/Domestic Violence [25.0%]
- The average number of crimes reported per person directly impacted by crime is 2 ( $M = 2.25$ )
- Half [50.0%] of the “most impactful” crimes are violent followed by the other half, human trafficking [50.0%].
- Among those who reported being directly impacted by **more than one crime**, Domestic Abuse/Domestic Violence ( $M = 1.00$ ) and Human Trafficking (Sex/Labor) ( $M = 1.00$ ) are ranked as having the **most impact**, followed by Injury by DUI (Driving Under the Influence) Offender ( $M = 2.00$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crimes** are: Homicide/Murder [50.0%] and Human Trafficking (Sex/Labor) [50.0%]

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Fear of losing housing [ $M = 3.84$ ]
  - Fear of deportation [ $M = 3.80$ ]
  - Language barrier [ $M = 3.64$ ]
  - No childcare available [ $M = 3.64$ ]
  - Caretaker was/is offender [ $M = 3.50$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Basic needs (i.e., clothing, food, shelter) [96.2%]
  - Emergency Financial Assistance [96.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [92.3%]
  - Long-term Housing [92.0%]
  - Substance Abuse support/treatment [91.7%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Domestic Abuse/Domestic Violence [69.2%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [52.0%]
  - Human Trafficking (Sex/Labor) [50.0%]
  - Harassment/Bullying [46.2%]
  - Identity Theft/Financial Abuse/Scam [44.0%]
  - Stalking [44.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Non-native speakers (e.g., limited English proficiency) [80.0%]
  - Immigrant/Refugee [79.2%]
  - LGBTQ [78.3%]
  - Homeless [75.0%]
  - Hispanic or Latino [70.8%]

### Summary of Service Provider Responses Related to Services Meeting Needs and Adequately Served Victimization Types and Populations

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [73.9%]
  - Crisis Hotline [68.0%]
  - Crisis response at the crime scene [66.7%]

- Notifications about the status of court hearings and/or the location of the criminal defendant [61.5%]
- Medical exam for sexual assault [60.9%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [56.0%]
  - Homicide/Murder [56.0%]
  - Robbery [56.0%]
  - Child Physical Abuse [53.8%]
  - Physical Assault [53.8%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [68.2%]
  - Men [66.7%]
  - Families of homicide victims [54.2%]
  - Children (age 12 and younger) [45.8%]
  - Women [45.8%]

#### **Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.64$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.44$ ]
  - Advanced Victim Advocate training [ $M = 2.36$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.35$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.24$ ]
  - Sensitivity and Cultural Competency [ $M = 2.24$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.57$ ]
  - Shelter maintenance/repair [ $M = 2.69$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.55$ ]
  - Computer equipment [ $M = 2.52$ ]
  - Regional cross-training initiatives [ $M = 2.42$ ]

#### **Stakeholder Survey Respondent Demographics**

- 53.8% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 11.5% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.) or 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 encounters victims of crime. 7.7% of respondents reported that they work for a criminal/juvenile justice

- agency. 3.8% of respondents reported that they work/volunteer for a Victim Services Provider - Government affiliated, work for a social service organization not affiliated with a victim service provider, work for the Court System, or work in an "other" role.
- 42.3% of respondents reported that they encounter victims/survivors of crime daily. 23.1% of respondents reported that they encounter victims/survivors of crime a few times per week. 15.4% of respondents reported that they encounter victims/survivors of crime monthly. 11.5% of respondents reported that they encounter victims/survivors of crime a few times per month. 7.7% of respondents reported that they encounter victims/survivors of crime a few times per year.
  - 34.6% of respondents reported working with victims/survivors of crime for 1-5 years. 23.1% of respondents reported working with victims/survivors of crime for 20 or more years. 19.2% of respondents reported working with victims/survivors of crime for 11-15 years. 15.4% of respondents reported working with victims/survivors of crime for 6-10 years. 7.7% of respondents reported working with victims/survivors of crime for less than a year.
  - The median number of people working for a respondent's organization is 52.5, with a median estimated yearly budget of \$230,000.
  - 38.5% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 4.0% of organizational budgets.
  - 19.2% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 25.0% of organizational budgets.
  - 57.7% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 50.0% of organizational budgets.
  - 34.6% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50.0% of organizational budgets.
  - 46.2% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 3.0% of organizational budgets.
  - 46.2% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 10.0% of organizational budgets.
  - 50.0% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 46.5% of organizational budgets.

Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Competing needs of household	4.00	Basic needs (i.e., clothing, food, shelter)	96.2
Time commitment/other household responsibilities were more important	4.00	Emergency Financial Assistance	96.0
Made contact with someone but help was not given/not believed	4.00	Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	92.3
Unaware of service(s)	3.00	Long-term Housing	92.0
Changed Mind	3.00	Substance Abuse support/treatment	91.7
I thought I was OK/thought I could deal with it on my own	3.00		



## VICTIMS SERVICES NEEDS ASSESSMENT

### Butler County

Butler County included 2.02% of the participants of the state. Two (2) victims participated in the survey, and 15 service providers participated in the survey. This means that victims from Butler County represent 0.8% of the total state victim participant sample, and service providers from Butler County represent 2.6% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Service(s) not available/accessible due to disability [M= 5.00]
  - Thought crime occurred too far in the past to seek/receive services[M=5.00]
  - Afraid of not being believed[M=5.00]
  - Concerned about what others would think (e.g., family, friend(s), community member(s) [M= 5.00]
  - Caretaker was/is offender [M= 5.00]
  - Was a child/was too young[M=5.00]
  - Made contact with someone but help was not given/not believed [M= 5.00]
  - Afraid of retaliation [M= 5.00]
- The most **needed, but not sought, nor received** services are:
  - Peer Support Groups [50.0%]
  - Medical/Healthcare Services [50.0%]
  - Information/free resources about services available [50.0%]
  - Emergency Shelter and/or Short-term Housing [50.0%]
  - Emergency Financial Assistance [50.0%]
  - Financial assistance for funeral/burial services [50.0%]
  - Crisis response at the crime scene [50.0%]
  - Continuing Crisis Assistance [50.0%]
  - Someone to help coordinate victim services [50.0%]
- The most **needed and sought, but not received** services are:
  - Medical/Healthcare Services [50.0%]
  - Victim/Witness Protection [50.0%]
  - Basic needs [50.0%]
  - Relocation Services (money or assistance to move to a different home) [50.0%]
  - Employment assistance [50.0%]
  - Safety/Security Planning [50.0%]

- Accommodations for victims/survivors with disabilities (e.g. assistive technology, signing, etc.) [50.0%]
- Faith-based/spiritual help [50.0%]
- The most **received** services are:
  - Peer Support Groups (Someone to talk to about what happened) [50.0%]
  - Medical exam for sexual assault [50.0%]
  - Court accompaniment and/or assistance in court system procedures [50.0%]
  - Notices about the status of court hearings and/or location of the criminal defendant [50.0%]
  - Legal assistance/representation [50.0%]
  - Emergency Shelter and/or Short-term Housing [50.0%]
  - Crisis Hotline [50.0%]
  - Continuing Crisis Assistance [50.0%]
  - Someone to help coordinate victim services [50.0%]
  - Child Advocacy Center services (including forensic interview for child victim) [50.0%]
- The **highest rated** services received (in terms of quality) are:
  - Notices about the status of court hearings and/or location of the criminal defendant [M= 5.00]
  - Information/free resources about services available [M= 5.00]
  - Emergency Shelter and/or Short-term Housing [M= 5.00]
  - Continuing Crisis Assistance [M= 5.00]
  - Crisis Hotline [M= 4.50]
- \***Ratings of most received** services are:
  - Peer Support Groups (Someone to talk to about what happened) [M= 4.00]
  - Medical exam for sexual assault [M= 3.50]
  - Court accompaniment and/or assistance in court system procedures [M= 4.00]
  - Notices about the status of court hearings and/or location of the criminal defendant [M= 5.00]
  - Legal assistance/representation [M= 2.00]
  - Emergency Shelter and/or Short-term Housing [M=5.00]
  - Crisis Hotline [M= 4.50]
  - Continuing Crisis Assistance [M= 5.00]
  - Someone to help coordinate victim services [M= 4.00]
  - Child Advocacy Center services (including forensic interview for child victim) [M= 1.50]
- **Most cited sources of how victims received information on victims' services** are:
  - Detective/Law Enforcement [50.0%]
  - Victim advocate/Victim service agency/Not-for profit org [50.0%]
  - Medical Services (doctor, nurse, hospital, clinic, dentist) [50.0%]
  - Significant other [50.0%]
  - Internet Search [50.0%]

#### **Summary of Victim Responses Related to Victimization**

- For this sample, the **most frequently reported** crimes are:
  - Rape/sexual assault [50.0%]

- Homicide/Murder [50.0%]
- Child Physical Abuse [50.0%]
- Identity Theft/Financial Abuse/Scam [50.0%]
- Stalking [50.0%]
- The **most impactful** crimes reported are:
  - Homicide/Murder[50.0%]
  - Child Sexual Abuse/Assault [50.0%]
- The average number of crimes reported per person directly impacted by crime is around 6 ( $M = 6.50$ )
- The “most impactful” [100%] crimes are violent crimes.
- Among those who reported being directly impacted by **more than one crime**, Homicide/Murder ( $M = 1.00$ ), is ranked as having the **most impact**, followed by Rape/sexual assault ( $M = 2.00$ ) and Child Sexual Abuse/Assault ( $M = 2.50$ ).

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - No childcare available [ $M= 3.50$ ]
  - Caretaker was/is offender [ $M= 3.21$ ]
  - Substance abuse addictions [ $M= 3.13$ ]
  - Fear of losing housing [ $M=2.86$ ]
  - Ashamed/Embarrassed about victimization [ $M=2.68$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [86.7%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [86.7%]
  - Peer Support Groups [80.0%]
  - Relocation Services [71.4%]
  - Employment Assistance [66.7%]
  - Legal immigration services related to a crime [66.7%]
  - Substance Abuse support/treatment [66.7%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [66.7%]
  - Human Trafficking (Sex/Labor) [66.7%]
  - Domestic Abuse/Domestic Violence [46.7%]
  - Stalking [46.7%]

- Identity Theft/Financial Abuse/Scam [40.0%]
- Physical Assault or Domestic Violence Against an Older Adult/Senior [40.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - LGBTQ [61.5%]
  - Homeless [60.0%]
  - Young Adults (age 18-25) [53.3%]
  - Adolescents (age 13-17) [46.7%]
  - Elderly/Seniors (age 65+) [46.7%]

**Summary of Service Provider Responses Related to Services Meeting Needs and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [80.0%]
  - Medical exam for sexual assault [80.0%]
  - Child Advocacy Center services (including forensic interviews for child victims) [73.3%]
  - Crisis Hotline [73.3%]
  - Faith-based/spiritual help [73.3%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Physical Abuse [66.7%]
  - Child Sexual Abuse/Assault [66.7%]
  - Larceny/theft [60.0%]
  - Physical Assault [60.0%]
  - Rape/sexual assault [60.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [73.3%]
  - Adults (age 26-64 [66.7%]
  - Veterans [66.7%]
  - Men [61.5%]
  - Children (age 12 and younger) [60.0%]
  - College Students [60.0%]
  - Individuals with physical disabilities [60.0%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Trauma Informed/Sensitive Services and Support [ $M=2.60$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M= 2.57$ ]

- Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M*= 2.36]
- Navigating the PA Criminal Justice System [*M*= 2.33]
- Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M*= 2.29]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [*M*= 3.15]
  - Regional cross-training initiatives [*M*= 2.42]
  - Access to telemedicine [*M*= 2.38]
  - Data collection software [*M*= 2.00]
  - Computer equipment [*M*= 2.00]
  - Security systems [*M*= 2.00]
  - Technology to assist with language barriers (build-in translators for online communication) [*M*= 2.00]
  - Website design/redesign [*M*= 2.00]

### Stakeholder Survey Respondent Demographics

- 26.7% of respondents reported that they work/volunteer for a Victim Services Provider – Nonprofit or work for a criminal/juvenile justice agency. 20.0% of respondents reported that they 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 encounters victims of crime. 13.3% of respondents reported that they work for a social service organization not affiliated with a victim service provider or work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.).
- 26.7% of respondents reported that they encounter victims/survivors of crime daily or a few times per week. 13.3% of respondents reported that they encounter victims/survivors of crime a few times per month or monthly. 6.7% of respondents reported that they encounter victims/survivors of crime a few times per year, have no direct contact with victims/survivors of crime, or have no contact of which they are aware.
- 26.7% of respondents reported working with victims/survivors of crime for 20 or more years. 20.0% of respondents reported working with victims/survivors of crime for 6-10 years or 11-15 years. 13.3% of respondents reported working with victims/survivors of crime for less than a year or 16-19 years. 6.7% of respondents reported working with victims/survivors of crime for 1-5 years.
- The median number of people working for a respondent's organization is 17, with a median estimated yearly budget of \$337,500.
- 40.0% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 10% of organizational budgets.
- 6.7% of respondents reported receiving pass-through funding from coalition in the past three years, and the median of organizational budgets was not reported.
- 33.3% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 100% of organizational budgets.
- 33.3% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 10% of organizational budgets.
- 46.7% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 25% of organizational budgets.
- 33.3% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 35% of organizational budgets.
- 60.0% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 70% of organizational budgets.

<b>Key Comparisons Between Victim and Stakeholder Responses</b>			
<b>Victim Survey Respondents</b>		<b>Stakeholder Survey Respondents</b>	
<b>Barriers to Service</b>	<b>Mean</b>	<b>Barriers to Service</b>	<b>Mean</b>
Service(s) not available/accessible due to disability	5.00	No childcare available	3.50
Thought crime occurred too far in the past to seek/receive services	5.00	Caretaker was/is offender	3.21
Afraid of not being believed	5.00	Substance abuse addictions	3.13
Concerned about what others would think (e.g., family, friend(s), community member(s))	5.00	Fear of losing housing	2.86
Caretaker was/is offender	5.00	Ashamed/Embarrassed about victimization	2.86
Was a child/was too young	5.00		
Made contact with someone but help was not given/not believed	5.00		
Afraid of retaliation	5.00		
<b>Greatest Needs</b>	<b>Percent</b>	<b>Greatest Needs</b>	<b>Percent</b>
Peer Support Groups	50.0	Long-term Housing	86.7
Medical/Healthcare Service	50.0	Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	86.7
Information/free resources about services available	50.0	Peer Support Groups	80.0
Emergency Shelter and/or Short-term Housing	50.0	Relocation Services	71.4
Emergency Financial Assistance	50.0	Employment Assistance	66.7
Financial assistance for funeral/burial services	50.0	Legal immigration services related to a crime	66.7
Crisis response at the crime scene	50.0	Substance Abuse support/treatment	66.7
Continuing Crisis Assistance	50.0		
Someone to help coordinate victim services	50.0		

## VICTIMS SERVICES NEEDS ASSESSMENT

### Cambria County

Cambria County included 0.7% of the participants of the state. Two (2) victims participated in the survey, and four (4) service providers participated in the survey. This means that victims from Cambria County represent .25% of the total state victim participant sample, and service providers from Cambria County represent 0.7% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Did not consider myself a victim [ $M = 5.00$ ]
  - Worried about being blamed [ $M = 5.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 4.00$ ]
  - Changed mind [ $M = 3.00$ ]
  - Afraid of losing privacy [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Peer support Groups (Someone to talk to about what happened) [50.0%]
  - Child Advocacy Center services (including forensic interview for child victim) [50.0%]
  - Crisis response at the crime scene [50.0%]
- The most **needed and sought, but not received** service is:
  - Victim/Witness Protection [50.0%]
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [50.0%]
  - Safety/Security Planning [50.0%]
  - Accommodations for victims/survivors with disabilities (e.g. assistive technology, signing, etc.) [50.0%]
- **\*Ratings of most received** services are:
  - Counseling, Therapy, or Mental Health Services [ $M = 5.00$ ]
  - Accommodations for victims/survivors with disabilities (e.g. assistive technology signing, etc.) [ $M = 4.00$ ]
  - Safety/Security planning [ $M = 3.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Counselor/Mental health services/Psychiatrist [50.0%]
  - Teacher or professor [50.0%]

##### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crime is:

- Rape/sexual assault [50.0%]
- The **most impactful** crime reported is:
  - Rape/sexual assault [50.0%]
- The average number of crimes reported per person directly impacted by crime is one ( $M = 0.5$ )
- The majority [50.0%] of the “most impactful” crimes are violent crimes.
- Among those who reported being directly impacted by **more than one crime**, homicide/murder ( $M = 3.80$ ), is ranked as having the **most impact**, followed by Identify Child Sexual Abuse/Assault ( $M = 3.50$ ) and Child Physical Abuse ( $M = 3.50$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crime is**: Rape/sexual assault [100%].
- **Among those who did not report the crime to the police**, the **highest ranked barriers to contacting the police** are “Was not sure if it was a crime ( $M = 5.00$ ),” “Afraid of being arrested for criminal involvement ( $M = 5.00$ ),” and “Afraid of being arrested for criminal involvement ( $M = 5.00$ ).”

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Substance abuse addictions [ $M = 4.00$ ]
  - Caretaker was/is offender [ $M = 3.78$ ]
  - Competing needs of household [ $M = 3.78$ ]
  - Victim was a child/too young [ $M = 3.67$ ]
  - No childcare available [ $M = 3.56$ ]
  - Victim changed mind [ $M = 3.56$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Continuing Crisis Intervention [100.0%]
  - Legal assistance/representation [100.0%]
  - Peer Support Groups [100.0%]
  - Relocation Services [100.0%]
  - Substance Abuse support/treatment [100.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Domestic Abuse/Domestic Violence [88.9%]
  - Human Trafficking (Sex/Labor) [88.9%]
  - Harassment/Bullying [77.8%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [77.8%]



- Child Physical Abuse [66.7%]
- Child Sexual Abuse/Assault [66.7%]
- Identity Theft/Financial Abuse/Scam [66.7%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [88.9%]
  - Individuals with intellectual/emotional disabilities [88.9%]
  - Non-native speakers (e.g., limited English proficiency) [88.9%]
  - Veterans [88.9%]
  - Individuals with physical disabilities [87.5%]
  - Elderly/Seniors (age 65+) [77.8%]
  - LGBTQ [77.8%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Faith-based/spiritual help [75.0%]
  - Language/interpretation services [75.0%]
  - Medical exam for sexual assault [71.4%]
  - Child Advocacy Center services (including forensic interviews for child victims) [62.5%]
  - Crisis Hotline [62.5%]
  - Safety/security planning [62.5%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Robbery [62.5%]
  - Homicide/Murder [55.6%]
  - Larceny/theft [50.0%]
  - Physical Assault [44.4%]
  - Arson [37.5%]
  - Burglary [37.5%]
  - Injury by DUI (Driving Under the Influence) Offender [37.5%]
  - Kidnapping [37.5%]
  - Stalking [37.5%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [55.6%]
  - White [55.6%]
  - Women [55.6%]
  - Families of homicide victims [44.4%]
  - Adolescents (age 13-17) [33.3%]
  - Children (age 12 and younger) [33.3%]

- College Students [33.3%]

### **Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Advanced Victim Advocate training [ $M = 3.00$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.89$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.89$ ]
  - Navigating the PA Criminal Justice System [ $M = 2.78$ ]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.78$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.78$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.25$ ]
  - Regional cross-training initiatives [ $M = 3.14$ ]
  - Remote training access [ $M = 2.50$ ]
  - Technical assistance/visits [ $M = 2.50$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.50$ ]

### **Stakeholder Survey Respondent Demographics**

- 33.3% of respondents reported that they 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 encounters victims of crime. 22.2% of respondents reported that they work for a criminal/juvenile justice agency or work/volunteer for a Victim Services Provider - Nonprofit. 11.1% of respondents reported that they work for a social service organization not affiliated with a victim service provider or work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.).
- 33.3% of respondents reported that they encounter victims/survivors of crime a few times per year or daily. 22.2% of respondents reported that they encounter victims/survivors of crime a few times per week. 11.1% of respondents reported that they encounter victims/survivors of crime monthly.
- 44.4% of respondents reported working with victims/survivors of crime for 6-10 years. 33.3% of respondents reported working with victims/survivors of crime for 20 or more years. 11.1% of respondents reported working with victims/survivors of crime for 1-5 years or 11-15 years.
- The median number of people working for a respondent's organization is 13, with a median estimated yearly budget of \$75,000.
- 33.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 80% of organizational budgets.
- 11.1% of respondents reported receiving pass-through funding from coalition in the past three years, and the median of organizational budget was not reported.
- 33.3% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and the median of organizational budget was not reported.
- 11.1% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.
- 44.4% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 25% of organizational budgets.
- 44.4% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.

- 44.4% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 75% of organizational budgets.

<b>Key Comparisons Between Victim and Stakeholder Responses</b>			
<i>Victim Survey Respondents</i>		<i>Stakeholder Survey Respondents</i>	
<b>Barriers to Service</b>	<b>Mean</b>	<b>Barriers to Service</b>	<b>Mean</b>
Did not consider myself a victim	5.00	Substance abuse addictions	4.00
Worried about being blamed	5.00	Caretaker was/is offender	3.78
Ashamed/Embarrassed about victimization	4.00	Competing needs of household	3.78
Changed mind	3.00	Victim was a child/too young	3.67
Afraid of losing privacy	3.00	No childcare available	3.56
		Victim changed	3.56
<b>Greatest Needs</b>	<b>Percent</b>	<b>Greatest Needs</b>	<b>Percent</b>
Peer Support Groups	50.0	Continuing Crisis Intervention	100.0
Child Advocacy Center services (including forensic interview for child victim)	50.0	Legal assistance/representation	100.0
Crisis response are the crime scene	50.0	Peer Support Groups	100.0
		Relocation Services	100.0
		Substance Abuse support/treatment	100.0
		Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	100.0

## VICTIMS SERVICES NEEDS ASSESSMENT

### Cameron County

Cameron County included 0.4% of the participants of the state. Zero (0) victims participated in the survey, and four (4) service providers participated in the survey. This means that victims from Armstrong County represent 0% of the total state victim participant sample, and service providers from Armstrong County represent 1.5% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Cameron County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Ashamed/Embarrassed about victimization [ $M = 3.25$ ]
  - Substance abuse addictions [ $M = 3.25$ ]
  - Caretaker was/is offender [ $M = 3.00$ ]
  - Competing needs of household [ $M = 2.75$ ]
  - Victim was a child/too young [ $M = 2.75$ ]
  - Work schedule conflict [ $M = 2.75$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Substance Abuse support/treatment [100.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100.0%]
  - Counseling, Therapy, or Mental Health Services [75.0%]
  - Peer Support Groups [75.0%]
  - Accompaniment to Medical Services [75.0%]
  - Legal assistance/representation [75.0%]
  - Emergency Shelter and/or Emergency Short-term Housing [75.0%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [75.0%]
  - Emergency Financial Assistance [75.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [50.0%]
  - Human Trafficking (Sex/Labor) [50.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [50.0%]

- Arson [25.0%]
- Domestic Abuse/Domestic Violence [25.0%]
- Identity Theft/Financial Abuse/Scam [25.0%]
- Rape/sexual assault [25.0%]
- Stalking [25.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Elderly/Seniors (age 65+) [50.0%]
  - Homeless [33.3%]
  - Individuals with intellectual/emotional disabilities [33.3%]
  - Adolescents (age 13-17) [25.0%]
  - Children (age 12 and younger) [25.0%]
  - Non-native speakers (e.g., limited English proficiency) [25.0%]
  - Veterans [25.0%]
  - Young Adults (age 18-25) [25.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Court Accompaniment and/or assistance in court system procedures [100.0%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [75.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [75.0%]
  - Basic needs (i.e., clothing, food, shelter) [75.0%]
  - Child Advocacy Center services (including forensic interviews for child victims) [75.0%]
  - Coordination of victim services [75.0%]
  - Crisis Hotline [75.0%]
  - Faith-based/spiritual help [75.0%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [75.0%]
  - Language/interpretation services [75.0%]
  - Legal immigration services related to a crime [75.0%]
  - Medical/Healthcare services [75.0%]
  - Medical exam for sexual assault [75.0%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [75.0%]
  - Safety/security planning [75.0%]
  - Victim/Witness Protection [75.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:

- Burglary [100.0%]
- Child Physical Abuse [100.0%]
- Child Sexual Abuse/Assault [100.0%]
- Injury by DUI (Driving Under the Influence) Offender [100.0%]
- Larceny/theft [100.0%]
- Physical Assault [100.0%]
- Robbery [100.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [100.0%]
  - Families of homicide victims [100.0%]
  - Incarcerated [100.0%]
  - Individuals with physical disabilities [100.0%]
  - LGBTQ [100.0%]
  - Men [100.0%]
  - White [100.0%]
  - Women [100.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.50]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.50]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 2.25]
  - Navigating the PA Criminal Justice System [*M* = 2.25]
  - Mandated Reporter Requirements [*M* = 2.00]
  - Advanced Victim Advocate training [*M* = 2.00]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Statewide comprehensive victim service hotline [*M* = 4.00]
  - Increased pay/benefits for staff [*M* = 3.00]
  - Technology to assist with language barriers (build-in translators for online communication) [*M* = 3.00]
  - Remote training access [*M* = 2.50]
  - Security systems [*M* = 2.33]

## VICTIMS SERVICES NEEDS ASSESSMENT

### Carbon County

Carbon County included 0.4% of the participants of the state. One (1) victims participated in the survey, and three (3) service providers participated in the survey. This means that victims from Carbon County represent 0.3% of the total state victim participant sample, and service providers from Carbon County represent 0.5% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Unaware of service(s) [ $M = 5.00$ ]
  - Thought crime occurred too far in the past to seek/receive services [ $M = 5.00$ ]
  - Afraid of not being believed [ $M = 5.00$ ]
  - Was a child/was too young [ $M = 5.00$ ]
  - Did not know that I was eligible for services [ $M = 5.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 5.00$ ]
  - Concerned about what other would think (e.g., family, friend(s), community member(s)) [ $M = 5.00$ ]
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** service is:
  - Counseling, Therapy, or Mental Health Services [100.0%]
- **\*Ratings of most received** service:
  - Counseling, Therapy, or Mental Health Services [ $M = 5.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Medical Services (doctor, nurse, hospital, clinic, dentist)

##### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crime is:
  - Child Sexual Abuse/Assault [100.0%]
- The **most impactful** crime reported is:
  - Child Sexual Abuse/Assault [100.0%]
- The average number of crimes reported per person directly impacted by crime is 1.
- All [100.0%] of the “most impactful” crimes are violent crimes.

- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crime** is Child Sexual Abuse/Assault [100.0%].
- **Among those who did not report the crime to the police**, the **highest ranked barriers to contacting the police** are “Did not think the police could/would do anything to help me ( $M = 5.00$ ),” “Victim was a child/was too young ( $M = 5.00$ ),” “Ashamed/embarrassed about victimization ( $M = 4.00$ ),” “Concerned about what others would think (e.g., family, friend, community members) ( $M = 4.00$ ),” “Worried about being blamed ( $M = 4.00$ ),” and “Afraid of not being believed ( $M = 4.00$ ).”

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 4.33$ ]
  - No childcare available [ $M = 4.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.33$ ]
  - Fear of losing housing [ $M = 3.33$ ]
  - Protecting the offender from the justice system [ $M = 3.33$ ]
  - Victim changed mind [ $M = 3.33$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [100.0%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [100.0%]
  - Emergency Financial Assistance [100.0%]
  - Employment Assistance [100.0%]
  - Faith-based/spiritual help [100.0%]
  - Financial assistance for funeral/burial services [100.0%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [100.0%]
  - Legal immigration services related to a crime [100.0%]
  - Legal assistance/representation [100.0%]
  - Long-term Housing [100.0%]
  - Peer Support Groups [100.0%]
  - Relocation Services [100.0%]
  - Safety/security planning [100.0%]
  - Substance Abuse support/treatment [100.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100.0%]



- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Domestic Abuse/Domestic Violence [66.7%]
  - Harassment/Bullying [66.7%]
  - Human Trafficking (Sex/Labor) [66.7%]
  - Identity Theft/Financial Abuse/Scam [66.7%]
  - Stalking [66.7%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Adolescents (age 13-17) [66.7%]
  - Elderly/Seniors (age 65+) [66.7%]
  - Homeless [66.7%]
  - Non-native speakers (e.g., limited English proficiency) [66.7%]
  - Young Adults (age 18-25) [66.7%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [100.0%]
  - Court Accompaniment and/or assistance in court system procedures [100.0%]
  - Medical/Healthcare services [100.0%]
  - Medical exam for sexual assault [66.7%]
  - Accompaniment to Medical Services [33.3%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime [33.3%]
  - Basic needs (i.e., clothing, food, shelter) [33.3%]
  - Coordination of victim services [33.3%]
  - Continuing Crisis Intervention [33.3%]
  - Counseling, Therapy, or Mental Health Services [33.3%]
  - Crisis Hotline [33.3%]
  - Crisis response at the crime scene [33.3%]
  - Emergency Shelter and/or Emergency Short-term Housing [33.3%]
  - Language/interpretation services [33.3%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [33.3%]
  - Victim/Witness Protection [33.3%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [100.0%]
  - Arson [66.7%]
  - Child Sexual Abuse/Assault [66.7%]

- Injury by DUI (Driving Under the Influence) Offender [66.7%]
- Larceny/theft [66.7%]
- Physical Assault [66.7%]
- Rape/sexual assault [66.7%]
- Robbery [66.7%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Children (age 12 and younger) [66.7%]
  - Individuals with intellectual/emotional disabilities [66.7%]
  - LGBTQ [66.7%]
  - Men [66.7%]
  - White [66.7%]
  - Women [66.7%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 3.00]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 3.00]
  - Confidentiality, HIPPA, and ethics [*M* = 2.67]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 2.67]
  - Sensitivity and Cultural Competency [*M* = 2.67]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Computer equipment [*M* = 4.00]
  - Technology to assist with language barriers (build-in translators for online communication) [*M* = 4.00]
  - Increased pay/benefits for staff [*M* = 3.50]
  - Shelter maintenance/repair [*M* = 3.00]
  - Regional cross-training initiatives [*M* = 2.50]
  - Statewide comprehensive victim service hotline [*M* = 2.50]
  - Teleconferencing/virtual meeting equipment [*M* = 2.50]

Key Comparisons Between Victim and Stakeholder Responses			
<i>Victim Survey Respondents</i>		<i>Stakeholder Survey Respondents</i>	
Barriers to Service	Mean	Barriers to Service	Mean
Unaware of service(s)	5.00	Caretaker was/is offender	4.33
Thought crime occurred too far in the past to seek/receive services	5.00	No childcare available	4.00
Afraid of not being believed	5.00	Ashamed/Embarrassed about victimization	3.33

Appendix IV-1: County Reports

Was a child/too young	5.00	Fear of losing housing	3.33
Did not know that I was eligible for services	5.00	Protecting the offender from the justice system	3.33
Ashamed/Embarrassed about victimization	5.00	Victim changed mind	3.33
Concerned about what other would think (e.g., family, friend(s), community member(s))	5.00		

## VICTIMS SERVICES NEEDS ASSESSMENT

### Centre County

Centre County included 2.0% of the participants of the state. One (1) victim participated in the survey, and 16 service providers participated in the survey. This means that victims from Somerset County represent 0.40% of the total state victim participant sample, and service providers from Somerset County represent 2.7% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - N/A
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - N/A
- The **highest rated** services received (in terms of quality) are:
  - N/A
- **\*Ratings of most received** services are:
  - N/A

##### Summary of Victim Responses Related to Victimization

- For this sample, the top five **most frequently reported** crimes are:
  - N/A
- The **most impactful** crimes reported are:
  - N/A

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Substance abuse addictions [ $M = 3.33$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.25$ ]

- Caretaker was/is offender [ $M = 3.19$ ]
- Fear of losing housing [ $M = 3.06$ ]
- Protecting the offender from the justice system [ $M = 2.94$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [93.3%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [90.9%]
  - Relocation Services [85.7%]
  - Emergency Financial Assistance [83.3%]
  - Peer Support Groups [81.3%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Human Trafficking (Sex/Labor) [62.5%]
  - Harassment/Bullying [43.8%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [37.5%]
  - Identity Theft/Financial Abuse/Scam [33.3%]
  - Stalking [33.3%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [75.0%]
  - Non-native speakers (e.g., limited English proficiency) [53.3%]
  - Elderly/Seniors (age 65+) [50.0%]
  - Incarcerated [50.0%]
  - Immigrant/Refugee [46.7%]

#### **Summary of Service Provider Responses Related to Services Meeting Needs and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [100.0%]
  - Court Accompaniment and/or assistance in court system procedures [75.0%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [73.3%]
  - Crisis Hotline [78.6%]
  - Safety/security planning [78.6%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Sexual Abuse/Assault [81.3%]
  - Child Physical Abuse [75.0%]
  - Domestic Abuse/Domestic Violence [75.0%]
  - Rape/sexual assault [75.0%]

- Physical Assault [66.7%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [93.8%]
  - Women [87.5%]
  - Adults (age 26-64) [81.3%]
  - College Students [81.3%]
  - LGBTQ [75.0%]

### **Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.69$ ]
  - Advanced Victim Advocate training [ $M = 2.50$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.44$ ]
  - Navigating the PA Criminal Justice System [ $M = 2.25$ ]
  - Sensitivity and Cultural Competency [ $M = 2.25$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.47$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.20$ ]
  - Data collection software [ $M = 2.07$ ]
  - Technical assistance/visits [ $M = 2.00$ ]
  - Furniture - waiting room/office [ $M = 1.93$ ]
  - Regional cross-training initiatives [ $M = 1.93$ ]

### **Stakeholder Survey Respondent Demographics**

- 43.8% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 31.3% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 25.0% of respondents reported that they work for a criminal/juvenile justice agency.
- 43.8% of respondents reported that they encounter victims/survivors of crime daily. 18.8% of respondents reported that they encounter victims/survivors of crime a few times per week or a few times per year. 12.5% of respondents reported that they encounter victims/survivors of crime monthly. 6.3% of respondents reported that they encounter victims/survivors of crime weekly.
- 40.0% of respondents reported working with victims/survivors of crime for 6-10 years. 33.3% of respondents reported working with victims/survivors of crime for 1-5 years. 13.3% of respondents reported working with victims/survivors of crime for 11-15 years or 20 or more years.
- The median number of people working for a respondent's organization is 30, with a median estimated yearly budget of \$200,000.
- 12.5% of respondents reported receiving pass-through funding from a government entity in the past three years, and the median organization budget was not reported.
- 12.5% of respondents reported receiving pass-through funding from coalition in the past three years, and the median organization budget was not reported.

- 62.5% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 52.5% of organizational budgets.
- 56.3% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 60.0% of organizational budgets.
- 37.5% of respondents reported receiving local/community funding in the past three years, and the median organization budget was not reported.
- 37.5% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 5.0% of organizational budgets.
- 62.5% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 25.0% of organizational budgets.

## VICTIMS SERVICES NEEDS ASSESSMENT

### Chester County

Chester County included 1.90% of the participants of the state. One (1) victim participated in the survey, and 15 service providers participated in the survey. This means that victims from Chester County represent 0.40% of the total state victim participant sample, and service providers from Chester County represent 2.70% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Did not know services were free [ $M = 3.00$ ]
  - Did not know that I was eligible for services [ $M = 3.00$ ]
  - Did not consider myself a victim [ $M = 2.00$ ]
  - Did not trust the police [ $M = 2.00$ ]
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expense [100.0%]
  - Safety/Security Planning [100.0%]
- The most **received** services are:
  - N/A
- The **highest rated** services received (in terms of quality) are:
  - Burglary [100.0%]
- **\*Ratings of most received** services are:
  - Counseling, Therapy, or Mental Health Services [ $M = 4.00$ ]
  - Medical/Healthcare Services [ $M = 4.00$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 4.00$ ]
  - Legal assistance/representation [ $M = 4.00$ ]
  - Legal Immigration services related to the crime [ $M = 4.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Victim advocate/Victim service agency/Not-for profit org [25%]
  - Detective/Law Enforcement [20.5%]
  - Friend [9.1%]
  - Medical Services (doctor, nurse, hospital, clinic, dentist) [9.1%]
  - Attorney [9.1%]



### Summary of Victim Responses Related to Victimization

- The **most impactful** crime (n=1) reported is:
  - Burglary [100%]

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Fear of losing housing [ $M = 3.47$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.40$ ]
  - Fear of deportation [ $M = 3.40$ ]
  - Cultural barrier [ $M = 3.40$ ]
  - Caretaker was/is offender [ $M = 3.36$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Emergency Shelter and/or Emergency Short-term Housing [80.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [80.0%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [73.3%]
  - Basic needs (i.e., clothing, food, shelter) [73.3%]
  - Language/interpretation services [73.3%]
  - Long-term Housing [73.3%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [57.1%]
  - Human Trafficking (Sex/Labor) [57.1%]
  - Stalking [57.1%]
  - Rape/sexual assault [46.7%]
  - Identity Theft/Financial Abuse/Scam [42.9%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - LGBTQ [71.4%]
  - Non-native speakers (e.g., limited English proficiency) [66.7%]
  - Hispanic or Latino [60.0%]
  - Immigrant/Refugee [60.0%]
  - Asian [57.1%]
  - Homeless [57.1%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [78.6%]
  - Accompaniment to Medical Services [71.4%]
  - Crisis Hotline [71.4%]
  - Medical exam for sexual assault [69.2%]
  - Crisis response at the crime scene [64.3%]
  - Faith-based/spiritual help [64.3%]
  - Medical/Healthcare services [64.3%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [71.4%]
  - Arson [64.3%]
  - Robbery [64.3%]
  - Homicide/Murder [57.1%]
  - Child Physical Abuse [53.3%]
  - Domestic Abuse/Domestic Violence [53.3%]
  - Rape/sexual assault [53.3%]
  - Physical Assault [53.3%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Families of homicide victims [53.8%]
  - Men [53.8%]
  - Women [53.8%]
  - Adolescents (age 13-17) [50.0%]
  - Adults (age 26-64) [50.0%]
  - Children (age 12 and younger) [50.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 3.07$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.71$ ]
  - Sensitivity and Cultural Competency [ $M = 2.60$ ]
  - Advanced Victim Advocate training [ $M = 2.47$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.40$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.58$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.50$ ]

- Teleconferencing/virtual meeting equipment [*M* = 2.50]
- Regional cross-training initiatives [*M* = 2.46]
- Computer equipment [*M* = 2.33]

<b>Stakeholder Survey Respondent Demographics</b>	
<ul style="list-style-type: none"> <li>• 53.3% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 20.0% of respondents reported that they work for a criminal/juvenile justice agency. 13.3% of respondents reported that they work for the Court System. 6.7% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.) or work/volunteer for a Victim Services Provider - Government affiliated.</li> <li>• 46.7% of respondents reported that they encounter victims/survivors of crime daily. 20.0% of respondents reported that they encounter victims/survivors of crime a few times per year. 13.3% of respondents reported that they encounter victims/survivors of crime monthly. 6.7% of respondents reported that they encounter victims/survivors of crime a few times per month, weekly, or a few times per week.</li> <li>• 26.7% of respondents reported working with victims/survivors of crime for 20 or more years or 1-5 years. 20.0% of respondents reported working with victims/survivors of crime for 11-15 years. 13.3% of respondents reported working with victims/survivors of crime for 6-10 years of 16-19 years.</li> <li>• The median number of people working for a respondent’s organization is 32, with a median estimated yearly budget of \$557,856.</li> <li>• 26.7% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 2.5% of organizational budgets.</li> <li>• 13.3% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 15.0% of organizational budgets.</li> <li>• 53.3% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 40.0% of organizational budgets.</li> <li>• 26.7% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 19.0% of organizational budgets.</li> <li>• 40.0% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 5.0% of organizational budgets.</li> <li>• 40.0% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 28.0% of organizational budgets.</li> <li>• 46.7% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 43.0% of organizational budgets.</li> </ul>	

<b>Key Comparisons Between Victim and Stakeholder Responses</b>			
<i>Victim Survey Respondents</i>		<i>Stakeholder Survey Respondents</i>	
<b>Barriers to Service</b>	<b>Mean</b>	<b>Barriers to Service</b>	<b>Mean</b>
Did not know services were free	3.00	Fear of losing housing	3.47
Did not know that I was eligible for services	3.00	Ashamed/Embarrassed about victimization	3.40
Did not consider myself a victim	2.00	Fear of deportation	3.40
Did not trust the police	2.00	Cultural barrier	3.40
		Caretaker was/is offender	3.36

**VICTIMS SERVICES NEEDS ASSESSMENT**

## Clarion County

Clarion County included 0.4% of the participants of the state. One (1) victim participated in the survey, and three (3) service providers participated in the survey. This means that victims from Clarion County represent 0.5% of the total state victim participant sample, and service providers from Clarion County represent 0.5% of the total state service provider participant sample.

### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - N/A
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - N/A
- The **highest rated** services received (in terms of quality) are:
  - N/A
- **\*Ratings of most received** services are:
  - N/A

#### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - N/A
- The **most impactful** crimes reported are:
  - N/A

### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 4.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.67$ ]
  - Fear of losing housing [ $M = 3.67$ ]
  - Victim changed mind [ $M = 3.67$ ]

- Competing needs of household [ $M = 3.33$ ]
- No childcare available [ $M = 3.33$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Basic needs (i.e., clothing, food, shelter) [100.0%]
  - Emergency Financial Assistance [100.0%]
  - Long-term Housing [100.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100.0%]
  - Accompaniment to Medical Services [66.7%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [66.7%]
  - Legal assistance/representation [66.7%]
  - Victim/Witness Protection [66.7%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Arson [33.3%]
  - Domestic Abuse/Domestic Violence [33.3%]
  - Harassment/Bullying [33.3%]
  - Human Trafficking (Sex/Labor) [33.3%]
  - Identity Theft/Financial Abuse/Scam [33.3%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [33.3%]
  - Stalking [33.3%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Elderly/Seniors (age 65+) [33.3%]
  - Adolescents (age 13-17) [33.3%]
  - Homeless [33.3%]
  - Non-native speakers (e.g., limited English proficiency) [33.3%]
  - Young Adults (age 18-25) [33.3%]

#### **Summary of Service Provider Responses Related to Services Meeting Needs and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [100.0%]
  - Court Accompaniment and/or assistance in court system procedures [100.0%]
  - Medical/Healthcare services [100.0%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [66.7%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime [66.7%]
  - Continuing Crisis Intervention [66.7%]

- Coordination of victim services [66.7%]
- Counseling, Therapy, or Mental Health Services [66.7%]
- Crisis Hotline [66.7%]
- Crisis response at the crime scene [66.7%]
- Emergency Shelter and/or Emergency Short-term Housing [66.7%]
- Employment Assistance [66.7%]
- Faith-based/spiritual help [66.7%]
- Financial assistance for funeral/burial services [66.7%]
- In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [66.7%]
- Language/interpretation services [66.7%]
- Legal immigration services related to a crime [66.7%]
- Medical exam for sexual assault [66.7%]
- Notifications about the status of court hearings and/or the location of the criminal defendant [66.7%]
- Peer Support Groups [66.7%]
- Relocation Services [66.7%]
- Safety/security planning [66.7%]
- Substance Abuse support/treatment [66.7%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [100.0%]
  - Child Physical Abuse [100.0%]
  - Child Sexual Abuse/Assault [100.0%]
  - Homicide/Murder [100.0%]
  - Injury by DUI (Driving Under the Influence) Offender [100.0%]
  - Larceny/theft [100.0%]
  - Physical Assault [100.0%]
  - Rape/sexual assault [100.0%]
  - Robbery [100.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [100.0%]
  - Children (age 12 and younger) [100.0%]
  - Families of homicide victims [100.0%]
  - Incarcerated [100.0%]
  - Individuals with intellectual/emotional disabilities [100.0%]
  - Individuals with physical disabilities [100.0%]
  - LGBTQ [100.0%]
  - Men [100.0%]
  - Veterans [100.0%]
  - White [100.0%]

- Women [100.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Advanced Victim Advocate training [ $M = 2.00$ ]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.00$ ]
  - Basic Advocacy [ $M = 1.67$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 1.67$ ]
  - Confidentiality, HIPPA, and ethics [ $M = 1.33$ ]
  - Executive Director training [ $M = 1.33$ ]
  - Hotline training [ $M = 1.33$ ]
  - Mandated Reporter Requirements [ $M = 1.33$ ]
  - Navigating the PA Criminal Justice System [ $M = 1.33$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 1.33$ ]
  - Support Group knowledge and information [ $M = 1.33$ ]
  - Therapeutic Counseling training [ $M = 1.33$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 1.33$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Data collection software [ $M = 2.50$ ]
  - Increased pay/benefits for staff [ $M = 2.50$ ]
  - IT support [ $M = 2.50$ ]
  - Regional cross-training initiatives [ $M = 2.50$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.50$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 2.50$ ]

**VICTIMS SERVICES NEEDS ASSESSMENT**

**Clearfield County**

Clearfield County included 0.35% of the participants of the state. One (1) victim participated in the survey, and two (2) service providers participated in the survey. This means that victims from Philadelphia County represent 0.3% of the total state victim participant sample, and service providers from Philadelphia County represent 0.4% of the total state service provider participant sample.

### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - N/A
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - N/A
- The **highest rated** services received (in terms of quality) are:
  - N/A
- **\*Ratings of most received** services are:
  - N/A

#### Summary of Victim Responses Related to Victimization

- For this sample, the top five **most frequently reported** crimes are:
  - N/A
- The **most impactful** crimes reported are:
  - N/A

### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 4.50$ ]
  - Ashamed/Embarrassed about victimization [ $M = 4.00$ ]
  - Fear of losing housing [ $M = 4.00$ ]
  - No childcare available [ $M = 4.00$ ]
  - Victim changed mind [ $M = 4.00$ ]



- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Basic needs (i.e., clothing, food, shelter) [100.0%]
  - Emergency Financial Assistance [100.0%]
  - Legal assistance/representation [100.0%]
  - Long-term Housing [100.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Arson [50.0%]
  - Domestic Abuse/Domestic Violence [50.0%]
  - Harassment/Bullying [50.0%]
  - Human Trafficking (Sex/Labor) [50.0%]
  - Identity Theft/Financial Abuse/Scam [50.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [50.0%]
  - Stalking [50.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Adolescents (age 13-17) [50.0%]
  - Elderly/Seniors (age 65+) [50.0%]
  - Homeless [50.0%]
  - Non-native speakers (e.g., limited English proficiency) [50.0%]
  - Young Adults (age 18-25) [50.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [100.0%]
  - Court Accompaniment and/or assistance in court system procedures [100.0%]
  - Medical/Healthcare services [100.0%]
  - Medical exam for sexual assault [100.0%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [50.0%]
  - Accompaniment to Medical Services [50.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [50.0%]
  - Coordination of victim services [50.0%]
  - Continuing Crisis Intervention [50.0%]
  - Counseling, Therapy, or Mental Health Services [50.0%]
  - Crisis response at the crime scene [50.0%]

- Crisis Hotline [50.0%]
- Disability Assistance (e.g., assistive technology, signing, etc.) [50.0%]
- Emergency Shelter and/or Emergency Short-term Housing [50.0%]
- Employment Assistance [50.0%]
- Faith-based/spiritual help [50.0%]
- Financial assistance for funeral/burial services [50.0%]
- In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [50.0%]
- Language/interpretation services [50.0%]
- Legal immigration services related to a crime [50.0%]
- Notifications about the status of court hearings and/or the location of the criminal defendant [50.0%]
- Peer Support Groups [50.0%]
- Relocation Services [50.0%]
- Safety/security planning [50.0%]
- Substance Abuse support/treatment [50.0%]
- Victim/Witness Protection [50.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [100.0%]
  - Child Physical Abuse [100.0%]
  - Child Sexual Abuse/Assault [100.0%]
  - Homicide/Murder [100.0%]
  - Injury by DUI (Driving Under the Influence) Offender [100.0%]
  - Larceny/theft [100.0%]
  - Physical Assault [100.0%]
  - Rape/sexual assault [100.0%]
  - Robbery [100.0%]
- Top most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [100.0%]
  - Children (age 12 and younger) [100.0%]
  - Families of homicide victims [100.0%]
  - Incarcerated [100.0%]
  - Individuals with intellectual/emotional disabilities [100.0%]
  - Individuals with physical disabilities [100.0%]
  - LGBTQ [100.0%]
  - Men [100.0%]
  - Veterans [100.0%]
  - White [100.0%]
  - Women [100.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.50]
  - Advanced Victim Advocate training [*M* = 2.00]
  - Basic Advocacy [*M* = 2.00]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.00]
  - Confidentiality, HIPPA, and ethics [*M* = 1.50]
  - Executive Director training [*M* = 1.50]
  - Hotline training [*M* = 1.50]
  - Navigating the PA Criminal Justice System [*M* = 1.50]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 1.50]
  - Support Group knowledge and information [*M* = 1.50]
  - Therapeutic Counseling training [*M* = 1.50]
  - Trauma Informed/Sensitive Services and Support [*M* = 1.50]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Regional cross-training initiatives [*M* = 3.00]
  - Access to telemedicine [*M* = 2.00]
  - Increased pay/benefits for staff [*M* = 2.00]
  - IT support [*M* = 2.00]
  - Office maintenance/repair [*M* = 2.00]
  - Security systems [*M* = 2.00]
  - Shelter maintenance/repair [*M* = 2.00]
  - Statewide comprehensive victim service hotline [*M* = 2.00]

## VICTIMS SERVICES NEEDS ASSESSMENT

### Clinton County

Clinton County included 0.7% of the participants of the state. Zero (0) victims participated in the survey, and six (6) service providers participated in the survey. This means that victims from Clinton County represent 0% of the total state victim participant sample, and service providers from Clinton County represent 1.0% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Clinton County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Protecting the offender from the justice system [ $M = 3.40$ ]
  - No childcare available [ $M = 3.33$ ]
  - Victim changed mind [ $M = 3.33$ ]
  - Victim was a child/too young [ $M = 3.33$ ]
  - Substance abuse addictions [ $M = 3.33$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Counseling, Therapy, or Mental Health Services [83.3%]
  - Emergency Financial Assistance [83.3%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [83.3%]
  - Long-term Housing [83.3%]
  - Relocation Services [83.3%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [83.3%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [83.3%]
  - Human Trafficking (Sex/Labor) [66.7%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [50.0%]
  - Arson [33.3%]
  - Child Sexual Abuse/Assault [33.3%]
  - Identity Theft/Financial Abuse/Scam [33.3%]

- Stalking [33.3%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Non-native speakers (e.g., limited English proficiency) [83.3%]
  - Adolescents (age 13-17) [66.7%]
  - Homeless [66.7%]
  - Asian [50.0%]
  - Elderly/Seniors (age 65+) [50.0%]
  - Immigrant/Refugee [50.0%]
  - Incarcerated [50.0%]
  - Individuals with intellectual/emotional disabilities [50.0%]
  - Men [50.0%]
  - Middle-Eastern [50.0%]
  - Young Adults (age 18-25) [50.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [100.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [83.3%]
  - Child Advocacy Center services (including forensic interviews for child victims) [83.3%]
  - Coordination of victim services [83.3%]
  - Continuing Crisis Intervention [83.3%]
  - Crisis Hotline [83.3%]
  - Faith-based/spiritual help [83.3%]
  - Medical exam for sexual assault [83.3%]
  - Safety/security planning [83.3%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Larceny/theft [100.0%]
  - Burglary [83.3%]
  - Child Physical Abuse [83.3%]
  - Homicide/Murder [83.3%]
  - Injury by DUI (Driving Under the Influence) Offender [83.3%]
  - Physical Assault [83.3%]
  - Rape/sexual assault [83.3%]
  - Robbery [83.3%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [83.3%]

- Individuals with physical disabilities [83.3%]
- LGBTQ [83.3%]
- Veterans [83.3%]
- White [83.3%]
- Women [83.3%]

### **Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.67$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.33$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.33$ ]
  - Support Group knowledge and information [ $M = 2.33$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.33$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Security systems [ $M = 2.67$ ]
  - Increased pay/benefits for staff [ $M = 2.50$ ]
  - Regional cross-training initiatives [ $M = 2.50$ ]
  - Shelter maintenance/repair [ $M = 2.50$ ]
  - Access to telemedicine [ $M = 2.33$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 2.33$ ]

### **Stakeholder Survey Respondent Demographics**

- 33.3% of respondents reported that they work for a criminal/juvenile justice agency. 16.7% of respondents reported that they work for a social service organization not affiliated with a victim service provider; work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.); work/volunteer for a Victim Services Provider – Nonprofit; or work/volunteer for a Victim Services Provider - Government affiliated.
- 33.3% of respondents reported that they encounter victims/survivors of crime a few times per year. 16.7% of respondents reported that they encounter victims/survivors of crime monthly, a few times per month, weekly, or daily.
- 50.0% of respondents reported working with victims/survivors of crime for 11-15 years. 33.3% of respondents reported working with victims/survivors of crime for 6-10 years. 16.7% of respondents reported working with victims/survivors of crime for 20 or more years.
- The median number of people working for a respondent's organization is 4, with a median estimated yearly budget of \$60,000.
- 0.0% of respondents reported receiving pass-through funding from a government entity in the past three years.
- 0.0% of respondents reported receiving pass-through funding from coalition in the past three years.
- 50.0% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 67.5% of organizational budgets.
- 33.3% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 75.0% of organizational budgets.
- 33.3% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 55.0% of organizational budgets.
- 16.7% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 0.0% of organizational budgets.

- 33.3% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 50.0% of organizational budgets.

## VICTIMS SERVICES NEEDS ASSESSMENT

### Columbia County

Columbia County included 1.07% of the participants of the state. One (1) victim participated in the survey, and eight (8) service providers participated in the survey. This means that victims from Columbia County represent 0.4% of the total state victim participant sample, and service providers from Columbia County represent 1.4% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - N/A
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - Court accompaniment and/or assistance in court system procedures [100.0%]
  - Notices about the status of court hearings and/or location of the criminal defendant [100.0%]
- The **highest rated** services received (in terms of quality) are:
  - Court accompaniment and/or assistance in court system procedures [ $M = 5.00$ ]
  - Notices about the status of court hearings and/or locations of the criminal defendant [ $M = 5.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Police/Detective/Law Enforcement [100.0%]

##### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crime is:
  - Harassment/Bullying [100.0%]
  - Larceny/theft [100.0%]
- The **most impactful** crime reported is:
  - Harassment/Bullying [100.0%]
- The average number of crimes reported per person directly impacted by crime was 2 ( $M = 2.00$ )
- All the “most impactful” crimes were harassment/bullying crimes.
- Among those who reported being directly impacted by **more than one crime**, Harassment/Bullying ( $M = 1.00$ ) was ranked as having the **most impact**, followed by Larceny/theft ( $M = 2.00$ ).



## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - No childcare available [ $M = 3.38$ ]
  - Caretaker was/is offender [ $M = 2.88$ ]
  - Substance abuse addictions [ $M = 2.88$ ]
  - Ashamed/Embarrassed about victimization [ $M = 2.75$ ]
  - Victim changed mind [ $M = 2.75$ ]
  - Victim was a child/too young [ $M = 2.75$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Emergency Financial Assistance [87.5%]
  - Peer Support Groups [87.5%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [87.5%]
  - Emergency Shelter and/or Emergency Short-term Housing [75.0%]
  - Employment Assistance [75.0%]
  - Long-term Housing [75.0%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [75.0%]
  - Relocation Services [75.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Domestic Abuse/Domestic Violence [50.0%]
  - Harassment/Bullying [50.0%]
  - Arson [37.5%]
  - Child Sexual Abuse/Assault [25.0%]
  - Homicide/Murder [25.0%]
  - Human Trafficking (Sex/Labor) [25.0%]
  - Identity Theft/Financial Abuse/Scam [25.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [25.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [62.5%]
  - Non-native speakers (e.g., limited English proficiency) [37.5%]
  - Young Adults (age 18-25) [37.5%]
  - Adolescents (age 13-17) [25.0%]
  - Adults (age 26-64) [25.0%]

- Elderly/Seniors (age 65+) [25.0%]
- Families of homicide victims [25.0%]
- Incarcerated [25.0%]
- Individuals with intellectual/emotional disabilities [25.0%]
- Immigrant/Refugee [25.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Court Accompaniment and/or assistance in court system procedures [100.0%]
  - Medical/Healthcare services [100.0%]
  - Medical exam for sexual assault [100.0%]
  - Coordination of victim services [87.5%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime [87.5%]
  - Child Advocacy Center services (including forensic interviews for child victims) [87.5%]
  - Crisis Hotline [87.5%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [87.5%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [100.0%]
  - Physical Assault [87.5%]
  - Rape/sexual assault [87.5%]
  - Robbery [87.5%]
  - Child Physical Abuse [75.0%]
  - Child Sexual Abuse/Assault [75.0%]
  - Homicide/Murder [75.0%]
  - Injury by DUI (Driving Under the Influence) Offender [75.0%]
  - Larceny/theft [75.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [75.0%]
  - Stalking [75.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Children (age 12 and younger) [87.5%]
  - Individuals with physical disabilities [87.5%]
  - Men [87.5%]
  - Veterans [87.5%]
  - White [87.5%]
  - Women [87.5%]

### Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.50$ ]
  - Advanced Victim Advocate training [ $M = 2.00$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.00$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 1.88$ ]
  - Basic Advocacy [ $M = 1.63$ ]
  - Confidentiality, HIPPA, and ethics [ $M = 1.63$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 1.63$ ]
  - Sensitivity and Cultural Competency [ $M = 1.63$ ]
  - Support Group knowledge and information [ $M = 1.63$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Data collection software [ $M = 3.00$ ]
  - Increased pay/benefits for staff [ $M = 2.60$ ]
  - Access to telemedicine [ $M = 2.50$ ]
  - Security systems [ $M = 2.50$ ]
  - Remote training access [ $M = 2.40$ ]

### Stakeholder Survey Respondent Demographics

- 25.0% of respondents reported that they work for a criminal/juvenile justice agency or work/volunteer for a Victim Services Provider - Government affiliated. 12.5% of respondents reported that they work in Behavioral Health; work in the Court System; work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.); or work/volunteer for a Victim Services Provider – Nonprofit.
- 37.5% of respondents reported that they encounter victims/survivors of crime daily. 25.0% of respondents reported that they encounter victims/survivors of crime a few times per year. 12.5% of respondents reported that they encounter victims/survivors of crime monthly, a few times a year, or have no direct contact with victims/survivors of crime.
- 50.0% of respondents reported working with victims/survivors of crime for 20 or more years. 25.0% of respondents reported working with victims/survivors of crime for 11-15 years. 12.5% of respondents reported working with victims/survivors of crime for 1-5 years or 6-10 years.
- The median number of people working for a respondent's organization is 5, with a median estimated yearly budget of \$64,000.
- 25.0% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 12.5% of organizational budgets.
- 0.0% of respondents reported receiving pass-through funding from coalition in the past three years.
- 50.0% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 10.0% of organizational budgets.
- 25.0% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 37.0% of organizational budgets.
- 25.0% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 27.5% of organizational budgets.
- 12.5% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 45.0% of organizational budgets.
- 50.0% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 30.0% of organizational budgets.

## VICTIMS SERVICES NEEDS ASSESSMENT

### Crawford County

Crawford County included 1.9% of the participants of the state. One (1) victim participated in the survey, and 15 service providers participated in the survey. This means that victims from Crawford County represent 0.4% of the total state victim participant sample, and service providers from Crawford County represent 2.6% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - N/A
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - N/A
- The **highest rated** services received (in terms of quality) are:
  - N/A
- **\*Ratings of most received** services are:
  - N/A
- **Most cited sources of how victims received information on victims' services** are:
  - N/A

##### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crime is:
  - Larceny/theft [100%]
- The **most impactful** crime reported is:
  - Larceny/Theft [100%]
- The average number of crimes reported per person directly impacted by crime is 1.
- All [100.0%] of the “most impactful” crimes are property crimes.
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crimes** is Larceny/theft [100.0%].
- **Among those who did not report the crime to the police**, the **highest ranked barriers to contacting the police** is “Afraid of retaliation ( $M = 3.00$ ).”

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### **Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations**

- The **most significant barriers to accessing services** are:
  - Victim changed mind [ $M = 3.85$ ]
  - Substance abuse addictions [ $M = 3.46$ ]
  - No childcare available [ $M = 3.38$ ]
  - Caretaker was/is offender [ $M = 3.23$ ]
  - Victim was a child/too young [ $M = 3.15$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Employment Assistance [92.3%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [85.7%]
  - Emergency Financial Assistance [84.6%]
  - Long-term Housing [84.6%]
  - Emergency Shelter and/or Emergency Short-term Housing [71.4%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [66.7%]
  - Human Trafficking (Sex/Labor) [53.8%]
  - Identity Theft/Financial Abuse/Scam [50.0%]
  - Burglary [33.3%]
  - Child Physical Abuse [33.3%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - LGBTQ [58.3%]
  - Adolescents (age 13-17) [50.0%]
  - Children (age 12 and younger) [50.0%]
  - Homeless [50.0%]
  - Individuals with intellectual/emotional disabilities [50.0%]
  - Non-native speakers (e.g., limited English proficiency) [50.0%]

### **Summary of Service Provider Responses Related to Services Meeting Needs and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Crisis Hotline [92.9%]
  - Safety/security planning [92.3%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [85.7%]
  - Medical exam for sexual assault [85.7%]

- Child Advocacy Center services (including forensic interviews for child victims) [78.6%]
- Court Accompaniment and/or assistance in court system procedures [78.6%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Domestic Abuse/Domestic Violence [84.6%]
  - Rape/sexual assault [84.6%]
  - Physical Assault [81.8%]
  - Child Sexual Abuse/Assault [76.9%]
  - Homicide/Murder [75.0%]
  - Robbery [75.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Women [91.7%]
  - Adults (age 26-64) [83.3%]
  - White [83.3%]
  - College Students [76.9%]
  - Veterans [75.0%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.47]
  - Advanced Victim Advocate training [*M* = 2.40]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.40]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 2.27]
  - Support Group knowledge and information [*M* = 2.27]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [*M* = 3.50]
  - Data collection software [*M* = 2.69]
  - Regional cross-training initiatives [*M* = 2.46]
  - Security systems [*M* = 2.18]
  - Shelter maintenance/repair [*M* = 2.09]

**Stakeholder Survey Respondent Demographics**

- 40.0% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 13.3% of respondents reported that they 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 encounters victims of crime; work for a social service organization not affiliated with a victim service provider; or work/volunteer for a Victim Services Provider - Government affiliated. 6.7% of respondents reported that they work for a criminal/juvenile justice agency; work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.); or report working for “other” organization type(s).

- 40.0% of respondents reported that they encounter victims/survivors of crime daily. 26.7% of respondents reported that they encounter victims/survivors of crime monthly. 6.7% of respondents reported that they encounter victims/survivors of crime a few times per year, a few times per month, weekly, a few times per week, or report no direct contact.
- 40.0% of respondents reported working with victims/survivors of crime for 20 or more years. 26.7% of respondents reported working with victims/survivors of crime for 11-15 years. 13.3% of respondents reported working with victims/survivors of crime for 1-5 years or 6-10 years. 6.7% of respondents reported working with victims/survivors of crime for 16-19 years.
- The median number of people working for a respondent's organization is 20, with a median estimated yearly budget of \$1,100,000.
- 33.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 20.0% of organizational budgets.
- 26.7% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 50.0% of organizational budgets.
- 60.0% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 45.0% of organizational budgets.
- 20.0% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 32.5% of organizational budgets.
- 53.3% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 10.0% of organizational budgets.
- 53.3% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 10.0% of organizational budgets.
- 60.0% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 50.0% of organizational budgets.

## VICTIMS SERVICES NEEDS ASSESSMENT

### Cumberland County

Cumberland County included 2.26% of the participants of the state. Three (3) victims participated in the survey, and 16 service providers participated in the survey. This means that victims from Philadelphia County represent 1.2% of the total state victim participant sample, and service providers from Philadelphia County represent 2.7% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - N/A
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [50.0%]
  - Medical/Healthcare Services [50.0%]
- The **highest rated/Ratings of most received** services received (in terms of quality) are:
  - Counseling, Therapy, or Mental Health Service [3.50]
  - Medical/Healthcare Service [2.50]
- **Most cited sources of how victims received information on victims' services** are:
  - Family [50.0%]

##### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - Burglary [50.0%]
  - Rape/sexual assault [50.0%]
- The **most impactful** crimes reported are:
  - Burglary [50.0%]
  - Rape/sexual assault [50.0%]
- The average number of crimes reported per person directly impacted by crime is almost 1 ( $M = 0.6667$ )
- Half [50.0%] of the “most impactful” crimes are violent crimes, the other half [50.0%] are property crimes.
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crimes** are: Burglary [50.0%] and Rape/sexual assault [50.0%].



- **Among those who did not report the crime to the police, the highest ranked barriers to contacting the police** are “Ashamed/embarrassed about victimization ( $M = 3.00$ ),” “Concerned about what others would think (e.g., family, friend, community members) ( $M = 3.00$ ),” “Did not think the police could/would do anything to help me ( $M = 2.00$ ),” and “Afraid of not being believed ( $M = 2.00$ ).”

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.53$ ]
  - No childcare available [ $M = 3.33$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.25$ ]
  - Fear of losing housing [ $M = 3.21$ ]
  - Competing needs of household [ $M = 3.15$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [93.8%]
  - Emergency Financial Assistance [86.7%]
  - Peer Support Groups [86.7%]
  - Counseling, Therapy, or Mental Health Services [81.3%]
  - Legal immigration services related to a crime [81.3%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [68.8%]
  - Human Trafficking (Sex/Labor) [62.5%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [56.3%]
  - Stalking [53.3%]
  - Domestic Abuse/Domestic Violence [50.0%]
  - Physical Assault [50.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - LGBTQ [68.8%]
  - Individuals with intellectual/emotional disabilities [66.7%]
  - Immigrant/Refugee [60.0%]
  - Homeless [73.3%]
  - Non-native speakers (e.g., limited English proficiency) [80.0%]

### Summary of Service Provider Responses Related to Services Meeting Needs and Adequately Served Victimization Types and Populations

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [86.7%]
  - Crisis Hotline [80.0%]
  - Medical exam for sexual assault [80.0%]
  - Medical/Healthcare services [78.6%]
  - Accompaniment to Medical Services [73.3%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Sexual Abuse/Assault [64.3%]
  - Rape/sexual assault [46.7%]
  - Domestic Abuse/Domestic Violence [43.8%]
  - Identity Theft/Financial Abuse/Scam [35.7%]
  - Injury by DUI (Driving Under the Influence) Offender [35.7%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Children (age 12 and younger) [71.4%]
  - White [66.7%]
  - Adults (age 26-64) [50.0%]
  - Women [50.0%]
  - College Students [46.7%]

### Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Trauma Informed/Sensitive Services and Support [ $M = 2.79$ ]
  - Advanced Victim Advocate training [ $M = 2.67$ ]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.64$ ]
  - Sensitivity and Cultural Competency [ $M = 2.60$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.53$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 2.86$ ]
  - Regional cross-training initiatives [ $M = 2.69$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.58$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 2.27$ ]
  - Data collection software [ $M = 2.23$ ]

### Stakeholder Survey Respondent Demographics

- 31.3% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 25.0% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 18.8% of respondents reported that they work/volunteer for a Victim Services Provider - Government affiliated. 12.5% of respondents reported that they work for a criminal/juvenile justice agency. 6.3% of respondents reported that they work for a social service organization not affiliated with a victim service provider and work for a hospital/medical service provider.
- 43.8% of respondents reported that they encounter victims/survivors of crime daily. 31.3% of respondents reported that they encounter victims/survivors of crime a few times per year. 12.5% of respondents reported that they encounter victims/survivors of crime a few times per month. 6.3% of respondents reported that they encounter victims/survivors of crime monthly or a few times per week.
- 25.0% of respondents reported working with victims/survivors of crime for 6-10 years or 20 or more years. 18.8% of respondents reported working with victims/survivors of crime for 11-15 years or 16-19 years. 12.5% of respondents reported working with victims/survivors of crime for 1-5 years.
- The median number of people working for a respondent's organization is 12, with a median estimated yearly budget of \$2,500,000.
- 37.5% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 10.5% of organizational budgets.
- 6.3% of respondents reported receiving pass-through funding from coalition in the past three years, and the median budget percentage was not reported.
- 50.0% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 32.5% of organizational budgets.
- 31.3% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 27.5% of organizational budgets.
- 31.3% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 10.0% of organizational budgets.
- 37.5% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 10.0% of organizational budgets.
- 37.5% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 70.0% of organizational budgets.

## VICTIMS SERVICES NEEDS ASSESSMENT

### Dauphin County

Dauphin County included 5.72% of the participants of the state. Nine (9) victims participated in the survey, and 39 service providers participated in the survey. This means that victims from Dauphin County represent 3.6% of the total state victim participant sample, and service providers from Dauphin County represent 6.64% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Did not know that I was eligible for services [ $M = 3.60$ ]
  - Did not know services were free [ $M = 3.50$ ]
  - Unaware of service(s) [ $M = 3.40$ ]
  - Concerned about what others would think (e.g., family, friend(s), community member(s)) [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Information/free resources about services available [25.0%]
  - Someone to help coordinate victim services [25.0%]
  - Medical/Healthcare Services [12.5%]
  - Legal assistance/representation [12.5%]
  - Employment assistance [12.5%]
  - Safety/Security Planning [12.5%]
  - Crisis response at the crime scene [12.5%]
- The most **needed and sought, but not received** services are:
  - Counseling, Therapy, or Mental Health Service [12.5%]
  - Peer Support Groups (Someone to talk to about what happened) [12.5%]
  - Medical/Healthcare Services [12.5%]
  - Court accompaniment and/or assistance in court system procedures [12.5%]
  - Notices about the status of court hearings and/or locations of the criminal defendant [12.5%]
  - Information/free resources about services available [12.5%]
  - Emergency Shelter and/or Short-term Housing [12.5%]
  - Emergency Financial Assistance [12.5%]
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [37.5%]
  - Peer Support Groups (Someone to talk to about what happened) [25.0%]
  - Medical exam for sexual assault [25.0%]
  - Court accompaniment and/or assistance in court system procedures [25.0%]

- Notices about the status of court hearings and/or location of the criminal [25.0%]
- Victim/Witness Protection [25.0%]
- Information/free resources about services available [25.0%]
- The **highest rated** services received (in terms of quality) are:
  - Medical/Healthcare Services [ $M = 5.00$ ]
  - Counseling, Therapy, or Mental Health Services [ $M = 4.67$ ]
  - Crisis response at the crime scene [ $M = 4.50$ ]
  - Financial assistance for funeral/burial services [ $M = 4.50$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 4.00$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 4.00$ ]
  - Information/free resources about services available [ $M = 4.00$ ]
- **\*Ratings of most received** services are:
  - Counseling, Therapy, or Mental Health Services [ $M = 4.67$ ]
  - Peer Support Groups (Someone to talk to about what happened) [ $M = 2.00$ ]
  - Medical exam for sexual assault [ $M = 3.50$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 4.00$ ]
  - Notices about the status of court hearings and/or location of the criminal [ $M = 4.00$ ]
  - Victim/Witness Protection [ $M = 2.75$ ]
  - Information/free resources about services available [ $M = 4.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - P/Detective/Law Enforcement [62.5%]
  - Victim advocate/Victim service agency/Not-for profit org [25.0%]
  - Friend [12.5%]
  - Attorney [12.5%]

#### **Summary of Victim Responses Related to Victimization**

- For this sample, the top five **most frequently reported** crimes are:
  - Rape/sexual assault [37.5%]
  - Physical Assault [25.0%]
  - Homicide/Murder [25.0%]
  - Larceny/theft [25.0%]
  - Abuse/Domestic Violence [12.5%]
- The **most impactful** crimes reported are:
  - Rape/sexual assault [25.0%]
  - Homicide/Murder [25.0%]
  - Physical Assault [12.5%]
  - Larceny/Theft [12.5%]
  - Injury by DUI offender [12.5%]
- The average number of crimes reported per person directly impacted by crime is around 1 ( $M = 1.444$ )

- The majority [75.0%] of the “most impactful” crimes are violent crimes, followed by property crimes [12.5%].
- Among those who reported being directly impacted by **more than one crime**, Homicide/Murder ( $M = 1.00$ ) is ranked as having the **most impact**, followed by Physical Assault ( $M = 1.50$ ), Domestic Abuse/Domestic Violence ( $M = 2.00$ ), Rape/sexual assault ( $M = 2.00$ ), Robbery ( $M = 2.00$ ), and Larceny/theft ( $M = 2.00$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crimes** are: Rape/sexual assault [25.0%], Larceny/theft [25.0%], and Injury by DUI (Driving Under the influence) [25.0%].

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.86$ ]
  - Fear of deportation [ $M = 3.84$ ]
  - Substance abuse addictions [ $M = 3.68$ ]
  - Cultural barrier [ $M = 3.65$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.58$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Legal assistance/representation [92.3%]
  - Long-term Housing [89.7%]
  - Legal immigration services related to a crime [89.5%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [89.5%]
  - Counseling, Therapy, or Mental Health Services [84.2%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Human Trafficking (Sex/Labor) [73.7%]
  - Harassment/Bullying [57.9%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [50.0%]
  - Domestic Abuse/Domestic Violence [47.4%]
  - Rape/sexual assault [47.4%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Non-native speakers (e.g., limited English proficiency) [82.1%]
  - Homeless [79.5%]
  - Immigrant/Refugee [74.4%]

- Individuals with intellectual/emotional disabilities [69.2%]
- Elderly/Seniors (age 65+) [68.4%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [72.2%]
  - Crisis Hotline [71.1%]
  - Faith-based/spiritual help [63.2%]
  - Medical exam for sexual assault [57.9%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [57.9%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Sexual Abuse/Assault [50.0%]
  - Injury by DUI (Driving Under the Influence) Offender [50.0%]
  - Homicide/Murder [47.4%]
  - Rape/sexual assault [47.4%]
  - Child Physical Abuse [45.9%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [56.4%]
  - Adults (age 26-64) [48.6%]
  - Children (age 12 and younger) [42.1%]
  - Families of homicide victims [42.1%]
  - Women [41.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 3.14$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.95$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.92$ ]
  - Sensitivity and Cultural Competency [ $M = 2.92$ ]
  - Advanced Victim Advocate training [ $M = 2.87$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.17$ ]
  - Regional cross-training initiatives [ $M = 2.69$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.56$ ]
  - Computer equipment [ $M = 2.45$ ]

- Statewide comprehensive victim service hotline [ $M = 2.43$ ]

Stakeholder Survey Respondent Demographics	
<ul style="list-style-type: none"> <li>• 30.8% of respondents reported that they work/volunteer for a Victim Services Provider – Nonprofit. 20.5% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 15.4% of respondents reported that they work for a criminal/juvenile justice agency. 12.8% of respondents reported that they work/volunteer for a Victim Services Provider - Government affiliated. 5.1% of respondents reported that they 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 encounters victims of crime; work for a hospital/medical service provider; or work for an “other” organization. 2.6% of respondents reported that they work in Behavioral Health or for the Court System.</li> </ul>	
<ul style="list-style-type: none"> <li>• 30.8% of respondents reported that they encounter victims/survivors of crime a few times per year. 25.6% of respondents reported that they encounter victims/survivors of crime daily. 15.4% of respondents reported that they have no direct contact with victims/survivors of crime. 12.8% of respondents reported that they encounter victims/survivors of crime a few times per month. 10.3% of respondents reported that they encounter victims/survivors of crime a few times per year. 2.6% of respondents reported that they encounter victims/survivors of crime monthly or weekly.</li> </ul>	
<ul style="list-style-type: none"> <li>• 23.7% of respondents reported working with victims/survivors of crime for 11-15 years. 21.1% of respondents reported working with victims/survivors of crime for 20 or more years. 18.4% of respondents reported working with victims/survivors of crime for 6-10 years. 15.8% of respondents reported working with victims/survivors of crime for 1-5 years. 13.2% of respondents reported working with victims/survivors of crime for 16-19 years. 7.9% of respondents reported working with victims/survivors of crime for less than a year.</li> </ul>	
<ul style="list-style-type: none"> <li>• The median number of people working for a respondent’s organization is 23, with a median estimated yearly budget of \$1,500,000.</li> </ul>	
<ul style="list-style-type: none"> <li>• 41.0% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 30.0% of organizational budgets.</li> </ul>	
<ul style="list-style-type: none"> <li>• 10.3% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 30.0% of organizational budgets.</li> </ul>	
<ul style="list-style-type: none"> <li>• 51.3% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 15.0% of organizational budgets.</li> </ul>	
<ul style="list-style-type: none"> <li>• 51.3% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 40.0% of organizational budgets.</li> </ul>	
<ul style="list-style-type: none"> <li>• 43.6% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 7.5% of organizational budgets.</li> </ul>	
<ul style="list-style-type: none"> <li>• 38.5% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 5.0% of organizational budgets.</li> </ul>	
<ul style="list-style-type: none"> <li>• 46.2% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 45.0% of organizational budgets.</li> </ul>	

Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Did not know that I was eligible for services	3.60	Caretaker was/is offender	3.86
Did not know services were free	3.50	Fear of deportation	3.84
Unaware of service(s)	3.40	Substance abuse addictions	3.68
Concerned about what others would think (e.g.,	3.00	Cultural barrier	3.65



family, friend(s), community member(s))			
		Ashamed/Embarrassed about victimization	3.58
<b>Greatest Needs</b>	<b>Percent</b>	<b>Greatest Needs</b>	<b>Percent</b>
Information /free resources about services available	25.0	Legal assistance/representation	92.3
Someone to help coordinate victims' services	25.0	Long-term Housing	89.7
Medical/Healthcare Services	12.5	Legal immigration services related to a crime	89.5
Legal assistance/representation	12.5	Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	89.5
Employment assistance	12.5	Counseling, Therapy, or Mental Health Services	84.2
Safety/Security Planning	12.5		
Crisis response at the crime scene	12.5		

## VICTIMS SERVICES NEEDS ASSESSMENT

### Delaware County

Delaware County included 3.09% of the participants of the state. Seven (7) victims participated in the survey, and 19 service providers participated in the survey. This means that victims from Philadelphia County represent 2.8% of the total state victim participant sample, and service providers from Philadelphia County represent 3.2% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - I thought I was OK/thought I could deal with it on my own [ $M = 4.00$ ]
  - Unaware of service(s) [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** service is:
  - Counseling, Therapy, or Mental Health Service [50.0%]
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [50.0%]
  - Peer Support Groups [50.0%]
- The **highest rated** services received (in terms of quality) are:
  - Peer Support Groups (Someone to talk to about what happened) [ $M = 4.00$ ]
  - Counseling, Therapy, or Mental Health Services [ $M = 3.00$ ]
- **Most cited sources of how victims received information on victims' services** is:
  - Family [50.0%]

##### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes were:
  - Physical Assault [50.0%]
  - Harassment/Bullying [50.0%]
  - Homicide/Murder [50.0%]
- The **most impactful** crimes reported were:
  - Physical Assault [50.0%]
  - Homicide/Murder [50.0%]
- The average number of crimes reported per person directly impacted by crime is less than 1 ( $M = 0.4286$ )
- All [100.0%] of the “most impactful” crimes reported are violent crimes.

- Among those who reported being directly impacted by **more than one crime**, Physical Assault ( $M = 1.00$ ) is ranked as having the **most impact**, followed by Harassment/Bullying ( $M = 2.00$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crime** is Homicide/Murder [100.0%].

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.61$ ]
  - Competing needs of household [ $M = 3.59$ ]
  - Cultural barrier [ $M = 3.58$ ]
  - Fear of losing housing [ $M = 3.58$ ]
  - Language barrier [ $M = 3.47$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [94.7%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [94.7%]
  - Basic needs (i.e., clothing, food, shelter) [94.4%]
  - Relocation Services [94.4%]
  - Substance Abuse support/treatment [88.9%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [72.2%]
  - Domestic Abuse/Domestic Violence [68.4%]
  - Human Trafficking (Sex/Labor) [58.8%]
  - Child Sexual Abuse/Assault [57.9%]
  - Physical Assault [55.6%]
  - Rape/sexual assault [55.6%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Elderly/Seniors (age 65+) [82.4%]
  - LGBTQ [82.4%]
  - Hispanic or Latino [77.8%]
  - Non-native speakers (e.g., limited English proficiency) [77.8%]
  - Immigrant/Refugee [72.2%]

### Summary of Service Provider Responses Related to Services Meeting Needs and Adequately Served Victimization Types and Populations

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical exam for sexual assault [64.7%]
  - Medical/Healthcare services [61.1%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [55.6%]
  - Accompaniment to Medical Services [50.0%]
  - Crisis Hotline [50.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Homicide/Murder [41.2%]
  - Burglary [38.9%]
  - Injury by DUI (Driving Under the Influence) Offender [35.3%]
  - Robbery [35.3%]
  - Child Physical Abuse [36.8%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [50.0%]
  - Adults (age 26-64) [47.1%]
  - Men [46.7%]
  - Children (age 12 and younger) [41.2%]
  - College Students [37.5%]
  - Families of homicide victims [37.5%]

### Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.95$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.89$ ]
  - Advanced Victim Advocate training [ $M = 2.74$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.68$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.63$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.53$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.63$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 2.53$ ]
  - Regional cross-training initiatives [ $M = 2.50$ ]
  - Website design/redesign [ $M = 2.40$ ]

### Stakeholder Survey Respondent Demographics

- 42.1% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 15.8% of respondents reported that they work for a criminal/juvenile justice agency. 10.5% of respondents reported that they 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 encounters victims of crime; work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.); or work/volunteer for a Victim Services Provider - Government affiliated. 5.3% of respondents reported that they work for a social service organization not affiliated with a victim service provider or works for the Court System.
- 47.4% of respondents reported that they encounter victims/survivors of crime daily. 21.1% of respondents reported that they encounter victims/survivors of crime a few times per year. 15.8% of respondents reported that they encounter victims/survivors of crime a few times per week. 10.5% of respondents reported that they encounter victims/survivors of crime monthly. 5.3% of respondents reported that they encounter victims/survivors of crime a few times per month.
- 36.8% of respondents reported working with victims/survivors of crime for 1-5 years. 31.6% of respondents reported working with victims/survivors of crime for 20 or more years. 15.8% of respondents reported working with victims/survivors of crime for 6-10 years. 10.5% of respondents reported working with victims/survivors of crime for 11-15 years. 5.3% of respondents reported working with victims/survivors of crime for less than a year.
- The median number of people working for a respondent’s organization is 19, with a median estimated yearly budget of \$255,000.
- 36.8% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 70.0% of organizational budgets.
- 10.5% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 5.0% of organizational budgets.
- 63.2% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 46.5% of organizational budgets.
- 36.8% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50.0% of organizational budgets.
- 31.6% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 4.5% of organizational budgets.
- 36.8% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 18.0% of organizational budgets.
- 42.1% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 43.0% of organizational budgets.

### Key Comparisons Between Victim and Stakeholder Responses

<i>Victim Survey Respondents</i>		<i>Stakeholder Survey Respondents</i>	
<b>Barriers to Service</b>	<b>Mean</b>	<b>Barriers to Service</b>	<b>Mean</b>
I thought I was OK/thought I could deal with it on my own	4.00	Caretaker was/is offender	3.61
Unaware of service(s)	3.00	Competing needs of household	3.59
		Cultural barrier	3.58
		Fear of losing housing	3.58
		Language barrier	3.47

## VICTIMS SERVICES NEEDS ASSESSMENT

### Elk County

Elk County included 1.4% of the participants of the state. Zero (0) victims participated in the survey, and 12 service providers participated in the survey. This means that victims from Elk County represent 0% of the total state victim participant sample, and service providers from Elk County represent 2.0% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Elk County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Substance abuse addictions [ $M = 4.08$ ]
  - Victim was a child/too young [ $M = 3.42$ ]
  - Caretaker was/is offender [ $M = 3.17$ ]
  - No childcare available [ $M = 3.17$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.00$ ]
  - Fear of losing housing [ $M = 3.00$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [91.7%]
  - Financial assistance for funeral/burial services [90.9%]
  - Peer Support Groups [83.3%]
  - Long-term Housing [75.0%]
  - Relocation Services [75.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Human Trafficking (Sex/Labor) [75.0%]
  - Harassment/Bullying [66.7%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [50.0%]
  - Arson [41.7%]
  - Child Sexual Abuse/Assault [41.7%]
  - Domestic Abuse/Domestic Violence [41.7%]
  - Homicide/Murder [41.7%]

- Stalking [41.7%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [72.7%]
  - Non-native speakers (e.g., limited English proficiency) [66.7%]
  - Hispanic or Latino [54.5%]
  - Incarcerated [54.5%]
  - Individuals with intellectual/emotional disabilities [54.5%]
  - LGBTQ [54.5%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Court Accompaniment and/or assistance in court system procedures [83.3%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [75.0%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [75.0%]
  - Child Advocacy Center services (including forensic interviews for child victims) [66.7%]
  - Coordination of victim services [66.7%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Rape/sexual assault [75.0%]
  - Child Physical Abuse [66.7%]
  - Physical Assault [66.7%]
  - Burglary [58.3%]
  - Child Sexual Abuse/Assault [58.3%]
  - Domestic Abuse/Domestic Violence [58.3%]
  - Injury by DUI (Driving Under the Influence) Offender [58.3%]
  - Larceny/theft [58.3%]
  - Robbery [58.3%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [75.0%]
  - White [72.7%]
  - Women [72.7%]
  - Individuals with physical disabilities [66.7%]
  - Young Adults (age 18-25) [66.7%]

### Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs

- Based on a 1-4 scale rating, **stakeholder training needs** are:
  - Comp Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.67$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.50$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.33$ ]
  - Advanced Victim Advocate training [ $M = 2.17$ ]
  - Navigating the PA Criminal Justice System [ $M = 2.17$ ]
  - Support Group knowledge and information [ $M = 2.17$ ]
- Based on a 1-4 scale rating, **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.55$ ]
  - Statewide comprehensive victim service hotline [ $M = 2.60$ ]
  - Access to telemedicine [ $M = 2.33$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.33$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 2.11$ ]

#### Stakeholder Survey Respondent Demographics

- 33.3% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 16.7% of respondents reported that they 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 encounters victims of crime; work for a social service organization not affiliated with a victim service provider; work for a criminal/juvenile justice agency; or work/volunteer for a Victim Services Provider – Nonprofit.
- 25.0% of respondents reported that they encounter victims/survivors of crime a few times per week. 16.7% of respondents reported that they encounter victims/survivors of crime a few times per year, a few times per month, or daily. 8.3% of respondents reported that they encounter victims/survivors of crime weekly, monthly, or have no contact that they are aware of.
- 41.7% of respondents reported working with victims/survivors of crime for 20 or more years. 25.0% of respondents reported working with victims/survivors of crime for 11-15 years. 16.7% of respondents reported working with victims/survivors of crime for 1-5 years. 8.3% of respondents reported working with victims/survivors of crime for 6-10 years or for less than a year.
- The median number of people working for a respondent's organization is 14, with a median estimated yearly budget of \$64,000.
- 33.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 20.0% of organizational budgets.
- 8.3% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 25.0% of organizational budgets.
- 25.0% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 16.0% of organizational budgets.
- 41.7% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 40.0% of organizational budgets.
- 33.3% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 3.0% of organizational budgets.



- 16.7% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 1.0% of organizational budgets.
- 91.7% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 37.5% of organizational budgets.

## VICTIMS SERVICES NEEDS ASSESSMENT

### Erie County

Erie County included 3.57% of the participants of the state. Eleven (11) victims participated in the survey, and 19 service providers participated in the survey. This means that victims from Erie County represent 4.3% of the total state victim participant sample, and service providers from Erie County represent 3.2% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Did not know that I was eligible for services [ $M = 5.00$ ]
  - Did not know services were free [ $M = 4.00$ ]
  - I thought I was OK/thought I could deal with it on my own [ $M = 3.50$ ]
  - Afraid of not being believed [ $M = 3.00$ ]
  - Afraid of losing housing [ $M = 3.00$ ]
  - Afraid of deportation [ $M = 3.00$ ]
  - Afraid of retaliation [ $M = 3.00$ ]
  - Religious beliefs [ $M = 3.00$ ]
  - Concerned services would not be sensitive to my cultural beliefs [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Information/free resources about services available [28.6%]
  - Peer Support Groups [14.3%]
  - Counseling, Therapy, or Mental Health Service [14.3%]
  - Medical/Healthcare Services [14.3%]
  - Medical exam for sexual assault [14.3%]
  - Notices about the status of court hearings and/or location of the criminal defendant [14.3%]
  - Legal assistance/representation [14.3%]
  - Legal Immigration services related to the crime [14.3%]
  - Long-term Housing [14.3%]
  - Employment assistance [14.3%]
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [42.9%]
  - Peer Support Groups (Someone to talk to about what happened) [28.6%]
  - Court accompaniment and/or assistance in court system procedures [28.6%]
  - Notices about the status of court hearings and/or location of the criminal defendant [28.6%]

- Legal assistance/representation [28.6%]
- Someone to help coordinate victim services [28.6%]
- The **highest rated** services received (in terms of quality) are:
  - Services listed above were given 5.00 by the only participant who responded to this section.
- **\*Ratings of most received** service are:
  - Counseling, Therapy, or Mental Health Services [ $M = 3.83$ ]
  - Peer Support Groups (Someone to talk to about what happened) [ $M = 4.00$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 5.00$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 5.00$ ]
  - Legal assistance/representation [ $M = 3.50$ ]
  - Someone to help coordinate victim services [ $M = 5.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Victim advocate/Victim service agency/Not-for profit org
  - Friend [14.3%]
  - Family [14.3%]
  - Attorney [14.3%]

#### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - Physical Assault [57.1%]
  - Burglary [42.9%]
  - Abuse/Domestic Violence [42.9%]
  - Theft/Financial Abuse/Scam [42.9%]
  - Harassment/Bullying [28.6%]
  - Robbery [28.6%]
  - Homicide/Murder [28.6%]
  - Child Sexual Abuse/Assault [28.6%]
- The **most impactful** crimes reported are:
  - Homicide/Murder [28.6%]
  - Identity Theft/Financial Abuse/Scam [28.6%]
  - Physical Assault [14.3%]
  - Child Sexual Abuse/Assault [14.3%]
  - Burglary [14.3%]
- The average number of crimes reported per person directly impacted by crime is 2 ( $M = 2.36$ )
- The majority [57.1%] of the “most impactful” crimes are violent crimes, followed by property crimes [42.9%].
- Among those who reported being directly impacted by **more than one crime**, Homicide/Murder ( $M = 1.00$ ) is ranked as having the **most impact**, followed by Identity Theft/Financial Abuse/Scam ( $M = 1.67$ ), Harassment/Bullying ( $M = 2.00$ ), Child Physical Abuse ( $M = 2.00$ ), and Injury by DUI (Driving Under the Influence) Offender ( $M = 2.00$ ).

- **Among those who did not report the crime to the police, the highest ranked barriers to contacting the police** are “Ashamed/embarrassed about victimization ( $M = 2.00$ ),” “Concerned about what others would think (e.g., family, friend, community members) ( $M = 2.00$ ),” “Victim was a child/was too young ( $M = 2.00$ ),” “Did not want the offender to get in trouble ( $M = 2.00$ ),” and “Worried about being blamed ( $M = 2.00$ ).”

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.95$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.63$ ]
  - Substance abuse addictions [ $M = 3.42$ ]
  - Cultural barrier [ $M = 3.42$ ]
  - Fear of losing housing [ $M = 3.37$ ]
  - Fear of deportation [ $M = 3.37$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [88.2%]
  - Emergency Financial Assistance [76.5%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [76.5%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [76.5%]
  - Relocation Services [73.3%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [63.2%]
  - Human Trafficking (Sex/Labor) [52.6%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [52.6%]
  - Identity Theft/Financial Abuse/Scam [47.4%]
  - Domestic Abuse/Domestic Violence [42.1%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Non-native speakers (e.g., limited English proficiency) [63.2%]
  - Homeless [63.2%]
  - LGBTQ [57.9%]
  - Immigrant/Refugee [52.6%]
  - Incarcerated [44.4%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [82.4%]
  - Faith-based/spiritual help [75.0%]
  - Crisis Hotline [72.2%]
  - Court Accompaniment and/or assistance in court system procedures [70.6%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [70.6%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Rape/sexual assault [73.7%]
  - Child Sexual Abuse/Assault [63.2%]
  - Homicide/Murder [63.2%]
  - Larceny/theft [63.2%]
  - Robbery [63.2%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [68.4%]
  - Veterans [78.9%]
  - White [73.7%]
  - Women [73.7%]
  - Children (age 12 and younger) [68.4%]
  - Men [68.4%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 3.00$ ]
  - Sensitivity and Cultural Competency [ $M = 2.83$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.72$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.72$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.56$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.36$ ]
  - Security systems [ $M = 2.54$ ]
  - Regional cross-training initiatives [ $M = 2.50$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 2.50$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.47$ ]

### Stakeholder Survey Respondent Demographics

- 36.8% of respondents reported that they work/volunteer for a Victim Services Provider – Nonprofit. 26.3% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 21.1% of respondents reported that they 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 encounters victims of crime. 10.5% of respondents reported that they work for a criminal/juvenile justice agency. 5.3% of respondents reported that they work for the Court System.
- 31.6% of respondents reported that they encounter victims/survivors of crime a few times per year. 21.1% of respondents reported that they encounter victims/survivors of crime daily. 15.8% of respondents reported that they encounter victims/survivors of crime a few times per month. 10.5% of respondents reported that they encounter victims/survivors of crime a few times per week or have no direct contact with victims/survivors. 5.3% of respondents reported that they encounter victims/survivors of crime weekly or monthly.
- 26.3% of respondents reported working with victims/survivors of crime for 6-10 years or 20 or more years. 21.1% of respondents reported working with victims/survivors of crime for 1-5 years. 10.5% of respondents reported working with victims/survivors of crime for 11-15 years or 16-19 years. 5.3% of respondents reported working with victims/survivors of crime for less than a year.
- The median number of people working for a respondent’s organization is 25, with a median estimated yearly budget of \$350,000.
- 36.8% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 10.0% of organizational budgets.
- 21.1% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 35.0% of organizational budgets.
- 31.6% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 22.5% of organizational budgets.
- 26.3% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 16.0% of organizational budgets.
- 52.6% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 15.0% of organizational budgets.
- 31.6% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 25.0% of organizational budgets.
- 57.9% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 37.5% of organizational budgets.

### Key Comparisons Between Victim and Stakeholder Responses

<i>Victim Survey Respondents</i>		<i>Stakeholder Survey Respondents</i>	
<b>Barriers to Service</b>	<b>Mean</b>	<b>Barriers to Service</b>	<b>Mean</b>
Did not know that I was eligible for services	5.00	Caretaker was/is offender	3.95
Did not know services were free	4.00	Ashamed/Embarrassed about victimization	3.63
I thought I was OK/thought I could deal with it on my own	3.50	Substance abuse addictions	3.42
Afraid of not being believed	3.00	Cultural barrier	3.42
Afraid of losing housing	3.00	Fear of losing housing	3.37
Afraid of deportation	3.00		
Afraid of retaliation	3.00		
Religious beliefs	3.00		
Concerned services would not be sensitive to my cultural beliefs	3.00		

<b>Greatest Needs</b>	<b>Percent</b>	<b>Greatest Needs</b>	<b>Percent</b>
Information/free resources about services available	28.6	Long-term Housing	88.2
Peer Support Groups	14.3	Emergency Financial Assistance	76.5
Counseling, Therapy, or Mental Health Service	14.3	In-home personal care (e.g. day care for children; medical care for elder or disabled adult)	76.5
Medical/Healthcare Services	14.3	Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	76.5
Medical exam for sexual assault	14.3	Relocation Services	73.3
Notices about the status of court hearings and/or location of criminal defendant	14.3		
Legal assistance/representation	14.3		
Legal Immigration services related to the crime	14.3		
Long-term Housing	14.3		
Employment assistance	14.3		

## VICTIMS SERVICES NEEDS ASSESSMENT

### Fayette County

Fayette County included 1.78% of the participants of the state. One (1) victim participated in the survey, and 14 service providers participated in the survey. This means that victims from Philadelphia County represent 0.4% of the total state victim participant sample, and service providers from Philadelphia County represent 2.4% of the total state service provider participants.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Unaware of service(s) [ $M = 3.00$ ]
  - Did not know that I was eligible for services [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - N/A
- The **highest rated/ Ratings of most received** services received (in terms of quality) are:
  - N/A
- **Most cited sources of how victims received information on victims' services** are:
  - N/A

##### Summary of Victim Responses Related to Victimization

- For this sample (n=1), Burglary is the only crime reported.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Substance abuse addictions [ $M = 3.25$ ]
  - Fear of losing housing [ $M = 3.23$ ]
  - Caretaker was/is offender [ $M = 3.15$ ]
  - No childcare available [ $M = 3.08$ ]



- Protecting the offender from the justice system [ $M = 3.08$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [85.7%]
  - Relocation Services [78.6%]
  - Emergency Financial Assistance [76.9%]
  - Peer Support Groups [71.4%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [69.2%]
  - Legal immigration services related to a crime [69.2%]
  - Long-term Housing [69.2%]
  - Safety/security planning [69.2%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Human Trafficking (Sex/Labor) [69.2%]
  - Harassment/Bullying [53.8%]
  - Stalking [45.5%]
  - Child Sexual Abuse/Assault [46.2%]
  - Child Physical Abuse [41.7%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Adolescents (age 13-17) [69.2%]
  - Children (age 12 and younger) [61.5%]
  - Individuals with physical disabilities [58.3%]
  - Non-native speakers (e.g., limited English proficiency) [53.8%]
  - Incarcerated [50.0%]
  - Individuals with intellectual/emotional disabilities [50.0%]
  - LGBTQ [50.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical exam for sexual assault [69.2%]
  - Child Advocacy Center services (including forensic interviews for child victims) [66.7%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [64.3%]
  - Faith-based/spiritual help [63.6%]
  - Crisis Hotline [61.5]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [83.3%]

- Homicide/Murder [83.3%]
- Rape/sexual assault [75.0%]
- Robbery [66.7%]
- Arson [66.7%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [84.6%]
  - White [83.3%]
  - Families of homicide victims [66.7%]
  - Men [63.6%]
  - Young Adults (age 18-25) [61.5%]
  - Veterans [61.5%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.92]
  - Trauma Informed/Sensitive Services and Support [*M* = 2.85]
  - Sensitivity and Cultural Competency [*M* = 2.67]
  - Therapeutic Counseling training [*M* = 2.67]
  - Advanced Victim Advocate training [*M* = 2.64]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [*M* = 3.46]
  - Computer equipment [*M* = 2.64]
  - Shelter maintenance/repair [*M* = 2.63]
  - Statewide comprehensive victim service hotline [*M* = 2.56]
  - Furniture - waiting room/office [*M* = 2.55]
  - Security systems [*M* = 2.55]
  - Technology to assist with language barriers (build-in translators for online communication) [*M* = 2.55]

Stakeholder Survey Respondent Demographics
<ul style="list-style-type: none"> <li>● 35.7% of respondents reported that they work for a criminal/juvenile justice agency. 21.4% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 14.3% of respondents reported that they 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 encounters victims of crime or work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 7.1% of respondents reported that they work for a social service organization not affiliated with a victim service provider or work/volunteer for a Victim Services Provider - Government affiliated.</li> <li>● 57.1% of respondents reported that they encounter victims/survivors of crime daily. 21.4% of respondents reported that they encounter victims/survivors of crime a few times per year. 7.1% of respondents reported that they encounter victims/survivors of crime monthly, a few times per month, or a few times per week.</li> <li>● 28.6% of respondents reported working with victims/survivors of crime for 20 or more years. 21.4% of respondents reported working with victims/survivors of crime for 1-5 years. 14.3% of respondents reported working with</li> </ul>

- victims/survivors of crime for 6-10 years, 11-15 years, or 16-19 years. 7.1% of respondents reported working with victims/survivors of crime for less than a year.
- The median number of people working for a respondent’s organization is 19, with a median estimated yearly budget of \$4,550,000.
  - 14.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 5.5% of organizational budgets.
  - 21.4% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 45.0% of organizational budgets.
  - 35.7% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 25.0% of organizational budgets.
  - 21.4% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 45.0% of organizational budgets.
  - 42.9% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 4.5% of organizational budgets.
  - 28.6% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 39.0% of organizational budgets.
  - 57.1% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 65.0% of organizational budgets.

Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Unaware of service(s)	3.00	Substance abuse addictions	3.25
Did not know that I was eligible for services	3.00	Fear of losing housing	3.23
		Caretaker was/is offender	3.15
		No childcare available	3.08
		Protecting the offender from the justice system	3.08

## VICTIMS SERVICES NEEDS ASSESSMENT

### Forest County

Forest County included 0.71% of the participants of the state. One (1) victim participated in the survey, and five (5) service providers participated in the survey. This means that victims from Forest County represent 0.4% of the total state victim participant sample, and service providers from Forest County represent 0.9% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Ashamed/Embarrassed about victimization [ $M = 5.00$ ]
  - I thought I was OK/thought I could deal with it on my own [ $M = 3.00$ ]
  - Did not know services were free [ $M = 2.00$ ]
  - Changed mind [ $M = 2.00$ ]
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - N/A
- The **highest rated** services received (in terms of quality) are:
  - N/A
- **Most cited sources of how victims received information on victims' services** are:
  - N/A

##### Summary of Victim Responses Related to Victimization

- For this sample, the only crime reported is Domestic Violence/Domestic Abuse.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - No childcare available [ $M = 4.00$ ]
  - Caretaker was/is offender [ $M = 3.60$ ]

- Fear of losing housing [ $M = 3.60$ ]
- Victim was a child/too young [ $M = 3.60$ ]
- Protecting the offender from the justice system [ $M = 3.40$ ]
- Substance abuse addictions [ $M = 3.40$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Basic needs (i.e., clothing, food, shelter) [100.0%]
  - Counseling, Therapy, or Mental Health Services [100.0%]
  - Emergency Shelter and/or Emergency Short-term Housing [100.0%]
  - Long-term Housing [100.0%]
  - Peer Support Groups [100.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [100.0%]
  - Child Sexual Abuse/Assault [80.0%]
  - Harassment/Bullying [80.0%]
  - Rape/sexual assault [80.0%]
  - Stalking [80.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Adolescents (age 13-17) [100.0%]
  - Young Adults (age 18-25) [100.0%]
  - Homeless [100.0%]
  - Children (age 12 and younger) [80.0%]
  - Individuals with intellectual/emotional disabilities [80.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [80.0%]
  - Financial assistance for funeral/burial services [80.0%]
  - Language/interpretation services [80.0%]
  - Medical/Healthcare services [80.0%]
  - Accompaniment to Medical Services [60.0%]
  - Coordination of victim services [60.0%]
  - Court Accompaniment and/or assistance in court system procedures [60.0%]
  - Crisis Hotline [60.0%]
  - Crisis response at the crime scene [60.0%]

- Faith-based/spiritual help [60.0%]
- Victim/Witness Protection [60.0%]
- Safety/security planning [60.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Injury by DUI (Driving Under the Influence) Offender [80.0%]
  - Larceny/theft [80.0%]
  - Robbery [75.0%]
  - Burglary [60.0%]
  - Homicide/Murder [60.0%]
  - Identity Theft/Financial Abuse/Scam [60.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [75.0%]
  - Families of homicide victims [60.0%]
  - Incarcerated [40.0%]
  - Individuals with physical disabilities [40.0%]
  - LGBTQ [40.0%]
  - Men [40.0%]
  - Veterans [40.0%]
  - White [40.0%]
  - Women [40.0%]

#### **Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 3.20$ ]
  - Advanced Victim Advocate training [ $M = 2.80$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.60$ ]
  - Executive Director training [ $M = 2.50$ ]
  - Support Group knowledge and information [ $M = 2.40$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.40$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Regional cross-training initiatives [ $M = 4.00$ ]
  - Increased pay/benefits for staff [ $M = 3.50$ ]
  - Website design/redesign [ $M = 3.33$ ]
  - Technical assistance/visits [ $M = 2.75$ ]
  - Computer equipment [ $M = 2.67$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.67$ ]

- Teleconferencing/virtual meeting equipment [ $M = 2.67$ ]

Key Comparisons Between Victim and Stakeholder Responses			
<i>Victim Survey Respondents</i>		<i>Stakeholder Survey Respondents</i>	
<b>Barriers to Service</b>	<b>Mean</b>	<b>Barriers to Service</b>	<b>Mean</b>
Ashamed/Embarrassed about victimization	5.00	No childcare available	4.00
I thought I was OK/thought I could deal with it on my own	3.00	Caretaker was/is offender	3.60
Did not know services were free	2.00	Fear of losing housing	3.60
Changed mind	2.00	Victim was a child/too young	3.60
		Protecting the offender from the justice system	3.40
		Substance abuse addictions	3.40

## VICTIMS SERVICES NEEDS ASSESSMENT

### Franklin County

Franklin County included 1.3% of the participants of the state. Zero (0) victims participated in the survey, and 11 service providers participated in the survey. This means that victims from Franklin County represent 0% of the total state victim participant sample, and survey providers from Franklin County represent 1.9% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Franklin County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Fear of deportation [ $M = 3.73$ ]
  - Fear of losing housing [ $M = 3.60$ ]
  - Language barrier [ $M = 3.45$ ]
  - Substance abuse addictions [ $M = 3.40$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.36$ ]
  - Cultural barrier [ $M = 3.36$ ]
  - No childcare available [ $M = 3.36$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Disability Assistance (e.g., assistive technology, signing, etc.) [100.0%]
  - Long-term Housing [100.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100.0%]
  - Emergency Shelter and/or Emergency Short-term Housing [90.9%]
  - Crisis response at the crime scene [90.0%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [90.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Human Trafficking (Sex/Labor) [72.7%]
  - Domestic Abuse/Domestic Violence [63.6%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [63.6%]
  - Harassment/Bullying [60.0%]



- Identity Theft/Financial Abuse/Scam [60.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [81.8%]
  - Immigrant/Refugee [81.8%]
  - Individuals with intellectual/emotional disabilities [81.8%]
  - Non-native speakers (e.g., limited English proficiency) [80.0%]
  - Elderly/Seniors (age 65+) [77.8%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [90.0%]
  - Medical exam for sexual assault [90.0%]
  - Crisis Hotline [70.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [63.6%]
  - Court Accompaniment and/or assistance in court system procedures [63.6%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [63.6%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Injury by DUI (Driving Under the Influence) Offender [80.0%]
  - Robbery [70.0%]
  - Burglary [60.0%]
  - Child Physical Abuse [60.0%]
  - Child Sexual Abuse/Assault [54.5%]
  - Physical Assault [54.5%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [77.8%]
  - White [70.0%]
  - Children (age 12 and younger) [66.7%]
  - College Students [66.7%]
  - Men [60.0%]
  - Middle-Eastern [60.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.40]

- Advanced Victim Advocate training [ $M = 2.27$ ]
- Sensitivity and Cultural Competency [ $M = 2.18$ ]
- Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.10$ ]
- Navigating the PA Criminal Justice System [ $M = 2.10$ ]
- Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.10$ ]
- Trauma Informed/Sensitive Services and Support [ $M = 2.10$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.63$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.88$ ]
  - Regional cross-training initiatives [ $M = 2.71$ ]
  - Data collection software [2.63]
  - Computer equipment [ $M = 2.38$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 2.38$ ]

### Stakeholder Survey Respondent Demographics

- 45.5% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 27.3% of respondents reported that they work for a criminal/juvenile justice agency. 18.2% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 9.1% of respondents reported that they 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 encounters victims of crime.
- 36.4% of respondents reported that they encounter victims/survivors of crime daily. 27.3% of respondents reported that they encounter victims/survivors of crime monthly. 18.2% of respondents reported that they encounter victims/survivors of crime a few times per year. 9.1% of respondents reported that they encounter victims/survivors of crime a few times per week or report having no direct contact with victims/survivors of crime.
- 45.5% of respondents reported working with victims/survivors of crime for 6-10 years. 27.3% of respondents reported working with victims/survivors of crime for 20 or more years. 9.1% of respondents reported working with victims/survivors of crime for 1-15 years, 11-15 years, or 16-19 years.
- The median number of people working for a respondent's organization is 23, with a median estimated yearly budget of \$45,000.
- 27.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 7.50% of organizational budgets.
- 9.1% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 45.00% of organizational budgets.
- 54.5% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 10.00% of organizational budgets.
- 36.4% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50.00% of organizational budgets.
- 63.6% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 52.75% of organizational budgets.
- 36.4% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 1.00% of organizational budgets.
- 45.5% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 50.00% of organizational budgets.

## VICTIMS SERVICES NEEDS ASSESSMENT

### Fulton County

Fulton County included 0.47% of the participants of the state. Zero (0) victims participated in the survey, and four (4) service providers participated in the survey. This means that victims from Fulton County represent 0% of the total state victim participant sample, and survey providers from Fulton County represent 0.7% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Fulton County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Ashamed/Embarrassed about victimization [ $M = 3.75$ ]
  - Caretaker was/is offender [ $M = 3.75$ ]
  - Fear of losing housing [ $M = 3.50$ ]
  - No childcare available [ $M = 3.50$ ]
  - Victim changed mind [ $M = 3.50$ ]
  - Victim was a child/too young [ $M = 3.50$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [100.0%]
  - Counseling, Therapy, or Mental Health Services [75.0%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [75.0%]
  - Emergency Shelter and/or Emergency Short-term Housing [75.0%]
  - Long-term Housing [75.0%]
  - Relocation Services [75.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [75.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [75.0%]
  - Human Trafficking (Sex/Labor) [75.0%]
  - Arson [50.0%]
  - Domestic Abuse/Domestic Violence [50.0%]

- Identity Theft/Financial Abuse/Scam [50.0%]
- Physical Assault or Domestic Violence Against an Older Adult/Senior [50.0%]
- Stalking [50.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [75.0%]
  - Elderly/Seniors (age 65+) [50.0%]
  - Non-native speakers (e.g., limited English proficiency) [50.0%]
  - Young Adults (age 18-25) [50.0%]
  - Adolescents (age 13-17) [25.0%]
  - Black or African American [25.0%]
  - Families of homicide victims [25.0%]
  - Hispanic or Latino [25.0%]
  - Incarcerated [25.0%]
  - Immigrant/Refugee [25.0%]
  - Individuals with intellectual/emotional disabilities [25.0%]
  - Individuals with physical disabilities [25.0%]
  - LGBTQ [25.0%]
  - Middle-Eastern [25.0%]
  - Veterans [25.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Court Accompaniment and/or assistance in court system procedures [100.0%]
  - Child Advocacy Center services (including forensic interviews for child victims) [75.0%]
  - Legal immigration services related to a crime [75.0%]
  - Medical/Healthcare services [75.0%]
  - Victim/Witness Protection [75.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Physical Abuse [100.0%]
  - Child Sexual Abuse/Assault [100.0%]
  - Homicide/Murder [75.0%]
  - Injury by DUI (Driving Under the Influence) Offender [75.0%]
  - Physical Assault [75.0%]
  - Rape/sexual assault [75.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Children (age 12 and younger) [100.0%]
  - Men [100.0%]

- Women [100.0%]
- Adolescents (age 13-17) [75.0%]
- Adults (age 26-64) [75.0%]
- Families of homicide victims [75.0%]
- Individuals with intellectual/emotional disabilities [75.0%]
- Individuals with physical disabilities [75.0%]
- White [75.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.25$ ]
  - Advanced Victim Advocate training [ $M = 2.00$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 1.75$ ]
  - Support Group knowledge and information [ $M = 1.75$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 1.75$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Statewide comprehensive victim service hotline [ $M = 3.00$ ]
  - Increased pay/benefits for staff [ $M = 3.00$ ]
  - Access to telemedicine [ $M = 2.00$ ]
  - Computer equipment [ $M = 2.00$ ]
  - Data collection software [ $M = 2.00$ ]
  - IT support [ $M = 2.00$ ]
  - Office maintenance/repair [ $M = 2.00$ ]
  - Security systems [ $M = 2.00$ ]
  - Shelter maintenance/repair [ $M = 2.00$ ]
  - Specialized software for online appointment scheduling [ $M = 2.00$ ]
  - Technical assistance/visits [ $M = 2.00$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 2.00$ ]

## VICTIMS SERVICES NEEDS ASSESSMENT

### Greene County

Greene County included 1.19% of the participants of the state. Zero (0) victims participated in the survey, and 10 service providers participated in the survey. This means that victims from Greene County represent 0% of the total state victim participant sample, and survey providers from Greene County represent 1.7% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Greene County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Substance abuse addictions [ $M = 3.44$ ]
  - Fear of losing housing [ $M = 3.40$ ]
  - Victim changed mind [ $M = 3.30$ ]
  - Competing needs of household [ $M = 3.13$ ]
  - No childcare available [ $M = 3.11$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Emergency Financial Assistance [100.0%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [90.0%]
  - Emergency Shelter and/or Emergency Short-term Housing [90.0%]
  - Long-term Housing [90.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [90.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Child Physical Abuse [66.7%]
  - Harassment/Bullying [62.5%]
  - Child Sexual Abuse/Assault [55.6%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [55.6%]
  - Stalking [57.1%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:

- Adolescents (age 13-17) [77.8%]
- Homeless [75.0%]
- Individuals with intellectual/emotional disabilities [62.5%]
- Non-native speakers (e.g., limited English proficiency) [55.6%]
- Young Adults (age 18-25) [55.6%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [80.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [88.9%]
  - Medical exam for sexual assault [88.9%]
  - Crisis Hotline [77.8%]
  - Victim/Witness Protection [77.8%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Larceny/theft [85.7%]
  - Robbery [85.7%]
  - Burglary [71.4%]
  - Homicide/Murder [71.4%]
  - Injury by DUI (Driving Under the Influence) Offender [71.4%]
  - Rape/sexual assault [71.4%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Families of homicide victims [87.5%]
  - Adults (age 26-64) [77.8%]
  - Men [75.0%]
  - LGBTQ [62.5%]
  - White [62.5%]
  - Women [62.5%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, **stakeholder training needs** are:
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.60]
  - Trauma Informed/Sensitive Services and Support [*M* = 2.44]
  - Advanced Victim Advocate training [*M* = 2.40]
  - Basic Advocacy [*M* = 2.40]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.40]

- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.13$ ]
  - Technical assistance/visits [ $M = 2.57$ ]
  - Regional cross-training initiatives [ $M = 2.43$ ]
  - Remote training access [ $M = 2.25$ ]
  - Computer equipment [ $M = 2.00$ ]
  - Shelter maintenance/repair [ $M = 2.00$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.00$ ]

### Stakeholder Survey Respondent Demographics

- 30.0% of respondents reported that they 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 encounters victims of crime or work/volunteer for a Victim Services Provider – Nonprofit. 10.0% of respondents reported that they work for a social service organization not affiliated with a victim service provider; work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.); work for a criminal/juvenile justice agency; or work for the Court System.
- 30.0% of respondents reported that they encounter victims/survivors of crime daily. 20.0% of respondents reported that they encounter victims/survivors of crime a few times per year or weekly. 10.0% of respondents reported that they encounter victims/survivors of crime monthly, a few times per month, or a few times per week.
- 33.3% of respondents reported working with victims/survivors of crime for 11-15 years. 22.2% of respondents reported working with victims/survivors of crime for 16-19 years or 20 or more years. 11.1% of respondents reported working with victims/survivors of crime for 1-5 years or 6-10 years.
- The median number of people working for a respondent's organization is 26, with a median estimated yearly budget of \$1,075,000.
- 10.0% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 10.0% of organizational budgets.
- 0.0% of respondents reported receiving pass-through funding from coalition in the past three years.
- 50.0% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 6.5% of organizational budgets.
- 60.0% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 45.0% of organizational budgets.
- 60.0% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 4.0% of organizational budgets.
- 50.0% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 3.0% of organizational budgets.
- 80.0% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 40.0% of organizational budgets.



## VICTIMS SERVICES NEEDS ASSESSMENT

### Huntingdon County

Huntingdon County included 0.83% of the participants of the state. Two (2) individuals participated in the victim's survey, but were not directly impacted by crime, and five (5) service providers participated in the survey. This means that victims from Huntingdon County represent 0.8% of the total state victim participant sample, and service providers from Huntingdon County represent 0.9% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Huntingdon County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.20$ ]
  - Protecting the offender from the justice system [ $M = 3.20$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.00$ ]
  - Fear of losing housing [ $M = 3.00$ ]
  - No childcare available [ $M = 3.00$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [100.0%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [80.0%]
  - Emergency Financial Assistance [80.0%]
  - Employment Assistance [80.0%]
  - Relocation Services [80.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [80.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Human Trafficking (Sex/Labor) [75.0%]
  - Arson [50.0%]
  - Harassment/Bullying [50.0%]
  - Identity Theft/Financial Abuse/Scam [50.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [50.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:

- Incarcerated [80.0%]
- Non-native speakers (e.g., limited English proficiency) [80.0%]
- Adolescents (age 13-17) [60.0%]
- Elderly/Seniors (age 65+) [60.0%]
- Individuals with intellectual/emotional disabilities [60.0%]
- Veterans [60.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Court Accompaniment and/or assistance in court system procedures [100.0%]
  - Medical exam for sexual assault [100.0%]
  - Accompaniment to Medical Services [80.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [80.0%]
  - Child Advocacy Center services (including forensic interviews for child victims) [80.0%]
  - Continuing Crisis Intervention [80.0%]
  - Crisis Hotline [80.0%]
  - Medical/Healthcare services [80.0%]
  - Victim/Witness Protection [80.0%]
  - Safety/security planning [80.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Sexual Abuse/Assault [100.0%]
  - Larceny/theft [100.0%]
  - Rape/sexual assault [100.0%]
  - Child Physical Abuse [75.0%]
  - Domestic Abuse/Domestic Violence [75.0%]
  - Homicide/Murder [75.0%]
  - Injury by DUI (Driving Under the Influence) Offender [75.0%]
  - Physical Assault [75.0%]
  - Robbery [75.0%]
  - Stalking [75.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [100.0%]
  - White [100.0%]
  - Women [100.0%]
  - Children (age 12 and younger) [80.0%]
  - Families of homicide victims [80.0%]
  - Homeless [80.0%]

- Individuals with physical disabilities [80.0%]
- LGBTQ [80.0%]
- Men [80.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Sensitivity and Cultural Competency [ $M = 2.80$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.60$ ]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.60$ ]
  - Executive Director training [ $M = 2.50$ ]
  - Advanced Victim Advocate training [ $M = 2.40$ ]
  - Confidentiality, HIPPA, and ethics [ $M = 2.40$ ]
  - Foundational Academy training [ $M = 2.40$ ]
  - Mandated Reporter Requirements [ $M = 2.40$ ]
  - Navigating the PA Criminal Justice System [ $M = 2.40$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.40$ ]
  - Support Group knowledge and information [ $M = 2.40$ ]
  - Therapeutic Counseling training [ $M = 2.40$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.40$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Regional cross-training initiatives [ $M = 3.00$ ]
  - Remote training access [ $M = 3.00$ ]
  - Technical assistance/visits [ $M = 2.75$ ]
  - Access to telemedicine [ $M = 2.67$ ]
  - Website design/redesign [ $M = 2.67$ ]

## VICTIMS SERVICES NEEDS ASSESSMENT

### Indiana County

Indiana County included 1.54% of the participants of the state. Five (5) victims participated in the survey, and eight (8) service providers participated in the survey. This means that victims from Forest County represent 2.0% of the total state victim participant sample, and service providers from Indiana County represent 1.4% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Ashamed/Embarrassed about victimization [ $M = 5.00$ ]
  - Concerned about what others would think (e.g., family, friend(s), community member(s)) [ $M = 5.00$ ]
  - Afraid of not being believed [ $M = 5.00$ ]
  - Changed Mind [ $M = 4.50$ ]
  - Thought crime occurred too far in the past to seek/receive services [ $M = 4.50$ ]
  - Afraid of losing privacy [ $M = 4.50$ ]
  - Did not know that I was eligible for services [ $M = 4.50$ ]
  - I thought I was OK/thought I could deal with it on my own [ $M = 4.50$ ]
- The most **needed, but not sought, nor received** services are:
  - Peer Support Groups (Someone to talk to about what happened) [66.7%]
  - Medical exam for sexual assault [33.3%]
  - Court accompaniment and/or assistance in court system procedures [33.3%]
  - Legal assistance/representation [33.3%]
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [100.0%]
  - Peer Support Groups (Someone to talk to about what happened) [66.7%]
  - Medical/Healthcare Services [66.7%]
  - Medical exam for sexual assault [33.3%]
  - Drug and Alcohol Addiction Support/Treatment [33.3%]
  - Information/free resources about services available [33.3%]
- The **highest rated** services received (in terms of quality) are:
  - Drug and Alcohol Addiction Support/Treatment [ $M = 5.00$ ]
  - Medical/Healthcare Services [ $M = 4.50$ ]
  - Counseling, Therapy, or Mental Health Services [ $M = 4.30$ ]

- Information/free resources about services available [ $M = 4.00$ ]
- Medical exam for sexual assault [ $M = 4.00$ ]
- **\*Ratings of most received** services are:
  - Counseling, Therapy, or Mental Health Services [ $M = 4.10$ ]
  - Medical/Healthcare Services [ $M = 4.00$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 4.00$ ]
  - Legal assistance/representation [ $M = 4.36$ ]
  - Legal Immigration services related to the crime [ $M = 4.71$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Family [33.3%]
  - Victim advocate/Victim service agency/Not-for profit org [33.3%]
  - Counselor/Mental health services/Psychiatrist [33.3%]
  - Medical Services (doctor, nurse, hospital, clinic, dentist) [33.3%]
  - Teacher or professor [33.3%]

#### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - Rape/sexual assault [66.7%]
  - Physical Assault [33.3%]
  - Harassment/Bullying [33.3%]
  - Robbery [33.3%]
  - Larceny/theft [33.3%]
  - Child Sexual Abuse/Assault [33.3%]
  - Child Physical Abuse [33.3%]
  - Identity Theft/Financial Abuse/Scam [33.3%]
- The **most impactful** crimes reported are:
  - Rape/sexual assault [66.7%]
  - Child Sexual Abuse/Assault [33.3%]
- The average number of crimes reported per person directly impacted by crime is almost 2 ( $M = 1.80$ )
- The majority [60.0%] of the “most impactful” crimes are violent crimes.
- Among those who reported being directly impacted by **more than one crime**, Child Sexual Abuse/Assault ( $M = 1.00$ ), is ranked as having the **most impact**, followed by Rape/sexual assault ( $M = 1.00$ ), Physical Assault ( $M = 2.00$ ), Harassment/Bullying ( $M = 2.00$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crime** is Rape/sexual assault [100.0%].
- **Among those who did not report the crime to the police**, the **highest ranked barriers to contacting the police** are “Ashamed/embarassed about victimization ( $M = 4.00$ ),” “Concerned about what others would think (e.g., family, friend, community members) ( $M = 4.00$ ),” and “Was not sure if it was a crime ( $M = 4.00$ ).”

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.50$ ]
  - No childcare available [ $M = 3.38$ ]
  - Substance abuse addictions [ $M = 3.25$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.13$ ]
  - Work schedule conflict [ $M = 3.13$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Language/interpretation services- county recode [85.7%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)- county recode [85.7%]
  - Emergency Shelter and/or Emergency Short-term Housing- county recode [71.4%]
  - Legal immigration services related to a crime- county recode [71.4%]
  - Peer Support Groups- county recode [62.5%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [50.0%]
  - Human Trafficking (Sex/Labor) [50.0%]
  - Identity Theft/Financial Abuse/Scam [50.0%]
  - Stalking [42.9%]
  - Arson [42.9%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Individuals with intellectual/emotional disabilities [62.5%]
  - Individuals with physical disabilities [57.1%]
  - Non-native speakers [62.5%]
  - Black or African American [50.0%]
  - Hispanic or Latino [50.0%]
  - Homeless [50.0%]
  - Middle Eastern [50.0%]
  - Incarcerated [50.0%]
  - Women [50.0%]
  - LGBTQ [50.0%]
  - Veterans [50.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Crisis response at the crime scene [85.7%]
  - Faith-based/spiritual help [85.7 %]
  - Medical/Healthcare services [71.4%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [71.4%]
  - Court Accompaniment and/or assistance in court system procedures [71.4%]
  - Accompaniment to Medical Services [71.4%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [71.4%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime [71.4%]
  - Safety/security planning [71.4%]
  - Crisis Hotline [71.4%]
  - Continuing Crisis Intervention [71.4%]
  - Victim/Witness Protection [71.4%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Physical Abuse [87.5%]
  - Child Sexual Abuse/Assault [87.5%]
  - Rape/sexual assault [75.0%]
  - Domestic Abuse/Domestic Violence [62.5%]
  - Physical Assault [62.5%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Children (age 12 and younger) [87.5%]
  - Adults (age 26-64) [87.5%]
  - Adolescents (age 13-17) [62.5%]
  - Women [50.0%]
  - LGBTQ [50.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [M = 2.63]
  - Comprehensive information about victims' services and other programs available locally and statewide [M = 2.63]
  - Navigating the PA Criminal Justice System [M = 2.50]
  - Advanced Victim Advocate training [M = 2.38]

- Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [M = 2.13]
- Trauma Informed/Sensitive Services and Support [M = 2.13]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Security systems [M = 3.33]
  - Increased pay/benefits for staff [M = 3.33]
  - Shelter maintenance/repair [M = 3.00]
  - Technology to assist with language barriers (build-in translators for online communication) [M = 3.00]
  - Computer equipment [M = 2.75]
  - Regional cross-training initiatives [M = 2.75]
  - Teleconferencing/virtual meeting equipment [M = 2.75]

### Stakeholder Survey Respondent Demographics

- 37.5% of respondents reported that they work for a criminal/juvenile justice agency.
- 25.0% of respondents reported that they work/volunteer for a Victim Services Provider – Nonprofit.
- 12.5% of respondents reported that they 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 encounters victims of crime; work for a social service organization not affiliated with a victim service provider; work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.).
- 25% of respondents reported that they encounter victims/survivors of crime daily. 25% of respondents reported that they encounter victims/survivors of crime a few times per week. 25% of respondents reported that they encounter victims/survivors of crime Weekly. 12.5% of respondents reported that they encounter victims/survivors of crime Monthly. 12.5% of respondents reported that they have no direct contact with victims/survivors of crime.
- 37.5% of respondents reported working with victims/survivors of crime for 6-10 years. 25.0% of respondents reported working with victims/survivors of crime for 20 or more years. 12.5% of respondents reported working with victims/survivors of crime for 1-5; or 11-15; or 16-19 years.
- The median number of people working for a respondent’s organization is 70.0, with a median estimated yearly budget of \$280,000.
- 25.0% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 0.50% of organizational budgets.
- 12.5% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 47.00% of organizational budgets.
- 25.0% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 51.00% of organizational budgets.
- 25.0% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 26.50% of organizational budgets.
- 37.5% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 25.00% of organizational budgets.
- 25.0% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 85.00% of organizational budgets.
- 75.0% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 18.00% of organizational budgets.



Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Ashamed/Embarrassed about victimization	5.00	Caretaker was/is offender	3.50
Concerned about what others would think	5.00	No childcare available	3.38
Afraid of not being believed	5.00	Substance abuse addictions	3.25
Changed Mind	4.50	Ashamed/Embarrassed about victimization	3.13
Thought crime occurred too far in the past to seek/receive services	4.50	Work schedule conflict	3.13
Afraid of losing privacy	4.50		
Did not know that I was eligible for services	4.50		
I thought I was OK/thought I could deal with it on my own	4.50		
Greatest Needs	Percent	Greatest Needs	Percent
Peer Support Groups	66.7	Language/interpretation services- county recode	85.7
Medical exam for sexual assault	33.3	Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)- county recode	85.7
Court accompaniment and/or assistance in court system procedures	33.3	Emergency Shelter and/or Emergency Short-term Housing- county recode	71.4
Legal assistance/representation	33.3	Legal immigration services related to a crime- county recode	71.4
		Peer Support Groups- county recode	62.5

## VICTIMS SERVICES NEEDS ASSESSMENT

### Jefferson County

Jefferson County included 0.35% of the participants of the state. Zero (0) victims participated in the survey, and three (3) service providers participated in the survey. This means that victims from Jefferson County represent 0.00% of the total state victim participant sample, and service providers from Jefferson County represent 0.5% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Jefferson County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [M = 3.33]
  - Victim changed mind [M = 3.33]
  - Protecting the offender from the justice system [M = 3.00]
  - Fear of losing housing [M = 3.00]
  - Ashamed/Embarrassed about victimization [M = 3.00]
  - No childcare available [M = 3.00]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Legal assistance/representation [66.7%]
  - Long-term Housing [66.7%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [66.7%]
  - Basic needs (i.e., clothing, food, shelter) [66.7%]
  - Emergency Financial Assistance [66.7%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Arson [33.3%]
  - Physical Assault or Domestic Violence Against an Older Adult [33.3%]
  - Domestic Abuse/Domestic Violence [33.3%]
  - Harassment/Bullying [33.3%]
  - Human Trafficking (Sex/Labor) [33.3%]
  - Identity Theft/Financial Abuse/Scam [33.3%]
  - Stalking [33.3%]

- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Adolescents (age 13-17) [33.3%]
  - Young Adults (age 18-25) [33.3%]
  - Elderly/Seniors (age 65+) [33.3%]
  - Homeless [33.3%]
  - Non-native speakers (e.g., limited English proficiency) [33.3%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Counseling, Therapy, or Mental Health Services [66.7%]
  - Peer Support Groups [66.7%]
  - Substance Abuse support/treatment [66.7%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [66.7%]
  - Accompaniment to Medical Services [66.7%]
  - Legal immigration services related to a crime [66.7%]
  - Emergency Shelter and/or Emergency Short-term Housing [66.7%]
  - Employment Assistance [66.7%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [66.7%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime [66.7%]
  - Language/interpretation services [66.7%]
  - Safety/security planning [66.7%]
  - Crisis response at the crime scene [66.7%]
  - Crisis Hotline [66.7%]
  - Continuing Crisis Intervention [66.7%]
  - Faith-based/spiritual help [66.7%]
  - Financial assistance for funeral/burial services [66.7%]
  - Coordination of victim services [66.7%]
  - Victim/Witness Protection [66.7%]
  - Relocation Services [66.7%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult)-county recode [66.7%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [66.7%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [100.0%]
  - Child Physical Abuse [100.0%]

- Child Sexual Abuse/Assault [100.0%]
- Homicide/Murder [100.0%]
- Injury by DUI (Driving under the Influence) [100.0%]
- Physical Assault [100.0%]
- Rape/sexual assault [100.0%]
- Robbery [100.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Children [100.0%]
  - Adults (age 26-64) [100.0%]
  - Men [100.0%]
  - White [100.0%]
  - Women [100.0%]
  - LGBTQ [100.0%]
  - Individuals with intellectual/emotional disabilities [100.0%]
  - Individuals with physical disabilities [100.0%]
  - Incarcerated [100.0%]
  - Veterans [100.0%]
  - Families of homicide victims [100.0%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [M = 2.00]
  - Comprehensive information about victims' services and other programs available locally and statewide [M = 1.67]
  - Advanced Victim Advocate training [M = 1.67]
  - Basic Advocacy [M = 1.67]
  - Trauma Informed/Sensitive Services and Support [M = 1.33]
  - Therapeutic Counseling training [M = 1.33]
  - Support Group knowledge and information [M = 1.33]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [M = 1.33]
  - Navigating the PA Criminal Justice System [M = 1.33]
  - Hotline training [M = 1.33]
  - Executive Director training [M = 1.33]
  - Confidentiality, HIPPA, and ethics [M = 1.33]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Regional cross-training initiatives [M = 2.00]
  - Access to telemedicine [M = 2.00]
  - Security systems [M = 1.50]
  - Office maintenance/repair [M = 1.50]

- Shelter maintenance/repair [M = 1.50]
- Computer equipment [M = 1.50]
- IT support [M = 1.50]
- Website design/redesign [M =1.50]
- Specialized software for online appointment scheduling [M =1.50]
- Statewide comprehensive victim service hotline [M =1.50]
- Increased pay/benefits for staff [M = 1.50]

## VICTIMS SERVICES NEEDS ASSESSMENT

### Juniata County

Juniata County included 0.83% of the participants of the state. Two (2) victims participated in the survey, and five (5) service providers participated in the survey. This means that victims from Juniata County represent 0.8% of the total state victim participant sample, and service providers from Juniata County represent 0.9% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - I thought was OK/thought I could deal with it on my own [ $M = 4.50$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.50$ ]
  - Concerned about what others would think (e.g., family, friend(s), community member(s)) [ $M = 3.50$ ]
  - Worried about being blamed [ $M = 3.00$ ]
  - Afraid of losing privacy [ $M = 3.00$ ]
  - Afraid of not being believed [ $M = 3.00$ ]
  - Afraid of retaliation [ $M = 3.00$ ]
  - Did not trust government [ $M = 3.00$ ]
  - Did not trust the police [ $M = 3.00$ ]
  - Did not trust courts [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Peer Support Groups (Someone to talk to about what happened) [50.0%]
  - Emergency Financial Assistance [50.0%]
- The most **needed and sought, but not received** services are:
  - Counseling, Therapy, or Mental Health Service [50.0%]
  - Information/free resources about services available [50.0%]
  - Legal assistance/representation [50.0%]
  - Safety/Security Planning [50.0%]
  - Faith-based/spiritual help [50.0%]
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [50.0%]
  - Court accompaniment and/or assistance in court system procedures [50.0%]
  - Notices about the status of court hearings and/or location of the criminal defendant [50.0%]
- The **highest rated** services received (in terms of quality) are:
  - Counseling, Therapy, or Mental Health Services [ $M = 4.00$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 2.50$ ]

- Court accompaniment and/or assistance in court system procedures [ $M = 2.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - N/A

### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - Rape/sexual assault [50.0%]
  - Child Sexual Abuse/Assault [50.0%]
  - Domestic Abuse/Domestic Violence [50.0%]
  - Stalking [50.0%]
- The **most impactful** crimes reported are:
  - Child Sexual Abuse/Assault [50.0%]
  - Domestic Abuse/Domestic [50.0%]
- The average number of crimes reported per person directly impacted by crime is 2 ( $M = 2.00$ )
- All [100.0%] of the “most impactful” crimes are violent crimes.
- Among those who reported being directly impacted by **more than one crime**, Domestic Abuse/Domestic Violence ( $M = 1.00$ ), is ranked as having the **most impact**, followed by Physical Assault ( $M = 2.00$ ), and Robbery ( $M = 3.00$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crime** is Child Sexual Abuse/Assault [100.0%].
- **Among those who did not report the crime to the police**, the **highest ranked barriers to contacting the police** are “Did not know how to report ( $M = 5.00$ ),” and “Victim was a child/was too young ( $M = 3.00$ ).”

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Protecting the offender from the justice system [ $M = 2.80$ ]
  - Ashamed/Embarrassed about victimization [ $M = 2.80$ ]
  - No childcare available [ $M = 2.80$ ]
  - Victim changed mind [ $M = 2.80$ ]
  - Fear of losing housing [ $M = 2.60$ ]
  - Caretaker [ $M = 2.60$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [80.0%]

- Relocation Services [80.0%]
- Disability Assistance (e.g., assistive technology, signing, etc.) [80.0%]
- Substance Abuse support/treatment [60.0%]
- Legal immigration services related to a crime-county recode [60.0%]
- Emergency Shelter and/or Emergency Short-term Housing [60.0%]
- Basic needed (i.e., clothing, food, shelter) [60.0%]
- Language/interpretation services [60.0%]
- Faith-based/spiritual help [60.0%]
- Financial assistance for funeral/burial services [60.0%]
- In-home personal care (e.g., day care for children; medical care for elder or disabled adult) [60.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [50.0%]
  - Arson [25.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [25.0%]
  - Burglary [25.0%]
  - Domestic Abuse/Domestic Violence [25.0%]
  - Identity Theft/Financial Abuse/Scam [25.0%]
  - Stalking [25.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [80.0%]
  - Elderly/Seniors (age 65+) (60.0%)
  - Non-native speakers (e.g., limited English proficiency) [60.0%]
  - Adolescents (age 13-17) [40.0%]
  - LGBTQ [40.0%]
  - Individuals with intellectual/emotional disabilities [40.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [80.0%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [80.0%]
  - Accompaniment to Medical Services [80.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime [80.0%]
  - Safety/security planning [80.0%]
  - Crisis Hotline [80.0%]
  - Victim/Witness Protection [80.0%]



- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Physical Abuse [100.0%]
  - Injury by DUI (Driving Under the Influence) Offender [100.0%]
  - Larceny/theft [100.0%]
  - Physical Assault [100.0%]
  - Rape/sexual assault [100.0%]
  - Robbery [100.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [100.0%]
  - White [100.0%]
  - Men [100.0%]
  - Families of homicide victims [100.0%]
  - Women [100.0%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.20]
  - Sensitivity and Cultural Competency [*M* = 2.20]
  - Support Group knowledge and information [*M* = 2.00]
  - Mandated Reporter Requirements [*M* = 2.00]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.00]
  - Advanced Victim Advocate training [*M* = 2.00]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Technology to assist with language barriers (build-in translators for online communication) [*M* = 2.50]
  - IT support [*M* = 2.33]
  - Training initiatives [*M* = 2.25]
  - Website design/redesign [*M* = 2.25]
  - Teleconferencing/virtual meeting equipment [*M* = 2.00]

Stakeholder Survey Respondent Demographics
<ul style="list-style-type: none"> <li>• 40% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 20.0% of respondents reported that they work for a criminal/juvenile justice agency; or for a Victim Services Provider – Nonprofit; or for a Victim Services Provider - Government affiliated.</li> <li>• 40% of respondents reported that they encounter victims/survivors of crime Monthly or Daily. 20% of respondents reported that they encounter victims/survivors of crime A few times per month.</li> <li>• 60% of respondents reported working with victims/survivors of crime for 20 or more years. 20% of respondents reported working with victims/survivors of crime for 11-15 years or 6-10 years.</li> </ul>

- The median number of people working for a respondent’s organization is 8.00, with a median estimated yearly budget of \$55,000.
- 20% of respondents reported receiving pass-through funding from a government entity in the past three years.
- 20% of respondents reported receiving pass-through funding from coalition in the past three years.
- 60% of respondents reported receiving PCCD/OVS Grant funding in the past three years.
- 40% of respondents reported receiving direct grant funding from a federal agency in the past three years.
- 20% of respondents reported receiving local/community funding in the past three years.
- 0% of respondents reported receiving private funding in the past three years.
- 80% of respondents reported receiving state funding in the past three years.

Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
I thought was OK/thought I could deal with it on my own	4.50	Protecting the offender from the justice system	2.80
Ashamed/Embarrassed about victimization	3.50	Ashamed/Embarrassed about victimization	2.80
Concerned about what other would think	3.50	No childcare available	2.80
Worried about being blamed	3.00	Victim changed mind	2.80
Afraid of losing privacy	3.00	Fear of losing housing	2.60
Afraid of not being believed	3.00		
Afraid of retaliation	3.00		
Did not trust government	3.00		
Did not trust the Police	3.00		
Did not trust courts	3.00		
Greatest Needs – Top 5	Percent	Greatest Needs – Top 5	Percent
Peer Support Groups (Someone to talk to about what happened)	50.0	Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	80
Emergency Financial Safety/Security Planning	50.0	Relocation Services	80
	16.7	Disability Assistance (e.g., assistive technology, signing, etc.)	80
Crisis response at the crime scene	16.7	Substance Abuse support/treatment	60
Legal assistance/representation	8.3	Legal immigration services related to a crime-county recode	60
Relocation Services	8.3	Emergency Shelter and/or Emergency Short-term Housing	60
Emergency Financial Assistance	8.3	Basic needed (i.e., clothing, food, shelter)	60
		Language/interpretation services	60
		Faith-based/spiritual help	60
		Financial assistance for funeral/burial services	60

## VICTIMS SERVICES NEEDS ASSESSMENT

### Lackawanna County

Lackawanna County included 0.83% of the participants of the state. Two (2) victims participated in the survey, and five (5) service providers participated in the survey. This means that victims from Lackawanna County represent 0.8% of the total state victim participant sample, and service providers from Lackawanna County represent 0.9% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Changed Mind [ $M = 5.00$ ]
  - Still dealing with issues involving crime [ $M = 5.00$ ]
  - Did not consider myself a victim [ $M = 5.00$ ]
  - Afraid of not being believed [ $M = 5.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 5.00$ ]
  - Concerned about what others would think [ $M = 5.00$ ]
  - I thought I was OK/thought I could deal with it on my own [ $M = 5.00$ ]
  - Afraid of retaliation [ $M = 5.00$ ]
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** service is:
  - Counseling, therapy, or Mental Health Services [66.7%]
- The **highest rated** service received (in terms of quality) is:
  - Counseling, Therapy, or Mental Health Services [ $M = 3.50$ ]
- **Most cited sources of how victims received information on victim's services** are:
  - Family [50.0%]
  - Victim advocate/Victim service agency/Not-for profit org [50.0%]

##### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - Physical Assault [50.0%]
  - Rape/sexual assault [50.0%]
  - Child Physical Abuse [50.0%]
  - Abuse/Domestic Violence [50.0%]
- The **most impactful** crimes reported are:

- Physical Assault [50.0%]
- Child Physical Abuse [50.0%]
- The average number of crimes reported per person directly impacted by crime is about 1 ( $M = 1.33$ )
- All [100.0%] of the “most impactful” crimes are violent crimes.
- Among those who reported being directly impacted by **more than one crime**, Domestic Abuse/Domestic Violence ( $M = 2.00$ ), is ranked as having the **most impact**, followed by Rape/Sexual assault ( $M = 3.00$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crime** is Physical Assault [100.0%].

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Fear of losing housing [ $M = 4.10$ ]
  - Fear of deportation [ $M = 4.00$ ]
  - Caretaker was/is offender [ $M = 4.00$ ]
  - Competing needs of household [ $M = 3.90$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.70$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Counseling, Therapy, or Mental Health Services [100.0%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [100.0%]
  - Peer Support Groups [90.0%]
  - Long-term Housing [90.0%]
  - Emergency Shelter and/or Emergency Short-term Housing [90.0%]
  - Basic needs (i.e., clothing, food, shelter) [90.0%]
  - Employment Assistance [90.0%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [90.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [77.8%]
  - Domestic Abuse/Domestic Violence [66.7%]
  - Human Trafficking (Sex/Labor) [66.7%]
  - Rape/sexual assault [66.7%]
  - Stalking [66.7%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:

- Non-native speakers (e.g., limited English proficiency) [77.8%]
- Women [55.6%]
- LGBTQ [55.6%]
- Individuals with intellectual/emotional disabilities [55.6%]
- Individuals with physical disabilities [55.6%]
- Immigrant/Refugee [55.6%]
- College Students [55.6%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [90.0%]
  - Crisis Hotline [66.7%]
  - Crisis response at the crime scene [60.0%]
  - Faith-based/spiritual help [60.0%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [55.6%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime [55.6%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Sexual Abuse/Assault [55.6%]
  - Child Physical Abuse [55.6%]
  - Injury by DUI (Driving Under the Influence) Offender [55.6%]
  - Burglary [44.4%]
  - Homicide/Murder [44.4%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Children (age 12 and younger) [55.6%]
  - Elderly/Seniors (age 65+) [55.6%]
  - Adults (age 26-64) [55.6%]
  - Veterans [55.6%]
  - White [50.0%]
  - Men [44.4%]
  - Incarcerated [44.4%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* =3.00]

- Advanced Victim Advocate training [ $M = 3.00$ ]
- Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.89$ ]
- Trauma Informed/Sensitive Services and Support [ $M = 2.89$ ]
- Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.78$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Statewide comprehensive victim service hotline [ $M = 3.43$ ]
  - Increased pay/benefits for staff [ $M = 3.38$ ]
  - Regional cross-training initiatives [ $M = 3.25$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 3.25$ ]
  - Data collection software [ $M = 3.13$ ]

### Stakeholder Survey Respondent Demographics

- 30% of respondents reported that they work/volunteer for a Victim. 20% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.); or I work for a criminal/juvenile justice agency. 10% of respondents reported that they work for a hospital/medical service provider; or 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; or 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.
- 40% of respondents reported that they encounter victims/survivors of crime a few times per year. 30% of respondents reported that they encounter victims/survivors of crime daily. 10% of respondents reported that they encounter victims/survivors of crime Monthly, A few times per month, or A few times per week.
- 40% of respondents reported working with victims/survivors of crime for 11-15 years. 20% of respondents reported working with victims/survivors of crime for 16-19 years or 20 or more years. 10% of respondents reported working with victims/survivors of crime for 6-10 years or 1-5 years.
- The median number of people working for a respondent's organization is 37, with a median estimated yearly budget of \$800,000.
- 20% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 88% of organizational budgets.
- 20% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 24% of organizational budgets.
- 50% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 38.5% of organizational budgets.
- 40% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.
- 40% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 20% of organizational budgets.
- 30% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 10% of organizational budgets.
- 70% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 25% of organizational budgets.

Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Changed Mind	5.00	Fear of losing housing	4.10
Still dealing with issues involving crime	5.00	Fear of deportation	4.00
Did not consider myself a victim	5.00	Caretaker was/is offender	4.00
Afraid of not being believed	5.00	Competing needs of household	3.90
Ashamed/Embarrassed about victimization	5.00	Ashamed/Embarrassed about victimization	3.70
Concerned about what others would think	5.00		
I thought I was OK/thought I could deal with it on my own	5.00		
Afraid of retaliation	5.00		
Greatest Needs	Percent	Greatest Needs	Percent
Information/free resources about services available	20.8	Counseling, Therapy, or Mental Health Services	100
Someone to help coordinate victim services	17.4	Disability Assistance (e.g., assistive technology, signing, etc.)	100
Safety/Security Planning	16.7	Peer Support Groups	90
Crisis response at the crime scene	16.7	Long-term Housing	90
Legal assistance/representation	8.3	Emergency Shelter and/or Emergency Short-term Housing	90
Relocation Services	8.3	Basic needs (i.e., clothing, food, shelter) [	90
		Employment Assistance	90
Emergency Financial Assistance	8.3	In-home personal care (e.g. day care for children; medical care for elder or disabled adult)	90
		Counseling, Therapy, or Mental Health Services	90

## VICTIMS SERVICES NEEDS ASSESSMENT

### Lancaster County

Lancaster County included 2.97% of the participants of the state. Seven (7) victims participated in the survey, and 18 service providers participated in the survey. This means that victims from Lancaster County represent 2.7% of the total state victim participant sample, and service providers from Lancaster County represent 3.1% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Afraid of retaliation [ $M = 5.00$ ]
  - Still dealing with issues involving crime [ $M = 4.00$ ]
  - Did not trust the P [ $M = 3.00$ ]
  - Did not trust courts [ $M = 3.00$ ]
  - Concerned about what others would think (e.g., family, friend(s), community member(s)) [ $M = 3.00$ ]
  - I thought I was OK/thought I could deal with it on my own [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Peer Support Groups [40.0%]
  - Counseling, Therapy, or Mental Health Service [20.0%]
  - Court accompaniment and/or assistance in court system procedures [20.0%]
  - Notices about the status of court hearings and/or location of the criminal defendant [20.0%]
  - Information/free resources about services available [20.0%]
  - Legal assistance/representation [20.0%]
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expense [20.0%]
  - Someone to help coordinate victim services [20.0%]
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - Counseling, therapy, or Mental Health Services [40.0%]
  - Court accompaniment and/or assistance in court system procedures [20.0%]
  - Notices about the status of court hearings and/or location of the criminal defendant [20.0%]
  - Victim/Witness Protection [20.0%]
  - Information/free resources about services available [20.0%]
  - Safety/Security Planning [20.0%]
  - Crisis Hotline [20.0%]



- Someone to help coordinate victim services [20.0%]
- Assistance filling out compensation forms for reimbursement/payment of crime-related expenses [20.0%]
- The **highest rated** services received (in terms of quality) are:
  - Counseling, Therapy, or Mental Health Services [ $M = 4.50$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 5.00$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 2.50$ ]
  - Victim/Witness Protection [ $M = 5.00$ ]
  - Information/free resources about services available [ $M = 4.00$ ]
  - Safety/Security Planning [ $M = 5.00$ ]
  - Crisis Hotline [ $M = 4.00$ ]
  - Someone to help coordinate victim services [ $M = 3.50$ ]
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expenses [ $M = 4.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Police/Detective/Law Enforcement [60.0%]
  - Victim advocate/Victim service agency/Not-for profit org [20.0%]
  - Internet Search [20.0%]

#### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - Stalking [40.0%]
  - Domestic Abuse/Domestic Violence [40.0%]
  - Physical Assault [20.0%]
  - Harassment/Bullying [20.0%]
  - Rape/sexual assault [50.0%]
  - Burglary [20.0%]
  - Homicide/Murder [20.0%]
  - Larceny/theft [20.0%]
- The **most impactful** crimes reported are:
  - Robbery [40.0%]
  - Homicide/Murder [20.0%]
  - Domestic Abuse/Domestic Violence [20.0%]
  - Stalking [20.0%]
- The average number of crimes reported per person directly impacted by crime is about 2 ( $M = 1.57$ )
- Most [80.0%] of the “most impactful” crimes are violent crimes.
- Among those who reported being directly impacted by **more than one crime**, Homicide/Murder ( $M = 1.00$ ), is ranked as having the **most impact**, followed by Robbery ( $M = 1.00$ ), and Domestic Abuse/Domestic Violence ( $M = 1.50$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crime** is robbery (100%).

- **Among those who did not report the crime to the police, the highest ranked barriers to contacting the police** are “Do not trust the police ( $M = 5.00$ ),” “Afraid of not being believed ( $M = 4.00$ ),” and “Afraid of retaliation ( $M = 4.00$ ).”

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Ashamed/Embarrassed about victimization [ $M = 3.83$ ]
  - Language barrier [ $M = 3.78$ ]
  - Cultural barrier [ $M = 3.56$ ]
  - Victim changed mind [ $M = 3.53$ ]
  - No childcare available [ $M = 3.50$ ]
  - Caretaker was/is offender [ $M = 3.50$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [88.9%]
  - Counseling, Therapy, or Mental Health Services [88.2%]
  - Long-term Housing [88.2%]
  - Emergency Financial Assistance [88.2%]
  - Peer Support Groups [77.8%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [76.5%]
  - Legal immigration services related to a crime [75.0%]
  - Relocation Services [75.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [83.3%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [66.7%]
  - Human Trafficking (Sex/Labor) [61.1%]
  - Domestic Abuse/Domestic Violence [66.7%]
  - Child Physical Abuse [55.6%]
  - Child Sexual Abuse/Assault [55.6%]
  - Stalking [55.6%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - LGBTQ [76.5%]
  - Hispanic or Latino [76.5%]

- Individuals with intellectual/emotional disabilities [70.6%]
- Individuals with physical disabilities [70.6%]
- Men [70.6%]
- Adolescents (age 13-17) [62.5%]
- Elderly/Seniors (age 65+) [62.5%]
- Black or African American [64.7%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [88.2%]
  - Medical/Healthcare services [76.5%]
  - Medical exam for sexual assault [70.6%]
  - Crisis Hotline [64.7%]
  - Faith-based/spiritual help [64.7%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Arson [37.5%]
  - Burglary [35.3%]
  - Child Sexual Abuse/Assault [33.3%]
  - Rape/sexual assault [33.3%]
  - Domestic Abuse/Domestic Violence [27.8%]
  - Injury by DUI (Driving Under the Influence) Offender [27.8%]
  - Larceny/theft [27.8%]
  - Physical Assault [27.8%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [41.2%]
  - Women [41.2%]
  - Children (age 12 and younger) [37.5%]
  - Adults (age 26-64) [33.3%]
  - College Students [31.3%]
  - Veterans [31.3%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Trauma Informed/Sensitive Services and Support [ $M = 3.00$ ]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.94$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.71$ ]

- Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.71$ ]
- Advanced Victim Advocate training [ $M = 2.67$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.20$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 3.00$ ]
  - Computer equipment [ $M = 2.75$ ]
  - Data collection software [ $M = 2.69$ ]
  - Teleconferencing/virtual [ $M = 2.57$ ]

### Stakeholder Survey Respondent Demographics

- 50% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 16.7% of respondents reported that they 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 encounters victims of crime or work/volunteer for a Victim Services Provider -Government affiliated. 11.1% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 5.6% of respondents reported that they work for a criminal/juvenile justice agency.
- 50% of respondents reported that they encounter victims/survivors of crime daily. 38.9% of respondents reported that they encounter victims/survivors of crime a few times per year. 5.6% of respondents reported that they encounter victims/survivors of crime monthly or a few times per week.
- 22.2% of respondents reported working with victims/survivors of crime for 20 or more years, 6-10 years, or 1-5 years. 16.7% of respondents reported working with victims/survivors of crime for 11-15 years. 11.1% of respondents reported working with victims/survivors of crime for 16-19 years. 5.6% of respondents reported working with victims/survivors of crime for less than a year.
- The median number of people working for a respondent's organization is 14, with a median estimated yearly budget of \$650,000.
- 27.8% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 7.50% of organizational budgets.
- 11.1% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 28.00% of organizational budgets.
- 55.6% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 30.00% of organizational budgets.
- 50.0% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 27.50% of organizational budgets.
- 55.6% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 6.00% of organizational budgets.
- 38.9% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 14.00% of organizational budgets.
- 61.1% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 60.00% of organizational budgets.

Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Afraid of retaliation	5.00	Ashamed/Embarrassed about victimization	3.83
Still dealing with issues involving crime	4.00	Language barrier	3.78
Did not trust the P	3.00	Cultural barrier	3.56
Did not trust courts	3.00	Victim changed mind	3.53
Concerned about what other would think (e.g., family, friend(s), community member(s))	3.00	No childcare available	3.50
I thought I was OK/thought I could deal with I on my own	3.00	Caretaker was/is offender	3.50
Greatest Needs	Percent	Greatest Needs	Percent
Peer Support Groups	40	Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	88.9
Counseling, therapy, or Mental Service	20	Counseling, Therapy, or Mental Health Services	88.2
Court accompaniment and/or assistance in court system procedures	20	Long-term Housing	88.2
Notices about the status of court hearings and/or location of the criminal defendant	20	Emergency Financial Assistance	88.2
Information/free resources about services available	20	Peer Support Groups	77.8
Legal assistance/representation	20	Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.)	76.5
Assistance filling out compensation forms for reimbursement/payment of crime-related expense	20	Legal immigration services related to a crime	75.0
Someone to help coordinate victim services	20	Relocation Services	75.0

## VICTIMS SERVICES NEEDS ASSESSMENT

### Lawrence County

Lawrence County included 1.19% of the participants of the state. Two (2) victims participated in the survey, and six (6) service providers participated in the survey. This means that victims from Lawrence County represent 0.80% of the total state victim participant sample, and survey providers from Lawrence County represent 1.00% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - I thought I was OK/thought I could deal with it on my own [ $M = 5.00$ ]
  - Unaware of service(s) [ $M = 4.00$ ]
  - Worried about being blamed [ $M = 4.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 4.00$ ]
  - Concerned about what others would think [ $M = 4.00$ ]
  - Did not know services were free [ $M = 4.00$ ]
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** service is:
  - Counseling, Therapy, or Mental Health Services [50.0%]
- The **highest rated** service received (in terms of quality) is:
  - Counseling, Therapy, or Mental Health Services [ $M = 3.00$ ]
- **Most cited source of how victims received information on victims' services** is:
  - Co-worker(s) [50.0%]

#### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - Physical Assault [50.0%]
  - Harassment/Bullying [50.0%]
  - Rape/Sexual assault [50.0%]
  - Abuse/Domestic Violence [50.0%]
- The **most impactful** crimes reported are:
  - Rape/sexual assault [50.0%]
- The average number of crimes reported per person directly impacted by crime is almost 2.
- The majority [50.0%] of the “most impactful” crimes are violent crimes.

- Among those who reported being directly impacted by **more than one crime**, Rape/sexual assault ( $M = 1.00$ ), is ranked as having the **most impact**, followed by Domestic Abuse/Domestic Violence ( $M = 2.00$ ) and Physical assault ( $M = 3.00$ ).
- **Among those who did not report the crime to the police**, the **highest ranked barriers to contacting the police** are “Concerned about what others would think (e.g., family, friend, community members) ( $M = 5.00$ ),” “Worried about being blamed ( $M = 5.00$ ),” and “Ashamed/embarrassed about victimization ( $M = 3.00$ ).”

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.20$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.20$ ]
  - No childcare available [ $M = 3.20$ ]
  - Victim changed mind [ $M = 3.20$ ]
  - Substance abuse addictions [ $M = 3.00$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [ 80.0%]
  - Emergency Financial Assistance [80.0%]
  - Crisis response at the crime scene [66.7%]
  - Employment Assistance [60.0%]
  - Peer Support Groups [50.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Identity Theft/Financial Abuse/Scam [50.0%]
  - Human Trafficking (Sex/Labor) [33.3%]
  - Arson [25.0%]
  - Injury by DUI (Driving Under the Influence) Offender [25.0%]
  - Larceny/theft [25.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [50.0%]
  - Non-native speakers (e.g., limited English proficiency) [40.0%]
  - Middle-Eastern [40.0%]
  - Incarcerated [40.0%]
  - Individuals with intellectual/emotional disabilities [40.0%]
  - Hispanic or Latino [40.0%]

- Men [40.0%]
- Elderly/Seniors (age 65+) [40.0%]
- Young Adults [40.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [100.0%]
  - Child Advocacy Center services (including forensic interviews for child victims) [100.0%]
  - Medical exam for sexual assault [83.3%]
  - Emergency Shelter and/or Emergency Short-term Housing [83.3%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime [83.3%]
  - Language/interpretation services [83.3%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [83.3%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [100.0%]
  - Child Physical Abuse [100.0%]
  - Child Sexual Abuse/Assault [100.0%]
  - Physical Assault [100.0%]
  - Rape/sexual assault [100.0%]
  - Robbery [100.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Children (age 12 and younger) [100.0%]
  - White [100.0%]
  - Adolescents (age 13-17) [83.3%]
  - Adults (age 26-64) [80.0%]
  - Women [80.0%]
  - LGBTQ [80.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.17$ ]
  - Confidentiality, HIPPA, and ethics [ $M = 2.00$ ]
  - Advanced Victim Advocate training [ $M = 2.00$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 1.83$ ]
  - Sensitivity and Cultural Competency [ $M = 1.80$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:



- Remote training access [M = 2.25]
- Increased pay/benefits for staff [M = 2.25]
- Data collection software [M = 2.20]
- Specialized software for online appointment scheduling [M = 1.75]
- Teleconferencing/virtual meeting equipment [M = 1.67]
- Access to telemedicine [M = 1.67]

<b>Stakeholder Survey Respondent Demographics</b>	
<ul style="list-style-type: none"> <li>● 50% of respondents reported that they work/volunteer for a Nonprofit. 33% of respondents reported that they work/volunteer Government affiliated. 16.7% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.).</li> <li>● 50% of respondents reported that they encounter victims/survivors of crime daily. 16.7% of respondents reported that they encounter victims/survivors of crime no direct contact, monthly, or a few times per week.</li> <li>● 50% of respondents reported working with victims/survivors of crime for 1-5 years. 33.3% of respondents reported working with victims/survivors of crime for 6-10 years. 16.7% of respondents reported working with victims/survivors of crime for 11-15 years.</li> <li>● The median number of people working for a respondent’s organization is 15, with a median estimated yearly budget of \$130,000.</li> <li>● 33.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 33% of organizational budgets.</li> <li>● 16.7% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, no median score was recorded.</li> <li>● 83.3% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 75.00% of organizational budgets.</li> <li>● 66.7% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.</li> <li>● 33.3% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 1% of organizational budgets.</li> <li>● 16.7% of respondents reported receiving private funding in the past three years, and among those receiving this funding, no median score was recorded.</li> <li>● 50.0% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 30.50% of organizational budgets.</li> </ul>	

<b>Key Comparisons Between Victim and Stakeholder Responses</b>			
<i>Victim Survey Respondents</i>		<i>Stakeholder Survey Respondents</i>	
<b>Barriers to Service</b>	<b>Mean</b>	<b>Barriers to Service</b>	<b>Mean</b>
I thought I was OK/thought I could deal with it on my own	5.00	Caretaker was/is offender	3.20
Unaware of service(s)	4.00	Ashamed/Embarrassed about victimization	3.20
Worried about being blamed	4.00	No childcare available	3.20
Ashamed/Embarrassed about victimization	4.00	Victim changed mind	3.20
Concerned about what others would think	4.00	Substance abuse addictions	3.00

Did not know services were free	4.00		
<b>Greatest Needs – Top 5</b>	<b>Percent</b>	<b>Greatest Needs</b>	<b>Percent</b>
N/A	N/A	Long-term Housing	80.0
		Emergency Financial Assistance	80.0
		Crisis response at the crime scene	66.7
		Employment Assistance	60.0
		Peer Support Groups	50.0

## VICTIM SERVICES NEEDS ASSESSMENT

### Lebanon County

Lebanon County included 1.07% of the participants of the state. Two (2) victims participated in the survey, and seven (7) service providers participated in the survey. This means that victims from Lebanon County represent 0.80% of the total state victim participant sample, and survey providers from Lebanon County represent 1.19% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Worried about being blamed [ $M = 5.00$ ]
  - Afraid of losing privacy [ $M = 5.00$ ]
  - Work schedule conflict [ $M = 5.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 5.00$ ]
  - Concerned about what others would think [ $M = 5.00$ ]
  - Caretaker was/is offender [ $M = 5.00$ ]
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - Medical/Healthcare Services
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [100%]
  - Peer Support Groups [100%]
  - Court accompaniment and/or assistance in court system procedures [100%]
  - Notices about the status of court hearings and/or location of the criminal defendant [100%]
  - Crisis Hotline [100%]
  - Continuing Crisis Assistance [100%]
- The **highest rated** services received (in terms of quality) are:
  - Court accompaniment and/or assistance in court system procedures [ $M = 5.00$ ]
  - Counseling, Therapy, or Mental Health Services [ $M = 4.00$ ]
  - Continuing Crisis Assistance [ $M = 3.50$ ]
  - Peer Support Groups [ $M = 3.00$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 2.50$ ]
- **\*Ratings of most received** services are:
  - Counseling, Therapy, or Mental Health Services [ $M = 4.00$ ]
  - Peer Support Groups [ $M = 3.00$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 5.00$ ]

- Notices about the status of court hearings and/or location of the criminal defendant [M = 2.50]
- Continuing Crisis Assistance [M = 3.50]
- **Most cited sources of how victims received information on victims' services** are:
  - Family [100%]
  - Law enforcement [100%]

### Summary of Victim Responses Related to Victimization

- For this sample, the top five **most frequently reported** crimes are:
  - Physical Assault [100%]
  - Harassment/Bullying [100%]
  - Rape/sexual assault [100%]
  - Child Sexual Abuse/Assault [100%]
- The **most impactful** crimes reported are:
  - Child Sexual Abuse/Assault [50%]
- The average number of crimes reported per person directly impacted by crime is 2.
- Among those who reported being directly impacted by **more than one crime**, Child Sexual Abuse/Assault ( $M = 1.00$ ) is ranked as having the **most impact**, followed by Rape/sexual assault ( $M = 2.00$ ) and Harassment/Bullying ( $M = 3.00$ ).

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 4.00$ ]
  - Protecting the offender from the justice system [ $M = 3.67$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.50$ ]
  - Victim was a child/too young [ $M = 3.20$ ]
  - Substance abuse addictions [ $M = 3.20$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [100%]
  - Basic needs (i.e., clothing, food, shelter) [100%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [100%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [100%]
  - - Emergency Financial Assistance [100%]

- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Human Trafficking (Sex/Labor) [66.7%]
  - Child Physical Abuse [50.0%]
  - Harassment/Bullying [50.0%]
  - Domestic Abuse/Domestic Violence [50.0%]
  - Child Sexual Abuse/Assault [50.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Non-native speakers [100%]
  - Homeless [85.7%]
  - Black or African American [66.7%]
  - Hispanic or Latino [66.7%]
  - LGBTQ [66.7%]
  - Individuals with intellectual/emotional disabilities [66.7%]
  - Immigrant/Refugee [66.7%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [83.3%]
  - Medical exam for sexual assault [83.3%]
  - Crisis Hotline [66.7%]
  - Child Advocacy Center services (including forensic interviews for child victims) [66.7%]
  - Accompaniment to Medical Services [60.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Homicide/Murder [50.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [33.3%]
  - Burglary [33.3%]
  - Child Physical Abuse [33.3%]
  - Child Sexual Abuse/Assault [33.3%]
  - Domestic Abuse/Domestic Violence [33.3%]
  - Injury by DUI (Driving Under the Influence) Offender [33.3%]
  - Larceny/theft [33.3%]
  - Physical Assault [33.3%]
  - Rape/sexual assault [33.3%]
  - Robbery [33.3%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [66.7%]

- Children (age 12 and younger) [60.0%]
- Adults (age 26-64) [60.0%]
- Women [50.0%]
- Individuals with physical disabilities [42.9%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 3.00]
  - Advanced Victim Advocate training [*M* = 2.33]
  - Sensitivity and Cultural Competency [*M* = 2.17]
  - Trauma Informed/Sensitive Services and support [*M* = 2.00]
  - Support Group knowledge and information [*M* = 2.00]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 2.00]
  - Executive Director training [*M* = 2.00]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [*M* = 3.40]
  - Technology to assist with language barriers [*M* = 3.00]
  - Statewide comprehensive victim service hotline [*M* = 2.50]
  - Regional cross-training initiatives [*M* = 2.40]
  - Computer equipment [*M* = 2.25]

**Stakeholder Survey Respondent Demographics**

- 28.6% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc). 28.6% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 14.3% of respondents reported that they work for a criminal/juvenile justice agency. 14.3% of respondents reported that they work for a social service organization not affiliated with a victim service provider. 14.3% of respondents reported that they work for a hospital/medical service provider.
- 42.9% of respondents reported that they encounter victims/survivors of crime daily. 28.6% of respondents reported that they encounter victims/survivors of crime a few times per year. 14.3% of respondents reported that they encounter victims/survivors of crime monthly. 14.3% of respondents reported that they encounter victims/survivors of crime a few times per week.
- 42.9% of respondents reported working with victims/survivors of crime for 6-10 years. 28.6% of respondents reported working with victims/survivors of crime for 20+ years. 14.3% of respondents reported working with victims/survivors of crime for 1-5 years. 14.3% of respondents reported working with victims/survivors of crime for 11-15 years.
- The median number of people working for a respondent’s organization is 10, with a median estimated yearly budget of \$425,000.00.
- 57.1% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 20% of organizational budgets.
- 0% of respondents reported receiving pass-through funding from coalition in the past three years.
- 57.1% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 40% of organizational budgets.

- 57.1% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.
- 71.4% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 10% of organizational budgets.
- 42.9% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 10% of organizational budgets.
- 57.1% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.

Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Worried about being blamed	5.00	Caretaker was/is offender	4.00
Afraid of losing privacy	5.00	Protecting the offender from the justice system	3.67
Work schedule conflict	5.00	Ashamed/Embarrassed about victimization	3.50
Ashamed/Embarrassed about victimization	5.00	Victim was a child/too young	3.20
Concerned about what others would think	5.00	Substance abuse addictions	3.20
Caretaker was/is offender	5.00	Caretaker was/is offender	4.00

## VICTIMS SERVICES NEEDS ASSESSMENT

### Lehigh County

Lehigh County included 2.38% of the participants of the state. Three (3) victims participated in the survey, and 17 service providers participated in the survey. This means that victims from Lehigh County represent 1.20% of the total state victim participant sample, and survey providers from Lehigh County represent 2.90% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Did not trust the Police [ $M = 3.33$ ]
  - Service(s) not available [ $M = 3.33$ ]
  - Did not trust courts [ $M = 3.00$ ]
  - Made contact with someone, but help was not given/not believed [ $M = 3.00$ ]
  - Did not know services were free [ $M = 3.00$ ]
  - Service(s) not in an accessible location [ $M = 3.00$ ]
  - No response from service(s) provider [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Child Advocacy Center services [66.7%]
  - Counseling, Therapy, or Mental Health Service [33.3%]
  - Peer Support Groups [33.3%]
  - Accompaniment to medical services [33.3%]
  - Notices about the status of court hearings and/or location of the criminal defendant [33.3%]
  - Court accompaniment and/or assistance in court system procedures [33.3%]
  - Victim/Witness Protection [33.3%]
  - Information/free resources about services available [33.3%]
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expense [33.3%]
  - Continuing Crisis Assistance [33.3%]
  - Someone to help coordinate victim services [33.3%]
- The most **needed and sought, but not received** services are:
  - Court accompaniment and/or assistance in court system procedures [33.3%]
  - Peer Support Groups [33.3%]
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [33.3%]
  - Medical/Healthcare Services [33.3%]
  - Medical exam for sexual assault [33.3%]



- Transportation [33.3%]
- The **highest rated** services received (in terms of quality) are:
  - Medical/Healthcare Services [ $M = 5.00$ ]
  - Transportation [ $M = 5.00$ ]
  - Medical exam for sexual assault [ $M = 4.50$ ]
  - Counseling, Therapy, or Mental Health Services [ $M = 3.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Family [33.3%]
  - Medical Services [33.3%]

### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - Harassment/Bullying [66.7%]
  - Burglary [33.3%]
  - Rape/sexual assault [33.3%]
- The **most impactful** crimes reported are:
  - Harassment/Bullying [33.3%]
  - Burglary [33.3%]
  - Rape/sexual assault [33.3%]
- The average number of crimes reported per person directly impacted by crime is around 1 ( $M = 1.33$ ).
- “Most impactful” crimes were violent [33.3%], property crimes [33.3%], and harassment/bullying [33.3%].
- Among those who reported being directly impacted by **more than one crime**, burglary ( $M = 1.00$ ) is ranked as having the **most impact**, followed by Harassment/Bullying [ $M = 2.00$ ].
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crimes** are: Harassment/Bullying [50%] and Rape/sexual assault [50%].
- **Among those who did not report the crime to the police**, the **highest ranked barriers to contacting the police** are: “Did not think the police could/would do anything to help me” ( $M = 5.00$ ), “Afraid of retaliation” ( $M = 5.00$ ), and “Did not want to get involved” ( $M = 5.00$ ).

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.31$ ]
  - No childcare available [ $M = 3.24$ ]
  - Substance abuse addictions [ $M = 3.19$ ]

- Victim changed mind [M = 3.19]
- Victim was a child/too young [M = 3.19]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Emergency Financial Assistance [100.0%]
  - Emergency Shelter and/or Emergency Short-term Housing [94.1%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [93.8%]
  - Long-term Housing [93.3%]
  - Employment Assistance [86.7%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [70.6%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [62.5%]
  - Domestic Abuse/Domestic Violence [68.8%]
  - Human Trafficking (Sex/Labor) [58.8%]
  - Rape/sexual assault [52.9%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Non-native speakers (e.g., limited English proficiency) [75.0%]
  - Homeless [75.0%]
  - LGBTQ [70.6%]
  - Elderly/Seniors (age 65+) [68.8%]
  - Immigrant/Refugee [60.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [88.2%]
  - Crisis Hotline [76.5%]
  - Medical exam for sexual assault [70.6%]
  - Child Advocacy Center services (including forensic interviews for child victims) [70.6%]
  - Court Accompaniment and/or assistance in court system procedures [64.7%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime [64.7%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Physical Abuse [52.9%]
  - Child Sexual Abuse/Assault [52.9%]
  - Physical Assault [50.0%]
  - Injury by DUI (Driving Under the Influence) Offender [43.8%]

- Rape/sexual assault [47.1%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [52.9%]
  - Adults (age 26-64) [50.0%]
  - Young Adults (age 18-25) [47.1%]
  - Individuals with intellectual/emotional disabilities [46.7%]
  - Children (age 12 and younger) [41.2%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 3.06]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.94]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 2.88]
  - Trauma Informed/Sensitive Services and Support [*M* = 2.76]
  - Advanced Victim Advocate training [*M* = 2.76]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [*M* = 2.86]
  - Regional cross-training initiatives [*M* = 2.64]
  - Technology to assist with language barriers (build-in translators for online communication) [*M* = 2.64]
  - Data collection software [*M* = 2.43]
  - Shelter maintenance/repair [*M* = 2.38]

Stakeholder Survey Respondent Demographics
<ul style="list-style-type: none"> <li>● 23.5% of respondents reported that they 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 encounters victims of crime or for a Nonprofit.</li> <li>● 17.6% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.); or for a criminal/juvenile justice agency; or a Government affiliated.</li> <li>● 29.4% of respondents reported that they encounter victims/survivors of crime daily. 17.6% of respondents reported that they encounter victims/survivors of crime no direct contact, a few times per week, or a few times per year. 5.9% of respondents reported that they encounter victims/survivors of crime a few times per month or none that I am aware of.</li> <li>● 47.1% of respondents reported working with victims/survivors of crime for 20 or more years. 23.5% of respondents reported working with victims/survivors of crime for 16-19 years. 11.8% of respondents reported working with victims/survivors of crime for 6-10 years or less than a year. 5.9% of respondents reported working with victims/survivors of crime for 11-15 years.</li> <li>● The median number of people working for a respondent’s organization is 57.5, with a median estimated yearly budget of \$227,000.</li> </ul>

- 35.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 5% of organizational budgets.
- 5.9% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 0% of organizational budgets.
- 58.8% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 42.50% of organizational budgets.
- 23.5% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 27.50% of organizational budgets.
- 35.3% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 2.00% of organizational budgets.
- 29.4% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 10.00% of organizational budgets.
- 41.2% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 50.00% of organizational budgets.

Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Did not trust the Police	3.33	Caretaker was/is offender [M = 3.31]	3.31
Service(s) not available	3.33	No childcare available [M = 3.24]	3.24
Did not trust courts	3.00	Substance abuse addictions [M = 3.19]	3.19
Made contact with someone, but help was not given/not believed	3.00	Victim changed mind [M = 3.19]	3.19
Did not know services were free [	3.00	Victim was a child/too young [M = 3.19]	3.19
Service(s) not in an accessible location	3.00		
No response from service(s) provider	3.00		
Greatest Needs	Percent	Greatest Needs	Percent
Child Advocacy Center services	66.7	Emergency Financial Assistance [100.0%]	100
Counseling, Therapy, or Mental Health Service	33.3	Emergency Shelter and/or Emergency Short-term Housing [94.1%]	94.1
Peer Support Groups	33.3	In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [93.8%]	93.8
Accompaniment to medical services	33.3	Long-term Housing [93.3%]	93.3
Notices about the status of court hearings and/or location of the criminal defendant	33.3	Employment Assistance [86.7%]	86.7

Court accompaniment and/or assistance in court system procedures	33.3		
Victim/Witness Protection	33.3		
Information/free resources about services available	33.3		
Assistance filling out compensation forms for reimbursement/payment of crime-related expense	33.3		
Continuing Crisis Assistance	33.3		
Someone to help coordinate victim services Available	33.3		

## VICTIMS SERVICES NEEDS ASSESSMENT

### Luzerne County

Luzerne County included 2.15% of the participants of the state. Five (5) victims participated in the survey, and 13 service providers participated in the survey. This means that victims from Luzerne County represent 1.20% of the total state victim participants, and survey providers from Luzerne County represent 2.21% of the total state service provider participants.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Unaware of service(s) [ $M = 3.75$ ]
  - Afraid of retaliation [ $M = 3.50$ ]
  - Did not know that I was eligible for services [ $M = 3.25$ ]
  - I thought I was OK/thought I could deal with it on my own [ $M = 3.00$ ]
  - Made contact with someone, but help was not given/not believed [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Emergency Financial Assistance [50.0%]
  - Peer Support Groups [50.0%]
  - Child Advocacy Center services [25.0%]
  - Court accompaniment and/or assistance in court system procedures [25.0%]
  - Notices about the status of court hearings and/or location of the criminal defendant [25.0%]
  - Information/free resources about services available [25.0%]
  - Legal assistance/representation [25.0%]
  - Basic needs [25.0%]
  - Transportation [25%]
  - Relocation Services [25%]
  - Accommodations for victims/survivors with disabilities [25%]
- The most **needed and sought, but not received** services are:
  - Legal assistance/representation [25.0%]
  - Relocation Services [25.0%]
  - Faith-based/spiritual help [25.0%]
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expense [20.0%]
  - Safety/Security Planning [20.0%]
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [100%]
  - Peer Support Groups [50.0%]

- Medical/Healthcare Services [25.0%]
- Court accompaniment and/or assistance in court system procedures [25.0%]
- Notices about the status of court hearings and/or location of the criminal defendant [25.0%]
- Information/free resources about services available [25.0%]
- Safety/Security Planning [25%]
- Crisis Hotline [25%]
- The **highest rated** services received (in terms of quality) are:
  - Court accompaniment and/or assistance in court system procedures [ $M = 5.00$ ]
  - Crisis Hotline [ $M = 5.00$ ]
  - Information/free resources about services available [ $M = 4.00$ ]
  - Counseling, Therapy, or Mental Health Services [ $M = 4.00$ ]
  - Peer Support Groups [ $M = 2.25$ ]
- **\*Ratings of most received** services are:
  - Counseling, Therapy, or Mental Health Services [ $M = 4.00$ ]
  - Peer Support Groups [ $M = 2.25$ ]
  - Medical/Healthcare Services [ $M = 2.00$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 5.00$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 1.50$ ]
  - Information/free resources about services available [ $M = 4.00$ ]
  - Safety/Security Planning [ $M = 1.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Victim advocate/Victim service agency/Not-for profit org [50.0%]
  - Friend [25.0%]
  - Internet Search [25.0%]

#### **Summary of Victim Responses Related to Victimization**

- For this sample, the **most frequently reported** crimes are:
  - Harassment/Bullying [75.0%]
  - Burglary [50.0%]
  - Domestic Abuse/Domestic Violence [50.0%]
  - Identity Theft/Financial Abuse/Scam [50.0%]
  - Stalking [50.0%]
- The **most impactful** crimes reported are:
  - Harassment/Bullying [25.0%]
  - Burglary [25.0%]
  - Rape/sexual assault [25.0%]
  - Stalking [25.0%]
- The average number of crimes reported per person directly impacted by crime is 3.
- Among those who reported being directly impacted by **more than one crime**, Rape/sexual assault ( $M = 1.00$ ), is ranked as having the **most impact**, followed by Burglary ( $M = 1.50$ ) and Harassment/Bullying ( $M = 1.67$ ).

- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crimes** are: physical assault [20%], Harassment/bullying [15%], and Robbery [15%].
- **Among those who did not report the crime to the police**, the **highest ranked barriers to contacting the police** are “Did not think the police could/would do anything to help me” ( $M = 5.00$ ), “Ashamed/embarrassed about victimization” ( $M = 4.00$ ), and “Concerned about what others would think” ( $M = 4.00$ ).

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.54$ ]
  - Substance abuse addictions [ $M = 3.38$ ]
  - Protecting the offender from the justice system [ $M = 3.38$ ]
  - Cultural barrier [ $M = 3.31$ ]
  - Victim was a child/too young [ $M = 3.23$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [84.6%]
  - Emergency Financial Assistance [83.3%]
  - Legal immigration services related to a crime [80.0%]
  - Long-term Housing [76.9%]
  - Emergency Shelter and/or Emergency Short-term Housing [76.9%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [76.9%]
  - Peer Support Groups [75.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Human Trafficking (Sex/Labor) [76.9%]
  - Stalking [61.5%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [61.5%]
  - Stalking [61.5%]
  - Domestic Abuse/Domestic Violence [53.8%]
  - Harassment/Bullying [53.8%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [76.9%]
  - Elderly/Seniors (age 65+) [69.2%]



- LGBTQ [69.2%]
- Non-native speakers (e.g., limited English proficiency) [69.2%]
- Hispanic or Latino [61.5%]
- Individuals with intellectual/emotional disabilities [61.5%]
- Individuals with physical disabilities [61.5%]
- Veterans [61.5%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [91.7%]
  - Crisis Hotline [76.9%]
  - Financial assistance for funeral/burial services [58.3%]
  - Accompaniment to Medical Services [58.3%]
  - Medical exam for sexual assault [58.3%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [58.3%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Physical Assault [61.5%]
  - Arson [53.8%]
  - Burglary [53.8%]
  - Child Physical Abuse [53.8%]
  - Child Sexual Abuse/Assault [53.8%]
  - Injury by DUI (Driving Under the Influence) Offender [53.8%]
  - Larceny/theft [53.8%]
  - Rape/sexual assault [53.8%]
  - Robbery [53.8%]
- The more **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [69.2%]
  - Men [61.5%]
  - Incarcerated [53.8%]
  - Children (age 12 and younger) [53.8%]
  - Adults (age 26-64) [53.8%]
  - Women [53.8%]
  - Incarcerated [58.3%]

### Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 3.08$ ]
  - Advanced Victim Advocate training [ $M = 2.83$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.67$ ]
  - Sensitivity and Cultural Competency [ $M = 2.58$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.50$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.55$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 3.18$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 3.00$ ]
  - Regional cross-training initiatives [ $M = 2.91$ ]
  - Computer equipment [ $M = 2.55$ ]

#### Stakeholder Survey Respondent Demographics

- 69.2% of respondents reported that they work/volunteer for a Victim Services Provider – Nonprofit. 7.7% of respondents reported that they work for the Court System; or work for a social service organization not affiliated with a victim service provider; or work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.); or work/volunteer for a Victim Services Provider - Government affiliated.
- 46.2% of respondents reported that they encounter victims/survivors of crime a few times per year. 38.5% of respondents reported that they encounter victims/survivors of crime daily. 7.7% of respondents reported that they encounter victims/survivors of crime Monthly or Weekly.
- 53.8% of respondents reported working with victims/survivors of crime for 20 or more years. 30.8% of respondents reported working with victims/survivors of crime for 1-5 years. 7.7% of respondents reported working with victims/survivors of crime for 6-10 years or 11-15 years.
- The median number of people working for a respondent's organization is 8, with a median estimated yearly budget of \$300,000.
- 38.5% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 17.50% of organizational budgets.
- 23.1% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 39.00% of organizational budgets.
- 69.2% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 34.50% of organizational budgets.
- 7.7% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50.00% of organizational budgets.
- 61.5% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 11.00% of organizational budgets.
- 53.8% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 5.00% of organizational budgets.
- 38.5% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 20.00% of organizational budgets.

Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Unaware of service(s)	3.75	Caretaker was/is offender	3.54
Afraid of retaliation	3.50	Substance abuse addictions	3.38
Did not know that I was eligible for services	3.25	Protecting the offender from the justice system	3.38
I thought I was OK/thought I could deal with it on my own	3.00	Cultural barrier	3.13
Made contact with someone, but help was not given/not believed	3.00	Victim was a child/too young	3.23
Greatest Needs	Percent	Greatest Needs	Percent
Emergency Financial Assistance	50.0	Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	84.6
Peer Support Groups	50.0	Emergency Financial Assistance	83.3
Child Advocacy Center services	25.0	Legal immigration services related to a crime	80.0
Court accompaniment and/or assistance in court system procedures	25.0	Long-term Housing	76.9
Notices about the status of court hearings and/or location of the criminal defendant	25.0	Emergency Shelter and/or Emergency Short-term Housing	76.9
Information/free resources about services available	25.0	Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.)	76.9
Legal assistance/representation	25.0	Peer Support Groups	75.0
Basic needs	25.0		
Transportation	25.0		
Relocation Services	25.0		
Accommodations for victims/survivors with disabilities	25.0		

## VICTIMS SERVICES NEEDS ASSESSMENT

### Lycoming County

Lycoming County included 0.60% of the participants of the state. One (1) victim participated in the survey but did not complete it. Four (4) service providers participated in the survey. This means that victims from Lycoming County represent 0.40% of the total state victim participant sample, and service providers from Lycoming County represent 0.68% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Lycoming County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 4.75$ ]
  - Victim was a child/too young [ $M = 4.25$ ]
  - Substance abuse addictions [ $M = 4.25$ ]
  - Fear of losing housing [ $M = 3.75$ ]
  - Victim changed mind [ $M = 3.75$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Peer Support Groups [100.0%]
  - Substance Abuse support/treatment [100.0%]
  - Medical/Healthcare services [100.0%]
  - Long-term Housing [100.0%]
  - Victim/Witness Protection [100.0%]
  - Emergency Financial Assistance [100.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [75.0%]
  - Domestic Abuse/Domestic Violence [75.0%]
  - Harassment/Bullying [75.0%]
  - Human Trafficking (Sex/Labor) [75.0%]
  - Child Physical Abuse [50.0%]
  - Child Sexual Abuse/Assault [50.0%]
  - Rape/sexual assault [50.0%]
  - Stalking [50.0%]

- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [100.0%]
  - Adolescents (age 13-17) [75.0%]
  - Young Adults (age 18-25) [75.0%]
  - Non-native speakers (e.g., limited English proficiency) [75.0%]
  - Children (age 12 and younger) [50.0%]
  - Elderly/Seniors (age 65+) [50.0%]
  - LGBTQ [50.0%]
  - Individuals with intellectual/emotional disabilities [50.0%]
  - Individuals with physical disabilities [50.0%]
  - Veterans [50.0%]
  - Families of homicide victims [50.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [100.0%]
  - Medical exam for sexual assault [75.0%]
  - Child Advocacy Center services (including forensic interviews for child victims) [75.0%]
  - Court Accompaniment and/or assistance in court system procedures [50.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime [50.0%]
  - Language/interpretation services [50.0%]
  - Safety/security planning [50.0%]
  - Crisis Hotline [50.0%]
  - Faith-based/spiritual help [50.0%]
  - Financial assistance for funeral/burial services [50.0%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [50.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [50.0%]
  - Child Physical Abuse [50.0%]
  - Child Sexual Abuse/Assault [50.0%]
  - Homicide/Murder [50.0%]
  - Injury by DUI (Driving Under the Influence) Offender [50.0%]
  - Larceny/theft [50.0%]
  - Rape/sexual assault [50.0%]
  - Robbery [50.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:

- Children (age 12 and younger) [50.0%]
- Adults (age 26-64) [50.0%]
- Men [50.0%]
- White [50.0%]
- Women [50.0%]
- LGBTQ [50.0%]
- Individuals with intellectual/emotional disabilities [50.0%]
- Individuals with physical disabilities [50.0%]
- Veterans [50.0%]
- Families of homicide victims [50.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [M = 3.00]
  - Advanced Victim Advocate training [M = 2.75]
  - Trauma Informed/Sensitive Services and Support [M = 2.50]
  - Therapeutic Counseling training [M = 2.50]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [M = 2.50]
  - - Foundational Academy training [M = 2.50]
  - Executive Director training [M = 2.50]
  - Comprehensive information about victims' services and other programs available locally and statewide [M = 2.50]
  - Basic Advocacy [M = 2.50]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [M = 3.33]
  - Regional cross-training initiatives [M = 3.00]
  - Technical assistance/visits [M = 3.00]
  - Remote training access [M = 3.00]
  - Data collection software [M = 3.00]

## VICTIMS SERVICES NEEDS ASSESSMENT

### McKean County

McKean County included 2.03% of the participants of the state. Two (2) victims participated in the survey, and 15 service providers participated in the survey. This means that victims from McKean County represent 0.80% of the total state victim participant sample, and service providers from McKean County represent 2.56% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in McKean County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Substance abuse addictions [ $M = 3.80$ ]
  - Fear of losing housing [ $M = 3.47$ ]
  - No childcare available [ $M = 3.47$ ]
  - Victim was a child/too young [ $M = 3.43$ ]
  - Caretaker was/is offender [ $M = 3.33$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [73.3%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [66.7%]
  - Counseling, Therapy, or Mental Health Services [60.0%]
  - Peer Support Groups [60.0%]
  - Emergency Shelter and/or Emergency Short-term Housing [53.3%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Human Trafficking (Sex/Labor) [57.1%]
  - Harassment/Bullying [50.0%]
  - Stalking [42.9%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [40.0%]
  - Arson [28.6%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - LGBTQ [57.1%]

- Homeless [42.9%]
- Black or African American [35.7%]
- Hispanic or Latino [35.7%]
- Adolescents (age 13-17) [33.3%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical exam for sexual assault [100.0%]
  - Child Advocacy Center services (including forensic interviews for child victims) [100.0%]
  - Crisis Hotline [93.3%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime [92.9%]
  - Safety/security planning [92.9%]
  - Crisis response at the crime scene [92.9%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Physical Abuse [86.7%]
  - Child Sexual Abuse/Assault [86.7%]
  - Injury by DUI (Driving Under the Influence) Offender [85.7%]
  - Domestic Abuse/Domestic Violence [80.0%]
  - Physical Assault [80.0%]
  - Rape/sexual assault [80.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [93.3%]
  - White [92.9%]
  - Children (age 12 and younger) [80.0%]
  - Veterans [80.0%]
  - Young Adults (age 18-25) [73.3%]
  - Individuals with physical disabilities [73.3%]
  - Individuals with intellectual/emotional disabilities [73.3%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.93]
  - Advanced Victim Advocate training [*M* = 2.60]
  - Trauma Informed/Sensitive Services and Support [*M* = 2.53]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.47]



- Support Group knowledge and information [ $M = 2.33$ ]
- Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.33$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.15$ ]
  - Regional cross-training initiatives [ $M = 2.50$ ]
  - Data collection software [ $M = 2.50$ ]
  - Remote training access [ $M = 2.42$ ]
  - Security systems [ $M = 2.30$ ]

### Stakeholder Survey Respondent Demographics

- 26.7% of respondents reported that they work for a criminal/juvenile justice agency; or a Victim Services Provider – Nonprofit. 20.0% of respondents reported that they work for a social service organization not affiliated with a victim service provider. 13.3% of respondents reported that they work for an advocacy service. 6.7% of respondents reported that they 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; or for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.).
- 33.3% of respondents reported that they encounter victims/survivors of crime a few times per week. 20.0% of respondents reported that they encounter victims/survivors of crime a few times per year. 13.3% of respondents reported that they encounter victims/survivors of crime daily or monthly. 6.7% of respondents reported that they encounter victims/survivors of crime a few times per month, weekly, or none they are aware of.
- 33.3% of respondents reported working with victims/survivors of crime for 11-15 years. 26.7% of respondents reported working with victims/survivors of crime for 6-10 years. 13.3% of respondents reported working with victims/survivors of crime for 1-5 years or 16-19 years. 6.7% of respondents reported working with victims/survivors of crime for less than a year or 20 or more years.
- The median number of people working for a respondent's organization is 8, with a median estimated yearly budget of \$80,000.
- 20.0% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 20% of organizational budgets.
- 6.7% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, no median score was not recorded.
- 60.0% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 33% of organizational budgets.
- 20.0% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.
- 46.7% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 10% of organizational budgets.
- 33.3% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 7.50% of organizational budgets.
- 46.7% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.

## VICTIMS SERVICES NEEDS ASSESSMENT

### Mercer County

Mercer County included 1.19% of the participants of the state. Two (2) victims participated in the survey, and eight (8) service providers participated in the survey. This means that victims from Mercer County represent 0.79% of the total state victim participant sample, and service providers from Mercer County represent 1.36% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Worried about being blamed [ $M = 5.00$ ]
  - Afraid of not being believed [ $M = 5.00$ ]
  - Was a child/was too young [ $M = 5.00$ ]
  - Made contact with someone, but help was not given/not believed [ $M = 5.00$ ]
  - Afraid of losing housing [ $M = 5.00$ ]
  - Did not know services were free [ $M = 5.00$ ]
  - Afraid of deportation [ $M = 5.00$ ]
  - Protecting the offender from the justice system [ $M = 5.00$ ]
  - Afraid of retaliation [ $M = 5.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Medical/Healthcare Services [50.0%]
  - Accompaniment to medical services [50.0%]
  - Child Advocacy Center services [50.0%]
  - Notices about the status of court hearings and/or location of the criminal defendant [50.0%]
  - Legal assistance/representation [50.0%]
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [100%]
  - Medical exam for sexual assault [50.0%]
  - Court accompaniment and/or assistance in court system procedures [50.0%]
  - Victim/Witness Protection [50.0%]
  - Information/free resources about services available [50.0%]
  - Crisis Hotline [50.0%]
- The **highest rated** services received (in terms of quality) are:
  - Medical exam for sexual assault [ $M = 5.00$ ]
  - Information/free resources about services available [ $M = 5.00$ ]

- Crisis Hotline [ $M = 5.00$ ]
- Counseling, Therapy, or Mental Health Services [ $M = 3.25$ ]
- Court accompaniment and/or assistance in court system procedures [ $M = 2.50$ ]
- **\*Ratings of most received** services are:
  - Counseling, Therapy, or Mental Health Services [ $M = 3.25$ ]
  - Medical exam for sexual assault [ $M = 5.00$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 2.50$ ]
  - Victim/Witness Protection [ $M = 2.00$ ]
  - Information/free resources about services available [ $M = 5.00$ ]
  - Crisis Hotline [ $M = 5.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Friend [50.0%]
  - Medical Services [50.0%]

### Summary of Victim Responses Related to Victimization

- For this sample, the top five **most frequently reported** crimes are:
  - Rape/sexual assault [100%]
  - Stalking [100%]
  - Robbery [50.0%]
  - Child Physical Abuse [50.0%]
  - Child Sexual Abuse/Assault [50.0%]
  - Domestic Abuse/Domestic Violence [50.0%]
- The **most impactful** crimes reported are:
  - Physical Assault [50.0%]
  - Rape/sexual assault [50.0%]
- The average number of crimes reported per person directly impacted by crime is 6.
- The majority [100%] of the “most impactful” crimes are violent crimes.
- Among those who reported being directly impacted by **more than one crime**, Physical Assault ( $M = 2.00$ ) and Child sexual abuse/assault ( $M = 2.00$ ) are ranked as having the **most impact**, followed by rape/sexual assault ( $M = 2.50$ ).

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.50$ ]
  - Substance abuse addictions [ $M = 3.50$ ]
  - Protecting the offender from the justice system [ $M = 3.25$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.13$ ]

- Fear of losing housing [ $M = 3.13$ ]
- Victim was a child/too young [ $M = 3.13$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [85.7%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [87.5%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [71.4%]
  - Relocation Services [71.4%]
  - Legal immigration services related to a crime [62.5%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [85.7%]
  - Domestic Abuse/Domestic Violence [50.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [50.0%]
  - Stalking [50.0%]
  - Child Physical Abuse [42.9%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - LGBTQ [71.4%]
  - Men [42.9%]
  - Elderly/Seniors (age 65+) [37.5%]
  - Adolescents (age 13-17) [37.5%]
  - Homeless [37.5%]
  - Young Adults (age 18-25) [37.5%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Substance Abuse support/treatment [100.0%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [85.7%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [85.7%]
  - Coordination of victim services [85.7%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [85.7%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [85.7%]
  - Victim/Witness Protection [85.7%]
  - Safety/security planning [85.7%]

- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Larceny/theft [100.0%]
  - Burglary [87.5%]
  - Homicide/Murder [87.5%]
  - Human Trafficking (Sex/Labor) [87.5%]
  - Injury by DUI (Driving Under the Influence) Offender [87.5%]
  - Physical Assault [87.5%]
  - Robbery [87.5%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [100.0%]
  - Families of homicide victims [100.0%]
  - Veterans [87.5%]
  - White [87.5%]
  - Women [87.5%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.25]
  - Trauma Informed/Sensitive Services and Support [*M* = 2.00]
  - Support Group knowledge and information [*M* = 1.75]
  - Advanced Victim Advocate training [*M* = 1.71]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 1.50]
  - Navigating the PA Criminal Justice System [*M* = 1.50]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [*M* = 3.14]
  - Security systems [*M* = 2.40]
  - Shelter maintenance/repair [*M* = 2.33]
  - Data collection software [*M* = 2.20]
  - Furniture - waiting room/office [*M* = 2.14]

**Stakeholder Survey Respondent Demographics**

- 25.0% of respondents reported that they work for a criminal/juvenile justice agency or work/volunteer for a Victim Services Provider - Nonprofit. 12.5% of respondents reported that they 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; work for a social service organization not affiliated with a victim service provider; work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.); or work/volunteer for a Victim Services Provider - Government affiliated.

- 37.5% of respondents reported that they encounter victims/survivors of crime daily. 25.0% of respondents reported that they encounter victims/survivors of crime a few times per month. 12.5% of respondents reported that they encounter victims/survivors of crime monthly or weekly or have no direct contact with victims/survivors of crime.
- 37.5% of respondents reported working with victims/survivors of crime for 20 or more years. 25.0% of respondents reported working with victims/survivors of crime for 1-5 years. 12.5% of respondents reported working with victims/survivors of crime for 6-10 years, 11-15 years, or 16-19 years.
- The median number of people working for a respondent’s organization is 20, with a median estimated yearly budget of \$325,000.
- 25.0% of respondents reported receiving pass-through funding from a government entity in the past three years, and the median organization budget percentage was not reported.
- 25.0% of respondents reported receiving pass-through funding from coalition in the past three years, and the median organization budget percentage was not reported.
- 37.5% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 70% of organizational budgets.
- 25.0% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.
- 37.5% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 30% of organizational budgets.
- 25.0% of respondents reported receiving private funding in the past three years, and the median organization budget percentage was not reported.
- 37.5% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 75% of organizational budgets.

Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Worried about being blamed	5.00	Caretaker was/is offender	3.50
Afraid of not being believed	5.00	Substance abuse addictions	3.50
Was a child/was too young	5.00	Protecting the offender from the justice system	3.25
Made contact with someone, but help was not given/not believed	5.00	Ashamed/Embarrassed about victimization	3.13
Afraid of losing housing	5.00	Fear of losing housing	3.13
Did not know services were free	5.00	Victim was a child/too young	3.13
Afraid of deportation	5.00		
Protecting the offender from the justice system	5.00		
Afraid of retaliation	5.00		
Greatest Needs	Percent	Greatest Needs	Percent
Medical/Healthcare Services	50.0	Long-term Housing	85.7
Accompaniment to medical services	50.0	Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	85.7
Child Advocacy Center services	50.0	In-home personal care (e.g. day care for children;	71.4

		medical care for elder or disabled adult)	
Notices about the status of court hearings and/or location of the criminal defendant	50.0	Relocation Services	71.4
Legal assistance/representation	50.0	Legal immigration services related to a crime	62.5

## VICTIMS SERVICES NEEDS ASSESSMENT

### Mifflin County

Mifflin County included 0.71% of the participants of the state. Zero (0) victims participated in the survey, and six (6) service providers participated in the survey. This means that victims from Mifflin County represent 0% of the total state victim participant sample, and service providers from Mifflin County represent 1.0% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Mifflin County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Protecting the offender from the justice system [ $M = 3.67$ ]
  - Caretaker was/is offender [ $M = 3.50$ ]
  - Substance abuse addictions [ $M = 3.40$ ]
  - Victim changed mind [ $M = 3.33$ ]
  - Competing needs of household [ $M = 3.17$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Disability Assistance (e.g., assistive technology, signing, etc.) [100.0%]
  - Emergency Financial Assistance [100.0%]
  - Employment Assistance [100.0%]
  - Long-term Housing [100.0%]
  - Legal immigration services related to a crime [80.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Human Trafficking (Sex/Labor) [80.0%]
  - Arson [60.0%]
  - Harassment/Bullying [60.0%]
  - Identity Theft/Financial Abuse/Scam [60.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [60.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Non-native speakers (e.g., limited English proficiency) [100.0%]
  - Homeless [80.0%]



- Adolescents (age 13-17) [60.0%]
- Elderly/Seniors (age 65+) [60.0%]
- Immigrant/Refugee [60.0%]
- Incarcerated [60.0%]
- Individuals with intellectual/emotional disabilities [60.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical exam for sexual assault [100.0%]
  - Court Accompaniment and/or assistance in court system procedures [83.3%]
  - Crisis Hotline [83.3%]
  - Safety/security planning [83.3%]
  - Accompaniment to Medical Services [66.7%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [66.7%]
  - Continuing Crisis Intervention [66.7%]
  - Medical/Healthcare services [66.7%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [66.7%]
  - Victim/Witness Protection [66.7%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Sexual Abuse/Assault [80.0%]
  - Homicide/Murder [80.0%]
  - Injury by DUI (Driving Under the Influence) Offender [80.0%]
  - Larceny/theft [80.0%]
  - Rape/sexual assault [80.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [100.0%]
  - White [100.0%]
  - Women [100.0%]
  - Families of homicide victims [80.0%]
  - Individuals with physical disabilities [80.0%]
  - LGBTQ [80.0%]
  - Men [80.0%]

### Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs

- Based on a 1-4 scale rating, **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.67$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.67$ ]
  - Advanced Victim Advocate training [ $M = 2.50$ ]
  - Navigating the PA Criminal Justice System [ $M = 2.50$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.50$ ]
  - Sensitivity and Cultural Competency [ $M = 2.50$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.50$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Data collection software [ $M = 3.00$ ]
  - Access to telemedicine [ $M = 2.75$ ]
  - Remote training access [ $M = 2.75$ ]
  - Increased pay/benefits for staff [ $M = 2.60$ ]
  - Regional cross-training initiatives [ $M = 2.60$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.60$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 2.60$ ]

#### Stakeholder Survey Respondent Demographics

- 33.3% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.) or work/volunteer for a Victim Services Provider – Nonprofit. 16.7% of respondents reported that they work for a social service organization not affiliated with a victim service provider or work/volunteer for a Victim Services Provider - Government affiliated.
- 50.0% of respondents reported that they encounter victims/survivors of crime daily. 16.7% of respondents reported that they encounter victims/survivors of crime weekly, a few times per week, or monthly.
- 50.0% of respondents reported working with victims/survivors of crime for 20 or more years. 33.3% of respondents reported working with victims/survivors of crime for 6-10 years. 16.7% of respondents reported working with victims/survivors of crime for 11-15 years.
- The median number of people working for a respondent's organization is 7, with a median estimated yearly budget of \$280,000.
- 33.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 30.0% of organizational budgets.
- 16.7% of respondents reported receiving pass-through funding from coalition in the past three years, and the median organizational budget percentage was not reported.
- 66.7% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 52.5% of organizational budgets.
- 33.3% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50.0% of organizational budgets.
- 50.0% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 15.0% of organizational budgets.

- 16.7% of respondents reported receiving private funding in the past three years, and the median organizational budget percentage was not reported.
- 83.3% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 50.0% of organizational budgets.

## VICTIMS SERVICES NEEDS ASSESSMENT

### Monroe County

Monroe County included 1.07% of the participants of the state. Four (4) victims participated in the survey, and five (5) service providers participated in the survey. This means that victims from Monroe County represent 1.58% of the total state victim participant sample, and service providers from Monroe County represent 0.85% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Unaware of service(s) [ $M = 3.00$ ]
  - I thought I was OK/thought I could deal with it on my own [ $M = 3.00$ ]
  - Afraid of losing housing [ $M = 3.00$ ]
  - Did not know that I was eligible for services [ $M = 3.00$ ]
  - \*7 others at  $M = 2.50$
- The most **needed, but not sought, nor received** services are:
  - Peer Support Groups [33.3%]
  - Accompaniment to medical services [33.3%]
  - Information/free resources about services available [33.3%]
  - Basic needs [33.3%]
  - Transportation [33.3%]
  - Long-term Housing [33.3%]
  - Relocation Services [33.3%]
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expense [33.3%]
  - Safety/Security Planning [33.3%]
  - Accommodations for victims/survivors with disabilities [33.3%]
  - Faith-based/spiritual help [33.3%]
- The most **needed and sought, but not received** services are:
  - Legal assistance/representation /Healthcare Services [33.3%]
  - Notices about the status of court hearings and/or location of the criminal defendant [33.3%]
  - Court accompaniment and/or assistance in court system procedures [33.3%]
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [66.7%]
  - Medical/Healthcare Services [33.3%]
  - Medical exam for sexual assault [33.3%]
  - Emergency Shelter and/or Short-term Housing [33.3%]

- Crisis Hotline [33.3%]
- Continuing Crisis Assistance [33.3%]
- In-home Personal Care [33.3%]
- The **highest rated** services received (in terms of quality) are:
  - Drug and Alcohol Addiction Support/Treatment [ $M = 4.50$ ]
  - Counseling, Therapy, or Mental Health Services [ $M = 4.00$ ]
  - Medical/Healthcare Services [ $M = 4.00$ ]
  - Emergency Shelter and/or Short-term Housing [ $M = 3.50$ ]
  - Crisis Hotline [ $M = 3.50$ ]
- **\*Ratings of most received** services are:
  - Counseling, Therapy, or Mental Health Services [ $M = 4.00$ ]
  - Medical/Healthcare Services [ $M = 4.00$ ]
  - Medical exam for sexual assault [ $M = 2.00$ ]
  - Emergency Shelter and/or Short-term Housing [ $M = 3.50$ ]
  - Crisis Hotline [ $M = 3.50$ ]
  - Continuing Crisis Assistance [ $M = 3.00$ ]
  - In-home Personal Care [ $M = 3.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Medical Services [33.3%]
  - Internet Search [33.3%]

#### **Summary of Victim Responses Related to Victimization**

- For this sample, the **most frequently reported** crimes are:
  - Robbery [66.7%]
  - Physical Assault [33.3%]
  - Harassment/Bullying [33.3%]
  - Burglary [33.3%]
  - Kidnapping [33.3%]
  - Rape/sexual assault [33.3%]
  - Larceny/theft [33.3%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [33.3%]
  - Human Trafficking [33.3%]
  - Stalking [33.3%]
- The **most impactful** crimes reported are:
  - Physical Assault [33.3%]
  - Rape/sexual assault [33.3%]
  - Larceny/Theft [33.3%]
- The average number of crimes reported per person directly impacted by crime is almost 3 ( $M = 2.75$ ).
- The majority [66.7%] of the “most impactful” crimes are violent crimes followed by property crimes [33.7%], and harassment/bullying [9.5%].

- Among those who reported being directly impacted by **more than one crime**, physical assault ( $M = 1.00$ ), rape/sexual assault ( $M = 1.00$ ) and larceny/theft ( $M = 1.00$ ) are ranked as having the **most impact**.

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 4.40$ ]
  - No childcare available [ $M = 4.40$ ]
  - Protecting the offender from the justice system [ $M = 4.20$ ]
  - Fear of losing housing [ $M = 4.00$ ]
  - Substance abuse addictions [ $M = 4.00$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [100.0%]
  - Basic needs (i.e., clothing, food, shelter) [100.0%]
  - Continuing Crisis Intervention [100.0%]
  - Coordination of victim services [100.0%]
  - Counseling, Therapy, or Mental Health Services [100.0%]
  - Crisis response at the crime scene [100.0%]
  - Emergency Financial Assistance [100.0%]
  - Emergency Shelter and/or Emergency Short-term Housing [100.0%]
  - Employment Assistance [100.0%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [100.0%]
  - Long-term Housing [100.0%]
  - Peer Support Groups [100.0%]
  - Relocation Services [100.0%]
  - Substance Abuse support/treatment [100.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Domestic Abuse/Domestic Violence [60.0%]
  - Human Trafficking (Sex/Labor) [60.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [60.0%]
  - Arson [40.0%]

- Child Physical Abuse [40.0%]
- Child Sexual Abuse/Assault [40.0%]
- Harassment/Bullying [40.0%]
- Identity Theft/Financial Abuse/Scam [40.0%]
- Physical Assault [40.0%]
- Rape/sexual assault [40.0%]
- Stalking [40.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Adolescents (age 13-17) [60.0%]
  - Homeless [60.0%]
  - Incarcerated [60.0%]
  - Non-native speakers (e.g., limited English proficiency) [60.0%]
  - Young Adults (age 18-25) [60.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [80.0%]
  - Court Accompaniment and/or assistance in court system procedures [60.0%]
  - Accompaniment to Medical Services [40.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [40.0%]
  - Financial assistance for funeral/burial services [40.0%]
  - Language/interpretation services [40.0%]
  - Medical/Healthcare services [40.0%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [40.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [80.0%]
  - Homicide/Murder [80.0%]
  - Injury by DUI (Driving Under the Influence) Offender [80.0%]
  - Larceny/theft [80.0%]
  - Robbery [80.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [60.0%]
  - Children (age 12 and younger) [60.0%]
  - Families of homicide victims [60.0%]
  - Individuals with intellectual/emotional disabilities [60.0%]

- Individuals with physical disabilities [60.0%]
- LGBTQ [60.0%]
- Men [60.0%]
- White [60.0%]
- Women [60.0%]
- Veterans [60.0%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Advanced Victim Advocate training [*M* = 3.60]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 3.20]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 3.00]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 3.00]
  - Sensitivity and Cultural Competency [*M* = 3.00]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [*M* = 3.75]
  - Statewide comprehensive victim service hotline [*M* = 3.50]
  - Regional cross-training initiatives [*M* = 3.33]
  - Data collection software [*M* = 3.25]
  - Access to telemedicine [*M* = 3.00]
  - Furniture - waiting room/office [*M* = 3.00]
  - Remote training access [*M* = 3.00]
  - Technology to assist with language barriers (build-in translators for online communication) [*M* = 3.00]

Key Comparisons Between Victim and Stakeholder Responses			
<i>Victim Survey Respondents</i>		<i>Stakeholder Survey Respondents</i>	
Barriers to Service	Mean	Barriers to Service	Mean
Unaware of service(s)	3.00	Caretaker was/is offender	4.40
I thought I was OK/thought I could deal with it on my own	3.00	No childcare available	4.40
Afraid of losing housing	3.00	Protecting the offender from the justice system	4.20
Did not know that I was eligible for services	2.00	Fear of losing housing	4.00
*7 other barriers at @ <i>M</i> = 2.50	2.50	Substance abuse addictions	4.00
Greatest Needs	Percent	Greatest Needs	Percent
Peer Support Groups [33.3%]	33.3	Accommodations for victims/survivors with	100.0



Appendix IV-1: County Reports

		disabilities (e.g., assistive technology, signing, etc.)	
Accompaniment to medical services	33.3	Basic needs (i.e., clothing, food, shelter)	100.0
Information/free resources about services available	33.3	Continuing Crisis Intervention	100.0
Basic needs	33.3	Coordination of victim services	100.0
Transportation	33.3	Counseling, Therapy, or Mental Health Services	100.0
Long-term Housing	33.3	Crisis response at the crime scene	100.0
Relocation Services	33.3	Emergency Financial Assistance	100.0
Assistance filling out compensation forms for reimbursement/payment of crime-related expense	33.3	Emergency Shelter and/or Emergency Short-term Housing	100.0
Safety/Security Planning	33.3	Employment Assistance	100.0
Accommodations for victims/survivors with disabilities	33.3	In-home personal care (e.g. day care for children; medical care for elder or disabled adult)	100.0
Faith-based/spiritual help	33.3	Long-term Housing	100.0
		Peer Support Groups	100.0
		Relocation Services	100.0
		Substance Abuse support/treatment	100.0
		Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	100.0

## VICTIMS SERVICES NEEDS ASSESSMENT

### Montgomery County

Montgomery County included 5.24% of the participants of the state. 10 victims participated in the survey, and 34 service providers participated in the survey. This means that victims from Montgomery County represent 3.96% of the total state victim participant sample, and service providers from Montgomery County represent 5.79% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Service(s) not available [ $M = 3.57$ ]
  - No response from service(s) provider [ $M = 3.13$ ]
  - Still dealing with issues involving crime [ $M = 2.75$ ]
  - Made contact with someone, but help was not given/not believed [ $M = 2.43$ ]
  - Afraid of retaliation [ $M = 2.25$ ]
  - Did not trust government [ $M = 2.25$ ]
  - Did not trust courts [ $M = 2.25$ ]
- The most **needed, but not sought, nor received** services are:
  - Notices about the status of court hearings and/or location of the criminal defendant [30.0%]
  - Court accompaniment and/or assistance in court system procedures [20.0%]
  - 12 others at [10%]
- The most **needed and sought, but not received** services are:
  - Medical/Healthcare Services [20.0%]
  - Court accompaniment and/or assistance in court system procedures [20.0%]
  - Notices about the status of court hearings and/or location of the criminal defendant [20.0%]
  - Long-term Housing [20.0%]
  - Relocation Services [20.0%]
  - Safety/Security Planning [20.0%]
  - Accommodations for victims/survivors with disabilities [20.0%]
- The most **received** services are:
  - Court accompaniment and/or assistance in court system procedures [30.0%]
  - Notices about the status of court hearings and/or location of the criminal defendant [30.0%]
  - Counseling, Therapy, or Mental Health Services [20.0%]
  - Peer Support Groups [20.0%]
  - Medical/Healthcare Services [20.0%]
  - Accompaniment to medical services [20.0%]
  - Information/free resources about services available [20.0%]

- Transportation [20.0%]
- The **highest rated** services received (in terms of quality) are:
  - Peer Support Groups [ $M = 5.00$ ]
  - Faith-based/spiritual help [ $M = 5.00$ ]
  - Counseling, Therapy, or Mental Health Services [ $M = 4.25$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 4.25$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 3.00$ ]
- **\*Ratings of most received** services are:
  - Court accompaniment and/or assistance in court system procedures [ $M = 3.00$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 4.25$ ]
  - Counseling, Therapy, or Mental Health Services [ $M = 4.25$ ]
  - Peer Support Groups [ $M = 5.00$ ]
  - Medical/Healthcare Services [ $M = 2.75$ ]
  - Accompaniment to medical services [ $M = 1.75$ ]
  - Information/free resources about services available [ $M = 2.00$ ]
  - Transportation [ $M = 1.75$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Police/Detective/Law Enforcement [40.0%]
  - Victim advocate/Victim service agency/Not-for profit org [30.0%]
  - Internet Search [20.0%]
  - Family [10.0%]
  - Flyer/Brochure [10.0%]
  - Social Media [10.0%]
  - Bank [10.0%]

#### **Summary of Victim Responses Related to Victimization**

- For this sample, the top five **most frequently reported** crimes were:
  - Physical Assault [40.0%]
  - Harassment/Bullying [40.0%]
  - Robbery [30.0%]
  - Domestic Abuse/Domestic Violence [30.0%]
  - Identity Theft/Financial Abuse/Scam [30.0%]
- The **most impactful** crimes reported were:
  - Rape/sexual assault [20.0%]
  - Physical Assault [10.0%]
  - Harassment/Bullying [10.0%]
  - Burglary [10.0%]
  - Robbery [10.0%]
  - Homicide/Murder [10.0%]
  - Child Sexual Abuse/Assault [10.0%]
  - Identity Theft/Financial Abuse/Scam [10.0%]

- The average number of crimes reported per person directly impacted by crime is almost 3 ( $M = 2.90$ )
- The majority [60.0%] of the “most impactful” crimes are violent crimes followed by property crimes [20.0%], and harassment/bullying [10.0%].
- Among those who reported being directly impacted by **more than one crime**, Rape/sexual assault ( $M = 1.00$ ), Domestic Abuse/Domestic Violence ( $M = 2.067$ ), and Identity Theft/Financial Abuse/Scam ( $M = 5.00$ ) are ranked as the most impactful crimes.
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crimes** are: Harassment/Bullying [20.0%], Burglary [20.0%], Robbery [20.0%] and identity Theft/Financial Abuse/Scam [20.0%].

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Fear of deportation [ $M = 3.87$ ]
  - Language barrier [ $M = 3.67$ ]
  - Fear of losing housing [ $M = 3.52$ ]
  - Cultural barrier [ $M = 3.48$ ]
  - Caretaker was/is offender [ $M = 3.38$ ]
  - No childcare available [ $M = 3.38$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [87.9%]
  - Emergency Shelter and/or Emergency Short-term Housing [84.8%]
  - Emergency Financial Assistance [83.9%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [81.8%]
  - Basic needs (i.e., clothing, food, shelter) [81.8%]
- The most **underserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Human Trafficking (Sex/Labor) [58.1%]
  - Harassment/Bullying [51.6%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [50.0%]
  - Physical Assault [48.4%]
  - Stalking [46.7%]
- The most **underserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Non-native speakers (e.g., limited English proficiency) [81.3%]
  - Immigrant/Refugee [78.1%]

- LGBTQ [75.0%]
- Hispanic or Latino [69.7%]
- Homeless [66.7%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [75.0%]
  - Crisis Hotline [68.8%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [63.6%]
  - Medical exam for sexual assault [62.5%]
  - Faith-based/spiritual help [61.3%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Physical Abuse [56.7%]
  - Homicide/Murder [56.7%]
  - Child Sexual Abuse/Assault [53.1%]
  - Domestic Abuse/Domestic Violence [51.6%]
  - Physical Assault [48.4%]
  - Rape/sexual assault [48.4%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Children (age 12 and younger) [53.1%]
  - White [66.7%]
  - Women [56.7%]
  - Adolescents (age 13-17) [50.0%]
  - Adults (age 26-64) [50.0%]
  - Families of homicide victims [50.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.91]
  - Trauma Informed/Sensitive Services and Support [*M* = 2.85]
  - Sensitivity and Cultural Competency [*M* = 2.68]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 2.65]
  - Advanced Victim Advocate training [*M* = 2.56]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [*M* = 3.35]

- Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.86$ ]
- Regional cross-training initiatives [ $M = 2.57$ ]
- Teleconferencing/virtual meeting equipment [ $M = 2.43$ ]
- Computer equipment [ $M = 2.36$ ]

### Stakeholder Survey Respondent Demographics

- 50.0% of respondents reported that they work/volunteer for a Victim Services Provider – Nonprofit. 17.6% of respondents reported that they work for a criminal/juvenile justice agency. 11.8% of respondents reported that they 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 encounters victims of crime. 8.8% of respondents reported that they work for a social service organization not affiliated with a victim service provider. 5.9% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 2.9% of respondents reported that they work in the Court System or in Advocacy.
- 35.3% of respondents reported that they encounter victims/survivors of crime daily. 17.6% of respondents reported that they encounter victims/survivors of crime a few times per week. 14.7% of respondents reported that they encounter victims/survivors of crime a few times per month. 11.8% of respondents reported that they encounter victims/survivors of crime a few times per year. 8.8% of respondents reported that they encounter victims/survivors of crime monthly or have no direct contact. 2.9% of respondents reported that they encounter victims/survivors of crime weekly.
- 26.5% of respondents reported working with victims/survivors of crime for 6-10 years. 23.5% of respondents reported working with victims/survivors of crime for 11-15 years. 20.6% of respondents reported working with victims/survivors of crime for 1-5 years or 20 or more years. 8.8% of respondents reported working with victims/survivors of crime for 16-19 years.
- The median number of people working for a respondent’s organization is 19, with a median estimated yearly budget of \$650,000.
- 23.5% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 5% of organizational budgets.
- 17.6% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 45% of organizational budgets.
- 55.9% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 33% of organizational budgets.
- 29.4% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 65% of organizational budgets.
- 52.9% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 20% of organizational budgets.
- 44.1% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 15% of organizational budgets.
- 47.1% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 34% of organizational budgets.

Key Comparisons Between Victim and Stakeholder Responses			
<i>Victim Survey Respondents</i>		<i>Stakeholder Survey Respondents</i>	
<b>Barriers to Service</b>	<b>Mean</b>	<b>Barriers to Service</b>	<b>Mean</b>
Service(s) not available	3.57	Fear of deportation	3.87
No response from service(s) provider	3.13	Language barrier	3.67
Still dealing with issues involving crime	2.75	Fear of losing housing	3.52
Made contact with someone, but help was not given/not believed	2.43	Cultural barrier	3.48
Afraid of retaliation	2.25	Caretaker was/is offender	3.38
Did not trust government	2.25	No childcare available	3.38
Did not trust courts	2.25		
<b>Greatest Needs</b>	<b>Percent</b>	<b>Greatest Needs</b>	<b>Percent</b>
Notices about the status of court hearings and/or location of the criminal defendant	30.0	Long-term Housing	87.9
Court accompaniment and/or assistance in court system procedures	20.0	Emergency Shelter and/or Emergency Short-term Housing	84.8
12 others	10.0	Emergency Financial Assistance	83.9
		Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	81.8
		Basic needs (i.e., clothing, food, shelter)	81.8

## VICTIMS SERVICES NEEDS ASSESSMENT

### Montour County

Montour County included 1.31% of the participants of the state. One (1) victim participated in the survey but did not complete it in its entirety. 10 service providers participated in the survey, representing 1.70% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Montour County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 4.50$ ]
  - Competing needs of household [ $M = 4.00$ ]
  - No childcare available [ $M = 4.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.50$ ]
  - Fear of losing housing [ $M = 3.50$ ]
  - Victim changed mind [ $M = 3.50$ ]
  - Work schedule conflict [ $M = 3.50$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Accompaniment to Medical Services [100.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [100.0%]
  - Basic needs (i.e., clothing, food, shelter) [100.0%]
  - Continuing Crisis Intervention [100.0%]
  - Coordination of victim services [100.0%]
  - Counseling, Therapy, or Mental Health Services [100.0%]
  - Crisis Hotline [100.0%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [100.0%]
  - Emergency Financial Assistance [100.0%]
  - Employment Assistance [100.0%]
  - Financial assistance for funeral/burial services [100.0%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [100.0%]
  - Legal assistance/representation [100.0%]



- Legal immigration services related to a crime [100.0%]
- Long-term Housing [100.0%]
- Notifications about the status of court hearings and/or the location of the criminal defendant [100.0%]
- Peer Support Groups [100.0%]
- Relocation Services [100.0%]
- Safety/security planning [100.0%]
- Substance Abuse support/treatment [100.0%]
- Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100.0%]
- Victim/Witness Protection [100.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Domestic Abuse/Domestic Violence [100.0%]
  - Harassment/Bullying [100.0%]
  - Human Trafficking (Sex/Labor) [100.0%]
  - Arson [50.0%]
  - Child Physical Abuse [50.0%]
  - Child Sexual Abuse/Assault [50.0%]
  - Identity Theft/Financial Abuse/Scam [50.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [50.0%]
  - Stalking [50.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Adolescents (age 13-17) [100.0%]
  - Elderly/Seniors (age 65+) [100.0%]
  - Non-native speakers (e.g., limited English proficiency) [100.0%]
  - Young Adults (age 18-25) [100.0%]
  - Children (age 12 and younger) [50.0%]
  - College Students [50.0%]
  - Hispanic or Latino [50.0%]
  - Homeless [50.0%]
  - Incarcerated [50.0%]
  - Individuals with intellectual/emotional disabilities [50.0%]
  - Individuals with physical disabilities [50.0%]
  - LGBTQ [50.0%]
  - Middle-Eastern [50.0%]
  - Veterans [50.0%]
  - Women [50.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [100.0%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [50.0%]
  - Child Advocacy Center services (including forensic interviews for child victims) [50.0%]
  - Court Accompaniment and/or assistance in court system procedures [50.0%]
  - Crisis response at the crime scene [50.0%]
  - Emergency Shelter and/or Emergency Short-term Housing [50.0%]
  - Faith-based/spiritual help [50.0%]
  - Language/interpretation services [50.0%]
  - Medical/Healthcare services [50.0%]
  - Medical exam for sexual assault [50.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [50.0%]
  - Child Physical Abuse [50.0%]
  - Child Sexual Abuse/Assault [50.0%]
  - Homicide/Murder [50.0%]
  - Injury by DUI (Driving Under the Influence) Offender [50.0%]
  - Larceny/theft [50.0%]
  - Physical Assault [50.0%]
  - Rape/sexual assault [50.0%]
  - Robbery [50.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [100.0%]
  - White [100.0%]
  - Families of homicide victims [50.0%]
  - Incarcerated [50.0%]
  - Individuals with intellectual/emotional disabilities [50.0%]
  - Individuals with physical disabilities [50.0%]
  - LGBTQ [50.0%]
  - Men [50.0%]
  - Veterans [50.0%]
  - Women [50.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, **stakeholder training needs** are:
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 3.00]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 3.00]
  - Advanced Victim Advocate training [*M* = 2.50]
  - Hotline training [*M* = 2.50]
  - Basic Advocacy [*M* = 2.00]
  - Confidentiality, HIPPA, and ethics [*M* = 2.00]
  - Executive Director training [*M* = 2.00]
  - Foundational Academy training [*M* = 2.00]
  - Mandated Reporter Requirements [*M* = 2.00]
  - Navigating the PA Criminal Justice System [*M* = 2.00]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 2.00]
  - Sensitivity and Cultural Competency [*M* = 2.00]
  - Support Group knowledge and information [*M* = 2.00]
  - Therapeutic Counseling training [*M* = 2.00]
  - Trauma Informed/Sensitive Services and Support [*M* = 2.00]
- Based on a 1-4 scale rating, **infrastructure/support needs** are:
  - Security systems [*M* = 4.00]
  - Increased pay/benefits for staff [*M* = 4.00]
  - Access to telemedicine [*M* = 3.00]
  - Computer equipment [*M* = 3.00]
  - Data collection software [*M* = 3.00]
  - IT support [*M* = 3.00]
  - Regional cross-training initiatives [*M* = 3.00]
  - Remote training access [*M* = 3.00]
  - Statewide comprehensive victim service hotline [*M* = 3.00]
  - Technology to assist with language barriers (build-in translators for online communication) [*M* = 3.00]
  - Teleconferencing/virtual meeting equipment [*M* = 3.00]
  - Website design/redesign [*M* = 3.00]

## VICTIMS SERVICES NEEDS ASSESSMENT

### Northampton County

Northampton County included 1.78% of the participants of the state. Five (5) victims participated in the survey, and 10 service providers participated in the survey. This means that victims from Northampton County represent 1.98% of the total state victim participant sample, and service providers from Northampton County represent 1.70% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** among those who **needed and/or sought services, but did not receive them** are:
  - Did not know that I was eligible for services [ $M = 3.67$ ]
  - Did not know services were free [ $M = 3.67$ ]
  - Unaware of service(s) [ $M = 3.50$ ]
  - I thought I was OK/thought I could deal with it on my own [ $M = 3.00$ ]
  - No response from service(s) provider [ $M = 2.75$ ]
  - Service(s) not available/accessible due to disability [ $M = 2.75$ ]
- The most **needed, but not sought, nor received** services are:
  - Legal assistance [40%]
  - Peer Support Groups [20%]
  - Information/free resources about services available [20%]
  - Long-term housing [20%]
  - In-home personal care [20%]
  - Crisis response at crime scene [20%]
  - Someone to help coordinate victim services [20%]
- The most **needed and sought, but not received** services are:
  - Legal assistance/representation [20%]
  - Notices about status of court hearings/and or location of criminal defendant [20%]
  - Court accompaniment and/or legal assistance [20%]
  - N/a
  - N/a
- The most **received** are:
  - Counseling, Therapy, or Mental Health Services [80%]
  - Medical/Healthcare Services [40%]
  - Emergency Shelter and/or Short-term Housing [40%]
  - Transportation [40%]
- The most **highest rated** services received (in terms of quality) are:
  - Peer Support Groups [ $M = 5.00$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 5.00$ ]

- Notices about the status of court hearings and/or location of the criminal defendant [*M* = 5.00]
- Information/free resources about services available [*M* = 5.00]
- Service Rating - Safety/Security Planning [*M* = 5.00]
  - Additional received services rated as 5 stars:
    - Long-term Housing [*M* = 5.00]
    - Relocation Services [*M* = 5.00]
    - Personal Care [*M* = 5.00]
    - Emergency Financial Assistance [*M* = 5.00]
    - Someone to help coordinate victim services [*M* = 5.00]
    - Service Rating - Faith-based/spiritual help [*M* = 5.00]
    - Child Advocacy Center services [*M* = 5.00]
- **\*Ratings of most received** services are:
  - Counseling, Therapy, or Mental Health Services [*M* = 3.50]
  - Medical/Healthcare Services [*M* = 3.25]
  - Emergency Shelter and/or Short-term Housing [*M* = 2.75]
  - Transportation [*M* = 3.00]
- **Most cited sources of how victims received information on victims' services** are:
  - Friend [40%]
  - Detective/Law Enforcement [20%]
  - Victim advocate/Victim service agency/Not-for profit org [20%]
  - Counselor/Mental health services/Psychiatrist [20%]
  - Medical Services (doctor, nurse, hospital, clinic, dentist) [20%]
  - Clergy [20%]

#### **Summary of Victim Responses Related to Victimization**

- For this sample, the **most frequently reported** crimes are:
  - Physical Assault [80%]
  - Rape/sexual assault [80%]
  - Identity Theft/Financial Abuse/Scam [60%]
  - Domestic Abuse/Domestic Violence [40%]
  - Harassment/Bullying [40%]
- The **most impactful** crimes reported are:
  - Physical Assault [40%]
  - Rape/sexual assault [20%]
  - Arson [20%]
  - Abuse/Domestic Violence [20%]
- The average number of crimes reported per person directly impacted by crime is almost 4 (*M* = 3.8)
- The majority [75%] of the “most impactful” crimes are violent crimes followed by property crimes [25%].

- Among those who reported being directly impacted by **more than one crime**, Arson ( $M = 1.00$ ), is ranked as having the **most impact**, followed by Domestic Abuse/Domestic Violence ( $M = 1.50$ ), Rape/sexual assault ( $M = 2.33$ ), and Physical Assault ( $M = 2.33$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crimes** is the following: physical assault [100%].

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Stakeholder Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - No childcare available [ $M = 3.20$ ]
  - Victim changed mind [ $M = 3.11$ ]
  - Caretaker was/is offender [ $M = 3.10$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.10$ ]
  - Work schedule conflict [ $M = 3.10$ ]
  - Fear of losing housing [ $M = 3.10$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Counseling, Therapy, or Mental Health Services [90%]
  - Legal immigration services related to a crime [90%]
  - Emergency Shelter and/or Emergency Short-term Housing [90%]
  - In-home personal care [90%]
  - Long-term Housing [88.9%]
  - Continuing Crisis Intervention [88.9%]
  - Relocation Services [88.9%]
  - Emergency Financial Assistance [88.9%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Domestic Abuse/Domestic Violence [66.7%]
  - Harassment/Bullying [66.7%]
  - Identity theft/financial abuse/scam [66.7%]
  - Physical Assault [55.6%]
  - Rape/sexual assault [55.6%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Elderly/Seniors (age 65+) [70.0%]
  - LGBTQ [70%]
  - Non-native speakers [66.7%]
  - Adolescents (age 13-17) [60.0%]

- Hispanic/Latino [60%]
- Homeless [60.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
And Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [90%]
  - Medical exam for sexual assault [80%]
  - Court Accompaniment and/or assistance in court system procedures [60%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [55.6%]
  - Assistance completing Victims Compensation Application [55.6%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [55.6%]
  - Child Physical Abuse [55.6%]
  - Child Sexual Abuse/Assault [55.6%]
  - Arson [44.4%]
  - Injury by DUI [44.4%]
  - Larceny/theft [44.4%]
  - Physical Assault [44.4%]
  - Rape/sexual assault [44.4%]
  - Robbery [44.4%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Children [60%]
  - Men [55.6%]
  - White [50.0%]
  - Adolescents (age 13-17) [40%]
  - Women [33.3%]

**Summary of Stakeholder Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale, the top **stakeholder training needs** are:
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 2.90]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.90]
  - Advanced Victim Advocate training [*M* = 2.90]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.70]
  - Trauma Informed/Sensitive Services and Support [*M* = 2.70]
- Based on a 1-4 scale, the top **infrastructure/support needs** are:

- Increased pay/benefits for staff [ $M = 3.44$ ]
- Access to telemedicine [ $M = 2.50$ ]
- Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.33$ ]
- Shelter maintenance/repair [ $M = 2.20$ ]
- Statewide comprehensive [ $M = 2.13$ ]

### Stakeholder Survey Respondent Demographics

- 30% of respondents work/volunteer for a private, nonprofit organization or program not affiliated with a victim service provider, 30% work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.), 20% work for a criminal/juvenile justice agency, and 20% work/ volunteer for a victim services provider.
- 20% of respondents reported that they come into contact with victims/survivors of crime on a daily basis, followed by those who come into contact with victims/survivors of crime a few times per week (20%), a few times per month (20%), monthly (10%), a few times per year (10%), no direct contact (10%), and “none that I am aware of” (10%).
- 50% of respondents reported that they have been working with victims/survivors of crime for 20 or more years, followed by those who have been working with victims/survivors of crime for 11-15 years (20%), less than 1 year (5%), 6-10 years (10%), and 16-19 years (10%).
- The median number of people working for a respondent’s organization is 25, with a median estimated yearly budget of \$165,000
- 30% of respondents indicated that their organization has received pass-through funding from a government entity within the past three years. No information was provided indicating the total percentage that pass-through funding from government entities contributes to organizational budgets
- 10% of respondents indicated that their organization has received pass-through funding from a coalition in the past three years; no information was provided indicating the total percentage that pass-through funding from coalitions contributes to organizational budgets
- 50% of respondents indicated that their organization received PCCD/OVS grant funding in the past three years, and among those receiving this funding, it makes up a median of 47.50% of organizational budgets.
- 20% of respondents indicated that their organization has received direct grant(s) from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 25% of organizational budgets.
- 30% of respondents indicated that their organization has received local/community funding in the past three years, and among those receiving this funding, it makes up a median of 1% of organizational budgets.
- 20% of respondents indicated that their organization has received private funding in the past three years, and among those receiving this funding, it makes up a median of 30% of organizational budgets.
- 50% of respondents indicated that their organization received state funding in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.

### Key Comparisons Between Victim and Stakeholder Responses

<i>Victim Survey Respondents</i>		<i>Stakeholder Survey Respondents</i>	
<b>Barriers to Service</b>	<b>Mean</b>	<b>Barriers to Service</b>	<b>Mean</b>
Did not know that I was eligible for services	3.67	No childcare available	3.20
Did not know services were free	3.67	Victim changed mind	3.11
Unaware of service(s)	3.50	Caretaker was/is offender	3.10



Appendix IV-1: County Reports

I thought I was OK/thought I could deal with it on my own	3.00	Ashamed/Embarrassed about victimization	3.10
No response from service(s) provider	2.75	Work schedule conflict/ Fear of losing housing	3.10
Service(s) not available/accessible due to disability	2.75	N/A	n/a
<b>Greatest Needs</b>	<b>Percent</b>	<b>Greatest Needs</b>	<b>Percent</b>
Legal assistance/representation	20.0	Counseling, Therapy, or Mental Health Services	90.0
Notices about status of court hearings/and or location of criminal defendant	20.0	Legal immigration services related to a crime	90.0
Court accompaniment and/or legal assistance	20.0	Emergency Shelter and/or Emergency Short-term Housing	90.0
		In-home personal care	90.0
		Long-term Housing	88.9
		Continuing Crisis Intervention	88.9
		Relocation Services	88.9
		Emergency Financial Assistance	88.9
		Counseling, Therapy, or Mental Health Services	90.0
		Legal immigration services related to a crime	90.0

## VICTIMS SERVICES NEEDS ASSESSMENT

### Northumberland County

Northumberland County included 1.07% of the participants of the state. Three (3) victims participated in the survey, and six (6) service providers participated in the survey. This means that victims from Northumberland County represent 0.40% of the total state victim participant sample, and service providers from Northumberland County represent 1.02% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Unaware of service(s) [ $M = 4.00$ ]
  - Was a child/was too young [ $M = 4.00$ ]
  - Caretaker was/is offender [ $M = 3.00$ ]
  - Service(s) not in an accessible location [ $M = 3.00$ ]
  - Service(s) not available [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Counseling, Therapy, or Mental Health Service [33.3%]
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - N/A
- The **highest rated** services received (in terms of quality) are:
  - N/A
- **Most cited sources of how victims received information on victims' services** are:
  - N/A

##### Summary of Victim Responses Related to Victimization

- For this sample, the top five **most frequently reported** crimes are:
  - Rape/sexual assault [100%]
  - Child Sexual Abuse/Assault [100%]
  - Domestic Abuse/Domestic Violence [100%]
  - Stalking [100%]
- The **most impactful** crimes reported are:
  - Child Sexual Abuse/Assault [100%]
- The average number of crimes reported per person directly impacted by crime is slightly more than 1 ( $M = 1.33$ )

- The majority [100%] of the “most impactful” crimes are violent crimes.
- Among those who reported being directly impacted by **more than one crime**, Child Sexual Abuse/Assault ( $M = 1.00$ ), Rape/sexual assault ( $M = 2.00$ ), and stalking ( $M = 3.00$ ) are ranked as having the **most impact**.
- **Among those who did not report the crime to the police**, the **highest ranked barriers to contacting the police** are “Caretaker was/is offender” ( $M = 5.00$ ), “Afraid of not being believed ( $M = 3.00$ ),” and “Did not know how to report” ( $M = 3.00$ ).

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Ashamed/Embarrassed about victimization [ $M = 4.33$ ]
  - Caretaker was/is offender [ $M = 4.33$ ]
  - Substance abuse addictions [ $M = 3.83$ ]
  - Victim was a child/too young [ $M = 3.83$ ]
  - Victim changed mind [ $M = 3.67$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Relocation Services [100.0%]
  - Crisis response at the crime scene [83.3%]
  - Language/interpretation services [83.3%]
  - Legal immigration services related to a crime [83.3%]
  - Long-term Housing [83.3%]
  - Peer Support Groups [83.3%]
  - Safety/security planning [83.3%]
  - Substance Abuse support/treatment [83.3%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [83.3%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [83.3%]
  - Human Trafficking (Sex/Labor) [83.3%]
  - Stalking [83.3%]
  - Arson [66.7%]
  - Child Physical Abuse [66.7%]
  - Child Sexual Abuse/Assault [66.7%]
  - Domestic Abuse/Domestic Violence [66.7%]
  - Rape/sexual assault [66.7%]

- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [100.0%]
  - Non-native speakers (e.g., limited English proficiency) [83.3%]
  - Individuals with intellectual/emotional disabilities [83.3%]
  - Black or African American [66.7%]
  - Elderly/Seniors (age 65+) [66.7%]
  - Hispanic or Latino [66.7%]
  - Immigrant/Refugee [66.7%]
  - Individuals with physical disabilities [66.7%]
  - Veterans [66.7%]
  - Young Adults (age 18-25) [66.7%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [83.3%]
  - Accompaniment to Medical Services [66.7%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [66.7%]
  - Court Accompaniment and/or assistance in court system procedures [66.7%]
  - Crisis Hotline [66.7%]
  - Medical/Healthcare services [66.7%]
  - Medical exam for sexual assault [66.7%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [66.7%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Homicide/Murder [66.7%]
  - Physical Assault [66.7%]
  - Burglary [50.0%]
  - Larceny/theft [50.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [50.0%]
  - Robbery [50.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Families of homicide victims [66.7%]
  - Men [66.7%]
  - White [66.7%]
  - Adolescents (age 13-17) [50.0%]
  - Adults (age 26-64) [50.0%]

- Children (age 12 and younger) [50.0%]
- Incarcerated [50.0%]
- LGBTQ [50.0%]
- Women [50.0%]

### **Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 3.17$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.83$ ]
  - Advanced Victim Advocate training [ $M = 2.67$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.67$ ]
  - Navigating the PA Criminal Justice System [ $M = 2.67$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.67$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.60$ ]
  - Data collection software [ $M = 3.50$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 3.40$ ]
  - Regional cross-training initiatives [ $M = 2.80$ ]
  - Technical assistance/visits [ $M = 2.80$ ]

### **Stakeholder Survey Respondent Demographics**

- 33.3% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 16.7% of respondents reported that they work for a criminal/juvenile justice agency; work/volunteer for a Victim Services Provider – Nonprofit; work/volunteer for a Victim Services Provider - Government affiliated; or work for an “other” type of organization.
- 33.3% of respondents reported that they encounter victims/survivors of crime daily. 16.7% of respondents reported that they encounter victims/survivors of crime a few times per year, monthly, a few times per month, or weekly.
- 50.0% of respondents reported working with victims/survivors of crime for 6-10 years. 16.7% of respondents reported working with victims/survivors of crime for 1-5 years, 11-15 years, or 16-19 years.
- The median number of people working for a respondent’s organization is 10, with a median estimated yearly budget of \$126,000.
- 33.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 15.0% of organizational budgets.
- 0.0% of respondents reported receiving pass-through funding from coalition in the past three years.
- 33.3% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 100.0% of organizational budgets.
- 16.7% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50.0% of organizational budgets.
- 16.7% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 33.0% of organizational budgets.

- 16.7% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 61.0% of organizational budgets.
- 33.3% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 25.5% of organizational budgets.

### Key Comparisons Between Victim and Stakeholder Responses

<i>Victim Survey Respondents</i>		<i>Stakeholder Survey Respondents</i>	
<b>Barriers to Service</b>	<b>Mean</b>	<b>Barriers to Service</b>	<b>Mean</b>
Unaware of service(s)	4.00	Ashamed/Embarrassed about victimization	4.33
Was a child/was too young	4.00	Caretaker was/is offender	4.33
Caretaker was/is offender	3.00	Substance abuse addictions	3.83
Service(s) not in an accessible location	3.00	Victim was a child/too young	3.83
Service(s) not available	3.00	Victim changed mind	3.67

## VICTIMS SERVICES NEEDS ASSESSMENT

### Perry County

Perry County included 0.83% of the participants of the state. Zero (0) victims participated in the survey, and seven (7) service providers participated in the survey. This means that victims from Perry County represent 0% of the total state victim participant sample, and service providers from Perry County represent 1.2% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Perry County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.86$ ]
  - Victim was a child/too young [ $M = 3.83$ ]
  - No childcare available [ $M = 3.71$ ]
  - Substance abuse addictions [ $M = 3.67$ ]
  - Protecting the offender from the justice system [ $M = 3.43$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Basic needs (i.e., clothing, food, shelter) [100.0%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [100.0%]
  - Counseling, Therapy, or Mental Health Services [85.7%]
  - Emergency Financial Assistance [85.7%]
  - Emergency Shelter and/or Emergency Short-term Housing [85.7%]
  - Long-term Housing [85.7%]
  - Peer Support Groups [85.7%]
  - Relocation Services [85.7%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [85.7%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Domestic Abuse/Domestic Violence [57.1%]
  - Harassment/Bullying [57.1%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [57.1%]
  - Rape/sexual assault [57.1%]

- Stalking [57.1%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [85.7%]
  - LGBTQ [71.4%]
  - Non-native speakers (e.g., limited English proficiency) [71.4%]
  - Adolescents (age 13-17) [66.7%]
  - Hispanic or Latino [57.1%]
  - Individuals with intellectual/emotional disabilities [57.1%]
  - Immigrant/Refugee [57.1%]
  - Men [57.1%]

**Summary of Service Provider Responses Related to Services Meeting Needs and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [100.0%]
  - Accompaniment to Medical Services [85.7%]
  - Child Advocacy Center services (including forensic interviews for child victims) [85.7%]
  - Court Accompaniment and/or assistance in court system procedures [85.7%]
  - Crisis Hotline [85.7%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Homicide/Murder [71.4%]
  - Child Sexual Abuse/Assault [57.1%]
  - Physical Assault [57.1%]
  - Robbery [57.1%]
  - Burglary [42.9%]
  - Child Physical Abuse [42.9%]
  - Human Trafficking (Sex/Labor) [42.9%]
  - Injury by DUI (Driving Under the Influence) Offender [42.9%]
  - Larceny/theft [42.9%]
  - Rape/sexual assault [42.9%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Children (age 12 and younger) [66.7%]
  - Adults (age 26-64) [50.0%]
  - Families of homicide victims [50.0%]
  - White [50.0%]
  - Black or African American [42.9%]
  - Incarcerated [42.9%]
  - Individuals with intellectual/emotional disabilities [42.9%]



- Individuals with physical disabilities [42.9%]
- Women [42.9%]

### Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 3.33$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 3.00$ ]
  - Sensitivity and Cultural Competency [ $M = 2.71$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.67$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.50$ ]
  - Navigating the PA Criminal Justice System [ $M = 2.50$ ]
  - Support Group knowledge and information [ $M = 2.50$ ]
  - Therapeutic Counseling training [ $M = 2.50$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.00$ ]
  - Data collection software [ $M = 2.80$ ]
  - Statewide comprehensive victim service hotline [ $M = 2.75$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 2.50$ ]
  - Remote training access [ $M = 2.40$ ]
  - Shelter maintenance/repair [ $M = 2.40$ ]

### Stakeholder Survey Respondent Demographics

- 57.1% of respondents reported that they work/volunteer for a Victim Services Provider – Nonprofit. 28.6% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 14.3% of respondents reported that they work for a hospital/medical service provider.
- 42.9% of respondents reported that they encounter victims/survivors of crime daily. 14.3% of respondents reported that they encounter victims/survivors of crime a few times per year, monthly, weekly, or a few times per week.
- 42.9% of respondents reported working with victims/survivors of crime for 11-15 years. 28.6% of respondents reported working with victims/survivors of crime for 6-10 years. 14.3% of respondents reported working with victims/survivors of crime for 1-5 years.
- The median number of people working for a respondent's organization is 12, with a median estimated yearly budget of \$800,000.
- 57.1% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 12.5% of organizational budgets.
- 28.6% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 30.0% of organizational budgets.
- 71.4% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 40.0% of organizational budgets.
- 57.1% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 40.0% of organizational budgets.

- 57.1% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 7.5% of organizational budgets.
- 57.1% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 7.5% of organizational budgets.
- 701.4% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 35.0% of organizational budgets.

## VICTIMS SERVICES NEEDS ASSESSMENT

### Philadelphia County

Philadelphia County included 17.28% of the participants of the state. 55 victims participated in the survey, and 90 service providers participated in the survey. This means that victims from Philadelphia County represent 21.82% of the total state victim participant sample, and service providers from Philadelphia County represent 15.33% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Unaware of service(s) [ $M = 3.73$ ]
  - Service(s) not available [ $M = 3.04$ ]
  - Did not know services were free [ $M = 3.00$ ]
  - Did not know that I was eligible for services [ $M = 2.86$ ]
  - I thought I was OK/thought I could deal with it on my own [ $M = 2.59$ ]
- The most **needed, but not sought, nor received** services are:
  - Peer Support Groups [25%]
  - Counseling, Therapy, or Mental Health Service [15.9%]
  - Information/free resources about services available [15.9%]
  - Legal assistance/representation [15.9%]
  - Legal Immigration services related to the crime [13.6%]
  - Someone to help coordinate victim services [13.6%]
- The most **needed and sought, but not received** services are:
  - Medical/Healthcare Services [6.8%]
  - Drug and Alcohol Addiction Support/Treatment [4.5%]
  - Peer Support Groups [4.5%]
  - Notices about the status of court hearings and/or location of the criminal defendant [4.5%]
  - Victim/Witness Protection [4.5%]
  - Information/free resources about services available [4.5%]
  - Emergency Financial Assistance [4.5%]
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expense [4.5%]
  - Crisis response at the crime scene [4.5%]
  - Continuing Crisis Assistance [4.5%]
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [36.4%]
  - Medical/Healthcare Services [25.0%]

- Notices about the status of court hearings and/or location of the criminal defendant [22.7%]
- Legal assistance/representation [18.2%]
- Legal Immigration services related to the crime [15.9%]
- The **highest rated** services received (in terms of quality) are:
  - Peer Support Groups [ $M = 5.00$ ]
  - Accompaniment to medical services [ $M = 5.00$ ]
  - Victim/Witness Protection [ $M = 5.00$ ]
  - Emergency Shelter and/or Short-term Housing [ $M = 5.00$ ]
  - Transportation [ $M = 5.00$ ]
    - Additional received services rated as 5 stars:
      - Basic needs [ $M = 5.00$ ]
      - Long-term Housing [ $M = 5.00$ ]
      - **\*Ratings of most received** services are:
  - Counseling, Therapy, or Mental Health Services [ $M=4.10$ ]
  - Medical/Healthcare Services [ $M=4.00$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M=4.00$ ]
  - Legal assistance/representation [ $M=4.36$ ]
  - Legal Immigration services related to the crime [ $M=4.71$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Victim advocate/Victim service agency/Not-for profit org [25%]
  - Detective/Law Enforcement [20.5%]
  - Friend [9.1%]
  - Medical Services (doctor, nurse, hospital, clinic, dentist) [9.1%]
  - Attorney [9.1%]

#### **Summary of Victim Responses Related to Victimization**

- For this sample, the **most frequently reported** crimes are:
  - Physical Assault [40.9%]
  - Robbery [27.3%]
  - Larceny/theft [20.5%]
  - Child Physical Abuse [9.1%]
  - Identity Theft/Financial Abuse/Scam [9.1%]
- The **most impactful** crimes reported are:
  - Physical Assault [19%]
  - Robbery [14.3%]
  - Harassment [9.5%]
  - Burglary [7.1%]
  - Homicide/murder [7.1%]
  - Larceny/theft [7.1%]
- The average number of crimes reported per person directly impacted by crime is almost 2 ( $M = 1.80$ )

- The majority [64.3%] of the “most impactful” crimes are violent crimes followed by property crimes [16.7%], and harassment/bullying [9.5%].
- Among those who reported being directly impacted by **more than one crime**, Human Trafficking (Sex/Labor) ( $M = 1.00$ ), is ranked as having the **most impact**, followed by Rape/sexual assault ( $M = 1.80$ ), and Kidnapping ( $M = 2.00$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crimes** are: physical assault [20%], Harassment/bullying [15%], and Robbery [15%].
- **Among those who did not report the crime to the police**, the **highest ranked barriers to contacting the police** are the following: “Ashamed/embarrassed about victimization ( $M = 3.00$ ),” “Did not want the offender to get in trouble ( $M = 3.00$ ),” and “Afraid of not being believed ( $M = 3.00$ ).”

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Fear of deportation [ $M = 4.17$ ]
  - Language barrier [ $M = 3.94$ ]
  - Cultural barrier [ $M = 3.82$ ]
  - Caretaker was/is offender [ $M = 3.62$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.55$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Peer Support Groups [91.1%]
  - Counseling, Therapy, or Mental Health Services [89.9%]
  - Long-term Housing [89.5%]
  - Employment Assistance [87.8%]
  - Basic needs (i.e., clothing, food, shelter) [88.4%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/bullying [72.0%]
  - Human trafficking [67.9%]
  - Stalking [67.9%]
  - Identity theft/Financial abuse/scam [61.4%]
  - Domestic Abuse/Domestic Violence [60.9%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Non-native speakers [80.7%]
  - Immigrant/refugee [80.5%]
  - Individuals with intellectual/emotional disabilities [77.9%]

- LGBTQ+ [75.6%]
- Hispanic/Latino [66.3%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [55.8%]
  - Medical exam for sexual assault [48.1%]
  - Crisis Hotline [45.8%]
  - Child Advocacy Center services [45.1%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [44.8%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Robbery [37.0%]
  - Physical assault [35.7%]
  - Rape/sexual assault [35.6%]
  - Burglary [35.0%]
  - Larceny/theft [33.8%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [57.1%]
  - Women [44.0%]
  - College Students [40.0%]
  - Men [39.5%]
  - Adults (age 26-64) [37.2%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Trauma Informed/Sensitive Services and Support [ $M = 3.00$ ]
  - Sensitivity and Cultural Competency [ $M = 2.98$ ]
  - Topic-specific Training [ $M = 2.97$ ]
  - Advanced Victim Advocate training [ $M = 2.78$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.76$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.50$ ]
  - Technology to assist with language barriers [ $M = 3.09$ ]
  - Data collection software [ $M = 2.78$ ]

- Regional cross-training initiatives [ $M = 2.50$ ]
- Statewide comprehensive [ $M = 2.41$ ]

Stakeholder Survey Respondent Demographics	
<ul style="list-style-type: none"> <li>62.2% of respondents work/volunteer for a non-profit Victim Services Provider, 15.6% of respondents work/volunteer for a private, nonprofit organization or program not affiliated with a victim service provider, 4.4% work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.), 7.8% work for a criminal/juvenile justice agency, and 5.6% work/volunteer for a victim services provider affiliated with the government, 2.2% work for a social service organization not affiliated with a victim service provider, and 2.2 percent work for a hospital/medical service provider.</li> </ul>	
<ul style="list-style-type: none"> <li>55.6% of respondents reported that they encounter victims/survivors of crime on a daily basis, followed by those who come into contact with victims/survivors of crime a few times per week (14.4%), a few times per month (6.7%), monthly (7.8%), a few times per year (8.9%), and no direct contact (2.2%).</li> </ul>	
<ul style="list-style-type: none"> <li>Most (44.3%) of respondents reported working for 1-5 years, 17% of respondents reported that they have been working with victims/survivors of crime for 20 or more years, 15.9% of respondents have worked for 6-10 years, 13.6% have worked for 11-15 years, 5.7% have worked for less than 1 year, and 3.4% have worked for 16-19 years.</li> </ul>	
<ul style="list-style-type: none"> <li>The median number of people working for a respondent's organization is 20, with a median estimated yearly budget of \$296,000</li> </ul>	
<ul style="list-style-type: none"> <li>27.8% of respondents indicated that their organization has received pass-through funding from a government entity within the past three years, and among those receiving this funding, it makes up a median of 33% of organizational budgets.</li> </ul>	
<ul style="list-style-type: none"> <li>11.1% of respondents indicated that their organization has received pass-through funding from a coalition in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.</li> </ul>	
<ul style="list-style-type: none"> <li>53.3% of respondents indicated that their organization received PCCD/OVS grant funding in the past three years, and among those receiving this funding, it makes up a median of 74% of organizational budgets.</li> </ul>	
<ul style="list-style-type: none"> <li>31.1% of respondents indicated that their organization has received direct grant(s) from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.</li> </ul>	
<ul style="list-style-type: none"> <li>36.7% of respondents indicated that their organization has received local/community funding in the past three years, and among those receiving this funding, it makes up a median of 13.50% of organizational budgets.</li> </ul>	
<ul style="list-style-type: none"> <li>44.4% of respondents indicated that their organization has received private funding in the past three years, and among those receiving this funding, it makes up a median of 10% of organizational budgets.</li> </ul>	
<ul style="list-style-type: none"> <li>41.4% of respondents indicated that their organization received state funding in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.</li> </ul>	

Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Unaware of service(s)	3.73	Fear of deportation	4.17
Service(s) not available	3.04	Language barrier	3.94
Did not know services were free	3.00	Cultural barrier	3.82
Did not know that I was eligible for services	2.86	Caretaker was/is offender	3.62
I thought I was OK/thought I could deal with it on my own	2.59	Ashamed/Embarrassed about victimization	3.55
Greatest Needs	Percent	Greatest Needs	Percent

Appendix IV-1: County Reports

Peer Support Groups	25	Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses	55.8
Counseling, Therapy, or Mental Health Service	15.9	Medical exam for sexual assault	48.1
Information/free resources about services available	15.9	Crisis Hotline	45.8
Legal assistance/representation	15.9	Child Advocacy Center services	45.1
Legal Immigration services related to the crime	13.6	Notifications about the status of court hearings and/or the location of the criminal defendant	44.8



## VICTIMS SERVICES NEEDS ASSESSMENT

### Pike County

Pike County included 0.95% of the participants of the state. Two (2) victims participated in the survey, and six (6) service providers participated in the survey. This means that victims from Pike County represent 0.79% of the total state victim participant sample, and service providers from Pike County represent 1.02% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - N/A
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - Medical/Healthcare Services [50.0%]
  - Victim/Witness Protection [50%]
  - Peer Support Groups [50.0%]
  - Information/free resources about services available [50.0%]
  - Safety/Security Planning [50.0%]
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [100.0%]
  - Court accompaniment and/or assistance in court system procedures [100.0%]
  - Notices about the status of court hearings and/or location of the criminal defendant [100.0%]
  - Legal assistance/representation [100.0%]
- The **highest rated** services received (in terms of quality) are:
  - Counseling, Therapy, or Mental Health Services [ $M = 5.00$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 3.00$ ]
  - Legal assistance/representation [ $M = 2.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Medical Services [50.0%]

##### Summary of Victim Responses Related to Victimization

- For this sample, the top **most frequently reported** crimes are:
  - Physical Assault [100%]
  - Harassment/Bullying [100%]
  - Domestic Abuse/Domestic Violence [100%]
  - Stalking [100%]

- The **most impactful** crimes reported are:
  - Domestic Abuse/Domestic Violence [100%]
- The average number of crimes reported per person directly impacted by crime is 2.
- The majority [100%] of the “most impactful” crimes are violent crimes.
- Among those who reported being directly impacted by **more than one crime**, Domestic Abuse/Domestic Violence ( $M = 1.00$ ) is ranked as having the **most impact**, followed by Physical Assault ( $M = 2.00$ ) and Harassment/Bullying ( $M = 3.00$ ).

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Substance abuse addictions [ $M = 3.67$ ]
  - No childcare available [ $M = 3.60$ ]
  - Caretaker was/is offender [ $M = 3.33$ ]
  - Competing needs of household [ $M = 3.33$ ]
  - Fear of losing housing [ $M = 3.33$ ]
  - Still coping with issues involving crime [ $M = 3.33$ ]
  - Victim changed mind [ $M = 3.33$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [100.0%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [100.0%]
  - Legal assistance/representation [100.0%]
  - Peer Support Groups [100.0%]
  - Accompaniment to Medical Services [83.3%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [83.3%]
  - Emergency Shelter and/or Emergency Short-term Housing [83.3%]
  - Long-term Housing [83.3%]
  - Substance Abuse support/treatment [83.3%]
  - Victim/Witness Protection [83.3%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Stalking [100.0%]
  - Harassment/Bullying [80.0%]
  - Human Trafficking (Sex/Labor) [80.0%]
  - Identity Theft/Financial Abuse/Scam [80.0%]

- Physical Assault or Domestic Violence Against an Older Adult/Senior [80.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [83.3%]
  - Non-native speakers (e.g., limited English proficiency) [83.3%]
  - Elderly/Seniors (age 65+) [66.7%]
  - Adolescents (age 13-17) [50.0%]
  - Families of homicide victims [50.0%]
  - Immigrant/Refugee [50.0%]
  - Individuals with intellectual/emotional disabilities [50.0%]
  - Individuals with physical disabilities [50.0%]
  - LGBTQ [50.0%]
  - Men [50.0%]
  - Young Adults (age 18-25) [50.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Child Advocacy Center services (including forensic interviews for child victims) [100.0%]
  - Court Accompaniment and/or assistance in court system procedures [83.3%]
  - Crisis Hotline [83.3%]
  - Language/interpretation services [66.7%]
  - Medical exam for sexual assault [66.7%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [66.7%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Physical Assault [100.0%]
  - Injury by DUI (Driving Under the Influence) Offender [80.0%]
  - Robbery [80.0%]
  - Child Physical Abuse [60.0%]
  - Child Sexual Abuse/Assault [60.0%]
  - Homicide/Murder [60.0%]
  - Larceny/theft [60.0%]
  - Rape/sexual assault [60.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Women [100.0%]
  - White [83.3%]
  - Incarcerated [80.0%]
  - Adults (age 26-64) [66.7%]

- Children (age 12 and younger) [66.7%]
- Veterans [66.7%]

### **Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.67$ ]
  - Advanced Victim Advocate training [ $M = 2.50$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.50$ ]
  - Support Group knowledge and information [ $M = 2.50$ ]
  - Navigating the PA Criminal Justice System [ $M = 2.33$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Shelter maintenance/repair [ $M = 3.00$ ]
  - Increased pay/benefits for staff [ $M = 2.80$ ]
  - Access to telemedicine [ $M = 2.67$ ]
  - Regional cross-training initiatives [ $M = 2.60$ ]
  - IT support [ $M = 2.50$ ]

### **Stakeholder Survey Respondent Demographics**

- 33.3% of respondents reported that they work for a social service organization not affiliated with a victim service provider. 16.7% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.); work for a criminal/juvenile justice agency; work/volunteer for a Victim Services Provider – Nonprofit; or work/volunteer for a Victim Services Provider - Government affiliated.
- 33.3% of respondents reported that they encounter victims/survivors of crime daily. 16.7% of respondents reported that they encounter victims/survivors of crime a few times per week, a few times per month, monthly, or a few times per year.
- 50.0% of respondents reported working with victims/survivors of crime for 6-10 years. 33.3% of respondents reported working with victims/survivors of crime for 16-19 years. 16.7% of respondents reported working with victims/survivors of crime for 1-5 years.
- The median number of people working for a respondent's organization is 11.5, and the median budget was not reported.
- 66.7% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 40% of organizational budgets.
- 0.0% of respondents reported receiving pass-through funding from coalition in the past three years.
- 50.0% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 70% of organizational budgets.
- 33.3% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.
- 16.7% of respondents reported receiving local/community funding in the past three years, and the median budget percentage was not reported.
- 0.0% of respondents reported receiving private funding in the past three years.
- 50.0% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.

## VICTIMS SERVICES NEEDS ASSESSMENT

### Potter County

Potter County included 0.71% of the participants of the state. Zero (0) victims participated in the survey, and six (6) service providers participated in the survey. This means that victims from Potter County represent 0% of the total state victim participant sample, and service providers from Potter County represent 1.0% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Potter County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Ashamed/Embarrassed about victimization [ $M = 3.80$ ]
  - Substance abuse addictions [ $M = 3.67$ ]
  - Victim changed mind [ $M = 3.33$ ]
  - Victim was a child/too young [ $M = 3.33$ ]
  - Work schedule conflict [ $M = 3.17$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [100.0%]
  - Counseling, Therapy, or Mental Health Services [83.3%]
  - Emergency Shelter and/or Emergency Short-term Housing [80.0%]
  - Employment Assistance [80.0%]
  - Relocation Services [80.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [80.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [83.3%]
  - Human Trafficking (Sex/Labor) [66.7%]
  - Stalking [60.0%]
  - Arson [40.0%]
  - Identity Theft/Financial Abuse/Scam [40.0%]
  - Injury by DUI (Driving Under the Influence) Offender [40.0%]
  - Kidnapping [40.0%]
  - Larceny/theft [40.0%]

- Robbery [40.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [66.7%]
  - Adolescents (age 13-17) [50.0%]
  - Families of homicide victims [50.0%]
  - LGBTQ [50.0%]
  - Non-native speakers (e.g., limited English proficiency) [50.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [83.3%]
  - Child Advocacy Center services (including forensic interviews for child victims) [83.3%]
  - Court Accompaniment and/or assistance in court system procedures [83.3%]
  - Crisis Hotline [83.3%]
  - Medical exam for sexual assault [83.3%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Physical Abuse [83.3%]
  - Child Sexual Abuse/Assault [83.3%]
  - Physical Assault [83.3%]
  - Homicide/Murder [80.0%]
  - Domestic Abuse/Domestic Violence [66.7%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [66.7%]
  - Rape/sexual assault [66.7%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [100.0%]
  - Adults (age 26-64) [83.3%]
  - Men [83.3%]
  - Women [83.3%]
  - Children (age 12 and younger) [66.7%]
  - Elderly/Seniors (age 65+) [66.7%]
  - Incarcerated [66.7%]
  - Individuals with intellectual/emotional disabilities [66.7%]
  - Individuals with physical disabilities [66.7%]
  - Veterans [66.7%]
  - Young Adults (age 18-25) [66.7%]

### Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs

- Based on a 1-4 scale rating, **stakeholder training needs** are:
  - Support Group knowledge and information [ $M = 2.50$ ]
  - Navigating the PA Criminal Justice System [ $M = 2.40$ ]
  - Advanced Victim Advocate training [ $M = 2.33$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.33$ ]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.33$ ]
- Based on a 1-4 scale rating, **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 4.00$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.75$ ]
  - Statewide comprehensive victim service hotline [ $M = 2.67$ ]
  - Data collection software [ $M = 2.60$ ]
  - Security systems [ $M = 2.50$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 2.50$ ]

#### Stakeholder Survey Respondent Demographics

- 33.3% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 16.7% of respondents reported that they 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; work for a social service organization not affiliated with a victim service provider; work/volunteer for a Victim Services Provider – Nonprofit; or work/volunteer for a Victim Services Provider - Government affiliated.
- 33.3% of respondents reported that they encounter victims/survivors of crime weekly. 16.7% of respondents reported that they encounter victims/survivors daily, a few times per week, monthly, or report have no contact of which they are aware.
- 33.3% of respondents reported working with victims/survivors of crime for 6-10 years. 16.7% of respondents reported working with victims/survivors of crime for less than a year, 1-5 years, 11-15 years, or 20 or more years.
- The median number of people working for a respondent's organization is 35, with a median estimated yearly budget of \$350,000.
- 33.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 20% of organizational budgets.
- 16.7% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 80% of organizational budgets.
- 50.0% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 60% of organizational budgets.
- 66.7% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.
- 50.0% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 3% of organizational budgets.
- 16.7% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 1% of organizational budgets.

- 66.7% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 10% of organizational budgets.



## VICTIMS SERVICES NEEDS ASSESSMENT

### Schuylkill County

Schuylkill County included 1.19% of the participants of the state. Three (3) victims participated in the survey, and seven (7) service providers participated in the survey. This means that victims from Schuylkill County represent 1.19% of the total state victim participant sample, and survey providers from Schuylkill County represent 1.19% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Service(s) not available [ $M = 4.00$ ]
  - No response from service(s) provider [ $M = 4.00$ ]
  - Still dealing with issues involving crime [ $M = 4.00$ ]
  - Service is not accessible [ $M = 4.00$ ]
  - Did not trust the Police [ $M = 4.00$ ]
  - Did not trust courts [ $M = 4.00$ ]
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [100%]
  - Peer Support Groups [100%]
- The **highest rated** services received (in terms of quality) are:
  - Peer Support Groups [ $M = 4.00$ ]
  - Counseling, Therapy, or Mental Health Services [ $M = 3.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Friend [100%]
  - Family [100%]
  - Counselor/Mental health services/Psychiatrist [100%]
  - Internet Search [100%]

##### Summary of Victim Responses Related to Victimization

- No participants provided responses related to their victimization

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Substance abuse addictions [ $M = 3.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.00$ ]
  - No childcare available [ $M = 3.00$ ]
  - Caretaker was/is offender [ $M = 2.86$ ]
  - Victim changed mind [ $M = 2.86$ ]
  - Work schedule conflict [ $M = 2.86$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [85.7%]
  - Relocation Services [83.3%]
  - Emergency Financial Assistance [83.3%]
  - Legal immigration services related to a crime [71.4%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [71.4%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Domestic Abuse/Domestic Violence [42.9%]
  - Human Trafficking (Sex/Labor) [42.9%]
  - Stalking [42.9%]
  - Child Physical Abuse [42.9%]
  - Domestic Abuse/Domestic Violence [42.9%]
  - Identity Theft/Financial Abuse/Scam [42.9%]
  - Stalking [42.9%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - LGBTQ [57.1%]
  - Non-native speakers (e.g., limited English proficiency) [57.1%]
  - Elderly/Seniors (age 65+) [42.9%]
  - Individuals with intellectual/emotional disabilities [42.9%]
  - Individuals with physical disabilities [42.9%]
  - Homeless [42.9%]

**Summary of Service Provider Responses Related to Services Meeting Needs and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [85.7%]
  - Medical exam for sexual assault [85.7%]
  - Court Accompaniment and/or assistance in court system procedures [71.4%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime [71.4%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [66.7%]
  - Accompaniment to Medical Services [66.7%]
  - Victim/Witness [66.7%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Physical Assault [57.1%]
  - Robbery [57.1%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [57.1%]
  - Burglary [57.1%]
  - Child Physical Abuse [42.9%]
  - Domestic Abuse/Domestic Violence [42.9%]
  - Homicide/Murder [42.9%]
  - Injury by DUI (Driving Under the Influence) Offender [42.9%]
  - Larceny/theft [42.9%]
  - Rape/sexual assault [42.9%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Young Adults (age 18-25) [71.4%]
  - Adults (age 26-64) [71.4%]
  - Men [71.4%]
  - White [85.7%]
  - Veterans [57.1%]

**Summary of Service Provider Responses Related to Stakeholder Training**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Trauma Informed/Sensitive Services and Support [*M* = 2.57]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 2.57]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.57]
  - Advanced Victim Advocate training [*M* = 2.57]
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.57]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:

- Increased pay/benefits for staff [*M* = 2.50]
- Regional cross-training initiatives [*M* = 2.33]
- Technology to assist with language barriers (build-in translators for online communication) [*M* = 2.33]
- Technical assistance/visits [*M* = 2.33]
- Security systems [*M* = 2.20]
- Office maintenance/repair [*M* = 2.20]
- Website design/redesign [*M* = 2.20]

### Stakeholder Survey Respondent Demographics

- 28.6% of respondents reported that they 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 encounters victims of crime; or for a criminal/juvenile justice agency. 14.3% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.); or work/volunteer for a Victim Services Provider - Nonprofit.
- 28.6% of respondents reported that they encounter victims/survivors of crime weekly or a few times per week. 14.3% of respondents reported that they encounter victims/survivors of crime daily, monthly, or a few times per year.
- 57.1% of respondents reported working with victims/survivors of crime for 20 or more years. 28.6% of respondents reported working with victims/survivors of crime for less than a year. 14.3% of respondents reported working with victims/survivors of crime for 6-10 years.
- The median number of people working for a respondent’s organization is 25, the median estimated yearly budget was not recorded.
- 14.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 25% of organizational budgets.
- 14.3% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 28% of organizational budgets.
- 28.6% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 10% of organizational budgets.
- 42.9% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 19% of organizational budgets.
- 42.9% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 20% of organizational budgets.
- 14.3% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 20% of organizational budgets.
- 57.1% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.

### Key Comparisons Between Victim and Stakeholder Responses

<i>Victim Survey Respondents</i>		<i>Stakeholder Survey Respondents</i>	
	<b>Mean</b>		<b>Mean</b>
<b>Barriers to Service – Top 5</b>		<b>Barriers to Service – Top 5</b>	
Service(s) not available	4.00	Substance abuse addictions	3.00
No response from service(s) provider	4.00	Ashamed/Embarrassed about victimization	3.00
Still dealing with issues involving crime	4.00	No childcare available	3.00

Service is not accessible	4.00	Caretaker was/is offender	2.86
Did not trust the Police	4.00	Victim changed mind	2.86
Did not trust the court	4.00	Work schedule conflict	2.86
<b>Greatest Needs – Top 5</b>	<b>Percent</b>	<b>Greatest Needs – Top 5</b>	<b>Percent</b>
N/A	N/A	In-home personal care (e.g. day care for children; medical care for elder or disabled adult)	85.7
		Relocation Services	83.3
		Emergency Financial Assistance	83.3
		Legal immigration services related to a crime	71.4
		Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	71.4

## VICTIMS SERVICES NEEDS ASSESSMENT

### Snyder County

Snyder County included 1.07% of the participants of the state. Three (3) victims participated in the survey, and six (6) service providers participated in the survey. This means that victims from Snyder County represent 1.19% of the total state victim participant sample, and service providers from Snyder County represent 1.02% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Religious beliefs [ $M = 4.00$ ]
  - Concerned about what others would think [ $M = 3.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.00$ ]
  - Did not know that I was eligible for services [ $M = 3.00$ ]
  - Did not consider myself a victim [ $M = 3.00$ ]
  - Afraid of losing privacy [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Medical/Healthcare Services [33.3%]
  - Medical exam for sexual assault [33.3%]
  - Relocation Services [33.3%]
  - Emergency Financial Assistance [33.3%]
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [100%]
  - Medical/Healthcare Services [33.3%]
  - Court accompaniment and/or assistance in court system procedures [33.3%]
  - Information/free resources about services available [33.3%]
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expenses [33.3%]
- The **highest rated** services received (in terms of quality) are:
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expenses [ $M = 5.00$ ]
  - Information/free resources about services available [ $M = 5.00$ ]
  - Medical/Healthcare Services [ $M = 4.00$ ]
  - Counseling, Therapy, or Mental Health Services [ $M = 3.00$ ]
- **\*Ratings of most received** services are:

- Counseling, Therapy, or Mental Health Services [ $M = 3.00$ ]
- Medical/Healthcare Services [ $M = 4.00$ ]
- Court accompaniment and/or assistance in court system procedures [ $M = 3.00$ ]
- Information/free resources about services available [ $M = 5.00$ ]
- Assistance filling out compensation forms for reimbursement/payment of crime-related expenses [ $M = 5.00$ ]
- **Most cited sources of how victims received information on victim’s services** are:
  - Police/Detective/Law Enforcement [33.3%]
  - Family [33.3%]

### Summary of Victim Responses Related to Victimization

- For this sample, the top five **most frequently reported** crimes are:
  - Physical Assault [66.7%]
  - Rape/sexual assault [66.7%]
  - Child Sexual Abuse/Assault [66.7%]
  - Harassment/Bullying [33.3%]
  - Domestic Abuse/Domestic Violence [33.3%]
  - Stalking [33.3%]
- The **most impactful** crimes reported are:
  - Physical Assault [33.3%]
  - Child Sexual Abuse/Assault [33.3%]
  - Domestic Abuse/Domestic Violence [33.3%]
- The average number of crimes reported per person directly impacted by crime is almost 3.
- Among those who reported being directly impacted by **more than one crime**, Domestic Abuse/Domestic Violence ( $M = 1.00$ ) is ranked as having the **most impact**, followed by Rape/sexual assault ( $M = 2.00$ ), and Child Sexual Abuse/Assault ( $M = 2.00$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crime** is physical assault [100%].
- **Among those who did not report the crime to the police**, the **highest ranked barriers to contacting the police** are “Was not sure if it was a crime” ( $M = 5.00$ ), “Concerned about what others would think” ( $M = 4.00$ ), “Afraid of retaliation” ( $M = 3.00$ ), and “Afraid of not being believed” ( $M = 3.00$ ).

<b>SUMMARY OF RESPONSES FROM STAKEHOLDERS</b>
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*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Victim was a child/too young [ $M = 3.60$ ]
  - Caretaker was/is offender [ $M = 3.50$ ]

- Substance abuse addictions [ $M = 3.33$ ]
- Ashamed/Embarrassed about victimization [ $M = 3.17$ ]
- Fear of losing housing [ $M = 3.00$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Emergency Financial Assistance [100.0%]
  - Legal immigration services related to a crime [100.0%]
  - Counseling, Therapy, or Mental Health Services [83.3%]
  - Emergency Shelter and/or Emergency Short-term Housing [83.3%]
  - Long-term Housing [83.3%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [83.3%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Domestic Abuse/Domestic Violence [50.0%]
  - Harassment/Bullying [50.0%]
  - Human Trafficking (Sex/Labor) [50.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [50.0%]
  - Child Physical Abuse [33.3%]
  - Child Sexual Abuse/Assault [33.3%]
  - Physical Assault [33.3%]
  - Rape/sexual assault [33.3%]
  - Stalking [33.3%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [66.7%]
  - Adolescents (age 13-17) [50.0%]
  - LGBTQ [40.0%]
  - Black or African American [33.3%]
  - Children (age 12 and younger) [33.3%]
  - Elderly/Seniors (age 65+) [33.3%]
  - Families of homicide victims [33.3%]
  - Hispanic or Latino [33.3%]
  - Individuals with intellectual/emotional disabilities [33.3%]
  - Non-native speakers (e.g., limited English proficiency) [33.3%]
  - White [33.3%]
  - Women [33.3%]
  - Young Adults (age 18-25) [33.3%]



**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [100.0%]
  - Child Advocacy Center services (including forensic interviews for child victims) [83.3%]
  - Court Accompaniment and/or assistance in court system procedures [83.3%]
  - Medical exam for sexual assault [83.3%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [66.7%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [66.7%]
  - Coordination of victim services [66.7%]
  - Faith-based/spiritual help [66.7%]
  - Language/interpretation services [66.7%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [66.7%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [83.3%]
  - Injury by DUI (Driving Under the Influence) Offender [83.3%]
  - Larceny/theft [83.3%]
  - Robbery [83.3%]
  - Child Physical Abuse [66.7%]
  - Child Sexual Abuse/Assault [66.7%]
  - Homicide/Murder [66.7%]
  - Identity Theft/Financial Abuse/Scam [66.7%]
  - Physical Assault [66.7%]
  - Rape/sexual assault [66.7%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [83.3%]
  - Incarcerated [83.3%]
  - Men [83.3%]
  - Children (age 12 and younger) [66.7%]
  - College Students [66.7%]
  - Elderly/Seniors (age 65+) [66.7%]
  - Families of homicide victims [66.7%]
  - Individuals with intellectual/emotional disabilities [66.7%]
  - Individuals with physical disabilities [66.7%]
  - Veterans [66.7%]
  - Young Adults (age 18-25) [66.7%]

- White [66.7%]
- Women [66.7%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.33]
  - Advanced Victim Advocate training [*M* = 2.17]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.17]
  - Basic Advocacy [*M* = 2.00]
  - Therapeutic Counseling training [*M* = 2.00]
  - Trauma Informed/Sensitive Services and Support [*M* = 2.00]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [*M* = 2.80]
  - Computer equipment [*M* = 2.50]
  - Website design/redesign [*M* = 2.50]
  - Office maintenance/repair [*M* = 2.25]
  - IT support [*M* = 2.25]
  - Regional cross-training initiatives [*M* = 2.25]
  - Technology to assist with language barriers (build-in translators for online communication) [*M* = 2.25]
  - Teleconferencing/virtual meeting equipment [*M* = 2.25]

Stakeholder Survey Respondent Demographics
<ul style="list-style-type: none"> <li>● 50.0% of respondents reported that they work for a criminal/juvenile justice agency. 16.7% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.); work/volunteer for a Victim Services Provider – Nonprofit; or work/volunteer for a Victim Services Provider - Government affiliated.</li> <li>● 33.3% of respondents reported that they encounter victims/survivors of crime daily or monthly. 16.7% of respondents reported that they encounter victims/survivors of crime weekly or a few times per week.</li> <li>● 50.0% of respondents reported working with victims/survivors of crime for 6-10 years. 16.7% of respondents reported working with victims/survivors of crime for 1-5 years, 16-19 years, or 20 or more years.</li> <li>● The median number of people working for a respondent’s organization is 8, with a median estimated yearly budget of \$108,000.</li> <li>● 33.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 6% of organizational budgets.</li> <li>● 0.0% of respondents reported receiving pass-through funding from coalition in the past three years.</li> <li>● 66.7% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 100% of organizational budgets.</li> <li>● 16.7% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.</li> <li>● 50.0% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 33% of organizational budgets.</li> </ul>

- 16.7% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 61% of organizational budgets.
- 66.7% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.

<b>Key Comparisons Between Victim and Stakeholder Responses</b>			
<b>Victim Survey Respondents</b>		<b>Stakeholder Survey Respondents</b>	
<b>Barriers to Service</b>	<b>Mean</b>	<b>Barriers to Service</b>	<b>Mean</b>
Religious beliefs	4.00	Victim was a child/too young	3.60
Concerned about what others would think	3.00	Caretaker was/is offender	3.50
Ashamed/Embarrassed about victimization	3.00	Substance abuse addictions	3.33
Did not know that I was eligible for services	3.00	Ashamed/Embarrassed about victimization	3.17
Did not consider myself a victim	3.00	Fear of losing housing	3.00
Afraid of losing privacy	3.00		
<b>Greatest Needs</b>	<b>Percent</b>	<b>Greatest Needs</b>	<b>Percent</b>
Medical/Healthcare Services	33.3	Emergency Financial Assistance	100.0
Medical exam for sexual assault	33.3	Legal immigration services related to a crime	100.0
Relocation Services	33.3	Counseling, Therapy, or Mental Health Services	83.3
Emergency Financial Assistance	33.3	Emergency Shelter and/or Emergency Short-term Housing	83.3
		Long-term Housing	83.3
		Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	83.3

## VICTIMS SERVICES NEEDS ASSESSMENT

### Somerset County

Somerset County included 1.19% of the participants of the state. One (1) victim participated in the survey, and nine (9) service providers participated in the survey. This means that victims from Somerset County represent 0.40% of the total state victim participant sample, and survey providers from Somerset County represent 1.53% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Somerset County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Victim changed mind [ $M = 4.00$ ]
  - Victim was a child/too young [ $M = 3.63$ ]
  - Ashamed/Embarrassed [ $M = 3.63$ ]
  - Substance abuse addictions [ $M = 3.50$ ]
  - Still coping with issues involving crime [ $M = 3.25$ ]
  - Fear of losing housing [ $M = 3.25$ ]
  - Caretaker was/is offender [ $M = 3.25$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100.0%]
  - Long-term Housing [66.7%]
  - Substance Abuse support/treatment [55.6%]
  - Legal immigration services related to a crime [55.6%]
  - Employment Assistance [55.6%]
  - Relocation Services [55.6%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [55.6%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [55.6%]
  - Stalking [44.4%]
  - Harassment/Bullying [44.4%]

- Stalking [44.4%]
- Child Physical Abuse [33.3%]
- Domestic Abuse/Domestic Violence [33.3%]
- Physical Assault [33.3%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [44.4%]
  - Non-native speakers (e.g., limited English proficiency) [44.4%]
  - Adolescents (age13-17) [44.4%]
  - Young Adults (age 18-25) [44.4%]
  - Adults (age 26-64) [33.3%]
  - Elderly/Seniors (age 65+) [33.3%]
  - Women [33.3%]
  - LGBTQ [33.3%]
  - Immigrant [33.3%]
  - College Students [33.3%]
  - Veterans [33.3%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” responses are:
  - Medical/Healthcare services [88.9%]
  - Child Advocacy Center services (including forensic interviews for child victims) [88.9%]
  - Crisis Hotline [88.9%]
  - Medical exam for sexual assault [77.8%]
  - Court Accompaniment and/or assistance in court system procedures [77.8%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime [77.8%]
  - Faith-based/spiritual help [77.8%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Homicide/Murder [100.0%]
  - Larceny/Theft [100.0%]
  - Burglary [88.9%]
  - Arson [77.8%]
  - Child Sexual Abuse/Assault [77.8%]
  - Rape/sexual assault [77.8%]
  - Robbery [77.8%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Families of homicide victims [88.9%]

- Men [77.8%]
- Children (age 12 and younger) [77.8%]
- White [77.8%]
- Individuals with intellectual/emotional disabilities [77.8%]
- Individuals with physical disabilities [77.8%]
- Incarcerated [77.8%]

### **Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 1.89$ ]
  - Sensitivity and Cultural Competency [ $M = 1.78$ ]
  - Navigating the PA Criminal Justice System [ $M = 1.78$ ]
  - Advanced Victim Advocate training [ $M = 1.78$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 1.67$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 1.67$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 2.43$ ]
  - Data collection software [ $M = 1.86$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 1.75$ ]
  - Regional cross-training initiatives [ $M = 1.71$ ]
  - Technical assistance/visits [ $M = 1.71$ ]
  - Remote training access [ $M = 1.71$ ]

### **Stakeholder Survey Respondent Demographics**

- 33.3% of respondents reported that they work for a criminal/juvenile justice agency. 22.2% of respondents reported that they work/volunteer for a Victim Services Provider. 11.1% of respondents reported that they work for a court system; or 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; or work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.).
- 33.3% of respondents reported that they encounter victims/survivors of crime daily or no direct contact. 11.1% of respondents reported that they encounter victims/survivors of crime a few times per year, monthly, or a few times a week.
- 44.4% of respondents reported working with victims/survivors of crime for 6-10 years. 22.2% of respondents reported working with victims/survivors of crime for 11-15 years. 11.1% of respondents reported working with victims/survivors of crime for 1-5 years, 6-10 years, or 20 plus years.
- The median number of people working for a respondent's organization is 26, with a median estimated yearly budget of \$39,000.
- 11.1% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 10% of organizational budgets.

- 11.1% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, no median score was recorded.
- 77.8% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 35% of organizational budgets.
- 22.2% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 45% of organizational budgets.
- 33.3% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 44.50% of organizational budgets.
- 22.2% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 14% of organizational budgets.
- 44.4% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 55% of organizational budgets.

## VICTIMS SERVICES NEEDS ASSESSMENT

### Sullivan County

Sullivan County included 0.23% of the participants of the state. Zero (0) victims participated in the survey, and two (2) service providers participated in the survey. This means that service providers from Sullivan County represent 0.34% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Sullivan County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Ashamed/Embarrassed about victimization [ $M = 4.50$ ]
  - Caretaker was/is offender [ $M = 4.00$ ]
  - Victim changed mind [ $M = 4.00$ ]
  - Still coping with issues involving crime [ $M = 3.50$ ]
  - No childcare available [ $M = 3.50$ ]
  - Competing needs of household [ $M = 3.50$ ]
  - Work schedule conflict [ $M = 3.50$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Counseling, Therapy, or Mental Health Services [100%]
  - Peer Support Groups [100%]
  - Legal assistance/representation [100%]
  - Long-term Housing [100%]
  - Emergency Shelter and/or Emergency Short-term Housing [100.0%]
  - Crisis response at the crime scene [100.0%]
  - Victim/Witness Protection [100.0%]
  - Relocation Services [100.0%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [100%]
  - Emergency Financial Assistance [100%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [100%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [100%]



- Harassment/Bullying [100%]
- Human Trafficking (Sex/Labor) [100%]
- Identity Theft/Financial Abuse/Scam [100%]
- Stalking [100%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Adolescents (age 13-17) [100%]
  - Elderly/Seniors (age 65+) [100%]
  - Homeless [100%]
  - Non-native speakers (e.g., limited English proficiency) [100%]
  - 7 others at 50%

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Court Accompaniment and/or assistance in court system procedures [100%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Burglary [100.0%]
  - Injury by DUI (Driving Under the Influence) Offender [100.0%]
  - Larceny/theft [100.0%]
  - Robbery [100.0%]
  - 7 others at 50%
- The top **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [100%]
  - White [100%]
  - Women [100%]
  - Children (age 12 and younger) [50.0%]
  - Young Adults (age 18-25) [50.0%]
  - Men [50.0%]
  - White [50.0%]
  - LGBTQ [50.0%]
  - Individuals with intellectual/emotional disabilities [50.0%]
  - Individuals with physical disabilities [50%]
  - Incarcerated [50%]
  - Veterans [50.5%]
  - Families of homicide victims [50.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.50]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.50]
  - Advanced Victim Advocate training [*M* = 2.50]
  - Trauma Informed/Sensitive Services and support [*M* = 1.50]
  - Executive Director training [*M* = 2.00]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Security systems [*M* = 3.00]
  - Access to telemedicine [*M* = 3.00]
  - Increased pay/benefits for staff [*M* = 3.00]

## VICTIMS SERVICES NEEDS ASSESSMENT

### Susquehanna County

Susquehanna County included 0.48% of the participants of the state. One (1) victims participated in the survey, and three (3) service providers participated in the survey. This means that victims from Susquehanna County represent 0.40% of the total state victim participants, and survey providers from Susquehanna County represent 0.38% of the total state service provider participants.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Afraid of losing privacy [ $M = 5.00$ ]
  - Did not consider myself a victim [ $M = 5.00$ ]
  - Afraid of not being believed [ $M = 5.00$ ]
  - Did not know that I was eligible for services [ $M = 5.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 5.00$ ]
  - Concerned about what others would think [ $M = 5.00$ ]
  - Was a child/was too young [ $M = 5.00$ ]
  - I thought I was OK/thought I could deal with it on my own [ $M = 5.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Court accompaniment and/or assistance in court system procedures [100%]
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - Faith-based/spiritual help [100%]
- **Highest rated** services received (in terms of quality) are:
  - Faith-based/spiritual help [ $M = 4.00$ ]
- **Most cited sources of how victims received information on victims' services** are:
  - Family [100%]

##### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - Harassment/Bullying [100%]
  - Homicide/Murder [100%]
  - Child Sexual Abuse/Assault [100%]
- The **most impactful** crimes reported are:
  - Homicide/Murder [ $M = 3.00$ ]
  - Harassment/Bullying [ $M = 2.00$ ]

- Sexual Abuse/Assault [ $M = 1.00$ ]
- The average number of crimes reported per person directly impacted by crime is 3.

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### **Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations**

- The **most significant barriers to accessing services** are:
  - No childcare available [ $M = 4.00$ ]
  - Caretaker was/is offender [ $M = 3.67$ ]
  - Victim changed mind [ $M = 3.67$ ]
  - Substance abuse addictions [ $M = 3.33$ ]
  - Competing needs of household [ $M = 3.33$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Counseling, Therapy, or Mental Health Services [100%]
  - Emergency Shelter and/or Emergency Short-term Housing [100%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100%]
  - Victim/Witness Protection [100%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [100%]
  - Emergency Financial Assistance [100%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [100%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Arson [33.3%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [33.3%]
  - Domestic Abuse/Domestic Violence [33.3%]
  - Harassment/Bullying [33.3%]
  - Homicide/Murder [33.3%]
  - Human Trafficking (Sex/Labor) [33.3%]
  - Identity Theft/Financial Abuse/Scam [33.3%]
  - Injury by DUI (Driving Under the Influence) Offender [33.3%]
  - Kidnapping [33.3%]
  - Larceny/theft [33.3%]
  - Stalking [33.3%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Elderly/Seniors (age 65+) [66.7%]

- Homeless [66.7%]
- Adolescents (age 13-17) [33.3%]
- Young Adults (age 18-25) [33.3%]
- Men [33.3%]
- LGBTQ [33.3%]
- Veterans [33.3%]
- Families of homicide victims [33.3%]
- Non-native speakers (e.g., limited English proficiency) [33.3%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Court Accompaniment and/or assistance in court system procedures [100%]
  - Medical/Healthcare services [66.7%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [66.7%]
  - Medical exam for sexual assault [66.7%]
  - Child Advocacy Center services [66.7%]
  - Legal assistance/representation [66.7%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [66.7%]
  - Language/interpretation services [66.7%]
  - Safety/security planning [66.7%]
  - Financial assistance for funeral/burial services [66.7%]
  - Coordination of victim services [66.7%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Arson [66.7%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [66.7%]
  - Domestic Abuse/Domestic Violence [66.7%]
  - Harassment/Bullying [66.7%]
  - Homicide/Murder [66.7%]
  - Human Trafficking (Sex/Labor) [66.7%]
  - Identity Theft/Financial Abuse/Scam [66.7%]
  - Injury by DUI (Driving Under the Influence) Offender [66.7%]
  - Kidnapping [66.7%]
  - Larceny/theft [66.7%]
  - Stalking [66.7%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Children (age 12 and younger) [100%]

- Adults (age 26-64) [100%]
- White [100%]
- Women [100%]
- Individuals with intellectual/emotional disabilities [100%]
- Individuals with physical disabilities [100%]
- Incarcerated [100%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.67]
  - Informed/Sensitive Services and Support [*M* = 2.33]
  - Therapeutic Counseling training [*M* = 2.33]
  - Confidentiality, HIPPA, and ethics [*M* = 2.00]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.00]
  - Advanced Victim Advocate training [*M* = 2.00]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Technology to assist with language barriers (build-in translators for online communication) [*M* = 3.00]
  - IT support [*M* = 3.00]
  - Specialized software for online appointment scheduling [*M* = 3.00]
  - Statewide comprehensive victim service hotline [*M* = 3.00]
  - Increased pay/benefits for staff [*M* = 3.00]

Key Comparisons Between Victim and Stakeholder Responses			
<i>Victim Survey Respondents</i>		<i>Stakeholder Survey Respondents</i>	
Barriers to Service	Mean	Barriers to Service	Mean
Afraid of losing privacy	5.00	Afraid of losing privacy	5.00
Did not consider myself a victim	5.00	Did not consider myself a victim	5.00
Afraid of not being believed	5.00	Afraid of not being believed	5.00
Did not know that I was eligible for services	5.00	Did not know that I was eligible for services	5.00
Ashamed/Embarrassed about victimization	5.00	Ashamed/Embarrassed about victimization	5.00
Concerned about what others would think	5.00	Concerned about what others would think	5.00
Was a child/was too young	5.00	Was a child/was too young	5.00
I thought I was OK/thought I could deal with it on my own	5.00	I thought I was OK/thought I could deal with it on my own	5.00

## VICTIMS SERVICES NEEDS ASSESSMENT

### Tioga County

Tioga County included 0.48% of the participants of the state. Zero (0) victims participated in the survey, and four (4) service providers participated in the survey. This means that service providers from Tioga County represent .68% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Tioga County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.50$ ]
  - Victim changed mind [ $M = 3.50$ ]
  - Substance abuse addictions [ $M = 3.33$ ]
  - Victim was a child/too young [ $M = 3.25$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.00$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Disability Assistance (e.g., assistive technology, signing, etc.) [75.0%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [75.0%]
  - Relocation Services [75.0%]
  - Employment Assistance [75.0%]
  - Counseling, Therapy, or Mental Health Services [50.0%]
  - Substance Abuse support/treatment [50.0%]
  - Long-term Housing [50.0%]
  - Faith-based/spiritual help [50.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Arson [25.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [25.0%]
  - Domestic Abuse/Domestic Violence [25.0%]
  - Harassment/Bullying [25.0%]
  - Human Trafficking (Sex/Labor) [25.0%]
  - Identity Theft/Financial Abuse/Scam [25.0%]

- Stalking [25.0%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Adolescents (age 13-17) [33.3%]
  - Young Adults (age 18-25) [33.3%]
  - Elderly/Seniors (age 65+) [25.0%]
  - Homeless [25.0%]
  - Non-native speakers (e.g., limited English proficiency) [25.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services {100%}
  - Court Accompaniment and/or assistance in court system procedures [100%]
  - Notifications about the status of court hearings and/or the location of the criminal defendant [75.0%]
  - Medical exam for sexual assault [75.0%]
  - Accompaniment to Medical Services [75.0%]
  - Child Advocacy Center services (including forensic interviews for child victims) [75.0%]
  - Legal immigration services related to a crime [75.0%]
  - Legal assistance/representation [75.0%]
  - Emergency Shelter and/or Emergency Short-term Housing [75.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [75.0%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [75.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [75.0%]
  - Language/interpretation services [75.0%]
  - Safety/security planning [75.0%]
  - Crisis response at the crime scene [75.0%]
  - Crisis Hotline [75.0%]
  - Continuing Crisis Intervention [75.0%]
  - Coordination of victim services [75.0%]
  - Victim/Witness Protection [75.0%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [75.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Robbery [100.0%]
  - Rape/sexual assault [100.0%]
  - Larceny/theft [100.0%]



- Homicide/Murder [100.0%]
- Child Sexual Abuse/Assault [100.0%]
- Child Physical Abuse [100%]
- Burglary [100%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Children (age 12 and younger) [100.0%]
  - Adults (age 26-64) [100.0%]
  - Men [100.0%]
  - White [100.0%]
  - Women [100.0%]
  - Individuals with intellectual/emotional disabilities [100.0%]
  - Individuals with physical disabilities [100%]
  - Incarcerated [100%]
  - Veterans [100%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 2.25]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.00]
  - Advanced Victim Advocate training [*M* = 1.75]
  - Trauma Informed/Sensitive Services and support [*M* = 1.50]
  - Support Group knowledge and information [*M* = 1.50]
  - Navigating the PA Criminal Justice System [*M* = 1.50]
  - Mandated Reporter Requirements [*M* = 1.50]
  - Confidentiality, HIPPA, and ethics [*M* = 1.50]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Computer equipment [*M* = 2.50]
  - Data collection software [*M* = 2.50]
  - Security systems [*M* = 2.00]
  - Office maintenance/repair [*M* = 2.00]
  - Shelter maintenance/repair [*M* = 2.00]
  - Regional cross-training initiatives [*M* = 2.00]
  - IT support [*M* = 2.00]
  - Statewide comprehensive victim service hotline [*M* = 2.00]
  - Increased pay/benefits for staff [*M* = 2.00]

## VICTIMS SERVICES NEEDS ASSESSMENT

### Union County

Union County included 0.60% of the participants of the state. Zero (0) victims participated in the survey, and five (5) service providers participated in the survey. This means that service providers from Union County represent .85% of the total state service providers participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Union County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.80$ ]
  - Fear of losing housing [ $M = 3.60$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.60$ ]
  - No childcare available [ $M = 3.20$ ]
  - Victim changed mind [ $M = 3.20$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Counseling, Therapy, or Mental Health Services [80%]
  - Substance Abuse support/treatment [80%]
  - Legal immigration services related to a crime [80%]
  - Legal assistance/representation [80%]
  - Long-term Housing [80.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [80.0%]
  - Crisis response at the crime scene [80.0%]
  - Language/interpretation services [80.0%]
  - Victim/Witness Protection [80.0%]
  - Relocation Services [80.0%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [80.0%]
  - Emergency Financial Assistance [80.0%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [60.0%]

- Arson [40.0%]
- Child Sexual Abuse/Assault [40.0%]
- Child Physical Abuse [40.0%]
- Physical Assault or Domestic Violence Against an Older Adult/Senior [66.7%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Non-native speakers (e.g., limited English proficiency) [80.0%]
  - Homeless [80.0%]
  - Adolescents (age 13-17) [60.0%]
  - Elderly/Seniors (age 65+) [50.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [80.0%]
  - Court Accompaniment and/or assistance in court system procedures [80%]
  - Accompaniment to Medical Services [80%]
  - Child Advocacy Center services (including forensic interviews for child victims) [80%]
  - Medical exam for sexual assault [60.0%]
  - Basic needs (i.e., clothing, food, shelter) [60.0%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [60.0%]
  - Safety/security planning [60%]
  - Crisis Hotline [60%]
  - Continuing Crisis Intervention [60%]
  - Faith-based/spiritual help [60%]
  - Financial assistance for funeral/burial services [60%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Homicide/Murder [80.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [60.0%]
  - Burglary [60.0%]
  - Child Physical Abuse [60%]
  - Child Sexual Abuse/Assault [60%]
  - Domestic Abuse/Domestic Violence [60%]
  - Human Trafficking (Sex/Labor) [60%]
  - Injury by DUI (Driving Under the Influence) Offender [60%]
  - Larceny/theft [60%]
  - Stalking [60%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:

- White [80.0%]
- Women [80.0%]
- Adults (age 26-64) [80.0%]
- Children (age 12 and younger) [40.0%]
- Young Adults (age 18-25) [60.0%]
- Men [40.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 3.00$ ]
  - Advanced Victim Advocate training [ $M = 2.60$ ]
  - Therapeutic Counseling training [ $M = 2.40$ ]
  - Trauma Informed/Sensitive Services and support [ $M = 2.20$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.20$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Remote training access [ $M = 3.67$ ]
  - Infrastructure/Support Need - Data collection software [ $M = 3.67$ ]
  - Office maintenance/repair [ $M = 3.33$ ]
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 2.25$ ]
  - Technical assistance/visits [ $M = 3.00$ ]
  - Furniture - waiting room/office [ $M = 3.00$ ]
  - Increased pay/benefits for staff [ $M = 3.00$ ]

## VICTIMS SERVICES NEEDS ASSESSMENT

### Venango County

Venango County included 0.715% of the participants of the state. Five (5) victims participated in the survey, and six (6) service providers participated in the survey. This means that victims from Venango County represent 1.98% of the total state victim participant sample, and service providers from Venango County represent 1.02% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Afraid of losing privacy [ $M = 4.00$ ]
  - Caretaker was/is offender [ $M = 4.00$ ]
  - Worried about being blamed [ $M = 3.50$ ]
  - Competing needs of household [ $M = 3.00$ ]
  - No childcare available [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Peer Support Groups [33.3%]
  - Financial assistance for funeral/burial services [33.3%]
- The most **needed and sought, but not received** services are:
  - Notices about the status of court hearings and/or location of the criminal defendant [33.3%]
  - Legal assistance/representation [33.3%]
  - Employment assistance [33.3%]
  - Safety/Security Planning [33.3%]
  - Continuing Crisis Assistance [33.3%]
  - Someone to help coordinate victim services [33.3%]
  - Faith-based/spiritual help [33.3%]
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [66.7%]
  - Drug and Alcohol Addiction Support/Treatment [33.3%]
  - Court accompaniment and/or assistance in court system procedures [33.3%]
  - Victim/Witness Protection [33.3%]
  - Emergency Shelter and/or Short-term Housing [33.3%]
  - Basic needs (i.e., clothing, food, shelter) [33.3%]
  - Crisis Hotline [33.3%]
  - Child Advocacy Center services [33.3%]
  - Relocation Services [33.3%]
- The **highest rated** services received (in terms of quality) are:

- Court accompaniment and/or assistance in court system procedures [*M* = 5.00]
- Counseling, Therapy, or Mental Health Services [*M* = 5.00]
- Emergency Shelter and/or Short-term Housing [*M* = 5.00]
- Emergency Shelter and/or Short-term Housing [*M* = 5.00]
- Transportation [*M* = 5.00]
  - Additional received services rated as 5 stars:
    - Basic needs [*M* = 5.00]
    - Crisis Hotline [*M* = 5.00]
- **\*Ratings of most received** services are:
  - Counseling, Therapy, or Mental Health Services [*M* = 5.00]
  - Drug and Alcohol Addiction Support/Treatment [N/A]
  - Court accompaniment and/or assistance in court system procedures [*M* = 5.00]
  - Victim/Witness Protection [N/A]
  - Emergency Shelter and/or Short-term Housing [*M* = 5.00]
  - Basic needs (i.e., clothing, food, shelter) [*M* = 5.00]
  - Crisis Hotline [*M* = 5.00]
  - Child Advocacy Center services [*M* = 3.50]
  - Relocation Services [*M* = 2.00]
- **Most cited sources of how victims received information on victims' services** are:
  - Police/Detective/Law Enforcement [66.7%]
  - Victim advocate/Victim service agency/Not-for profit org [33.3%]
  - Attorney [33.3%]

#### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - Physical Assault [33.3%]
  - Harassment/Bullying [33.3%]
  - Rape/sexual assault [33.3%]
  - Larceny/theft [33.3%]
  - Child Sexual Abuse/Assault [33.3%]
  - Domestic Abuse/Domestic Violence [33.3%]
  - Identity Theft/Financial Abuse/Scam [33.3%]
- The **most impactful** crimes reported are:
  - Rape/sexual assault [33.3%]
  - Larceny/Theft [33.3%]
  - Domestic Abuse/Domestic Violence [33.3%]
- The average number of crimes reported per person directly impacted by crime is around 1 (*M* = 1.40)
- The majority [66.7%] of the “most impactful” crimes are violent crimes followed by property crimes [33.3%].

- Among those who reported being directly impacted by **more than one crime** Domestic Abuse/Domestic Violence ( $M = 1.00$ ), is ranked as having the **most impact**, followed by Identify Child Sexual Abuse/Assault ( $M = 2.00$ ) and Child Physical Assault ( $M = 3.00$ ).
- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crimes** are: Rape/sexual assault [50%] and Larceny/theft [50%].

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 4.00$ ]
  - No childcare available [ $M = 3.50$ ]
  - Victim changed mind [ $M = 3.50$ ]
  - Substance abuse addictions [ $M = 3.33$ ]
  - Ashamed/Embarrassed [ $M = 3.33$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Legal assistance/representation [100%]
  - Employment Assistance [100%]
  - Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [100%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [100%]
  - Disability Assistance (e.g., assistive technology, signing, etc.) [83.3%]
  - Victim/Witness Protection [83.3%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [83.3%]
  - Substance Abuse support/treatment [83.3%]
  - Peer Support Groups [83.3%]
  - Counseling, Therapy, or Mental Health Services [83.3%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [100%]
  - Human Trafficking (Sex/Labor) [80.0%]
  - Domestic Abuse/Domestic Violence [66.7%]
  - Child Sexual Abuse/Assault [66.7%]
  - Child Physical Abuse [66.7%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [66.7%]

- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Women [66.7%]
  - Young Adults (age 18-25) [66.7%]
  - Adolescents (age 13-17) [50.0%]
  - Men [50.0%]
  - White [50.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services {83.3%}
  - Medical exam for sexual assault [83.3%]
  - Faith-based/spiritual help [66.7%]
  - Safety/security planning [66.7%]
  - 7\* others at 50%
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Homicide/Murder [60.0%]
  - Larceny/theft [60.0%]
  - Rape/sexual assault [60.0%]
  - Robbery [50.0%]
  - Burglary [50.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Children (age 12 and younger) [66.7%]
  - Women [66.7%]
  - Adolescents (age 13-17) [50.0%]
  - Men [50.0%]
  - White [50.0%]
  - Families of homicide victims [50%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 3.50]
  - Foundational Academy training [*M* = 3.17]
  - Advanced Victim Advocate training [*M* = 3.17]
  - Support Group knowledge and information [*M* = 3.00]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 3.00]



- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [*M* = 3.60]
  - Regional cross-training initiatives [*M* = 3.40]
  - Technical assistance/visits [*M* = 2.80]
  - Access to telemedicine [*M* = 2.75]
  - Teleconferencing/virtual meeting equipment [*M* = 2.50]

<b>Stakeholder Survey Respondent Demographics</b>	
<ul style="list-style-type: none"> <li>• 33.3% of respondents reported that they 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 encounters victims of crime. 33.3% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 16.7% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 16.7% of respondents reported that they work/volunteer for a Victim Services Provider - Government affiliated.</li> <li>• 33.3% of respondents reported that they encounter victims/survivors of crime daily. 16.7% of respondents reported that they encounter victims/survivors of crime a few times per week. 16.7% of respondents reported that they encounter victims/survivors of crime weekly. 16.7% of respondents reported that they encounter victims/survivors of crime monthly. 16.7% of respondents reported that they encounter victims/survivors of crime a few times per year.</li> <li>• 66.7% of respondents reported working with victims/survivors of crime for 11-15 years. 16.7% of respondents reported working with victims/survivors of crime for 6-10 years. 16.7% of respondents reported working with victims/survivors of crime for 20+ years.</li> <li>• The median number of people working for a respondent’s organization is 3.50, with a median estimated yearly budget of \$75,000.00.</li> <li>• 16.7% of respondents reported receiving pass-through funding from a government entity in the past three years.</li> <li>• 16.7% of respondents reported receiving pass-through funding from coalition in the past three years.</li> <li>• 50.0% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 75% of organizational budgets.</li> <li>• 16.7% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.</li> <li>• 66.7% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 57.50% of organizational budgets.</li> <li>• 66.7% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 42.50% of organizational budgets.</li> <li>• 33.3% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.</li> </ul>	

<b>Key Comparisons Between Victim and Stakeholder Responses</b>			
<b>Victim Survey Respondents</b>		<b>Stakeholder Survey Respondents</b>	
<b>Barriers to Service</b>	<b>Mean</b>	<b>Barriers to Service</b>	<b>Mean</b>
Afraid of losing privacy	4.00	Caretaker was/is offender	4.00
Caretaker was/is offender	4.00	No childcare available	3.50
Worried about being blamed	3.50	Victim changed mind	3.50
Competing needs of household	3.00	Substance abuse addictions	3.33
No childcare available	3.00	Ashamed/Embarrassed	3.33

<b>Greatest Needs</b>	<b>Percent</b>	<b>Greatest Needs</b>	<b>Percent</b>
Peer Support Groups	33.3	Legal assistance/representation	100
Financial assistance for funeral/burial services	33.3	Employment Assistance	100
N/A	N/A	Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.)	100
		In-home personal care (e.g. day care for children; medical care for elder or disabled adult)	100
		Disability Assistance (e.g., assistive technology, signing, etc.)	83.3
		Victim/Witness Protection	83.3
		Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	83.3
		Substance Abuse support/treatment	83.3
		Peer Support Groups	83.3
		Counseling, Therapy, or Mental Health Services	83.3

## VICTIMS SERVICES NEEDS ASSESSMENT

### Warren County

Warren County included 0.60% of the participants of the state. Zero (0) victims completed the survey, and five (5) service providers participated in the survey. This means that victims from Warren County represent 0% of the total state victim participant sample, and service providers from Warren County represent 0.85% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

No victim responses were received in Warren County.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Fear of losing housing [ $M = 4.00$ ]
  - Caretaker was/is offender [ $M = 4.00$ ]
  - No childcare available [ $M = 4.00$ ]
  - Victim was a child/too young [ $M = 3.80$ ]
  - Protecting the offender from the justice system [ $M = 3.80$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Counseling, Therapy, or Mental Health Services [100%]
  - Peer Support Groups [100%]
  - Legal assistance/representation [100%]
  - Long-term Housing [100%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100%]
  - Basic needs (i.e., clothing, food, shelter) [100%]
  - Employment Assistance [100%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [100%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Stalking [80.0%]
  - Harassment/Bullying [80.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [80.0%]
  - Rape/sexual assault [60.0%]

- Child Sexual Abuse/Assault [60.0%]
- Child Physical Abuse [60%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Adolescents (age 13-17) [80.0%]
  - Young Adults (age 18-25) [80.0%]
  - Homeless [80.0%]
  - Individuals with intellectual/emotional disabilities [60.0%]
  - Non-native speakers (e.g., limited English proficiency) [60.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Counseling, Therapy, or Mental Health Services [100%]
  - Peer Support Groups [100%]
  - Legal assistance/representation [100%]
  - Long-term Housing [100%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [100%]
  - Basic needs (i.e., clothing, food, shelter) [100%]
  - Employment Assistance [100%]
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [100%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Injury by DUI (Driving Under the Influence) Offender [80.0%]
  - Larceny/theft [80.0%]
  - Robbery [75.0%]
  - Physical Assault [60.0%]
  - Homicide/Murder [60.0%]
  - Domestic Abuse/Domestic Violence [60.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Adults (age 26-64) [80.0%]
  - Families of homicide victims [80.0%]
  - Veterans [60.0%]
  - White [60.0%]
  - Individuals with physical disabilities [60.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 3.40]
  - Advanced Victim Advocate training [*M* = 2.80]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 2.60]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.60]
  - Trauma Informed/Sensitive Services and Support [*M* = 2.40]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [*M* = 4.00]
  - Regional cross-training initiatives [*M* = 3.50]
  - Website design/redesign [*M* = 3.00]
  - Technical assistance/visits [*M* = 3.00]
  - Remote training access [*M* = 2.75]
  - Data collection software [*M* = 2.75]

## VICTIMS SERVICES NEEDS ASSESSMENT

### Washington County

Washington County included 2.74% of the participants of the state. Three (3) victims participated in the survey, and 20 service providers participated in the survey. This means that victims from Washington County represent 1.19% of the total state victim participant sample, and service providers from Washington County represent 3.40% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

##### Summary of Victim Responses Related to Services

- The top **barriers** among those who **needed and/or sought services, but did not receive them** are:
  - Did not consider myself a victim [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - N/A
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - Drug and Alcohol Addiction Support/Treatment [50.0%]
  - Court accompaniment and/or assistance in court system procedures [50.0%]
  - Someone to help coordinate victim services [50.0%]
- The **highest rated** services received (in terms of quality) are:
  - Court accompaniment and/or assistance in court system procedures [ $M = 4.00$ ]
  - Drug and Alcohol Addiction Support/Treatment [ $M = 2.00$ ]
- **\*Ratings of most received** services are:
  - Drug and Alcohol Addiction Support/Treatment [ $M = 4.00$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 2.00$ ]
  - Someone to help coordinate victim services [N/A]
- **Most cited sources of how victims received information on victims' services** are:
  - Victim advocate/Victim service agency/Not-for profit org [100%]

##### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - N/A
- The **most impactful** crimes reported are:
  - N/A
- The average number of crimes reported per person directly impacted by crime is almost 1 ( $M = 0.67$ )
- The majority [100.0%] of the “most impactful” crimes are “other”.

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Substance abuse addictions [ $M = 3.95$ ]
  - Caretaker was/is offender [ $M = 3.65$ ]
  - No childcare available [ $M = 3.53$ ]
  - Protecting the offender from the justice system [ $M = 3.50$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.40$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Emergency Financial Assistance [95.0%]
  - Long-term Housing [95.0%]
  - Relocation Services [94.4%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [90.0%]
  - Legal immigration services related to a crime [84.2%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Stalking [66.7%]
  - Child Physical Abuse [66.7%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [63.2%]
  - Child Sexual Abuse/Assault [57.9%]
  - Domestic Abuse/Domestic Violence [57.9%]
  - Harassment/Bullying [57.9%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Homeless [72.2%]
  - Adolescents (age 13-17) [68.4%]
  - Incarcerated [66.7%]
  - Individuals with intellectual/emotional disabilities [66.7%]
  - LGBTQ [61.1%]
  - Individuals with physical disabilities [61.1%]

### Summary of Service Provider Responses Related to Services Meeting Needs and Adequately Served Victimization Types and Populations

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical/Healthcare services [80.0%]
  - Faith-based/spiritual help [72.2%]

- Medical exam for sexual assault [68.4%]
- Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [68.4%]
- Crisis Hotline [68.4%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Robbery [66.7%]
  - Larceny/theft [66.7%]
  - Homicide/Murder [61.1%]
  - Burglary [55.6%]
  - Physical Assault [52.6%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [66.7%]
  - Men Families of homicide victims [61.1%]
  - Elderly/Seniors (age 65+) [50.0%]
  - Men [50.0%]
  - Women [50.0%]

**Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Trauma Informed/Sensitive Services and Support [*M* = 2.95]
  - Advanced Victim Advocate training [*M* = 2.85]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 2.85]
  - Sensitivity and Cultural Competency [*M* = 2.83]
  - Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.75]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [*M* = 3.47]
  - Regional cross-training initiatives [*M* = 2.55]
  - Teleconferencing/virtual meeting equipment [*M* = 2.56]
  - Technical assistance/visits [*M* = 2.53]
  - Technology to assist with language barriers (build-in translators for online communication) [*M* = 2.44]

**Stakeholder Survey Respondent Demographics**

- 40% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit. 35% of respondents reported that they 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 encounters victims of crime. 15% of respondents reported that they work for a criminal/juvenile justice agency. 5% of respondents reported that they work for another



government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 5% of respondents reported that they Court System.

- 40% of respondents reported that they encounter victims/survivors of crime daily. 20% of respondents reported that they encounter victims/survivors of crime a few times per week. 10% of respondents reported that they encounter victims/survivors of crime weekly. 10% of respondents reported that they encounter victims/survivors of crime monthly. 10% of respondents reported that they encounter victims/survivors of crime a few times per year. 5% of respondents reported that they encounter victims/survivors of crime a few times per month. 5% of respondents reported that they encounter victims/survivors of crime a few times per month.
- 31.6% of respondents reported working with victims/survivors of crime for 11-15 years. 31.6% of respondents reported working with victims/survivors of crime for 1-5 years. 21.1% of respondents reported working with victims/survivors of crime for 20+ years. 10.5% of respondents reported working with victims/survivors of crime for 10.5 years. 5.3% of respondents reported working with victims/survivors of crime for 16-19 years.
- The median number of people working for a respondent's organization is 10, with a median estimated yearly budget of \$400,000.00.
- 40% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 10% of organizational budgets.
- 25% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 47.50% of organizational budgets.
- 55% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 55% of organizational budgets.
- 35% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 40% of organizational budgets.
- 75% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 12.50% of organizational budgets.
- 50% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 7.50% of organizational budgets.
- 40% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 40% of organizational budgets.

## VICTIMS SERVICES NEEDS ASSESSMENT

### Wayne County

Wayne County included 0.60% of the participants of the state. One (1) victim participated in the survey, and four (4) service providers participated in the survey. This means that victims from Wayne County represent 0.40% of the total state victim participant sample, and survey providers from Wayne County represent 0.68% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Afraid of losing privacy [ $M = 4.00$ ]
  - Concerned about what others would think [ $M = 4.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 4.00$ ]
  - Unaware of service(s) [ $M = 4.00$ ]
  - Thought crime occurred too far in the past to seek/receive services [ $M = 3.00$ ]
  - Time commitment/other household responsibilities were more important [ $M = 3.00$ ]
  - Transportation [ $M = 3.00$ ]
  - Did not know that I was eligible for services [ $M = 3.00$ ]
  - I thought I was OK/thought I could deal with it on my own [ $M = 3.00$ ]
  - Did not know services were free [ $M = 3.00$ ]
  - Did not trust government [ $M = 3.00$ ]
  - Did not trust the Police [ $M = 3.00$ ]
  - Did not trust courts [ $M = 3.00$ ]
- The most **needed, but not sought, nor received** services are:
  - Information/free resources about services available [100.0%]
  - Legal assistance/representation [100.0%]
  - Assistance filling out compensation forms for reimbursement/payment of crime-related expense [100.0%]
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - N/A
- The **highest rated** services received (in terms of quality) are:
  - N/A
- **\*Ratings of most received** services are:
  - N/A
- **Most cited sources of how victims received information on victims' services** are:

- N/A

### Summary of Victim Responses Related to Victimization

- For this sample (n=1), the only reported crime is Identity Theft/Financial Abuse/Scam.

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - No childcare available [ $M = 3.75$ ]
  - Fear of losing housing [ $M = 3.50$ ]
  - Caretaker was/is offender [ $M = 3.50$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.50$ ]
  - Victim changed mind [ $M = 3.50$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - In-home personal care (e.g. day care for children; medical care for elder or disabled adult) [100%]
  - Emergency Financial Assistance [75.0%]
  - Basic needs (i.e., clothing, food, shelter) [75.0%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [75.0%]
  - Medical exam for sexual assault [75.0%]
  - Counseling, Therapy, or Mental Health Services [75.0%]
- The most **underserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Human Trafficking (Sex/Labor) [100%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [75.0%]
  - Domestic Abuse/Domestic Violence [75.0%]
  - Harassment/Bullying [75.0%]
  - Identity Theft/Financial Abuse/Scam [75.0%]
- The most **underserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - LGBTQ [75%]
  - Non-native speakers (e.g., limited English proficiency) [75.0%]
  - Homeless [50.0%]
  - Veterans [50.0%]
  - Young Adults [50.0%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Relocation Services [75.0%]
  - Continuing Crisis Intervention [75.0%]
  - Crisis Hotline [75.0%]
  - Crisis response at the crime scene [75.0%]
  - Child Advocacy Center services (including forensic interviews for child victims) [75.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Robbery [100%]
  - Physical assault [100%]
  - Homicide/Murder [100%]
  - Burglary Larceny/theft [75.0%]
  - Child Sexual Abuse/Assault [75.0%]
  - Child Physical Abuse [75.0%]
  - Burglary [75.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Families of homicide victims [100%]
  - White [100%]
  - Children [100%]
  - Individuals with physical disabilities [75.0%]
  - Women [75.0%]
  - Men [75.0%]
  - Elderly/Seniors (age 65+) [75.0%]
  - Adults (age 26-64) [75.0%]
  - Adolescents (age 13-17) [75.0%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [*M* = 3.00]
  - Advanced Victim Advocate training [*M* = 3.00]
  - Trauma Informed/Sensitive Services and Support [*M* = 2.50]
  - Support Group knowledge and information [*M* = 2.50]
  - Sensitivity and Cultural Competency [*M* = 2.50]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [*M* = 2.50]
  - Navigating the PA Criminal Justice System [*M* = 2.50]
  - Foundational Academy training [*M* = 2.50]

- Comprehensive information about victims' services and other programs available locally and statewide [*M* = 2.50]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [*M* = 3.33]
  - Statewide comprehensive victim service hotline [*M* = 3.00]
  - Regional cross-training initiatives [*M* = 2.33]
  - Technology to assist with language barriers (build-in translators for online communication) [*M* = 2.33]
  - Computer equipment [*M* = 2.00]
  - IT support [*M* = 2.00]
  - Website design/redesign [*M* = 2.00]
  - Access to telemedicine [*M* = 2.00]
  - Remote training access [*M* = 2.00]
  - Data collection software [*M* = 2.00]

Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Afraid of losing privacy	4.00	No childcare available	3.75
Concerned about what others would think	4.00	Fear of losing housing	3.50
Ashamed/Embarrassed about victimization	4.00	Caretaker was/is offender	3.50
Unaware of service(s)	4.00	Ashamed/Embarrassed about victimization	3.50
Thought crime occurred too far in the past to seek/receive services	3.00	Victim changed mind	3.50
Time commitment/other household responsibilities were more important	3.00		
Transportation	3.00		
Did not know that I was eligible for services	3.00		
I thought I was OK/thought I could deal with it on my own	3.00		
Did not know services were free	3.00		
Did not trust government	3.00		
Did not trust the Police	3.00		
Did not trust courts	3.00		
Greatest Needs – Top 5	Percent	Greatest Needs – Top 5	Percent
Information/free resources about services available	100.0	In-home personal care (e.g. day care for children; medical care for elder or disabled adult)	100.0
Legal assistance/representation	100.0	Emergency Financial Assistance	75.0

Appendix IV-1: County Reports

Assistance filling out compensation forms for reimbursement/payment of crime-related expense	100.0	Basic needs (i.e., clothing, food, shelter)	75.0
		Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	75.0
		Medical exam for sexual assault	75.0
		Counseling, Therapy, or Mental Health Services	75.0

## VICTIMS SERVICES NEEDS ASSESSMENT

### Westmoreland County

Westmoreland County included 3.69% of the participants of the state. 12 victims participated in the survey, and 19 service providers participated in the survey. This means that victims from Westmoreland County represent 4.76% of the total state victim participant sample, and service providers from Westmoreland County represent 3.24% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Still dealing with issues involving crime [ $M = 3.67$ ]
  - Made contact with someone, but help was not given/not believed [ $M = 3.50$ ]
  - Service(s) not available [ $M = 3.20$ ]
  - Did not know that I was eligible for services [ $M = 3.00$ ]
  - No response from service(s) provider [ $M = 2.50$ ]
- The most **needed, but not sought, nor received** services are:
  - Peer Support Groups [20.0%]
  - Counseling, Therapy, or Mental Health Service [10.0%]
  - Drug and Alcohol Addiction Support/Treatment [10.0%]
  - Transportation [10.0%]
  - Emergency Shelter and/or Short-term Housing [10.0%]
  - Safety/Security Planning [10.0%]
  - Faith-based/spiritual help [10.0%]
- The most **needed and sought, but not received** services are:
  - Long-term Housing [10.0%]
- The most **received** services are:
  - Counseling, Therapy, or Mental Health Services [60.0%]
  - Medical/Healthcare Services [30.0%]
  - Information/free resources about services available [20.0%]
  - Faith-based/spiritual help [20.0%]
- The **highest rated** services received (in terms of quality) are:
  - Peer Support Groups [ $M = 5.00$ ]
  - Court accompaniment and/or assistance in court system procedures [ $M = 5.00$ ]
  - Crisis Hotline [ $M = 5.00$ ]
  - Faith-based/spiritual help [ $M = 4.25$ ]
  - Counseling, Therapy, or Mental Health Services [ $M = 3.67$ ]
- **\*Ratings of most received** services are:

- Counseling, Therapy, or Mental Health Services [ $M = 3.67$ ]
- Medical/Healthcare Services [ $M = 2.83$ ]
- Information/free resources about services available [ $M = 1.75$ ]
- Faith-based/spiritual help [ $M = 4.25$ ]
- Legal Immigration services related to the crime [N/A]
- **Most cited sources of how victims received information on victims' services** are:
  - P/Detective/Law Enforcement org [30.0%]
  - Victim advocate/Victim service agency/Not-for profit org [20.0%]
  - Counselor/Mental health services/Psychiatrist [20.0%]
  - Internet Search [10.0%]
  - Friend [10.0%]
  - Family [10.0%]
  - Medical Services [10.0%]

#### **Summary of Victim Responses Related to Victimization**

- For this sample, the **most frequently reported** crimes are:
  - Domestic Abuse/Domestic Violence [40.0%]
  - Physical Assault [30.0%]
  - Harassment/Bullying [30.0%]
  - Stalking [30.0%]
  - Burglary [20.0%]
  - Homicide/Murder [20.0%]
  - Child Sexual Abuse/Assault [20.0%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [20%]
  - Identity Theft/Financial Abuse/Scam [20%]
  - Property Vandalism/Destruction [20%]
- The **most impactful** crimes reported are:
  - Homicide/Murder [20.0%]
  - Child Sexual Abuse/Assault [20.0%]
  - Domestic Abuse/Domestic Violence [20.0%]
  - Vandalism/Destruction [20.0%]
  - Property [10.0%]
  - Physical Assault [10.0%]
- The average number of crimes reported per person directly impacted by crime is slightly more than 2 ( $M = 2.33$ ).
- The majority [70.0%] of the “most impactful” crimes are violent crimes followed by property crimes [10.0%], and “other” [20.0%].
- Among those who reported being directly impacted by **more than one crime**, murder/homicide ( $M = 1.00$ ), is ranked as having the **most impact**, followed by Harassment/Bullying ( $M = 2.00$ ), Domestic Abuse/Domestic Violence ( $M = 2.50$ ).



- Among those who reported being directly impacted by **only one crime**, the **most frequently reported crimes** were: Physical Assault [25.0%], Child Sexual Abuse/Assault [25.0%], Homicide/Murder [25.0%], and Property Vandalism/Destruction [25.0%].

## SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Caretaker was/is offender [ $M = 3.53$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.21$ ]
  - Substance abuse addictions [ $M = 3.16$ ]
  - Still coping with issues involving crime [ $M = 2.95$ ]
  - Competing needs of household [ $M = 2.95$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [78.9%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [78.9%]
  - Peer Support Groups [73.7%]
  - Substance Abuse support/treatment [73.7%]
  - Counseling, Therapy, or Mental Health Services [72.2%]
  - Relocation Services [72.2%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/bullying [68.4%]
  - Human Trafficking (Sex/Labor) [68.4%]
  - Child Physical Abuse [63.2%]
  - Child Sexual Abuse/Assault [63.2%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [47.4%]
  - Stalking [47.4%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Individuals with intellectual/emotional disabilities [66.7%]
  - Non-native speakers (e.g., limited English proficiency) [66.7%]
  - Homeless [61.1%]
  - Individuals with physical disabilities [57.9%]
  - Young Adults (age 18-25) [57.9%]
  - Elderly/Seniors (age 65+) [57.9%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Medical exam for sexual assault [89.5%]
  - Child Advocacy Center services (including forensic interviews for child victims) [83.3%]
  - Crisis Hotline [78.9%]
  - Medical/Healthcare services [73.7%]
  - Court Accompaniment and/or assistance in court system procedures [73.7%]
  - Faith-based/spiritual help [73.7%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Child Physical Abuse [63.2%]
  - Child Sexual Abuse/Assault [63.2%]
  - Homicide/Murder [52.6%]
  - Physical Assault [52.6%]
  - Rape/sexual assault [52.6%]
  - Robbery [52.6%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [55.6%]
  - Children (age 12 and younger) [52.6%]
  - Women [50.0%]
  - Families of homicide victims [50.0%]
  - Adults (age 26-64) [47.4%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.89$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.84$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 2.67$ ]
  - Support Group knowledge and information [ $M = 2.58$ ]
  - Advanced Victim Advocate training [ $M = 2.56$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Increased pay/benefits for staff [ $M = 3.33$ ]
  - Regional cross-training initiatives [ $M = 2.43$ ]
  - Technical assistance/visits [ $M = 2.08$ ]
  - Remote training access [ $M = 2.08$ ]
  - Teleconferencing/virtual [ $M = 2.07$ ]
  - Teleconferencing/virtual [ $M = 2.07$ ]

- Technology to assist with language barriers (build-in translators for online communication) [*M* = 2.07]
- Statewide comprehensive victim service hotline [*M* = 2.07]

<b>Stakeholder Survey Respondent Demographics</b>	
<ul style="list-style-type: none"> <li>● 26.3% of respondents reported that they work for a criminal/juvenile justice agency. 21.1% of respondents reported that they work for Services Provider - Nonprofit. 21.1% of respondents reported that they 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 encounters victims of crime. 15.8% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.). 10.5% of respondents reported that they work for a social service organization not affiliated with a victim service provider. 5.3% of respondents reported that they work/volunteer for a Victim Services Provider - Government affiliated.</li> <li>● 31.6% of respondents reported that they encounter victims/survivors of crime a few times per year. 21.1% of respondents reported that they encounter victims/survivors of crime a few times per week. 15.8% of respondents reported that they have no direct contact with victims/survivors of crime. 10.5% of respondents reported that they encounter victims/survivors of crime a few times per month. 10.5% of respondents reported that they encounter victims/survivors of crime daily. 5.3% of respondents reported that they encounter victims/survivors of crime monthly. 5.3% of respondents reported that they encounter victims/survivors of crime weekly.</li> <li>● 57.9% of respondents reported working with victims/survivors of crime for 20+ years. 21.1% of respondents reported working with victims/survivors of crime for 6-10 years. 10.5% of respondents reported working with victims/survivors of crime for 11-15 years. 5.3% of respondents reported working with victims/survivors of crime for 16-19 years. 5.3% of respondents reported working with victims/survivors of crime for less than a year.</li> <li>● The median number of people working for a respondent’s organization is 30, with a median estimated yearly budget of \$300,000.00.</li> <li>● 26.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 15% of organizational budgets.</li> <li>● 5.3% of respondents reported receiving pass-through funding from coalition in the past three years, and among those receiving this funding, it makes up a median of 25% of organizational budgets.</li> <li>● 31.6% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 30% of organizational budgets.</li> <li>● 5.3% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.</li> <li>● 31.6% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 20% of organizational budgets.</li> <li>● 31.6% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 35% of organizational budgets.</li> <li>● 36.8% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 80% of organizational budgets.</li> </ul>	

<b>Key Comparisons Between Victim and Stakeholder Responses</b>			
<b>Victim Survey Respondents</b>		<b>Stakeholder Survey Respondents</b>	
<b>Barriers to Service</b>	<b>Mean</b>	<b>Barriers to Service</b>	<b>Mean</b>
Still dealing with issues involving crime	3.67	Caretaker was/is offender	3.53

Appendix IV-1: County Reports

Made contact with someone, but help was not given/not believed	3.50	Ashamed/Embarrassed about victimization	3.21
Service(s) not available	3.20	Substance abuse addictions	3.16
Did not know that I was eligible for services	2.00	Still coping with issues involving crime	2.95
No response from service(s) provider	2.50	Competing needs of household	2.95
<b>Greatest Needs</b>	<b>Percent</b>	<b>Greatest Needs</b>	<b>Percent</b>
Peer Support Groups	20.0	Long-term Housing	78.9
Counseling, Therapy, or Mental Health Service	10.0	Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	78.9
Drug and Alcohol Addiction Support/Treatment	10.0	Peer Support Groups	73.7
Transportation	10.0	Substance Abuse support/treatment	73.7
Emergency Shelter and/or Short-term Housing	10.0	Counseling, Therapy, or Mental Health Services	72.2
Safety/Security Planning	10.0	Relocation Services	72.2
Faith-based/spiritual help	10.0		

## VICTIMS SERVICES NEEDS ASSESSMENT

### Wyoming County

Wyoming County included 0.60% of the participants of the state. Two (2) victims participated in the survey, and three (3) service providers participated in the survey. This means that victims from Wyoming County represent 0.79% of the total state victim participant sample, and service providers from Wyoming County represent 0.51% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM VICTIMS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Victim Responses Related to Services

- The top **barriers** (mean > 2.50) among those who **needed and/or sought services, but did not receive them** are:
  - Still dealing with issues involving crime [ $M = 4.50$ ]
  - Afraid of not being believed [ $M = 4.00$ ]
  - Concerned about what others would think [ $M = 4.00$ ]
  - I thought I was OK/thought I could deal with it on my own [ $M = 4.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.50$ ]
- The most **needed, but not sought, nor received** services are:
  - Drug and Alcohol Addiction Support/Treatment [50.0%]
  - Transportation [50.0%]
  - Information/free resources about services available [50.0%]
- The most **needed and sought, but not received** services are:
  - N/A
- The most **received** services are:
  - Medical exam for sexual assault [50.0%]
  - Court accompaniment and/or assistance in court system procedures [50.0%]
  - Notices about the status of court hearings and/or location of the criminal defendant [50.0%]
- The **highest rated** services received (in terms of quality) are:
  - Counseling, Therapy, or Mental Health Services [ $M = 4.50$ ]
  - Medical exam for sexual assault [ $M = 4.00$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 4.00$ ]
  - Child Advocacy Center services [ $M = 3.00$ ]
- **\*Ratings of most received** services are:
  - Medical exam for sexual assault [ $M = 4.00$ ]
  - Notices about the status of court hearings and/or location of the criminal defendant [ $M = 4.00$ ]
- **Most cited source of how victims received information on victims' services** is:
  - Counselor/Mental health services/Psychiatrist [50.0%]

### Summary of Victim Responses Related to Victimization

- For this sample, the **most frequently reported** crimes are:
  - Physical Assault [50.0%]
  - Harassment/Bullying [50.0%]
  - Injury by DUI (Driving Under the Influence) Offender [50.0%]
  - Stalking [50.0%]
- The **most impactful crimes** reported are:
  - Physical Assault [19%]
  - Robbery [14.3%]
  - Harassment [9.5%]
  - Burglary [7.1%]
  - Homicide/murder [7.1%]
  - Larceny/theft [7.1%]
- The average number of crimes reported per person directly impacted by crime is 4 ( $M = 4.00$ )
- The majority [100.0%] of the “most impactful” crimes are violent crimes.
- Among those who reported being directly impacted by **more than one crime**, Rape/sexual assault ( $M = 1.00$ ), is ranked as having the **most impact**, followed by Child Sexual Abuse/Assault ( $M = 2.00$ ), Identify Physical Assault ( $M = 3.00$ ), and Harassment/Bullying ( $M = 3.00$ ).

### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - Victim was a child/too young [ $M = 3.00$ ]
  - Substance abuse addictions [ $M = 3.00$ ]
  - Caretaker was/is offender [ $M = 3.00$ ]
  - Ashamed/Embarrassed about victimization [ $M = 3.00$ ]
  - No childcare available [ $M = 3.00$ ]
  - Competing needs of household [ $M = 3.00$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Counseling, Therapy, or Mental Health Services [66.7%]
  - Peer Support Groups [66.7%]
  - Emergency Shelter and/or Emergency Short-term Housing [66.7%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [66.7%]
  - Basic needs (i.e., clothing, food, shelter) [66.7%]

- Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.) [66.7%]
- Language/interpretation services [66.7%]
- Crisis response at the crime scene [66.7%]
- Financial assistance for funeral/burial services [66.7%]
- Victim/Witness Protection [66.7%]
- Disability Assistance (e.g., assistive technology, signing, etc.) [66.7%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Arson [66.7%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [66.7%]
  - Harassment/Bullying [66.7%]
  - Human Trafficking (Sex/Labor) [66.7%]
  - Identity Theft/Financial Abuse/Scam [66.7%]
  - Stalking [66.7%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Adolescents (age 13-17) [66.7%]
  - Elderly/Seniors (age 65+) [66.7%]
  - Hispanic or Latino [66.7%]
  - Immigrant/Refugee [66.7%]
  - Homeless [66.7%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Notifications about the status of court hearings and/or the location of the criminal defendant [66.7%]
  - Medical exam for sexual assault [66.7%]
  - Accompaniment to Medical Services [66.7%]
  - Child Advocacy Center services (including forensic interviews for child victims) [66.7%]
  - Legal assistance/representation [66.7%]
  - Employment Assistance [66.7%]
  - Assistance completing Victims Compensation Application for reimbursement/payment of crime-related expenses [66.7%]
  - Safety/security planning [66.7%]
  - Crisis Hotline [66.7%]
  - Continuing Crisis Intervention [66.7%]
  - Faith-based/spiritual help [66.7%]
  - Coordination of victim services [66.7%]
  - Emergency Financial Assistance [66.7%]

- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Domestic Abuse/Domestic Violence [66.7%]
  - Homicide/Murder [66.7%]
  - Injury by DUI (Driving Under the Influence) Offender [66.7%]
  - Larceny/theft [66.7%]
  - Robbery [66.7%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - Families of homicide victims [100%]
  - White [100%]
  - Children (age 12 and younger) [66.7%]
  - Young Adults (age 18-25) [66.7%]
  - Men [66.7%]
  - LGBTQ [66.7%]
  - Individuals with intellectual/emotional disabilities [66.7%]
  - Individuals with physical disabilities [66.7%]
  - Veterans [66.7%]

#### **Summary of Service Provider Responses Related to Stakeholder Training and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 2.67$ ]
  - Therapeutic Counseling training [ $M = 2.67$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.33$ ]
  - Navigating the PA Criminal Justice System [ $M = 2.33$ ]
  - Advanced Victim Advocate training statewide [ $M = 2.33$ ]
- Based on a 1-4 scale rating, **infrastructure/support needs** are:
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 3.50$ ]
  - Security systems [ $M = 3.00$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 3.00$ ]
  - Computer equipment [ $M = 2.50$ ]
  - Regional cross-training initiatives [ $M = 2.50$ ]
  - IT support [ $M = 2.50$ ]
  - Increased pay/benefits for staff [ $M = 2.50$ ]



Key Comparisons Between Victim and Stakeholder Responses			
Victim Survey Respondents		Stakeholder Survey Respondents	
Barriers to Service	Mean	Barriers to Service	Mean
Still dealing with issues involving crime	4.50	Victim was a child/too young	3.00
Afraid of not being believed	4.00	Substance abuse addictions	3.00
Concerned about what others would think	4.00	Caretaker was/is offender	3.00
I thought I was OK/thought I could deal with it on my own	4.00	Ashamed/Embarrassed about victimization	3.00
Ashamed/Embarrassed about victimization	3.50	No childcare available	3.00
		Competing needs of household	3.00
Greatest Needs	Percent	Greatest Needs	Percent
Drug and Alcohol Addiction Support/Treatment	50.0	Counseling, Therapy, or Mental Health Services	66.7
Transportation	50.0	Peer Support Groups	66.7
Information/free resources about services available	50.0	Emergency Shelter and/or Emergency Short-term Housing	66.7
		Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	66.7
		Basic needs (i.e., clothing, food, shelter)	66.7
		Accommodations for victims/survivors with disabilities (e.g., assistive technology, signing, etc.)	66.7
		Language/interpretation services	66.7
		Crisis response at the crime scene	66.7
		Financial assistance for funeral/burial services	66.7
		Victim/Witness Protection	66.7
		Disability Assistance (e.g., assistive technology, signing, etc.)	66.7

## VICTIMS SERVICES NEEDS ASSESSMENT

### York County

York County included 1.79% of the participants of the state. Zero (0) victims participated in the survey, and 15 service providers participated in the survey. This means that victims from York County represent 2.56% of the total state service provider participant sample.

#### SUMMARY OF RESPONSES FROM STAKEHOLDERS

*(Based on a 1-5 Scale or percentage of all responses)*

#### Summary of Service Provider Responses Related to Service Barriers, Needs, and Underserved Victimization Types and Populations

- The **most significant barriers to accessing services** are:
  - No childcare available [ $M = 3.86$ ]
  - Substance abuse addictions [ $M = 3.86$ ]
  - Protecting the offender from the justice system [ $M = 3.80$ ]
  - Caretaker was/is offender [ $M = 3.80$ ]
  - Fear of losing housing [ $M = 3.79$ ]
- The **greatest needs** based on “available but does not meet need” or “not available but needed” responses are:
  - Long-term Housing [93.3%]
  - Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.) [93.3%]
  - Employment Assistance [92.9%]
  - Legal assistance/representation [86.7%]
  - Substance Abuse support/treatment [85.7%]
- The most **unserved/underserved** populations by **victimization type** based on “underserved” and “unserved” responses are:
  - Harassment/Bullying [71.4%]
  - Domestic Abuse/Domestic Violence [66.7%]
  - Child Physical Abuse [64.3%]
  - Physical Assault or Domestic Violence Against an Older Adult/Senior [60.0%]
  - Child Sexual Abuse/Assault [57.1%]
  - Rape/sexual assault [57.1%]
- The most **unserved/underserved** populations by **population type** based on “underserved” and “unserved” responses are:
  - Non-native speakers (e.g., limited English proficiency) [80.0%]
  - Homeless [80.0%]
  - Adolescents (age 13-17) [69.2%]
  - Individuals with physical disabilities [64.3%]
  - LGBTQ [61.5%]

- Young Adults (age 18-25) [61.5%]

**Summary of Service Provider Responses Related to Services Meeting Needs  
and Adequately Served Victimization Types and Populations**

- The top **currently met needs** based on “available and meets need” or “not needed” responses are:
  - Safety/security planning [73.3%]
  - Child Advocacy Center services (including forensic interviews for child victims) [69.2%]
  - Medical exam for sexual assault [64.3%]
  - Crisis Hotline [61.5%]
  - Medical/Healthcare services [50.0%]
- The most **adequately served** populations by **victimization type** based on “adequately served” responses are:
  - Arson [50.0%]
  - Burglary [50.0%]
  - Homicide/Murder [50.0%]
  - Injury by DUI [50.0%]
  - Larceny/theft [50.0%]
- The most **adequately served** populations by **population type** based on “adequately served” responses are:
  - White [53.8%]
  - Adults (age 26-64) [50.0%]
  - Men [46.2%]
  - Women [46.2%]
  - Families of homicide victims [41.7%]

**Summary of Service Provider Responses Related to Stakeholder Training  
and Infrastructure/Support Needs**

- Based on a 1-4 scale rating, the top **stakeholder training needs** are:
  - Topic-specific Training (e.g., human trafficking, stalking, dating violence, etc.) [ $M = 3.14$ ]
  - Trauma Informed/Sensitive Services and Support [ $M = 3.00$ ]
  - Pennsylvania Laws (Victims' Rights, DV, SA, etc.) [ $M = 2.79$ ]
  - Comprehensive information about victims' services and other programs available locally and statewide [ $M = 2.64$ ]
  - Advanced Victim Advocate training [ $M = 2.57$ ]
- Based on a 1-4 scale rating, the top **infrastructure/support needs** are:
  - Technology to assist with language barriers (build-in translators for online communication) [ $M = 3.27$ ]
  - Increased pay/benefits for staff [ $M = 3.15$ ]
  - Regional cross-training initiatives [ $M = 2.45$ ]
  - Statewide comprehensive victim service hotline [ $M = 3.00$ ]
  - Teleconferencing/virtual meeting equipment [ $M = 2.64$ ]

### Stakeholder Survey Respondent Demographics

- 46.7% of respondents reported that they work/volunteer for a Victim Services Provider - Nonprofit.
- 13.3% of respondents reported that they work/volunteer for a Victim Services Provider.
- 13.3% of respondents reported that they work for a criminal/juvenile justice agency.
- 13.3% of respondents reported that they work for another government agency (e.g., Housing, Aging, Human Services, MHMR, CYS, Homeland Security, Health, DCED/HUD, Welfare, School District, etc.).
- 6.7% of respondents reported that they work for a social service organization not affiliated with a victim service provider. 6.7% of respondents reported that they 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 encounters victims of crime.
- 53.3% of respondents reported that they encounter victims/survivors of crime daily.
- 20.0% of respondents reported that they encounter victims/survivors of crime a few times per year. 6.7% of respondents reported that they encounter victims/survivors of crime a few times per week. 6.7% of respondents reported that they encounter victims/survivors of crime a few times per month. 6.7% of respondents reported that they encounter victims/survivors of crime monthly. 6.7% of respondents reported that they have no direct contact with victims.
- 26.7% of respondents reported working with victims/survivors of crime for 6-10 years. 20.0% of respondents reported working with victims/survivors of crime for 1-5 years. 20.0% of respondents reported working with victims/survivors of crime for 16-19 years. 13.3% of respondents reported working with victims/survivors of crime for 20+ years. 13.3% of respondents reported working with victims/survivors of crime for 11-15 years. 6.7% of respondents reported working with victims/survivors of crime for less than one year.
- The median number of people working for a respondent's organization is 10, with a median estimated yearly budget of \$239,000.00.
- 13.3% of respondents reported receiving pass-through funding from a government entity in the past three years, and among those receiving this funding, it makes up a median of 15% of organizational budgets.
- 0% of respondents reported receiving pass-through funding from coalition in the past three years.
- 53.3% of respondents reported receiving PCCD/OVS Grant funding in the past three years, and among those receiving this funding, it makes up a median of 95% of organizational budgets.
- 46.7% of respondents reported receiving direct grant funding from a federal agency in the past three years, and among those receiving this funding, it makes up a median of 5% of organizational budgets.
- 60.0% of respondents reported receiving local/community funding in the past three years, and among those receiving this funding, it makes up a median of 50% of organizational budgets.
- 40.0% of respondents reported receiving private funding in the past three years, and among those receiving this funding, it makes up a median of 5% of organizational budgets.
- 40.0% of respondents reported receiving state funding in the past three years, and among those receiving this funding, it makes up a median of 70% of organizational budgets.

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## REFERENCES & RESOURCES

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Commonwealth of Pennsylvania, Pennsylvania Commission on Crime and Delinquency (2015), *2015 Victims of Crime Act (VOCA) Strategic Planning Process and Outcomes*. Harrisburg, PA [https://www.pccd.pa.gov/Victim-Services/Documents/2015%20VSAC%20Strategic%20Planning%20Document%20\(3\).pdf](https://www.pccd.pa.gov/Victim-Services/Documents/2015%20VSAC%20Strategic%20Planning%20Document%20(3).pdf)

*The Victim Services Advisory Committee meets on issues related to crime victims is the Victim's Services Advisory Committee (VSAC). VSAC is a legislatively established committee to PCCD consisting of 15 members. Five members are public officials representing the state departments of Human Services, Aging, Corrections, the state's Office of the Victim Advocate, and the Pennsylvania State Police. The remaining 10 members are appointed by the Governor, and include a district attorney, a crime victim and representatives of statewide domestic violence and sexual assault coalitions, victim service organizations, local government, the courts, and agencies working directly with children.*

**Pennsylvania Coalition Against Domestic Violence (2014) *Pennsylvania Coalition Against Domestic Violence (PCADV) Final Fatalities Report: A Decade of Violence in Pennsylvania*. (pp. 1-12, Rep.) Harrisburg, PA.** [http://www.pcadv.org/Resources/PCADV-2017FatalityReport\\_WEB.pdf](http://www.pcadv.org/Resources/PCADV-2017FatalityReport_WEB.pdf)

The Pennsylvania Coalition Against Domestic Violence's (PCADV) annual Fatality Report has been the single most reliable source for information about domestic violence-related deaths in Pennsylvania for more than 18 years.

**Elder Law Task Force Report (2015). *Overarching Findings and Recommendations of the Elder Law Task Force Concerning Court Administration, Judicial Education, Funding, and Public Awareness*.** <http://www.pacourts.us/assets/files/page-543/file-4024.pdf?cb=1419022304194>

The court's 38-member Elder Law Task Force, which was appointed by the Supreme Court in 2013 and chaired by Justice Debra Todd, delivered a comprehensive 284-page report detailing 130 specific recommendations to help lay the foundation for improvements in tackling issues in the courts and by other government entities involving guardianship, elder abuse and neglect, and overall access to justice.

**Illinois Criminal Justice Information Authority (2013). *Victim Needs Assessment Summary Report 2016 (Award No. 15-VA GX-0049)*. Office for Victims of Crimes, Department of Justice (pp. 1-139, Rep.) Chicago, IL** [http://www.icjia.state.il.us/assets/articles/2016\\_ICJIA\\_Victim\\_Needs\\_Assessment\\_Summary\\_Report.pdf](http://www.icjia.state.il.us/assets/articles/2016_ICJIA_Victim_Needs_Assessment_Summary_Report.pdf)

*This study provides an initial benchmark reading on the proportion of people in Illinois who are affected by violent crime and what needs result from their victimization. This research also explores how victims' needs are met by victim services providers in Illinois and where gaps in service delivery currently exist. By periodically repeating this data collection, the State of Illinois will be able to strategically allocate resources to meet victims' needs and understand how victims' needs are met through law enforcement, legal system, health care, trauma and grief counseling, housing, and other types of support services.*

**Sims, B., Yost, B., & Abbott, C. (2005). *Use and Nonuse of Victim Services Programs: Implications from A Statewide Survey of Crime Victims\**. *Criminology Public Policy*** <https://onlinelibrary.wiley.com/doi/pdf/10.1111/j.1745-9133.2005.00026.x>

*This research explored the reasons for use and/or nonuse of victim services programs through a statewide survey of crime victims who did not use services, and a survey of clients of such programs in the Commonwealth of Pennsylvania. The survey instrument included questions about victim characteristics, the crime event, whether victims used services, victims' use of other social services, and individual coping mechanisms. Only type of crime and age were significant predictors of use of victim services programs, with older victims of violent crimes more likely to report using services than younger victims of nonviolent crimes.*

**Subgrant Organizations. (2016). VOCA Needs Survey report 2015 DFA/IGS, PA**

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&ved=2ahUKEwiV6pywrlTfAhWFmVkkHQELBQMqFjAAegQICRAC&url=http%3A%2F%2Fwww.cvaaarkansas.org%2Fwp-content%2Fuploads%2F2016%2F05%2F2015-VOCA-Needs-Survey-Funded-Projects-FINAL.xls&usg=AOvVaw0liCcxw8Vs507eRoYZlo->

**Office of Justice Program (2013). Vision 21: Transforming Victim Services Final Report. Office for Victims of Crimes, Department of Justice. (pp. 1-63, Rep.) Washington, D.C.**

[https://ovc.ncjrs.gov/vision21/pdfs/Vision21\\_Report.pdf](https://ovc.ncjrs.gov/vision21/pdfs/Vision21_Report.pdf)

*The mission of Transforming Victim Services (Vision 21) is simple yet profound: to permanently alter the way we treat victims of crime in America. The Office for Victims of Crime (OVC) at the Office of Justice Programs, U.S. Department of Justice, and many others who work in the victim assistance field recognize the need for a better way to respond to crime victims. Vision 21 seeks a comprehensive and systemic approach, drawing from a wide range of tangible yet difficult to access resources, including legislation, more flexible funding, research, and practice, to change how we meet victims' needs and how we address those who perpetrate crime. We have heard the call for a better way, and it is our fervent hope that Vision 21 creates that path.*