

# 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:

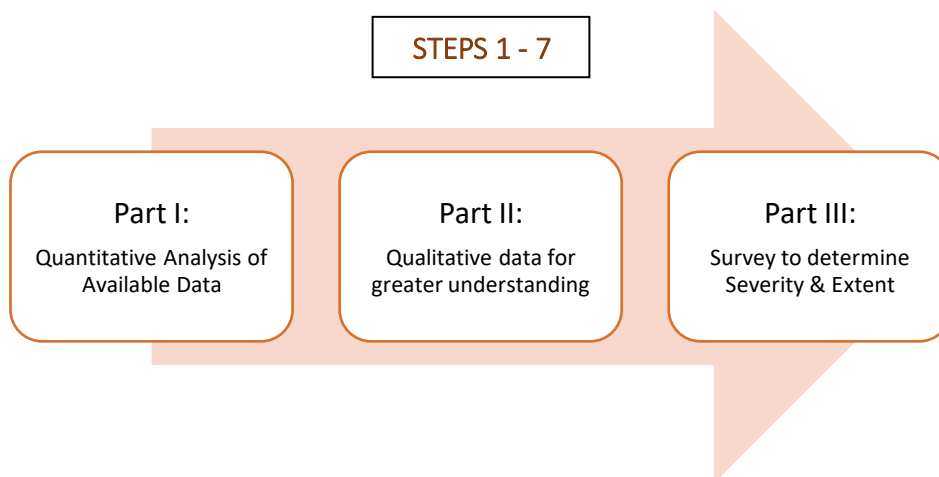
- Stabilize current programs,
- Increase support for unmet needs, and
- Increase support for the underserved populations

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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

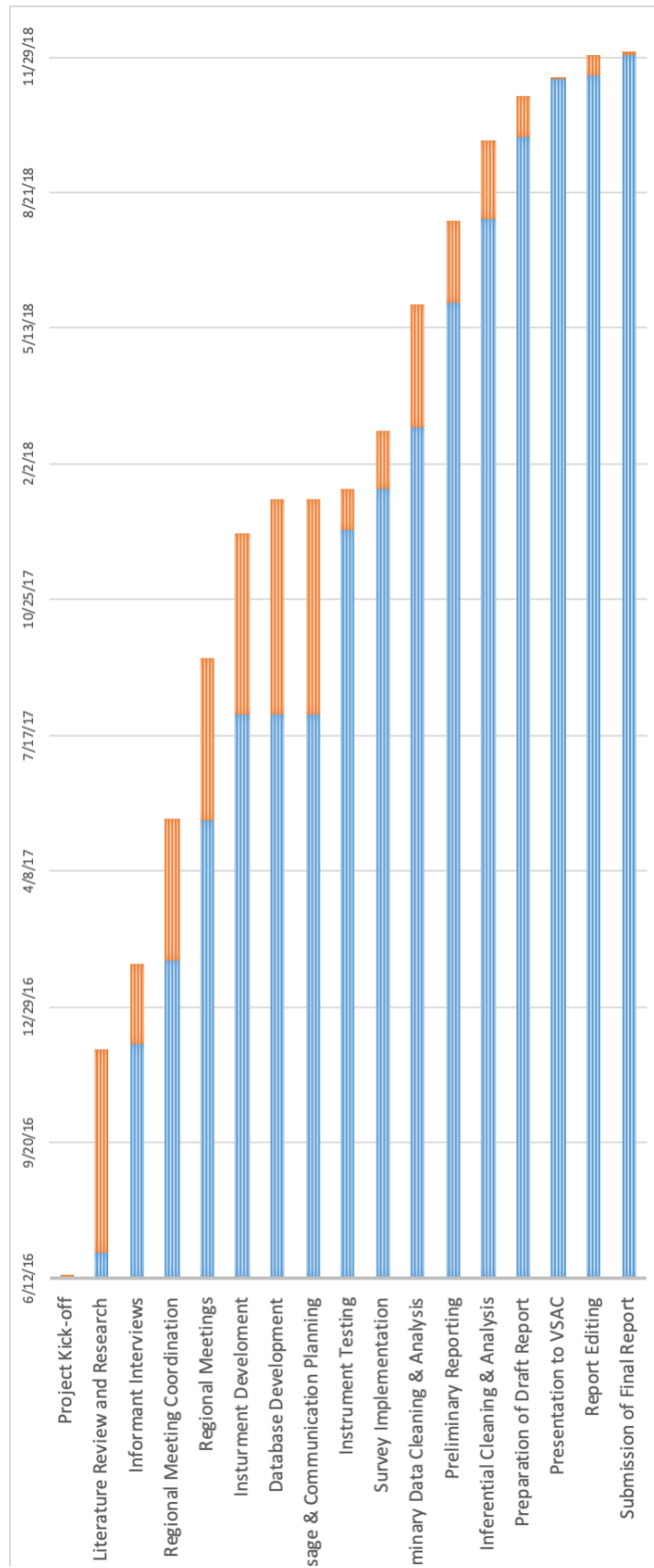


Figure I-2: Needs Assessment Project Timeline

## 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.

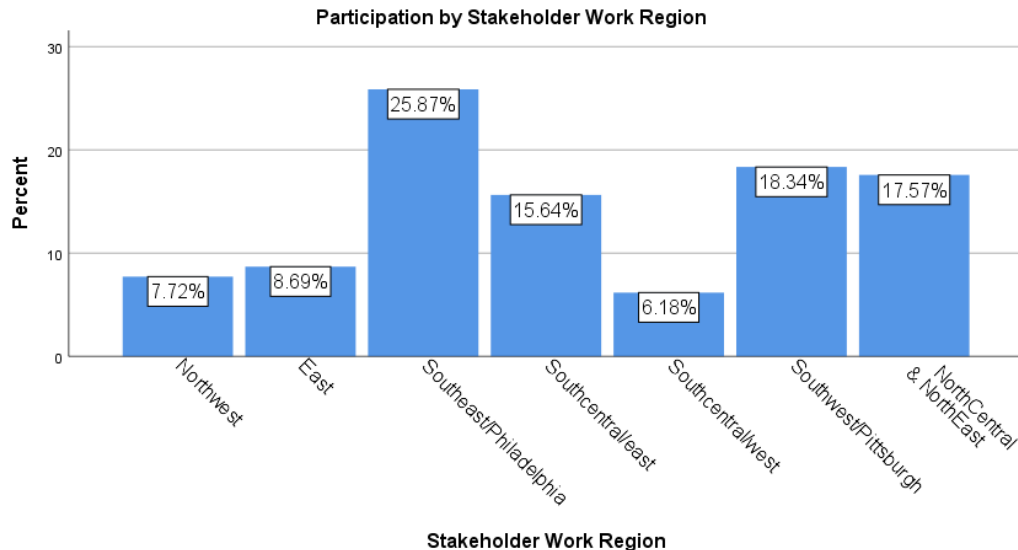


Figure I-3: Participation by Work Region

### 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

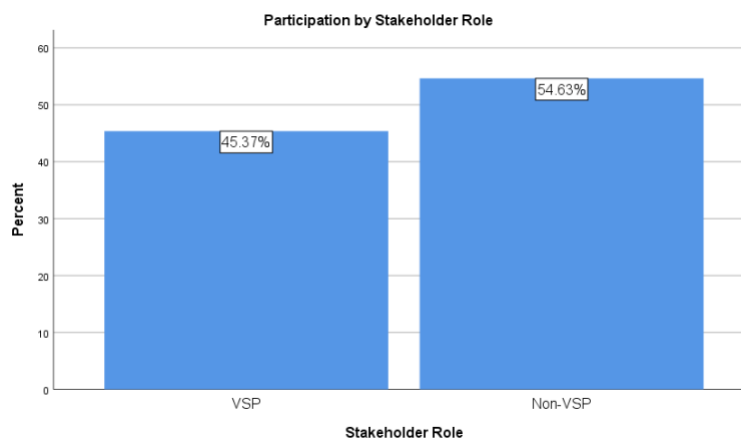


Figure I-4: Statewide Percentage of VSPs vs Non-VSPs

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.

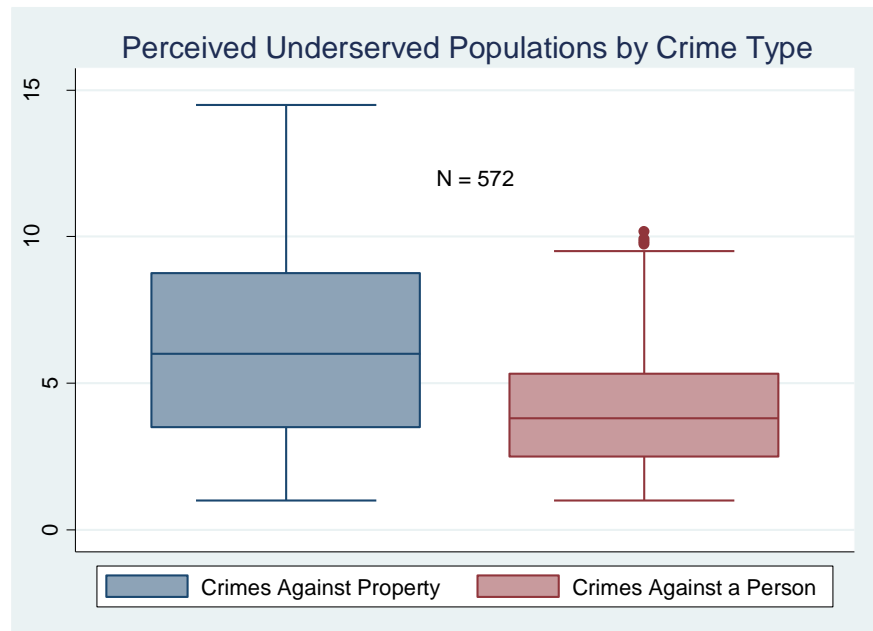


Figure I-5: Perceived Underserved Populations by Crime Type

#### 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.

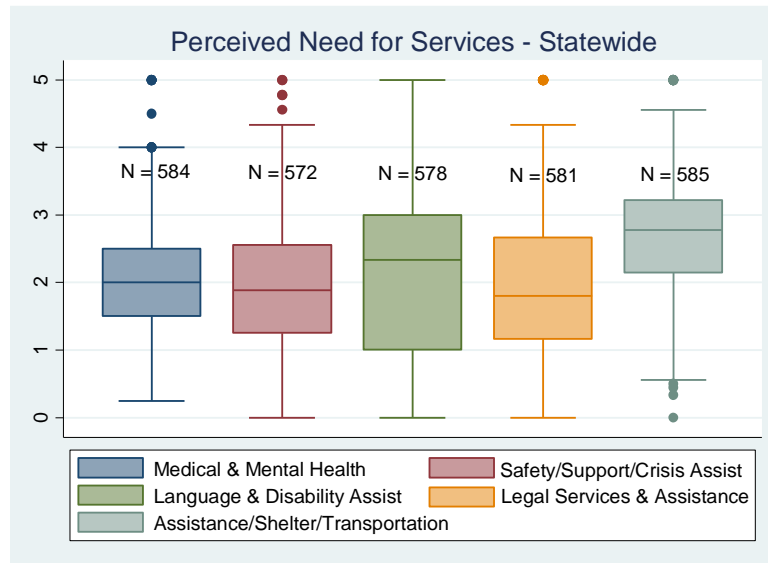


Figure I-6: Perceived Need for Services Statewide

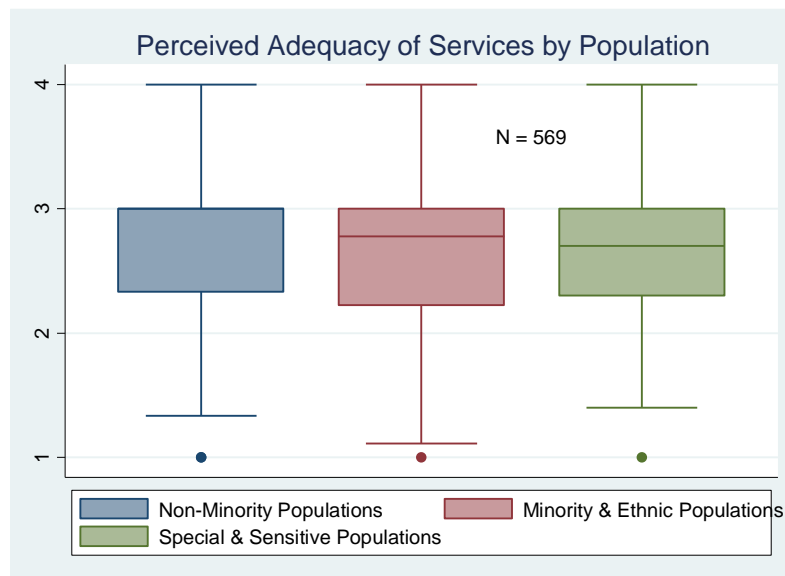


Figure I-7: Perceived Adequacy of Services by Population

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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.



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## 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.

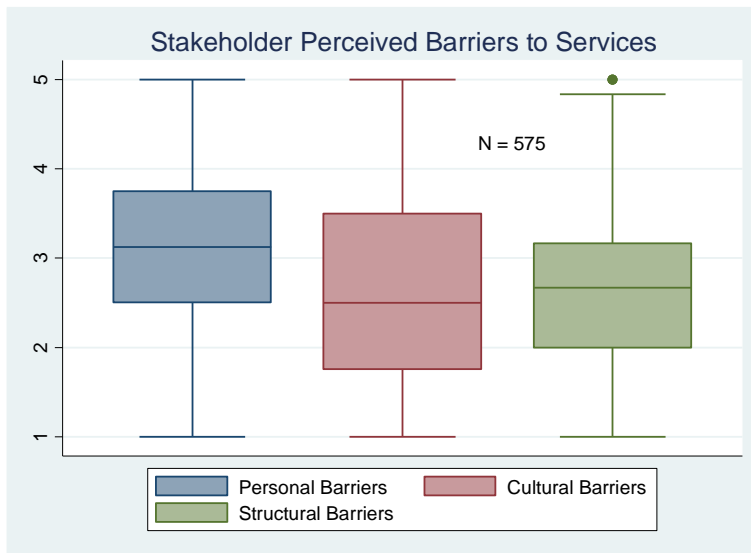


Figure I-8: Perceived Barriers to Services

## 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.

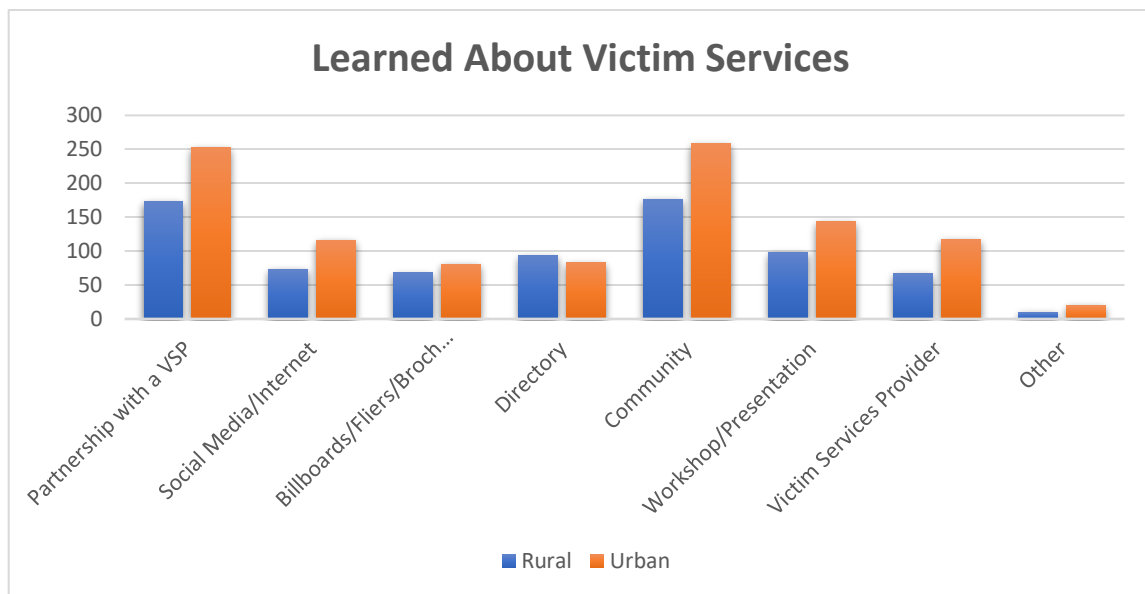


Figure I-9: Learned About Services – Rural vs. Urban

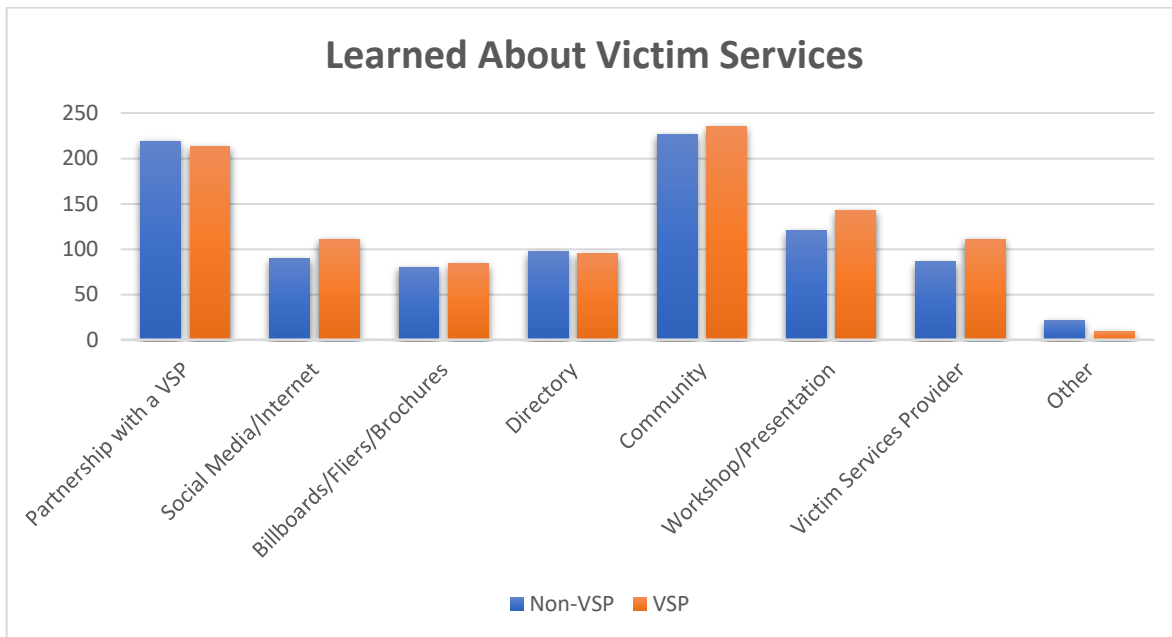


Figure I-10: Learned About Services - Non-VSP vs. VSP

## 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.

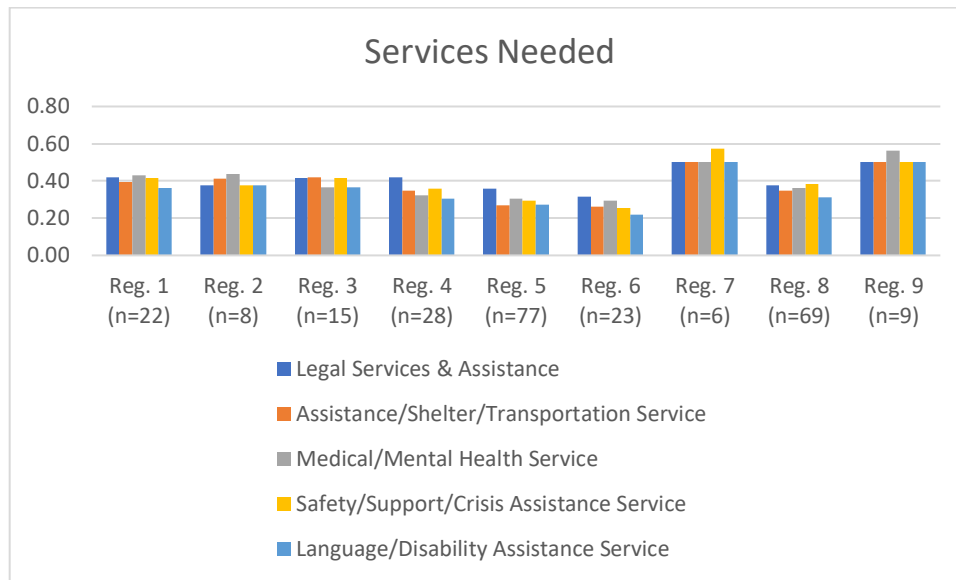


Figure I-1: Services Needed by Region

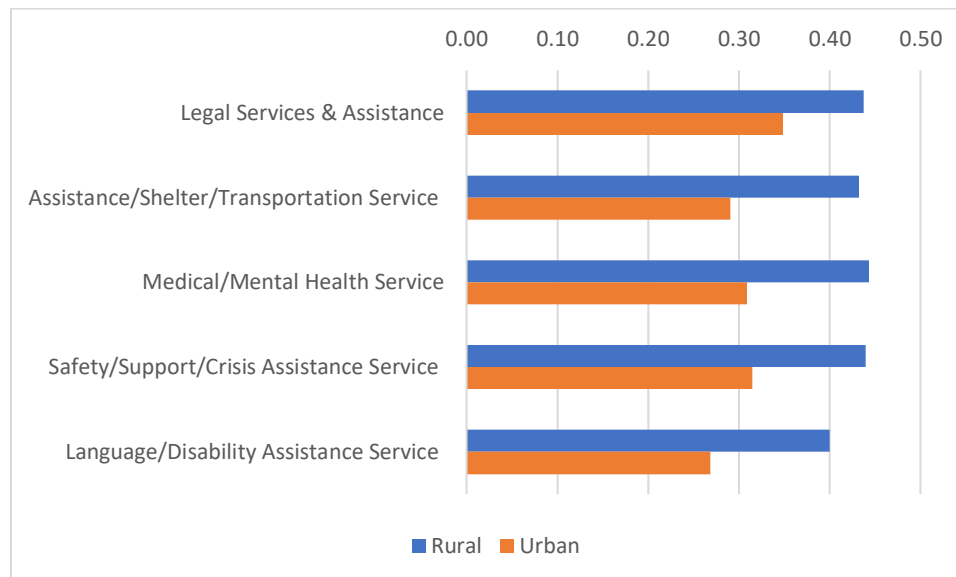


Figure I-12: Services Needed by Type

### 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.

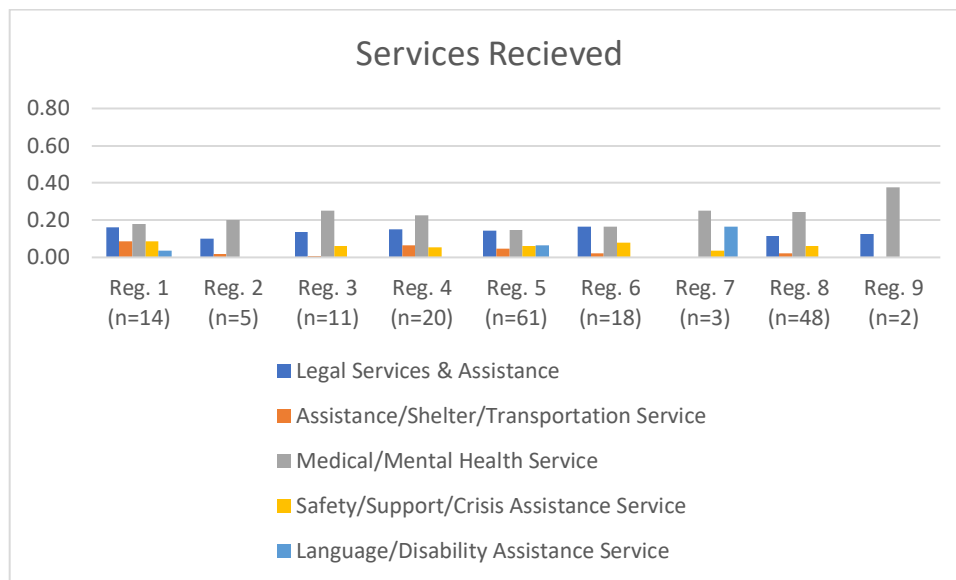


Figure I-13: Services Received by Region

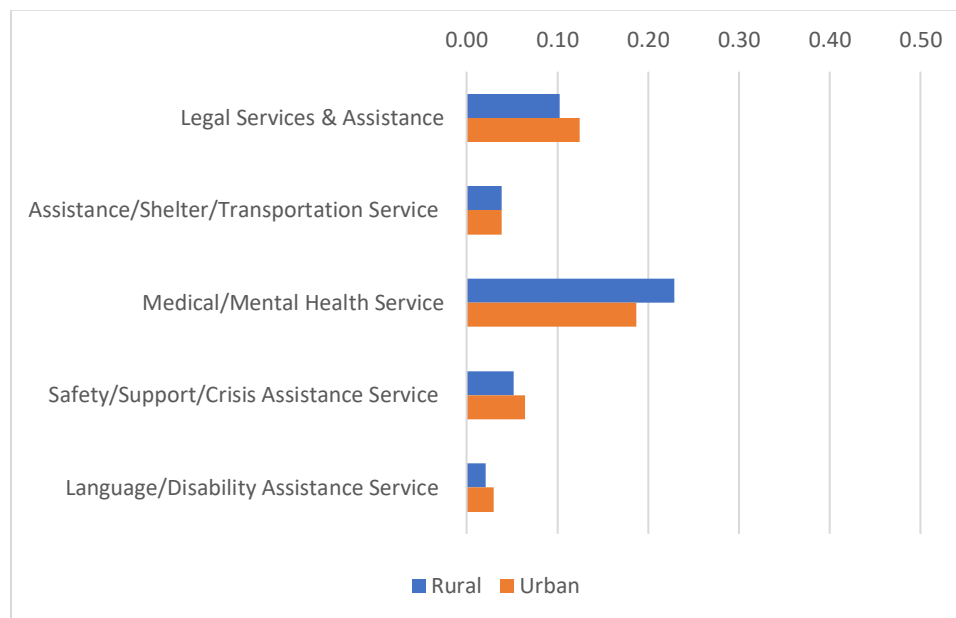


Figure I-14: Services Received by Type

### 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.

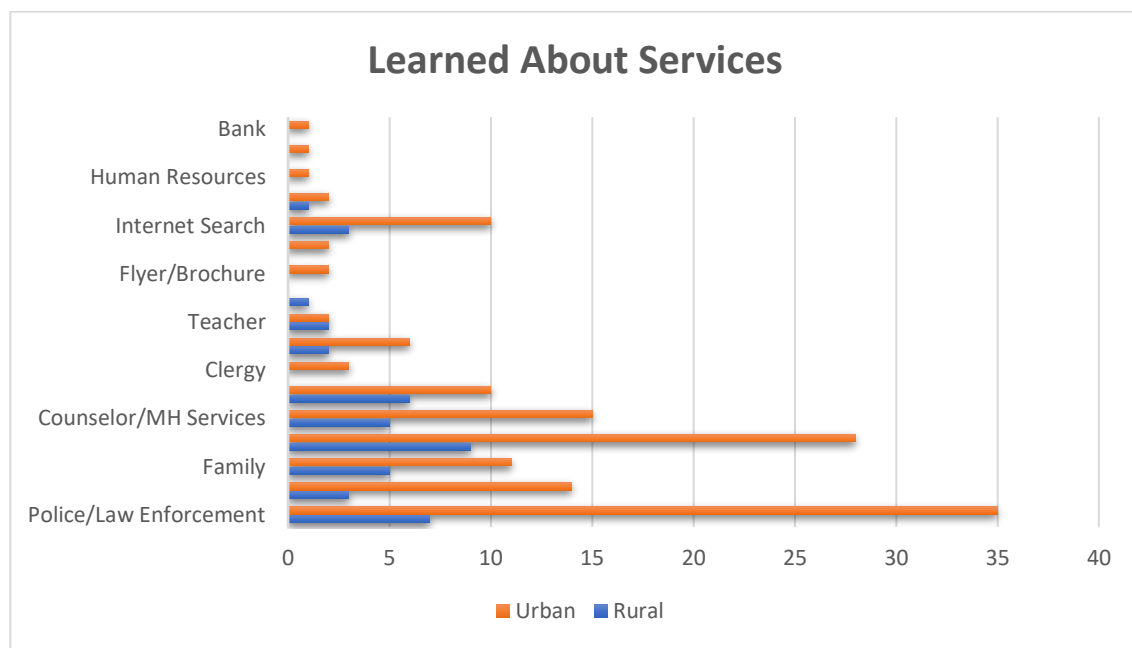


Figure I-15: Learned About Services – Victims

- 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.

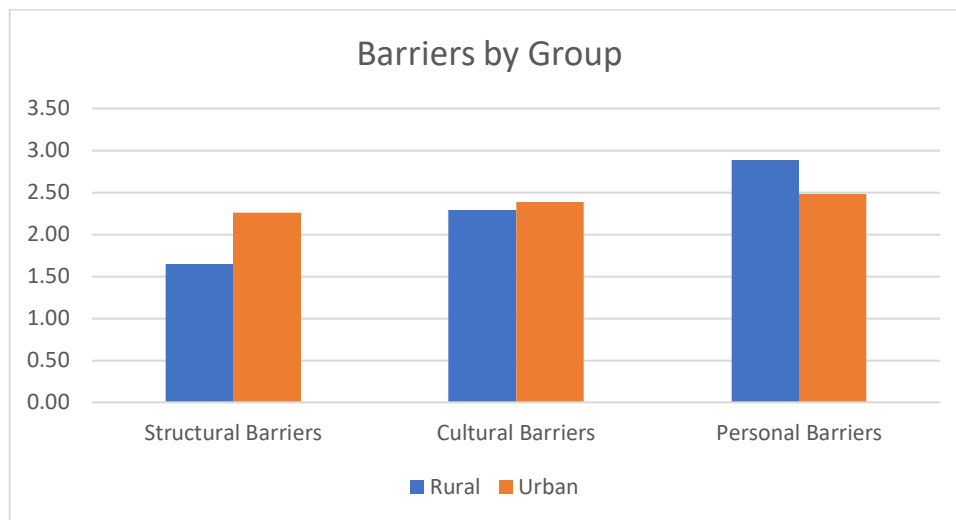


Figure I-16: Barriers by Group

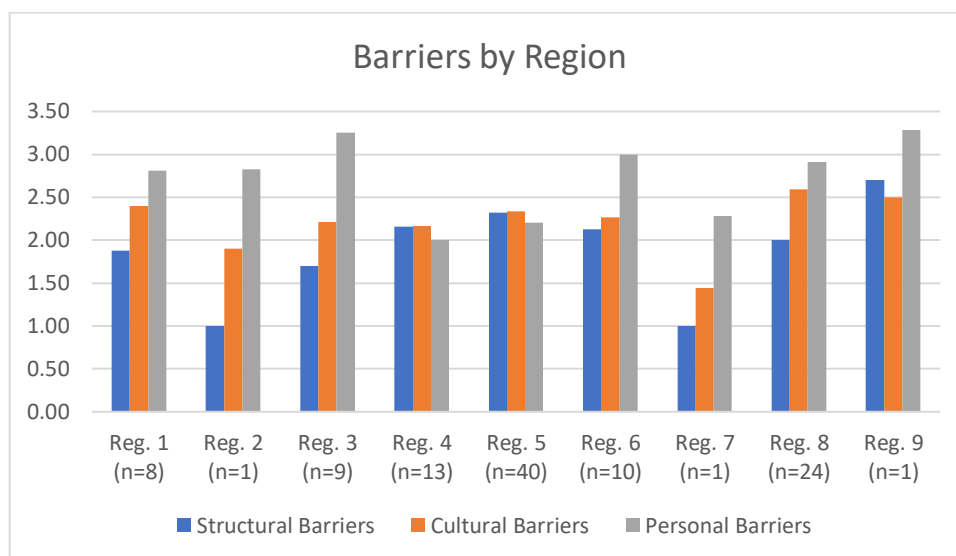


Figure I-17: Barriers by Region

### 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 as substantial/critical is 2.92 times higher than individuals having Bachelor's degree, and 2.83 times higher than individuals attending/having attended college.