

2013 Victim Services Needs Assessment
Volume III: Administrative Web Survey

Conducted for
**The Office of Victims' Services,
Pennsylvania Commission on Crime and Delinquency**

Prepared by
**Institute of State and Regional Affairs
Penn State Harrisburg
777 West Harrisburg Pike
Middletown, Pennsylvania
December 2013**

**With Amendments from the Access to Services
Subcommittee
August 2014**

The Pennsylvania Commission on Crime and Delinquency (PCCD) secured federal American Recovery and Reinvestment Act/Justice Assistance Grant funding from the Bureau of Justice Assistance to implement this Needs Assessment.



About the 2013 PCCD Victim Services Needs Assessment

The Office of Victims' Services of the Pennsylvania Commission on Crime and Delinquency engaged a research team at Penn State Harrisburg to conduct the 2013 Needs Assessment of Pennsylvania's Victim Community. The primary goal of this initiative, was to begin to develop a comprehensive understanding of unmet needs and service gaps through the perspectives of both service providers and victims. By documenting this information, this project aimed to increase the stature of victims' needs and contribute to understanding how victims can access core services. The activities undertaken by the Institute of State and Regional Affairs are documented individually in specific stand-alone reports (listed below) and culminate in a *Summary Report of Findings (Volume VII)*.

The individual reports include:

- Volume I: In-Depth Interviews of Agency Directors**
- Volume II: Focus Groups of Victim Populations**
- Volume III: Administrative Web survey**
- Volume IV: Statewide Telephone and Web Survey**
- Volume V: Demographic Background Research**
- Volume VI: Crime Victim Needs: Insights from Research**
- Volume VII: Summary Report of Findings**

The project team from the Institute of State and Regional Affairs at Penn State Harrisburg included:

- Michael Behney**, Director, Institute of State and Regional Affairs, Overall project coordination
- Dr. Chiara Sabina**, Assistant Professor of Social Sciences, School of Behavioral Sciences and Education
- Stephanie Wehnau**, Director, Center for Survey Research, Survey instrument development
- Nicole Sturges**, Assistant Director, Center for Survey Research, Focus group moderator
- Tim Servinsky**, Project Manager, Center for Survey Research, Survey tabulation and analysis
- Sue Copella**, Director, Pennsylvania State Data Center, Demographic data collection coordination
- Jennifer Shultz**, Associate Director for Operations, Pennsylvania State Data Center, Demographic research
- John Maurer**, Project Associate, Pennsylvania State Data Center, Demographic research
- Larry Meyers**, Project Associate, Pennsylvania State Data Center, GIS/Mapping
- Donna Byrne**, Advocate in the domestic violence movement and former Executive Director of A Woman's Place in Bucks County, PA.

Special thanks to assistance from a statewide Advisory Group that acted as a sounding board for ideas and questions as well as provided review and comment on methods and findings. Advisory Group members included:

- Kathy Buckley**, Manager, Victims Services Program, Office of Victims' Services
Pennsylvania Commission on Crime and Delinquency
- Ann Emmerling**, Executive Director
Blackburn Center Against Domestic & Sexual Violence
- Carole Alexy**, Director of Contracts
Pennsylvania Coalition Against Domestic Violence
- Rick Azzaro**, Chief Services Officer
York YWCA
- Pennie Hockenberry**, Director of Victim Services / Office of Victim Advocate
Pennsylvania Board of Probation and Parole
- Joyce Lukima**, Vice President, Services
Pennsylvania Coalition Against Rape/National Sexual Violence Resource Center
- Michelle Robinson-Ritter**, Executive Director
Domestic Violence Services of Southwestern PA
- Lee Ann Labecki**, Director
Office of Research, Evaluation, and Strategic Policy Development
Pennsylvania Commission on Crime and Delinquency

TABLE OF CONTENTS

LIST OF TABLES	ii
LIST OF FIGURES	iii
INTRODUCTION	1
WEB SURVEY METHODOLOGY	1
Institutional Review Board	1
Instrument Development.....	1
Administrative Web Survey Sample.....	1
Data Collection	2
Survey Response	2
Data Preparation.....	2
PROFILE OF VICTIM SERVICE ORGANIZATIONS	3
STUDY LIMITATIONS	4
FINDINGS.....	5
Agency Background Information.....	5
Staffing & Volunteers	6
Financial Information.....	16
Clients Served	20
Service Provision	25
Areas of Need/Unmet Need	35
DISCUSSION	42
APPENDIX A – SURVEY INSTRUMENT	45
APPENDIX B – PRE-NOTIFICATION EMAIL TEXT	56
APPENDIX C – INVITATION EMAIL TEXT	57
APPENDIX D – REMINDER EMAIL TEXT	58
APPENDIX E – PA COUNTIES BY RURAL/URBAN/SUBURBAN DESIGNATION	59
APPENDIX F – MEAN RANKING OF MOST-NEEDED SERVICES FOR VICTIMS BY SYSTEM-BASED AGENCIES.....	60
APPENDIX G – MEAN RANKING OF MOST-NEEDED SERVICES FOR VICTIMS BY COMMUNITY-BASED AGENCIES	61
APPENDIX H – CHANGES NEEDED TO IMPROVE SERVICES FOR VICTIMS.....	62

LIST OF TABLES

Table 1. Administrative Web Survey Recruiting Timeline	2
Table 2. Profile of Victim Service Organizations.....	3
Table 3. Reasons for Staff Turnover.....	12
Table 4. VSOs That Received Training by Topic Area.....	14
Table 5. Average Number of Funding Sources for VSOs by Geography.....	16
Table 6. Average Number of Funding Sources for VSOs by Type of Agency	17
Table 7. Mean Percent of Income for VSOs by Source of Funds.....	17
Table 8. Mean Percent of Income for VSOs by Geography	17
Table 9. Mean Percent of Income for Community-Based VSOs.....	18
Table 10. Mean Percent of Income for System-Based VSOs	18
Table 11. Average Number of Unduplicated Clients Served by Type of Agency.....	20
Table 12. Clients Most Routinely Served by Participating VSOs by Geography	22
Table 13. Clients Most Routinely Served by Participating VSOs by Type of Agency	23
Table 14. Barriers to Accessing Victim Services by Geography.....	24
Table 15. Barriers to Accessing Victim Services by Type of Agency	24
Table 16. Services Routinely Offered by Victim Service Organizations	25
Table 17. Services Routinely Offered by Participating VSOs by Geography	26
Table 18. Services Routinely Offered by Participating Community-Based VSOs.....	27
Table 19. Services Routinely Offered by Participating System-Based VSOs.....	28
Table 20. VSOs That Assess Their Programs Annually by Type of Agency	31
Table 21. Most Used Outreach Efforts by Geography.....	32
Table 22. Most Used Outreach Efforts by Type of Agency	32
Table 23. Mean Ranking of Top Issues Facing Participating VSOs by Geography.....	34
Table 24. Mean Ranking of Top Issues Facing Community-Based Agencies	34

Table 25. Mean Ranking of Top Issues Facing System-Based Agencies.....	35
Table 26. Most Underserved Populations for VSOs by Geography.....	36
Table 27. Most Underserved Populations for Community-Based Agencies.....	36
Table 28. Mean Ranking of Most-Needed Services for Victims.....	37
Table 29. Mean Ranking of Most-Needed Services for Victims by Geography.....	38
Table 30. Mean Ranking of Most-Needed Services for Victims by Type of Agency.....	39
Table 31. Assistance Needed to Provide Most-Needed Services to Victims by Geography.....	40
Table 32. Assistance Needed to Provide Most-Needed Services to Victims by Type of Agency	40

LIST OF FIGURES

Figure 1. Percent of VSOs with Paid Staff by Size	6
Figure 2. Percent of VSOs with Active Volunteers by Size	8
Figure 3. Percent of Active Volunteers for VSOs with Fewer than 10 Paid Staff Members.....	9
Figure 4. Percent of Active Volunteers for VSOs with 21-40 Paid Staff Members.....	10
Figure 5. Average Staff Turnover Rate by Type of Agency.....	11
Figure 6. Languages Other than English Spoken by Direct Care Workers	13
Figure 7. Training to Work with Hispanic Victims by Type of Agency	15
Figure 8. Funding Sources Reported by VSOs	16
Figure 9. Average Percent of Expenditures Spent by Type	19
Figure 10. Average Percent of Income Spent on Direct Services by Type of Agency.....	20
Figure 11. Type of Clients Routinely Served by Participating VSOs	21
Figure 12. Barriers Clients Face When Accessing Victim Services.....	23
Figure 13. Percent of VSOs that Offer Culturally Specific Programs and Services.....	29
Figure 14. Outreach Efforts by VSOs.....	31

LIST OF FIGURES

Figure 15. Top Issues Facing VSOs by Mean Ranking	33
Figure 16. Underserved Populations	35
Figure 17. Assistance Needed by VSOs to Provide Most-Needed Services to Victims	39

INTRODUCTION

As part of the 2013 Victim Services Needs Assessment, the Center for Survey Research (CSR) at Penn State Harrisburg conducted an administrative web survey of Pennsylvania victim service organizations (VSOs). The purpose of the administrative web survey was to inventory the characteristics and services of VSOs and develop an understanding of unmet needs and service gaps through the perspectives of service providers.

WEB SURVEY METHODOLOGY

Institutional Review Board

The study protocol, survey instrument, and informed consent statements were submitted to Penn State University's Office for Research Protections for review in May 2013 and were subsequently approved under Penn State IRB #43234. As part of the approval process, all members of the Penn State research team completed mandatory training on the protection of human research participants.

Instrument Development

CSR staff worked in consultation with other members of the Penn State research team and the 2013 Victim Services Needs Assessment Advisory Group during May 2013 to develop and refine survey questions for use in data collection. The survey instrument gathered background information on the victim service agencies, data on staffing and volunteers, financial information, the clients served by the agency, service provision, and areas of need and unmet need. See Appendix A for a copy of the survey instrument used during data collection.

Administrative Web Survey Sample

The initial sample frame for the administrative web survey included 174 Pennsylvania victim service organizations that receive at least some funding through the Pennsylvania Commission on Crime and Delinquency (PCCD). The list was generated from another PCCD-funded research project (PCCD Capacity Building Project), which uses a regularly updated list of victim service organizations. Five agencies were determined to be ineligible because they had merged with another agency, indicated that they did not provide any victims' services, or had no staff working at that

particular branch at the time of the survey. Therefore, the final sample size for the administrative web survey was 169 victim service organizations.

Data Collection

A pre-notification email was sent to all of the VSO directors or victim/witness coordinators in the sample frame, followed by a personalized email invitation that was sent a few days later. Reminder emails were sent and phone follow-up calls were made to non-respondents to increase response rates. See Table 1 below for a detailed recruiting timeline and Appendices B through D for copies of the recruiting emails.

Table 1. Administrative Web Survey Recruiting Timeline

Date	Recruiting Activity
June 3, 2013	Pre-notification email (sent to 174 individuals)
June 6, 2013	Invitation email (web survey launched; sent to 174 individuals)
June 12, 2013	Email reminder #1 (sent to 115 individuals)
June 27, 2013	Email reminder #2 (sent to 81 individuals)
July 8-9, 2013	Phone call reminders (called 61 individuals)
July 15, 2013	Email reminder #3 (sent to 36 individuals)
July 30, 2013	Phone call reminders (called 24 individuals)

A total of 148 surveys were completed between June 6 and August 1, 2013.

Survey Response

The response rate was 87.6%, as calculated by the number of completed surveys (148) divided by the final sample size (169).

Data Preparation

All completed survey data were extracted into Statistical Package for the Social Sciences (SPSS) software. Data were verified for accuracy of variable coding, and verbatim text was edited for consistency in formatting before final review by the senior staff of the Center for Survey Research. Survey datasets were created in SPSS for Windows version 21.0.

PROFILE OF VICTIM SERVICE ORGANIZATIONS

The following table displays a profile of the victim service organizations that participated in the administrative web survey. These numbers reflect responses as reported by the VSOs.

Table 2. Profile of Victim Service Organizations

	Number	Percent
Type of Agency		
Community-based	93	62.8%
System-based	55	37.2%
Type of Service Offering		
Domestic violence (DV) only	19	12.8%
Sexual assault (SA) only	7	4.7%
Dual (DV/SA)	24	16.2%
Comprehensive ¹	77	52.0%
Procedural	4	2.7%
Other - Victim Population Specific (i.e. DUI victims only, child abuse and child sexual abuse only, elder victims, etc.)	17	11.5%
Service Area²		
Rural counties	56	37.8%
Urban counties	42	28.4%
Suburban counties	29	19.6%
Mix of counties (mix of rural, urban, suburban)	17	11.5%
All Pennsylvania counties	4	2.7%
Outside of Pennsylvania	84	63.6%
Clients		
UNDUPLICATED number of clients served (253,208 total served)	2,110	24-13,000

¹ A comprehensive agency serves all forms of crime and violence.

² See Appendix E for definitions and map of counties in each service area.

STUDY LIMITATIONS

The research team acknowledges the following limitations for the administrative web survey:

Despite utilizing a rigorous email and phone follow-up strategy with all victim service organizations, CSR did not receive a completed survey for every organization. Because the answers from these non-responding organizations could be different from those who did participate, non-response bias exists. It should also be noted that during the phone follow-up phase of the project, many directors and victim-witness coordinators shared the difficulty in finding time to complete the survey. This suggests that lack of time was a significant barrier to completing the survey, and it is possible that we are missing valuable data from these overwhelmed agencies. However, generally speaking, higher response rates suggest a lower likelihood of non-response bias. The administrative survey had a good response rate of 87.6%.

FINDINGS

AGENCY BACKGROUND INFORMATION

A total of 148 victim service organizations participated in the administrative web survey. Almost two-thirds of the VSOs were community-based (62.8%; $n = 93$), while 37.2% ($n = 55$) were system-based. System-based agencies are located in local government District Attorney's or Juvenile Probation Offices and provide procedural and other services to victims and survivors of crime. Community-based/Non-profit agencies are private, non-profit agencies that provide counseling and other services to victims and survivors of crime.

Service Area

The participating organizations covered all counties in Pennsylvania. Four of the VSOs (2.7%) reported they provide victim services in ALL Pennsylvania counties. Almost two-thirds of VSOs (63.6%; $n = 84$) report that they have served victims who live outside of Pennsylvania.

The organizations noted the county or counties that they serve. These were grouped into urban, rural, suburban, or mix of counties based on the population of the counties where they provide victim services. Appendix E lists the counties that fall into these categories. Over one-third (37.8%; $n = 56$) of participating VSOs provide services in rural counties; 28.4% ($n = 42$) provide services in urban counties; 19.6% ($n = 29$) provide services in suburban counties; and 11.5% ($n = 17$) of participating VSOs provide services in a mix of counties (rural, urban, suburban). Excluding organizations that provide services in all Pennsylvania counties, VSOs provide services to an average of 1.44 counties.

Service Offering

Victim service organizations serve a wide variety of clients. Over half (52%; $n = 77$) of the VSOs reported that they provide comprehensive services; they serve all forms of crime and violence. Next, dual agencies serving both domestic violence and sexual assault victims accounted for 16.2% ($n = 24$) of the participating agencies. Further, 12.8% ($n = 19$) of agencies described themselves as domestic violence only, and 11.5% ($n = 17$) described themselves as serving other clients. This included agencies that serve specific crime victim populations such as: DUI victims only, child abuse and child sexual abuse only, elder victims, and substance abuse. Sexual assault only agencies

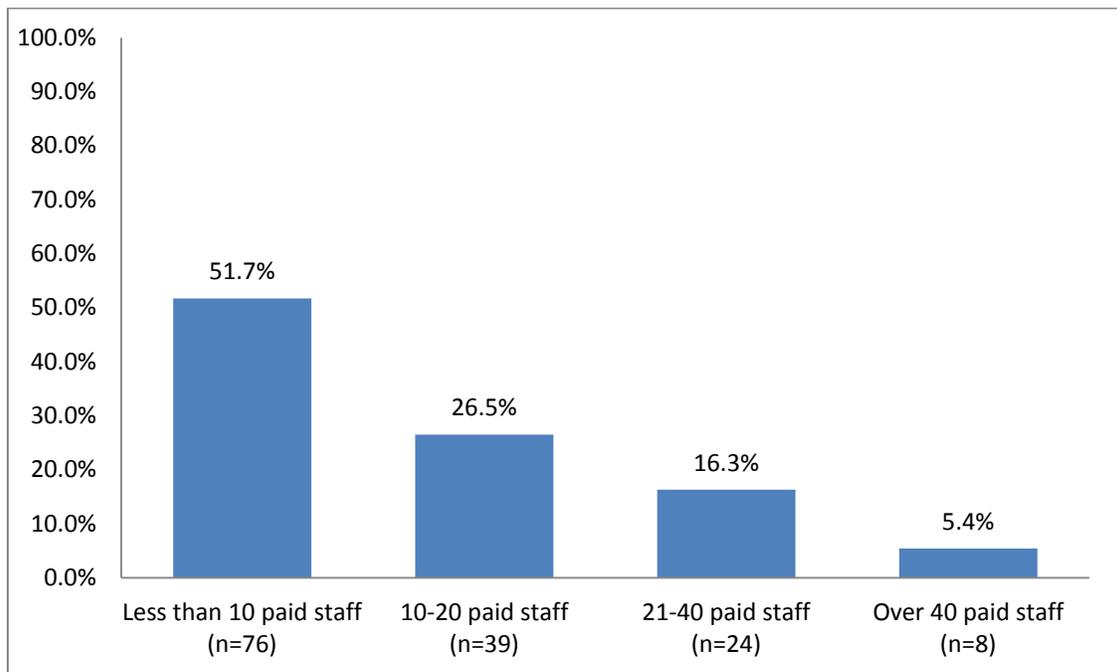
accounted for 4.7% ($n = 7$) and procedural agencies 2.7% ($n = 4$) of the victim service organizations that participated in the survey.

STAFFING & VOLUNTEERS

Paid Staff

The victim service organizations reported a total of 1,479 paid full-time and 547 paid part-time staff members. The number of paid full-time staff ranged from 0-156 with an average of 10.06 full-time staff members. The number of paid part-time staff ranged from 0-80 with an average of 3.72 paid part-time staff members per VSO. The figure below shows the total paid VSO staff breakdown.

Figure 1. Percent of VSOs with Paid Staff by Size ³



Victim service organizations that provide services to a mix of rural, urban, and suburban counties reported the highest average number of paid full-time and part-time staff members. VSOs that provide services to a mix of counties reported an average of 20.29 paid full-time and 5.94 paid part-time staff. This is in contrast to VSOs that provide services to only rural counties, which reported an average of 5.39 paid full-time and 3.00 paid part-time staff members. VSOs that provide

³ Total paid staff includes both full and part-time staff.

services in urban counties averaged 11.33 paid full-time and 4.93 paid part-time staff, while VSOs that provide services in suburban counties reported an average of 10.07 paid full-time and 2.18 paid part-time staff members. VSOs that reported they provide services in all Pennsylvania counties averaged 18.50 paid full-time staff and 2.50 paid part-time staff.

Community-based VSOs averaged significantly more paid full and part-time staff than system-based organizations. In fact, community-based organizations reported more than three times as many paid full-time staff (13.61 versus 3.94), and more than ten times as many paid part-time staff (5.60 versus 0.48).

Direct versus Indirect Staff

A total of 1,322 paid direct service staff members (including advocates and counselors) and 318 paid indirect service staff members (including prevention educators, volunteer coordinator, and community outreach staff) were reported by victim service organizations. The number of paid direct service staff ranged from 0-171 with an average of 8.99 paid direct staff members. The number of paid indirect service staff ranged from 0-25 with an average of 2.21 paid indirect service staff members per VSO.

VSOs providing services to a mix of counties reported the most paid direct and indirect service staff. An average of 19.65 paid direct service staff and 3.25 paid indirect service staff were reported by participating VSOs. In contrast, VSOs providing services to only rural counties had the lowest number of paid direct staff, reporting 4.18 and VSOs providing services to all Pennsylvania counties had the lowest number of paid indirect staff members with 0.50. Further, an average of 10.52 paid direct and 2.88 paid indirect staff was reported by VSOs that provide services in urban counties. Finally, VSOs that provide services in suburban counties averaged 8.96 paid direct and 1.63 paid indirect service staff members for their organizations.

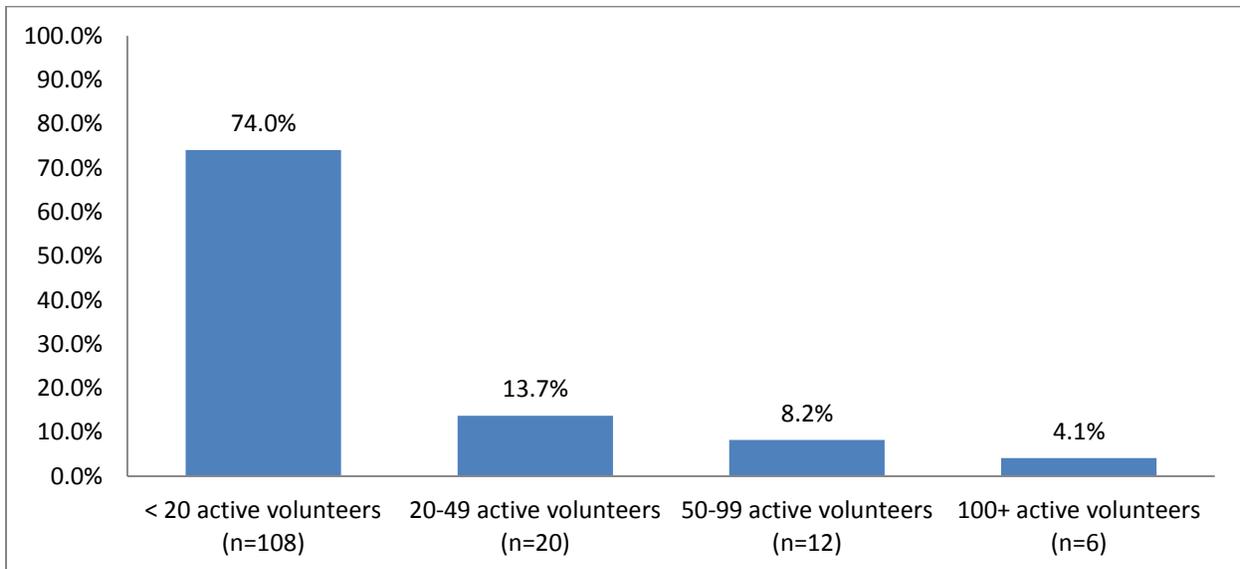
The average number of paid direct and indirect staff differed vastly by type of agency.

Community-based VSOs averaged more than four times as many paid direct staff than system-based VSOs (12.53 versus 2.91). Further, system-based organizations averaged more than half as many paid indirect staff as community-based organizations.

Volunteers

The victim service organizations reported a total of 1,770 active volunteers with direct service (including advocates and counselors) and 1,412 active volunteers with indirect service (including prevention educators, volunteer coordinator, and community outreach staff). This equals an average of 21.5 active volunteers per participating VSO. The number of active volunteers with direct service ranged from 0-320 with an average of 12.29 active direct service volunteers. The number of active indirect service volunteers ranged from 0-389 with an average of 9.81 active indirect service volunteers per VSO. The figure below shows the total VSO active volunteer breakdown.

Figure 2. Percent of VSOs with Active Volunteers by Size



VSOs that provide services to all Pennsylvania counties had a significantly higher number of active volunteers with direct and indirect services than those VSOs that provide services to specific counties. Organizations serving all PA counties reported an average of 54.25 direct services and 14.25 indirect service volunteers. However, when you remove those organizations which cover all Pennsylvania counties, VSOs that provide services to urban counties had the most active volunteers with direct service and indirect service (average of 22.63 direct service; 19.64 indirect service). VSOs that provide services to suburban counties had the fewest number of volunteers (average of 4.56 direct service; 5.37 indirect service). VSOs that provide services to a mix of counties averaged 10.06 direct service volunteers and 4.88 indirect service volunteers while VSOs

providing services to rural counties averaged 6.02 direct service volunteers and 5.59 indirect service volunteers.

System-based VSOs reported almost no active volunteers with direct or indirect service. In fact, they averaged less than one active volunteer in each classification (0.39 direct service; 0.11 indirect service). This is compared to community-based VSOs which reported a high average number of active volunteers (19.43 direct service; 15.62 indirect service).

Paid Staff versus Active Volunteers

Victim service organizations with fewer paid staff tended to have fewer active volunteers. Of the victim service organizations who reported having less than 10 paid staff, a large majority (88.2%; $n = 67$) reported having fewer than 20 active volunteers, and only 1.3% ($n = 1$) reported having 50-99 active volunteers. Of the VSOs with 21-40 paid staff members 20.8% ($n = 5$) reported having 20-49 volunteers and almost one-quarter (25.0%; $n = 6$) reported having 50-99 active volunteers. The following two figures show a comparison of the number of active volunteers by the number of paid VSO staff members.

Figure 3. Percent of Active Volunteers for VSOs with Fewer Than 10 Paid Staff Members

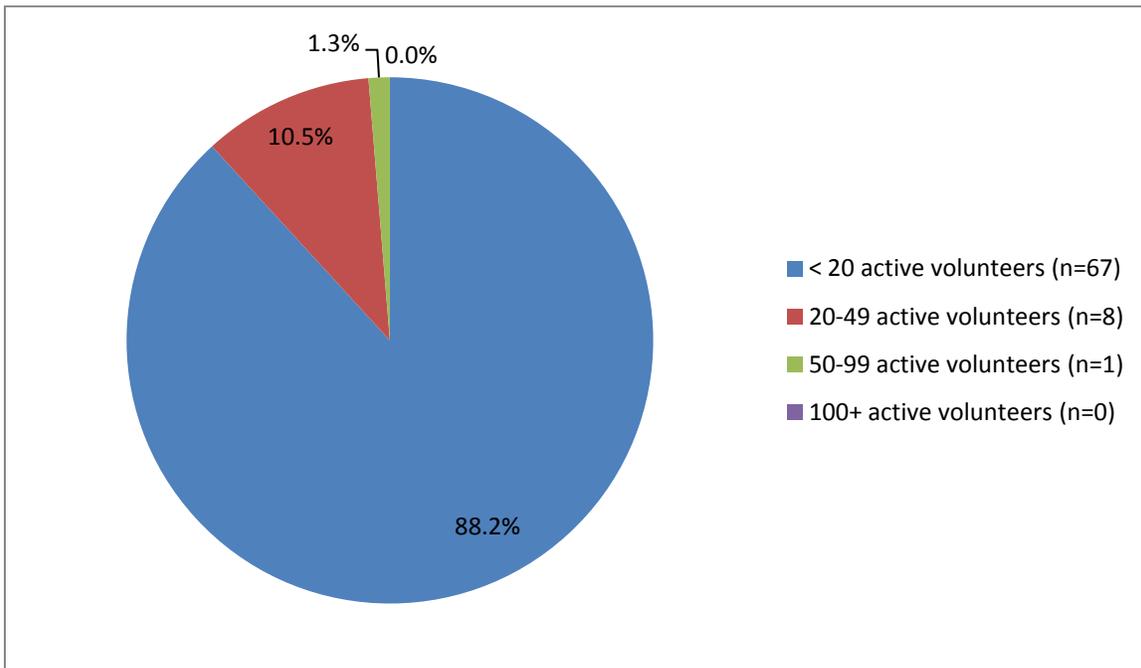
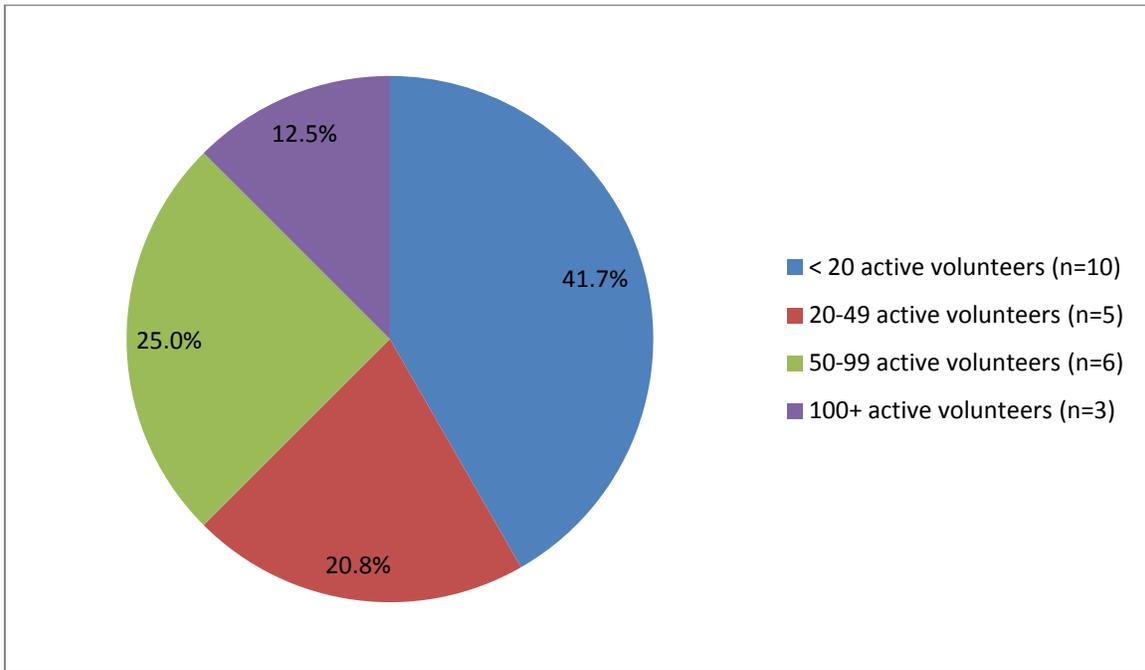


Figure 4. Percent of Active Volunteers for VSOs with 21-40 Paid Staff Members



Staff Layoffs

A majority of victim service organizations (81.8%; $n = 117$) indicated they did not have to lay off any staff in the last year. However, those that reported staff layoffs in the past year reported an average of 2.42 staff laid off per agency.

Victim service organizations that provide services in urban counties were more likely than those that provide services in rural counties to report staff layoffs in the last year (22.5%; $n = 9$ versus 14.5%; $n = 8$). VSOs that provide services in a mix of counties were least likely to report staff layoffs in the last year (11.8%; $n = 2$). Half of VSOs (50.0%; $n = 2$) that provide services in all Pennsylvania counties reported staff layoffs in the last year. Further, 18.5% ($n = 5$) of VSOs that provide services in suburban counties reported staff layoffs.

System-based VSOs were less likely to report staff layoffs in the last year than community-based organizations. Only 18.2% ($n=26$) of system-based VSOs indicated they laid off staff within the last year. This is compared to almost one quarter of community-based VSOs (23.6%; $n=21$) that reported the same.

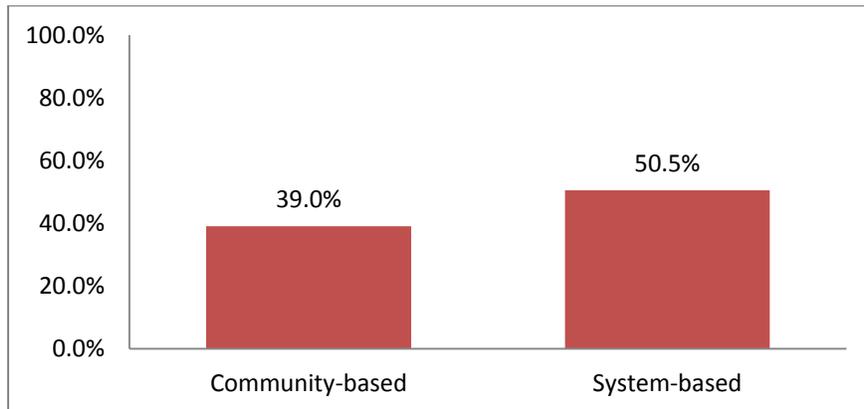
Staff Turnover

Victim service organizations had an average staff turnover rate of 42.2% for the past five years. The staff turnover rate was calculated by dividing the number of staff members (both full and part-time) who have left the agency in the past 5 years by the number of staff (both full and part-time) who have been employed in the past 5 years and then multiplying by 100.

VSOs providing services in rural counties had a higher average staff turnover rate in the past five years (46.7%) compared to organizations that provide services in all Pennsylvania counties which had the lowest turnover rate (22.0%). VSOs that provide services in a mix of counties had an average staff turnover rate of 43.1%; those that provide services in suburban counties averaged 41.0%; and VSOs that provide services in urban areas averaged a staff turnover rate of 40.6% over the last 5 years.

System-based VSOs reported a higher average staff turnover rate in the past five years compared to community-based organizations. The figure below shows the average staff turnover rates by type agency.

Figure 5. Average Staff Turnover Rate by Type of Agency



Reasons for Staff Turnover

The table below shows the reasons why staff members left victim service organizations.

Table 3. Reasons for Staff Turnover

Looking for higher pay	66	61.7%
Career advancement elsewhere	46	43.0%
Position was not a good fit for staff member	39	36.4%
Personal reasons	34	31.8%
Other reason (most indicated retirement)	34	31.8%
Looking for better benefits	22	20.6%
Burn out	21	19.6%
Looking for a new challenge	19	17.8%
Did not enjoy the work	11	10.3%

Staff members from victim service organizations that provide services in a mix of counties were most likely to report looking for higher pay as the top reason for leaving their organization (78.6%; $n = 11$). Further, almost two thirds (62.9%; $n = 22$) of victim service organizations that provide services in urban counties reported looking for higher pay as the top reason for staff turnover. Over half of VSOs that provide services in suburban counties (57.9%; $n = 11$) and those that provide services in rural counties (57.1%; $n = 20$) reported the same.

The top reason for staff turnover varied depending on the type of agency. Staff from community-based VSOs reported that looking for higher pay was the top reason for leaving their organization (68.8%; $n = 55$). System-based VSOs selected “other” as the top reason for leaving their organization (44.4%; $n = 12$). When asked to specify the reason, two-thirds reported retirement (66.7%; $n = 8$). Other reasons listed included: health reasons, staff was asked to resign, and staff wanted job security in a non-grant position.

Language Access

Over one third (39.1%; $n = 52$) of victim service organizations employ direct care workers who speak a language other than English.

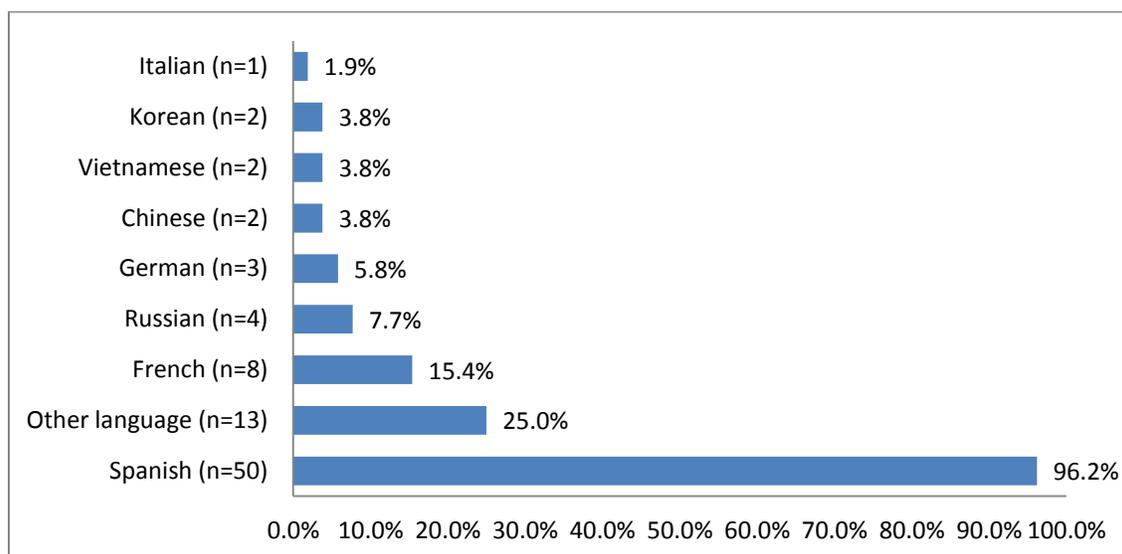
Organizations that provide services in urban counties are more than three times as likely to employ direct care workers who speak a language other than English than organizations that provide services in rural counties (64.9%; $n = 24$ versus 18.5%; $n = 10$). Half of VSOs that

provide services in a mix of counties (50.0%; $n = 8$) reported they employed direct care workers who spoke a language other than English. Three-quarters of VSOs that provide services in all Pennsylvania counties (75.0%; $n = 3$) reported the same. Further, 31.8% ($n = 7$) of organizations that provide services in suburban counties reported they employ direct care workers who speak a language other than English.

Community-based VSOs were more likely than system-based based VSOs to employ direct care workers who speak a language other than English. Over half of community-based organizations (54.8%; $n = 46$) indicated they employ direct care workers who speak another language. This is compared to only 12.2% ($n = 6$) of system-based organizations that reported the same.

Of the organizations with direct care workers who spoke languages other than English, almost all (96.2%; $n = 50$) indicated that their staff spoke Spanish. The chart below outlines all of the languages other than English spoken by direct care workers. The other languages reported include American Sign Language, Arabic, Bosnian, Cambodian, Dutch, Portuguese, and Syrian and Indian dialects.

Figure 6. Languages Other Than English Spoken By Direct Care Workers



Staff Training

Two of the participating victim service organizations (1.4%) reported their staff did not receive training in any of the topic areas included in the survey instrument. On average, victim service organization staff received training in 8.46 different topic areas. Many VSOs reported that their staff received training in all of the topic areas (14.2%; $n = 21$). The table below outlines the percent of organizations that received training on various topics.

Table 4. VSOs That Received Training by Topic Area

Core skills, such as crisis intervention, immediate response skills, etc.	138	93.2%
Victims Compensation Assistance	136	91.9%
Victims' rights	127	85.8%
Diversity awareness	127	85.8%
Mental health issues	115	77.7%
Disability awareness	103	69.6%
Substance abuse issues (drug & alcohol)	101	68.2%
LGBTQ victims	98	66.2%
Computer/Technology skills	92	62.2%
Male victims	83	56.1%
Management skills	83	56.1%
Hispanic victims	49	33.1%

The following is a breakdown of the average number of different training topics received by VSO staff by geography:

- All Pennsylvania counties – 10.75
- Rural counties – 8.52
- Urban counties – 8.52
- Suburban counties – 8.14
- Mix of counties – 8.12

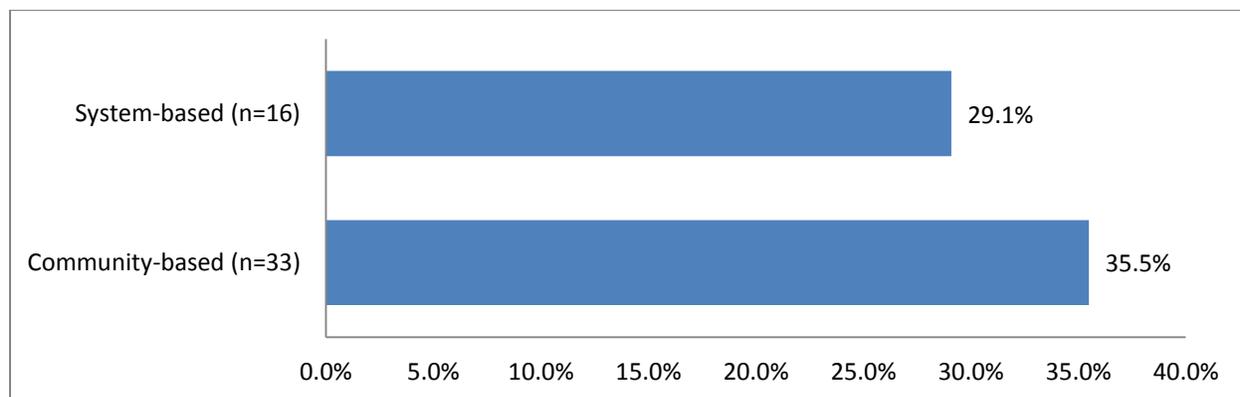
Both community-based and system-based VSOs averaged about the same number of different training topics received by their staff. System-based organizations averaged 8.59 different training topics, while community-based VSOs averaged 8.24.

The area where training was lacking for victim service organization staff was providing assistance to Hispanic victims, as only 33.1% (n = 49) reported receiving training in this area.

Staff members at VSOs that provide services to urban counties were twice as likely to receive training to work with Hispanic victims as those at VSOs that provide services to rural counties (45.2%; n = 19 versus 21.4%; n = 12). Half of organizations that provide services to all Pennsylvania counties reported their staff received training to work with Hispanic victims (50.0%; n = 2). Over one-third of VSOs that provide services to suburban counties (37.9%; n = 11) indicated their staff receiving training to work with Hispanic victims. Further, over one-quarter (29.4%; n = 5) of VSOs that provide services to a mix of counties reported their staff received training to work with Hispanic victims.

Community-based victim service organizations were more likely to report receiving training to provide assistance to Hispanic victims than VSOs that are system-based. The figure below shows the percent of victim service organizations that have received training to work with Hispanic victims by type of agency.

Figure 7. Training to Work With Hispanic Victims by Type of Agency

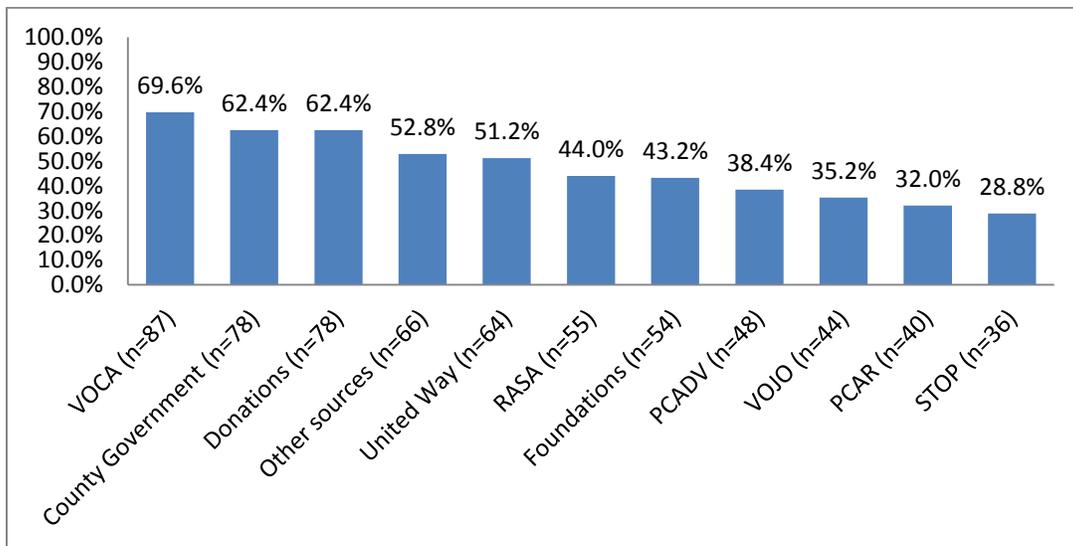


FINANCIAL INFORMATION

Income Sources

Victim service organizations reported receiving funding from a number of sources including: VOCA (69.6%; $n = 87$), County Government (62.4%; $n = 78$), and Donations (62.4%; $n = 78$). VSOs received funding from a range of 1-10 sources and an average of 5.23 sources of funding per organization. The figure below shows all of the funding sources reported by victim service organizations.

Figure 8. Funding Sources Reported by VSOs



The tables below and on the following page show the average number of funding sources for VSOs by geography and by type of agency.

Table 5. Average Number of Funding Sources for VSOs by Geography

Mix of counties	7.08
All Pennsylvania counties	6.25
Urban counties	5.54
Rural counties	4.86
Suburban counties	4.42

Table 6. Average Number of Funding Sources for VSOs by Type of Agency

Community-based	6.78
System-based	2.30

Even though over two-thirds of victim service organizations reported receiving funds from VOCA (69.6%; $n = 87$), VOCA funds averaged only 20.3% of those organizations' income. The largest mean percent of income was reported by those VSO's that receive RASA funds (40.9%; $n = 55$). The table below shows the mean percent of income for victim service organizations by source of funds.

Table 7. Mean Percent of Income for VSOs by Source of Funds

	Range	Mean Percent of Income
RASA ($n = 55$)	0.4% - 100%	40.9%
PCADV ($n = 48$)	11% - 63%	34.0%
County Government ($n = 78$)	0.1% - 100%	24.9%
PCAR ($n = 40$)	6% - 57%	20.6%
VOCA ($n = 87$)	0.3% - 75%	20.3%
VOJO ($n = 44$)	0.3% - 100%	19.7%
Other ($n = 66$)	0.9% - 81%	18.8%
Donations ($n = 78$)	0.3% - 52.7%	10.8%
Foundations ($n = 54$)	0.6% - 33%	8.3%
STOP ($n = 36$)	0.9% - 22%	6.5%
United Way ($n = 64$)	0.1% - 27%	5.0%

The following is a list of funding sources (mean percent of income) for victim service organizations by geography.

Table 8. Mean Percent of Income for VSOs by Geography

	All Pa Counties	Urban Counties	Suburban Counties	Rural Counties	Mix of Counties
VOCA	22.87% ($n = 4$)	26.57% ($n = 29$)	14.70% ($n = 15$)	18.16% ($n = 27$)	16.55% ($n = 12$)
STOP	1.00% ($n = 1$)	3.01% ($n = 10$)	8.50% ($n = 6$)	9.43% ($n = 13$)	5.23% ($n = 6$)
RASA	1.00% ($n = 2$)	24.39% ($n = 14$)	52.33% ($n = 9$)	52.55% ($n = 27$)	7.16% ($n = 3$)
VOJO	0.00% ($n = 0$)	19.97% ($n = 7$)	30.55% ($n = 10$)	16.22% ($n = 26$)	2.00% ($n = 1$)

PCADV	27.00% (n = 1)	30.85% (n = 10)	28.21% (n = 8)	39.81% (n = 22)	27.85% (n = 7)
PCAR	0.00% (n = 0)	28.50% (n = 6)	13.75% (n = 7)	19.27% (n = 22)	26.80% (n = 5)
United Way	7.75% (n = 4)	4.08% (n = 21)	9.50% (n = 8)	3.68% (n = 20)	5.10% (n = 11)
Foundations	21.33% (n = 3)	12.10% (n = 21)	4.24% (n = 10)	3.00% (n = 11)	6.36% (n = 9)
County Government	1.50% (n = 2)	21.26% (n = 29)	44.44% (n = 12)	24.02% (n = 26)	18.78% (n = 9)
Donations	19.25% (n = 4)	12.85% (n = 27)	12.81% (n = 12)	6.35% (n = 23)	10.03% (n = 12)
Other	25.87% (n = 4)	21.73% (n = 20)	22.46% (n = 10)	12.22% (n = 22)	21.46% (n = 10)

Below is a list of funding sources (mean percent of income) for victim service organizations by type of agency.

Table 9. Mean Percent of Income for Community-Based VSOs

	Mean Percent of Income
PCADV (n = 48)	34.00%
PCAR (n = 40)	20.63%
VOCA (n = 80)	19.71%
Other (n = 62)	18.77%
County Government (n = 58)	15.25%
Donations (n = 77)	10.95%
Foundations (n = 54)	8.34%
RASA (n = 21)	8.03%
STOP (n = 33)	6.12%
United Way (n = 64)	5.03%
VOJO (n = 13)	2.25%

Table 10. Mean Percent of Income for System-Based VSOs

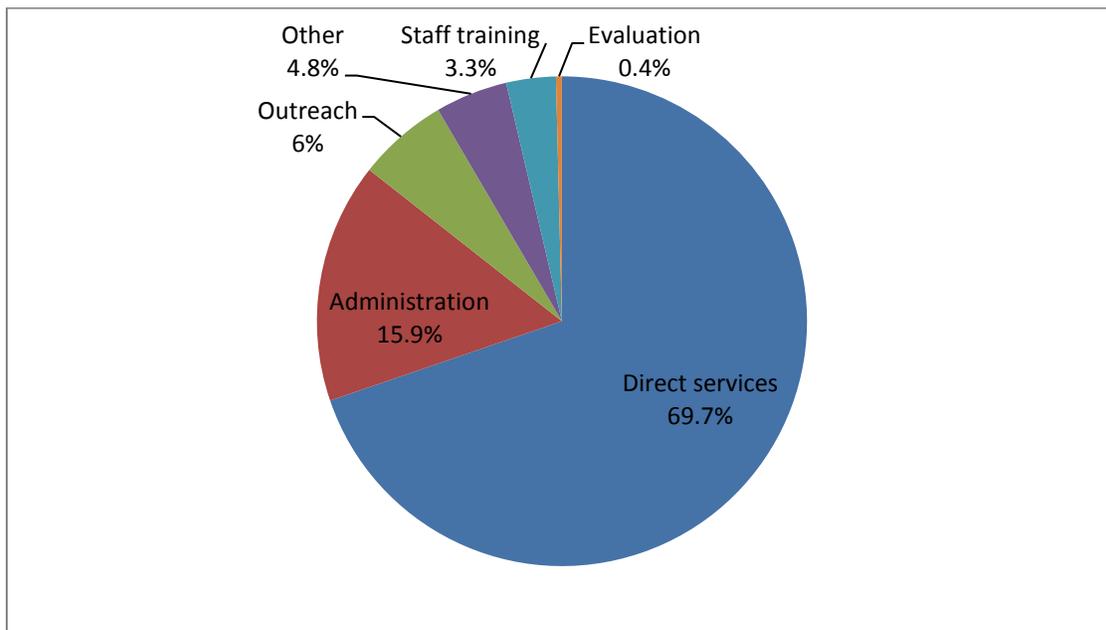
	Mean Percent of Income
RASA (n = 34)	61.35%
County Government (n = 20)	53.09%
VOCA (n = 7)	27.85%
VOJO (n = 31)	27.09%
Other (n = 4)	20.57%
STOP (n = 3)	11.33%
Donations (n = 1)	1.00%
PCADV (n = 0)	0.00%

PCAR (<i>n</i> = 0)	0.00%
United Way (<i>n</i> = 0)	0.00%
Foundations (<i>n</i> = 0)	0.00%

Expenditures

Victim service organizations reported a variety of expenses for their organizations, with a range of 1-6 areas of expenditures and an average of 3.78 areas per VSO. Almost all (97.3%; *n* = 110) victim service organizations reported expenditures for direct services and that the largest percentage of their expenses are related to direct services (69.73%). The figure below shows the average percent of expenditures spent on each of the following items as reported by the participating victim service organizations.

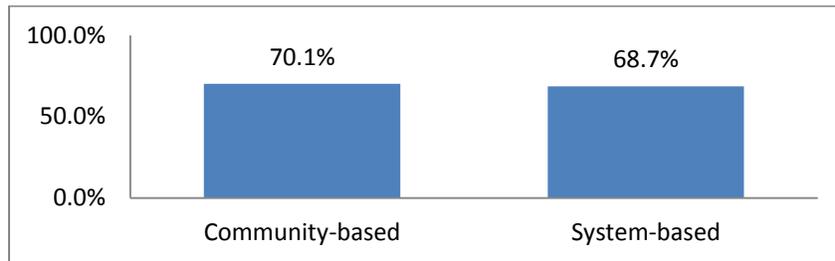
Figure 9. Average Percent of Expenditures Spent by Type



VSOs that provide services to a mix of counties were more likely to spend a higher percentage on direct services on average than VSOs that provide services to urban counties (79.0% versus 65.9%). Organizations that provide services to suburban counties reported spending an average of 69.6% on direct services, and VSOs that provide services to rural counties reported spending an average of 68.7% for the same.

The average percent of income spent on direct services was not all that different based on the type of agency. The figure below shows the percentage of income spent on direct services by type of victim service agency.

Figure 10. Average Percent of Income Spent on Direct Services by Type of Agency



CLIENTS SERVED

Victim service organizations reported a total of 253,208 unduplicated clients served during the most recently completed fiscal year. This is an average of 2,110 clients served per agency and a full-time staff to client ratio of 153 to 1.

Victim service organizations that provide services to urban counties reported a higher average number of clients served with 3,365 clients per VSO compared to VSOs that provide services to rural counties clients on average (877). VSOs that provide services to all Pennsylvania counties reported the highest average number of clients served with 3,891 clients per VSO. VSOs that provide services to suburban counties reported an average of 2,486 clients served per VSO and VSOs that provide services to a mix of counties reported an average 1,853 clients served per VSO for the most recently completed fiscal year.

The average number of clients served also differed by type victim service agency. The table below shows the average number of unduplicated clients served by type agency.

Table 11. Average Number of Unduplicated Clients Served by Type of Agency⁴

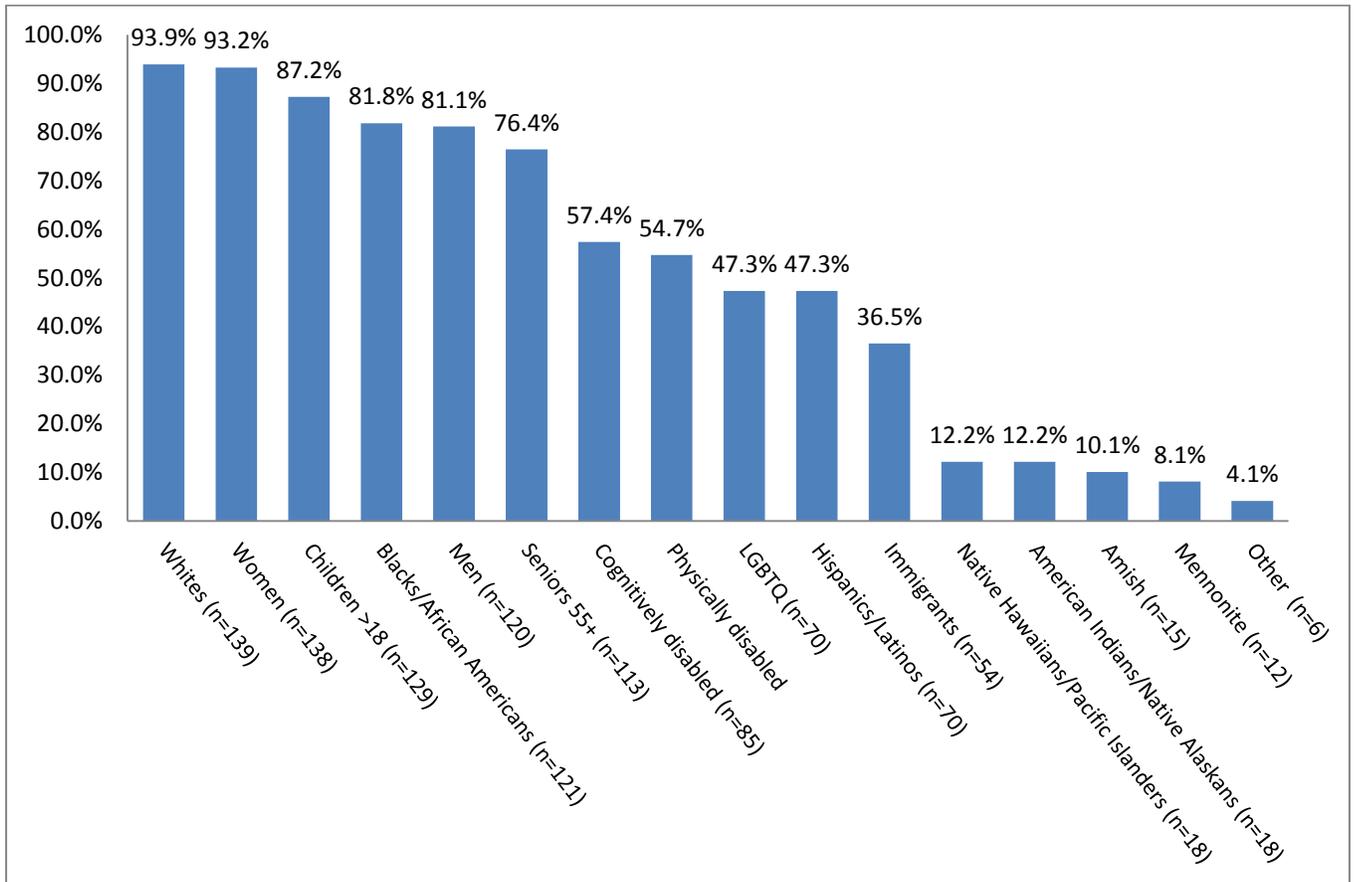
Community-based (<i>n</i> = 78)	2,340
System-based (<i>n</i> = 42)	1,682

⁴ Average number of unduplicated clients served is reported for the most recently completed fiscal year.

Types of Clients Served

Victim service organizations serve a variety of clients. The populations most routinely served by victim service organizations are whites (93.9%; $n = 139$) and women (93.2%; $n = 138$). The figure below shows the types of clients routinely served by participating VSOs.

Figure 11. Type of Clients Routinely Served by Participating VSOs



The tables on the following pages show the types of clients most routinely served by victim service organizations by geography and by type of agency.

Table 12. Clients Most Routinely Served by Participating VSOs by Geography

All Pennsylvania Counties (n = 4)		
Women	4	100.0%
Whites	4	100.0%
Immigrants	4	100.0%
Cognitively Disabled	4	100.0%
Physically Disabled	4	100.0%
Urban Counties (n = 42)		
Blacks/African Americans	40	95.2%
Whites	39	92.9%
Women	38	90.5%
Men	34	81.0%
Hispanics/Latinos	32	73.2%
Suburban Counties (n = 29)		
Children under 18	28	96.6%
Whites	28	96.6%
Blacks/African Americans	26	89.7%
Women	26	89.7%
Men	21	72.4%
Seniors	21	72.4%
Rural Counties (n = 56)		
Women	55	98.2%
Whites	53	94.6%
Children under 18	51	91.1%
Men	49	87.5%
Seniors 55+	45	80.4%
Mix of Counties (n = 17)		
Children under 18	17	100.0%
Women	15	88.2%
Whites	15	88.2%
Seniors 55+	14	82.4%
Blacks/African Americans	14	82.4%

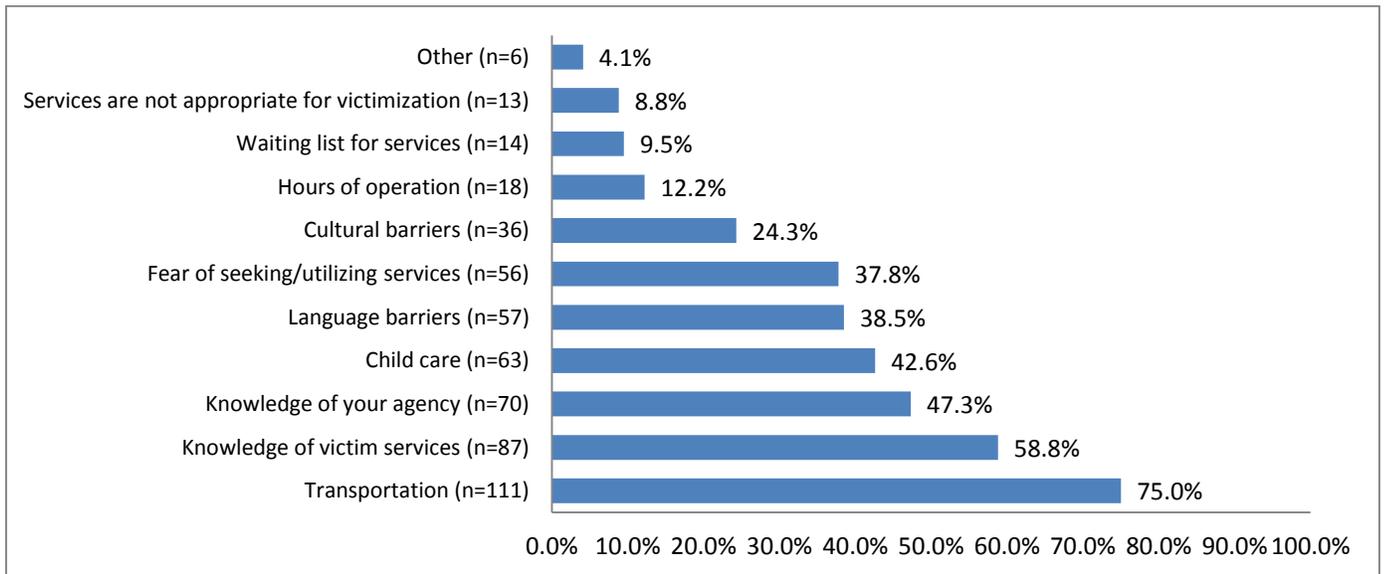
Table 13. Clients Most Routinely Served by Participating VSOs by Type of Agency

Community-based (n = 93)		
Whites	87	93.5%
Women	86	92.5%
Children under 18	79	84.9%
Blacks/African-Americans	78	83.9%
Men	69	74.2%
System-based (n = 55)		
Women	52	94.5%
Whites	52	94.5%
Men	51	92.7%
Children under 18	50	90.9%
Seniors 55+	47	85.5%

Barriers to Accessing Services

Victim service organizations indicated that clients face a variety of barriers to accessing and utilizing their services. Transportation (75.0%; n = 111) was the most frequently reported barrier to accessing victims’ services. This was followed by knowledge of victim services (58.8%; n = 87), knowledge of the agency (47.3%; n = 70), and child care (42.6%; n = 63). The figure below outlines all of the barriers to accessing services as reported by victim service organizations.

Figure 12. Barriers Clients Face When Accessing Victim Services



The tables below show the barriers to accessing victims' services by geography and by type of agency.

Table 14. Barriers to Accessing Victim Services by Geography

All Pennsylvania Counties (n = 4)		
Transportation	2	50.0%
Knowledge of victim services	2	50.0%
Waiting list for services	2	50.0%
Urban Counties (n = 42)		
Transportation	28	66.7%
Language barriers	26	61.9%
Knowledge of victim services	25	59.5%
Suburban Counties (n = 29)		
Transportation	21	72.4%
Knowledge of your agency	17	58.6%
Knowledge of victim services	17	58.6%
Rural Counties (n = 56)		
Transportation	44	78.6%
Knowledge of victim services	35	62.5%
Fear of seeking/utilizing services	24	42.9%
Mix of Counties (n = 17)		
Transportation	16	94.1%
Child care	11	64.7%
Fear of seeking/utilizing services	9	52.9%

Table 15. Barriers to Accessing Victim Services by Type of Agency

Community-based (n = 93)		
Transportation	75	80.6%
Knowledge of victim services	58	62.4%
Knowledge of your agency	52	55.9%
System-based (n = 55)		
Transportation	36	65.5%
Knowledge of victim services	29	52.7%
Child care	19	34.5%

SERVICE PROVISION

Victim Services Offered

Victim service organizations reported offering a variety of services routinely to clients. Court accompaniment (95.8%; $n = 136$), crime victim's compensation counseling (89.2%; $n = 124$), and District Attorney (DA) accompaniment (85.2%; $n = 115$) were the services offered most routinely. The table below shows which services are routinely offered by victim service organizations.

Table 16. Services Routinely Offered by Victim Service Organizations

Court accompaniment	136	95.8%
Crime victim's compensation counseling	124	89.2%
District Attorney (DA) accompaniment	115	85.2%
Assistance with victim impact statements	109	80.7%
Safety planning	105	78.4%
Legal advocacy and training	103	78.0%
Community education and training	99	76.2%
Police accompaniment	97	74.6%
Medical advocacy	90	71.4%
Educative/options counseling	77	62.1%
Hotline	74	59.7%
Court monitoring	70	56.5%
Support groups for adults	75	56.4%
Foreign language interpreters	60	50.0%
Supportive peer counseling for adults	55	44.7%
Emergency shelter	54	43.5%
Other services (i.e. Home visits, police trainings, referrals, etc.)	74	42.6%
Transportation to your agency	47	37.0%
TTY	41	35.7%
Support groups for children	44	33.8%
Supportive peer counseling for children	41	33.6%
Transportation to other sites	40	32.5%
Sign language interpreters	39	33.1%
Housing assistance (i.e. assistance with down payments)	39	32.2%
Legal representation	32	28.1%
Therapeutic counseling	31	27.2%
Child care	28	23.3%
Transitional housing	26	22.6%
Job readiness (i.e. resumes, coaching, etc.)	18	15.8%
Mental health therapy	16	13.8%
Direct financial assistance (i.e. emergency funds for car payments, etc.)	16	13.8%
Drug & alcohol counseling	9	8.3%
Job training	9	8.3%
Adult basic education/literacy	3	2.8%
Job placement	2	1.9%

The tables below and on the following pages show the top services most routinely offered by victim service organizations by geography and by type of agency.

Table 17. Services Routinely Offered by Participating VSOs by Geography

All Pennsylvania Counties (n = 4)		
Safety planning	4	100.0%
Community education and training	4	100.0%
Court accompaniment	4	100.0%
Educative options/counseling	4	100.0%
Foreign language interpreters	3	75.0%
Urban Counties (n = 42)		
Court accompaniment	38	97.4%
Crime victims compensation counseling	37	90.2%
Assistance with victim impact statements	32	86.5%
DA accompaniment	29	78.4%
Legal advocacy and training	27	77.1%
Suburban Counties (n = 29)		
Court accompaniment	26	92.9%
DA accompaniment	23	92.0%
Legal advocacy and training	18	92.0%
Crime victims compensation counseling	23	88.5%
Assistance with victim impact statements	20	74.1%
Rural Counties (n = 56)		
Court accompaniment	54	98.2%
DA accompaniment	50	92.6%
Crime victims compensation counseling	48	90.6%
Assistance with victim impact statements	47	88.7%
Police accompaniment	43	82.7%
Mix of Counties (n = 17)		
Hotline	15	93.8%
Community education/training	15	88.2%
Support groups for adults	15	88.2%
Safety planning	15	88.2%
Court accompaniment	14	87.5%

Table 18. Services Routinely Offered by Participating Community-Based VSOs

Court accompaniment	84	94.4%
Community education and training	82	94.3%
Safety planning	79	90.8%
Legal advocacy and training	77	89.5%
Hotline	79	86.9%
Medical advocacy	71	86.6%
Crime victim's compensation counseling	76	86.4%
Educative/options counseling	69	84.1%
District Attorney (DA) accompaniment	68	81.0%
Police accompaniment	67	79.8%
Support groups for adults	70	79.5%
Assistance with victim impact statements	56	68.3%
Emergency shelter	52	64.2%
Supportive peer counseling for adults	49	60.5%
Other services (i.e. Home visits, police trainings, referrals, etc.)	16	59.3%
Foreign language interpreters	42	56.8%
Housing assistance (i.e. assistance with down payments)	39	50.0%
Support groups for children	40	46.5%
Supportive peer counseling for children	36	46.2%
Transportation to your agency	36	43.4%
Transportation to other sites	35	43.2%
TTY	32	42.7%
Court monitoring	30	40.0%
Transitional housing	26	36.1%
Sign language interpreters	27	35.5%
Therapeutic counseling	24	33.8%
Legal representation	24	32.9%
Child care	18	24.0%
Job readiness (i.e. resumes, coaching, etc.)	17	23.6%
Direct financial assistance (i.e. emergency funds for car payments, etc.)	14	18.9%
Mental health therapy	11	16.7%
Job training	7	10.3%
Drug & alcohol counseling	5	7.7%
Adult basic education/literacy	3	4.5%
Job placement	2	3.0%

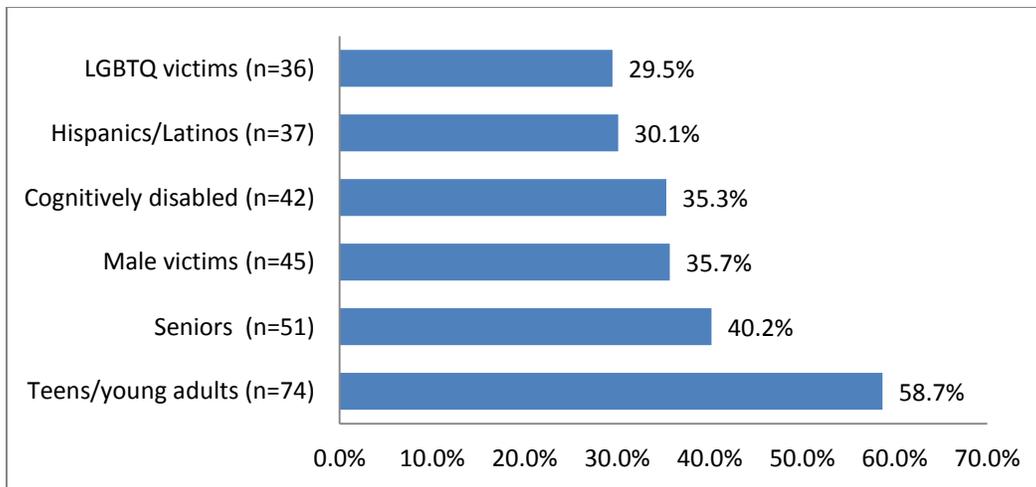
Table 19. Services Routinely Offered by Participating System-Based VSOs

Assistance with victim impact statements	53	100.0%
Court accompaniment	52	98.1%
Crime victim's compensation counseling	48	94.1%
District Attorney (DA) accompaniment	47	92.2%
Court monitoring	40	81.6%
Police accompaniment	30	65.2%
Legal advocacy and training	26	56.5%
Safety planning	26	55.3%
Medical advocacy	19	43.2%
Community education and training	17	39.5%
Foreign language interpreters	18	39.1%
Sign language interpreters	12	28.6%
Transportation to your agency	11	25.0%
TTY	9	22.5%
Child care	10	22.2%
Legal representation	8	19.5%
Educative/options counseling	8	19.0%
Therapeutic counseling	7	16.3%
Other services (i.e. Home visits, police trainings, referrals, etc.)	3	15.0%
Supportive peer counseling for adults	6	14.3%
Transportation to other sites	5	11.9%
Mental health therapy	5	11.6%
Supportive peer counseling for children	5	11.4%
Support groups for adults	5	11.1%
Drug & alcohol counseling	4	9.3%
Support groups for children	4	9.1%
Direct financial assistance (i.e. emergency funds for car payments, etc.)	2	4.8%
Job training	2	4.8%
Emergency shelter	2	4.7%
Hotline	1	2.5%
Job readiness (i.e. resumes, coaching, etc.)	1	2.4%
Housing assistance (i.e. assistance with down payments)	0	0.0%
Transitional housing	0	0.0%
Adult basic education/literacy	0	0.0%
Job placement	0	0.0%

Culturally Specific Programs & Services

Almost one-third (32.8%; $n = 43$) of participating victim service organizations did not offer culturally specific programs and services to certain client groups. Of those VSOs that did offer culturally specific programs and services, most were offered to teens and young adults (58.7%; $n = 74$). The chart below shows the percent of VSOs that reported they offered culturally specific programs and services to certain client groups. Please note that this question was intended to identify programs that were designed to be culturally specific and does not indicate that services are not generally available to these populations.

Figure 13. Percent of VSOs that Offer Culturally Specific Programs and Services



The following is a list of the culturally specific programs and services offered by participating VSOs by geography.

All Pennsylvania counties ($n = 4$)

1. All categories except male victims (50.0%; $n = 2$)

Urban counties ($n = 42$)

1. Teens/young adults (69.7%; $n = 23$)
2. Seniors (52.8%; $n = 19$)
3. Hispanics/Latinos (51.4%; $n = 18$)

Rural counties ($n = 56$)

1. Teens/young adults (39.6%; $n = 19$)
2. Seniors (27.7%; $n = 13$)
3. Cognitively disabled (23.9%; $n = 11$)

Suburban counties (*n* = 29)

1. Teens/young adults (60.0%; *n* = 15)
2. Seniors (40.0%; *n* = 10)
3. Cognitively disabled (37.5%; *n* = 9)

Mix of counties (*n* = 17)

1. Teens/young adults (93.8%; *n* = 15)
2. Cognitively disabled (78.6%; *n* = 11)
3. Male victims (66.7%; *n* = 10)

Community-based VSOs were much more likely to offer culturally specific programs and services than system-based organizations. A majority of community-based VSOs (86.2%; *n* = 75) reported that they offer culturally specific programs and services. This is compared to 29.5% (*n* = 13) of system-based VSOs that reported the same. The following is a list of the top client groups that have culturally specific programs and services offered to them by type of agency.

Community-based (*n* = 93)

1. Teens/young adults (78.3%; *n* = 65)
2. Male victims (51.2%; *n* = 42)
3. Seniors (47.6%; *n* = 40)

System-based (*n* = 55)

1. Seniors (25.6%; *n* = 11)
2. Teens/young adults (20.9%; *n* = 9)
3. Cognitively disabled (14.3%; *n* = 6)

Program Assessment

A majority of victim service organizations (88.1%; *n* = 119) assess their programs at least annually to determine whether or not they are meeting their clients' needs.

All of the VSOs that provide services in all Pennsylvania counties (100.0%; *n* =4) reported they assess their programs at least annually. A majority of VSOs that provide services in urban counties (81.6%; *n* = 31), a mix of counties (88.2%; *n* = 15), suburban counties (88.5%; *n* = 23), and rural counties (92.0%; *n* = 46) reported they assess their programs annually.

Community-based VSOs were more likely than system-based to report that they assess their programs annually. The table below shows the percent of VSOs that indicated they assess their programs annually by type of agency.

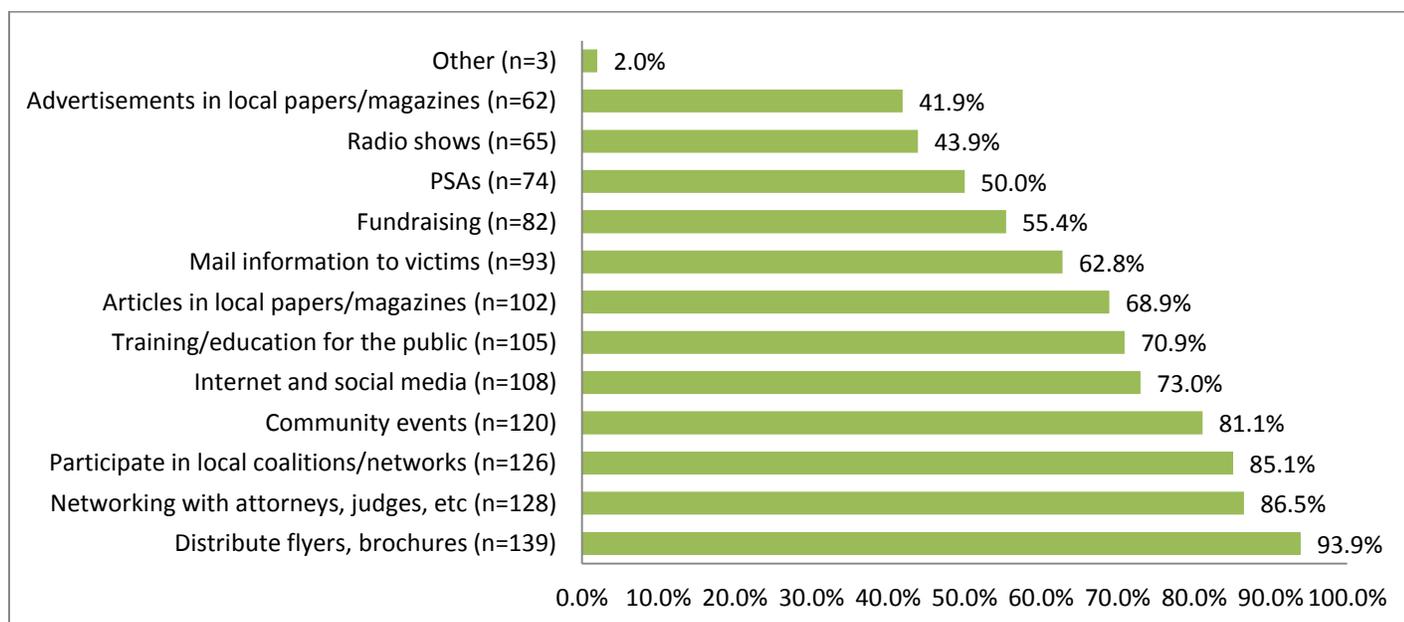
Table 20. VSOs That Assess Their Programs Annually by Type of Agency

Community-based	80	92.0%
System-based	39	81.3%

Outreach

Victim service organizations used a variety of outreach efforts to make clients aware of their services. The most used outreach efforts included distributing brochures, flyers, etc. (93.9%; $n = 139$), networking with attorneys, judges, and other agencies that may refer clients (86.5%; $n = 128$), and participating in local coalitions and networks with local committees and agencies (85.1%; $n = 126$). The figure below shows all of the outreach efforts to make clients aware of victim services.

Figure 14. Outreach Efforts by VSOs



The tables on the following page show the outreach efforts most used by victim service organizations by geography and by type of agency. All of the VSOs that provide services in all

Pennsylvania counties reported that they used all of the outreach efforts listed except advertisements in local newspapers/magazines and mailing information to victims about services and the agency.

Table 21. Most Used Outreach Efforts by Geography

Urban Counties (n = 42)		
Distribute brochures, flyers, etc.	39	92.9%
Participate in local coalitions and networks	38	90.5%
Community events	36	85.7%
Suburban Counties (n = 29)		
Distribute brochures, flyers, etc.	28	96.6%
Community events	25	86.2%
Networking with attorneys, judges, etc.	25	86.2%
Rural Counties (n = 56)		
Distribute brochures, flyers, etc.	52	92.9%
Participate in local coalitions and networks	45	80.4%
Community events	40	71.4%
Mix of Counties (n = 17)		
Networking with attorneys, judges, etc.	16	94.1%
Distribute brochures, flyers, etc.	16	94.1%
Participate in local coalitions and networks	16	94.1%

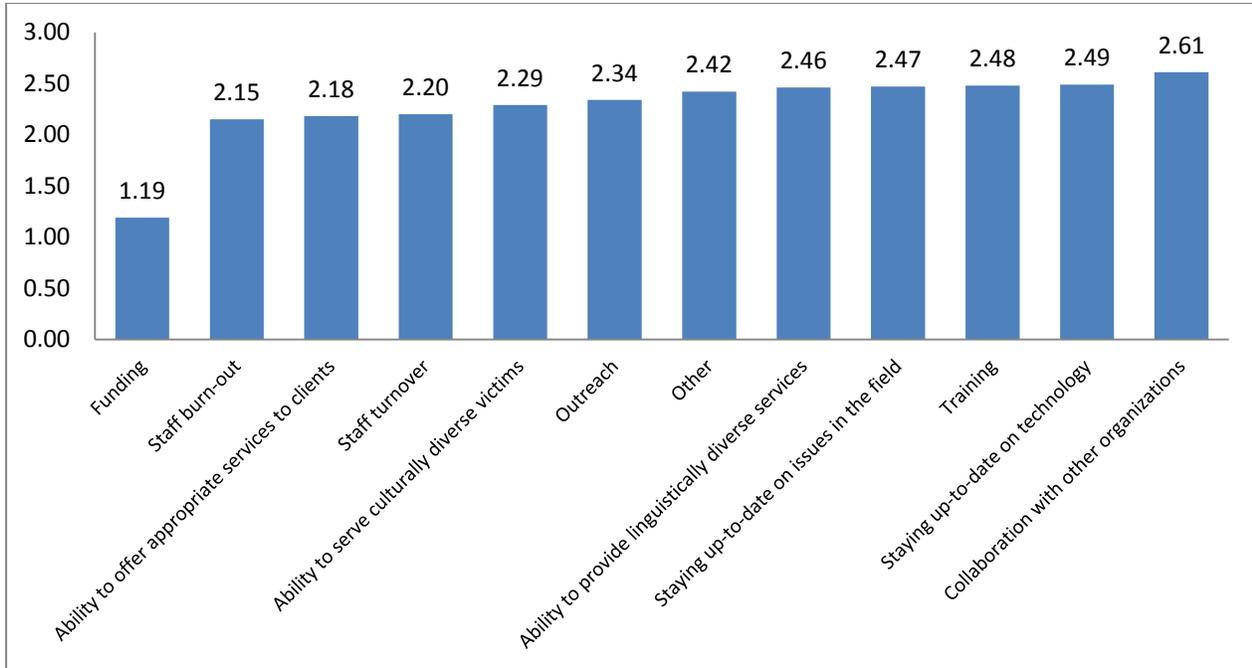
Table 22. Most Used Outreach Efforts by Type of Agency

Community-based (n = 93)		
Community events	90	96.8%
Distribute flyers, brochures, etc.	90	96.8%
Participate in local coalitions and networks	88	94.6%
Networking with attorneys, judges, etc.	86	92.5%
Training/education for the public	85	91.4%
System-based (n = 55)		
Distribute brochures, flyers, etc.	49	89.1%
Mail information to victims	48	87.3%
Networking with attorneys, judges, etc.	42	76.4%
Participate in local coalitions and networks	38	69.1%
Community events	30	54.5%

Important Issues Facing Victim Service Organizations

A majority of victim service organizations (83.8%; $n = 124$) ranked funding as the top issue facing their organization. The figure below shows the mean rankings of the top issues facing VSOs. Organizations were asked to rank the top three issues most important issues. A smaller number means the issue was ranked higher by VSOs.

Figure 15. Top Issues Facing VSOs by Mean Ranking



The tables on the following two pages show the mean ranking of the top issues facing victim service organizations by geography and by type of agency

Table 23. Mean Ranking of Top Issues Facing Participating VSOs by Geography

Urban Counties (n = 42)	Number	Mean Rank
Funding	45	1.22
Ability to offer appropriate services to clients	10	2.00
Ability to provide linguistically diverse services	3	2.00
Suburban Counties (n = 29)		
Funding	8	1.13
Staff burn-out	3	2.00
Ability to provide linguistically diverse services	1	2.00
Rural Counties (n = 56)		
Funding	17	1.00
Ability to offer appropriate services to clients	1	2.00
Collaboration with other organizations	1	2.00
Mix of Counties (n = 17)		
Funding	4	1.00
Staff burn-out	1	2.00
Ability to offer appropriate services to clients	1	2.00
All Pennsylvania Counties (n = 4)		
Funding	28	1.25
Other	2	1.50
Ability to serve culturally diverse victims	3	1.67

Table 24. Mean Ranking of Top Issues Facing Community-Based Agencies

	Number	Mean Rank
Funding	92	1.16
Staff turnover	18	2.11
Ability to offer appropriate services to clients	19	2.16
Staff burn-out	22	2.23
Ability to provide linguistically diverse services	15	2.40
Ability to serve culturally diverse victims	10	2.40
Outreach	32	2.41
Other	9	2.44
Staying-up-to-date on technology	23	2.57
Collaboration with other organizations	16	2.63
Staying-up-to-date on issues in the field	3	2.67
Training	12	2.75

Table 25. Mean Ranking of Top Issues Facing System-Based Agencies

	Number	Mean Rank
Funding	50	1.24
Staff burn-out	12	2.00
Ability to serve culturally diverse victims	4	2.00
Training	11	2.18
Outreach	15	2.20
Ability to offer appropriate services to clients	9	2.22
Other	3	2.33
Staying-up-to-date on technology	14	2.36
Staff turnover	7	2.43
Staying-up-to-date on issues in the field	14	2.43
Collaboration with other organizations	2	2.50
Ability to provide linguistically diverse services	9	2.56

AREAS OF NEED/UNMET NEED

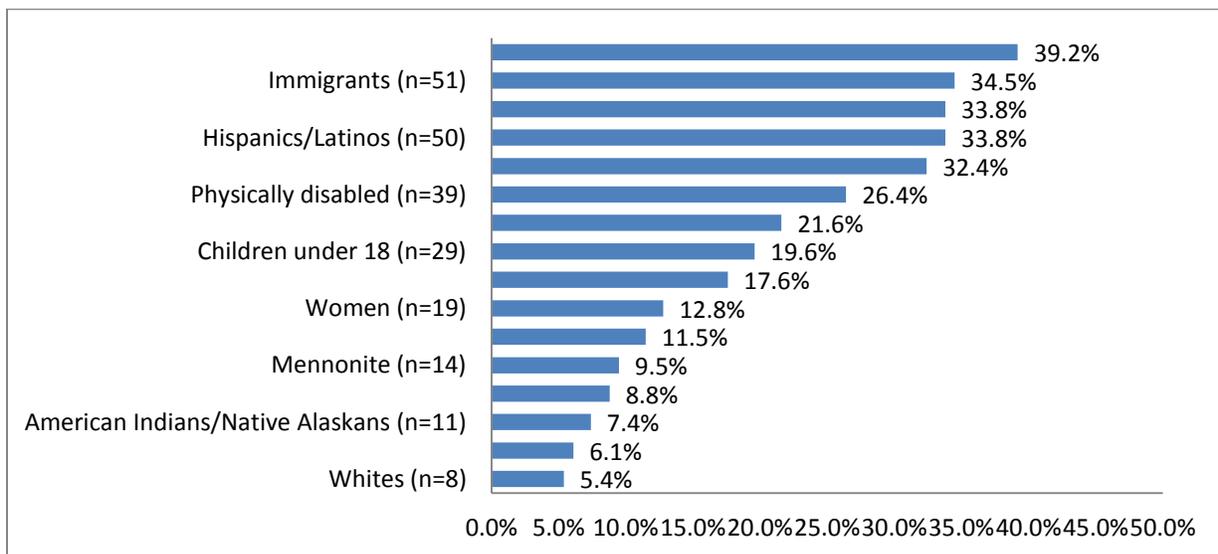
Underserved Populations

The top three underserved populations reported by victim service organizations were:

1. LGBTQ individuals (39.2%; $n = 58$)
2. Immigrants (34.5%; $n = 51$)
3. [Tied] Seniors 55+ (33.8%; $n = 50$) and Hispanics/Latinos (33.8%; $n = 50$)

The figure below shows all of the underserved populations as reported by the VSOs.

Figure 16. Underserved Populations



The tables below show the most underserved populations for VSOs by geography and by type of agency. Almost half of the system-based agencies reported that they did not know the underserved populations in their community (43.6%; n = 24) as many of the client groups listed were report as routinely served by their VSOs.

Table 26. Most Underserved Populations for VSOs by Geography

Urban Counties (n = 42)		
Immigrants	24	57.1%
Hispanics/Latinos	22	52.4%
LGBTQ individuals	18	42.9%
Suburban Counties (n = 29)		
LGBTQ individuals	13	44.8%
Seniors (55+)	11	37.9%
Immigrants	8	27.6%
Rural Counties (n = 56)		
Cognitively disabled	15	26.8%
LGBTQ individuals	15	26.8%
Seniors (55+)	14	25.0%
Mix of Counties (n = 17)		
LGBTQ individuals	9	52.9%
Seniors (55+)	9	52.9%
Immigrants	8	47.1%
All Pennsylvania Counties (n = 4)		
Immigrants	4	100.0%
Women	3	75.0%
Men	3	75.0%
Hispanics/Latinos	3	75.0%
Cognitively disabled	3	75.0%
Physically disabled	3	75.0%
LGBTQ individuals	3	75.0%

Table 27. Most Underserved Populations for Community-Based Agencies

Community-based (n = 93)		
LGBTQ individuals	51	54.8%
Hispanics/Latinos	44	47.3%
Cognitively disabled	44	47.3%
Seniors 55+	43	46.2%
Immigrants	43	46.2%

Most-Needed Services for Victims

Victim service organizations were asked to rank the top five most-needed services for victims. The table below shows the most-needed services by mean ranking. The smaller the number, the higher the service was ranked by VSOs.

Table 28. Mean Ranking of Most-Needed Services for Victims

	Number	Mean Rank
District Attorney (DA) accompaniment	7	2.00
Support groups for children	21	2.38
Court accompaniment	39	2.38
Support groups for adults	27	2.41
Hotline	14	2.43
Therapeutic counseling	45	2.49
Direct financial assistance	41	2.73
Supportive peer counseling for children	19	2.74
Housing assistance	38	2.74
Medical advocacy	13	2.77
Transportation to your agency	38	2.79
Assistance with victim impact statements	10	2.80
Mental health therapy	35	2.80
Drug & alcohol counseling	26	2.81
Legal representation	31	2.84
Supportive peer counseling for adults	22	2.86
Emergency shelter	30	2.87
Legal advocacy & training	18	3.06
Transitional housing	25	3.12
Safety planning	25	3.16
Educative/options counseling	18	3.17
Crime victim's compensation counseling	20	3.25
Transportation to other sites	27	3.30
Court monitoring	3	3.33
Job readiness	5	3.40
Child care	20	3.50
Community education & training	26	3.54
Job training	13	3.69
Job placement	12	3.75
Police accompaniment	6	3.83
Adult basic education/literacy	9	4.00
Foreign language interpreters	11	4.18
Other	5	4.20
Sign language interpreters	1	5.00

The following tables show the top five most-needed services as reported by the VSOs by geography and by type of agency. See Appendices F-G for a full list of the most-needed services by type of agency.

Table 29. Mean Ranking of Most-Needed Services for Victims by Geography

Urban Counties (n = 42)	Number	Mean Rank
Legal representation	11	1.73
Support groups for adults	9	2.11
Court accompaniment	14	2.21
Safety planning	9	2.33
Transportation to your agency	2	2.42
Suburban Counties (n = 29)		
Supportive peer counseling for children	1	1.00
Hotline	1	1.00
Housing assistance	4	2.00
Drug & alcohol counseling	4	2.25
Legal representation	2	2.50
Rural Counties (n = 56)		
DA accompaniment	1	1.00
Police accompaniment	1	1.00
Therapeutic counseling	5	1.40
Child care	1	2.00
Emergency shelter	5	2.20
Mix of Counties (n = 17)		
Legal representation	1	1.00
Housing assistance	2	1.50
Emergency shelter	3	1.67
Support groups for adults	1	2.00
Therapeutic counseling	1	2.00
All Pennsylvania Counties (n = 4)		
Other	1	1.00
DA accompaniment	2	1.50
Support groups for children	5	1.80
Child care	3	2.00
Hotline	2	2.00

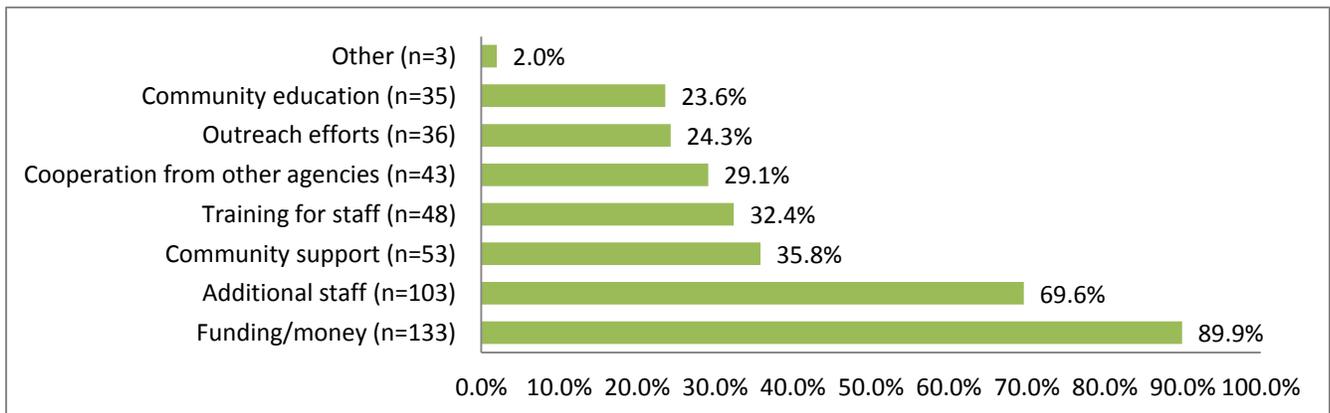
Table 30. Mean Ranking of Most-Needed Services for Victims by Type of Agency

Community-based (n = 93)	Number	Mean Rank
DA accompaniment	3	1.67
Assistance with victim impact statements	1	2.00
Hotline	12	2.17
Support groups for adults	17	2.29
Therapeutic counseling	34	2.47
System-based (n = 55)		
Support groups for children	9	1.78
Court accompaniment	20	1.90
Drug & alcohol counseling	11	2.18
DA accompaniment	4	2.25
Legal advocacy & training	3	2.33

Assistance Needed to Provide Most-Needed Services to Victims

Victim service organizations identified funding/money (89.9%; n = 133) as what they needed most to provide the most-needed services to victims. The chart below shows all of the assistance needed by VSOs to provide most-needed services to victims.

Figure 17. Assistance Needed by VSOs to Provide Most-Needed Services to Victims



The tables on the following page show the assistance needed by VSOs to provide the most-needed services to victims by geography and by type of agency. Funding/money was listed as the most-needed form of assistance, regardless of geography or type of agency.

Table 31. Assistance Needed to Provide Most-Needed Services to Victims by Geography

Urban Counties (n = 42)		
Funding/money	28	90.5%
Additional staff	33	78.6%
Outreach efforts	14	33.3%
Community support	14	33.3%
Suburban Counties (n = 29)		
Funding/money	26	89.7%
Additional staff	18	62.1%
Community support	12	41.4%
Rural Counties (n = 56)		
Funding/money	50	89.3%
Additional staff	37	66.1%
Community support	20	35.7%
Mix of Counties (n = 17)		
Funding/money	15	88.2%
Additional staff	12	70.6%
Training for staff	9	52.9%
All Pennsylvania Counties (n = 4)		
Funding/money	4	100.0%
Additional staff	3	75.0%
Outreach efforts	2	50.0%
Community support	2	50.0%

Table 32. Assistance Needed to Provide Most-Needed Services to Victims by Type of Agency

Community-based (n = 93)		
Funding/money	89	95.7%
Additional staff	75	80.6%
Training for staff	40	43.0%
Community support	40	43.0%
System-based (n = 55)		
Funding/money	44	80.0%
Additional staff	28	50.9%
Community support	13	23.6%
Community education	13	23.6%
Cooperation from other agencies	13	23.6%

Improvements or Changes Needed to Help Improve Services for Victims

Overall, organizations reiterated the need for more funding when noting improvements or changes needed to help improve services to victims. Specifically, the most mentioned comments included: funding (22.3%; $n = 21$), additional funding for more staff (12.8%; $n = 12$), and more VOCA funds released for crime victims' services (4.3%; $n = 4$). Appendix H outlines all of the improvements or changes needed to help improve services for victims that were shared by participating VSOs.

DISCUSSION

This survey sought to gather detailed information from victim service organizations on their organizational structure, service delivery, and major challenges they are facing. There are several major themes that emerged including: funding concerns, staffing issues, training, underserved populations, service provision, and education/outreach.

Funding Concerns

Funding was a major theme mentioned throughout the survey by victim service organizations, regardless of geography or type of agency. All VSOs regardless of whether they were classified as community-based or system-based ranked funding as the top issue facing their organization. A vast majority of both community-based and system-based VSOs also reported funding/money as the assistance they needed most to provide important and most-needed services to victims. This clearly is a major concern for VSOs across the board and finding ways to maximize funding and assistance to these organizations that are providing much needed services to victims of crime is essential.

Staffing Issues

Community-based VSOs reported significantly more paid staff and a higher average number of active volunteers than system-based organizations. In fact, system-based VSOs reported almost no active volunteers in their organizations. Further, regardless of the type of agency, VSOs reported a high client to staff ratio. This can be a major factor in both staff burn-out and staff turnover rates. In fact, all VSOs had staff turnover rates in the last five years of around 40% or higher. Staff turnover was ranked second by community-based VSOs when asked about the most important issues facing their organizations, and staff burn-out was ranked second by system-based organizations.

Training

Staff training was another area of concern for victim service organizations. Training was lacking for many VSOs, especially in areas regarding special populations (i.e. LGBTQ individuals, Hispanics, etc.). Because VSOs are expected to assist all victims regardless of their race, ethnicity, gender, sexual orientation, age, or ability, it is imperative that they have the tools and training necessary to

best serve these individuals. System-based VSOs were least likely to report that they received training to work with Hispanic victims. Lack of training could be directly related to funding issues as well as the high staff to client ratios, both of which affect the time and money needed for VSO staff to attend training courses.

Underserved Populations

Victim service organizations indicated the top underserved populations were LGBTQ individuals, immigrants, seniors age 55+, and Hispanics/Latinos. For community-based VSOs, the list of top underserved populations was the same but also included cognitively disabled individuals. System-based VSOs had a more difficult time listing their top underserved populations as almost half reported that they did not know who was underserved. When asked if their organizations offered culturally specific programs and services to these specific clients groups, many reported they did not. VSOs also reported many did not employ direct care workers who speak a language other than English. However, community-based VSOs were more likely than system-based VSOs to employ direct care workers that speak another language. All of these factors show that VSOs need assistance to provide culturally-appropriate services to underserved client groups. Additional training and funding could enable VSOs to offer programs and services to special populations.

Service Provision

VSOs indicated that District Attorney (DA) accompaniment, support groups for children, and court accompaniment were the most needed services for victims. DA accompaniment was a most needed service for community-based agencies, but these VSOs also listed assistance with victim impact statements, hotline services, and support groups for adults among the most needed service for victims. System-based VSOs reported that support groups for children and court accompaniment were most needed; however, they also ranked drug and alcohol counseling and legal advocacy and training and most needed services for victims.

It is important to note that the most needed services for victims did not necessarily match the services that VSOs routinely offered. While both community-based and system-based VSOs indicated they routinely offered some of those services most needed by victims, many were not even

ranked in the top ten of services routinely offered by the VSO. VSOs cannot meet the full range of services needed by victims. A collaborative network of community resources is key to meeting victims needs.

Education/Outreach

One of the biggest barriers to accessing victim services mentioned by VSO directors was knowledge of services and how to get them. In fact, all of the VSOs, regardless of the whether they were classified as community or system-based, listed knowledge of victim services as one of the top three barriers to accessing victim services. The importance of “getting the word out” about the good work that victim service organizations do and the critical services they provide for victims of crime is essential. Community education programs, additional outreach efforts, and collaboration among community agencies could assist VSOs in doing this.

APPENDIX A –SURVEY INSTRUMENT

INTRO/INFORMED CONSENT

Please read the following information about this study and click the button at the bottom of your screen to indicate your interest in participating. You will be redirected to the survey.

The Center for Survey Research at Penn State Harrisburg is conducting this 10-15 minute research survey on behalf of the Pennsylvania Commission on Crime and Delinquency (PCCD). This survey is part of a Needs Assessment of Pennsylvania’s Victims. The primary goal of this one-year initiative is to develop a comprehensive understanding of unmet needs and service gaps through the perspectives of both service providers and victims.

Only project investigators will have access to study data. Data will be stored on a secure server and on researchers’ computers at Penn State Harrisburg, which are accessible only by password. Your confidentiality will be kept to the degree permitted by the technology used. No guarantees can be made regarding the interception of data sent via the Internet by any third parties.

Participants must be 18 years of age or older in order to participate. Your decision to participate is strictly voluntary. You are free to answer all, some, or none of the questions in the survey. You may withdraw from participating at any time. Refusal to participate will involve no penalty to you. Completion and submission of the survey implies your consent to participate in this research. Please print off this form to keep for your records.

Please contact Dr. Chiara Sabina, Penn State Harrisburg at [NUMBER] or [EMAIL] with questions about this research. For technical difficulties with the survey itself, contact Tim Servinsky at [EMAIL] or [NUMBER].

Please click “Next” to continue.

T01

Please provide some background information about your agency.
Continue

A1

Please provide the name of your agency.

A2

Please indicate the Pennsylvania county or counties in which your organization provides services.

List of PA counties..... 1-67
Provide services in ALL Pennsylvania counties 70
Don’t know 68
Do not provide services in Pennsylvania 69
Other 71

A3

Do you serve victims that live outside of Pennsylvania?

Yes 1
No..... 2
Don’t know 3

A4

Which best describes your agency?

- Non-profit/community-based organization 1
- DA-based 2
- Probation-based..... 3
- Don't know 4

A5

Which type of service offering best describes your agency?

- Domestic violence only 1 => A6
- Sexual assault only 2 => A5A
- Dual (DV/SA) 3 => A8
- Comprehensive (A victim service agency in PA that serves all forms of crime and violence, including sexual assault, aggravated and simple assault, homicide, child abuse, elder abuse, robbery, burglary, and DUIs) 4
- Procedural 5
- Other 7
- Don't know 6

A5A

Please specify the "other" type of service offering:

T02

Please provide information about your current staff and volunteers.

- Continue 1

B1

What is the total number of PAID full-time staff?

B2

What is the total number of PAID part-time staff?

B3

Now, thinking about **both** full-time and part-time staff, what is the total number of PAID Direct Service staff? Report for advocates and counselors.

B4

Again, thinking about both full- and part-time staff, what is the total number of PAID Indirect Service staff? Include positions such as prevention educators, volunteer coordinators, and community outreach staff. Do NOT include positions such as executive director, upper management, and administrative support staff.

B5

What is the total number of active volunteers with Direct Service? Report for advocates and counselors.

B6

What is the total number of active volunteers with Indirect Service? Include positions such as prevention educators, volunteer coordinators, and community outreach staff. Do NOT include positions such as executive director, upper management, and administrative support staff.

B7

Have you laid off any staff within the last year?
Yes 1 => B7A
No..... 2
Don't know 3

B7A

How many staff did you lay off in the last year?

B8A

How many staff members (both full- and part-time staff) have you employed in the past 5 years? Include current staff in this number.

B8B

How many staff members (both full- and part-time staff) have left your agency in the past 5 years? Do not include employees who were laid off.

B8C

Why do you think staff members have left your organization? Check any that apply.
Looking for higher pay 1
Looking for better benefits..... 2
Looking for a new challenge..... 3
Career advancement elsewhere 4
Did not enjoy the work..... 5
Burn out 6
Position wasn't a good fit for staff member 7
Personal reasons 8
Don't know 9
Other: _____

B9A

Do any direct care workers speak languages other than English?
Yes 1 => B9B
No..... 2
Don't know 3

B9B

Which languages do direct care workers speak? Select all that apply.

- Spanish..... 1
- Chinese..... 2
- Vietnamese..... 3
- Russian..... 4
- Korean..... 5
- Italian 6
- German..... 7
- Other:_____

B10

Has your staff received training on the following areas? Check any that apply.

- Core skills, such as crisis prevention, immediate response skills, etc. 1
- Victims Compensation Assistance 2
- Victims’ rights 3
- Mental health issues 4
- Substance abuse issues (drug and alcohol) 5
- Diversity awareness 6
- Disability awareness 7
- LGBTQ victims 8
- Male victims..... 9
- Hispanic victims..... 10
- Management skills 11
- Computer/Technology skills 12

T03

Please answer the following questions about your organization’s finances.

- Continue 1

C1

What is your organization’s business fiscal year? (A fiscal year is the 12 month period of time defined by the organization as its business year.)

- Start Date (MM/DD): _____
- End Date (MM/DD): _____

C2

During the most recently completed fiscal year, what was your organization’s total income?

C3

During the most recently completed fiscal year, what percent of your organization's income came from each of the following sources? (The sum must equal 100.)

- ___ % VOCA C3_1
- ___ % STOP C3_2
- ___ % RASA C3_3
- ___ % VOJO C3_4
- ___ % PCADV C3_5
- ___ % PCAR C3_6
- ___ % United Way C3_7
- ___ % Foundations C3_8
- ___ % County Government C3_9
- ___ % Donations C3_10
- ___ % Other C3_11

C4

During the most recently completed fiscal year, what percent of your expenditures was spent on each of the following? (The sum must equal 100.)

- ___ % Direct services C4_1
- ___ % Administration C4_2
- ___ % Staff training C4_3
- ___ % Evaluation C4_4
- ___ % Outreach C4_5
- ___ % Other C4_6

T04

Please answer the following questions about your agency's clients.

Continue 1

D1

For your most recently completed fiscal year, [insert fiscal year from C1], what was your total UNDUPLICATED number of clients served?

D2

Please indicate the types of clients that you **routinely** serve. Check any that apply.

Women.....	1
Men	2
LGBTQ individuals.....	3
Children (<18 years old)	4
Seniors (55+ years old)	5
Hispanics/Latinos.....	6
Immigrants	7
Whites	8
Blacks/African Americans	9
Native Hawaiians or Pacific Islanders	10
American Indians or Native Alaskans.....	11
Cognitively disabled	12
Physically disabled.....	13
Mennonite	14
Amish.....	15
Don't know	16
Other: _____	

D3

What barriers do clients face in accessing and utilizing your services? Check any that apply.

Language barriers.....	1
Cultural barriers	2
Transportation	3
Knowledge of your agency	4
Knowledge of victims services	5
Child care.....	6
Hours of operation	7
Services are not appropriate for the type of victimization	8
Fear of seeking/utilizing services.....	9
Waiting list for services	10
Don't know	11
Other: _____	

T05

This section asks about the services that your agency provides to victims.

Continue.....	1
---------------	---

E1

Indicate if these services are offered **routinely** by your agency. Response options in table:

1=Offered routinely, 2=Not offered routinely, 3=Don't know

- E1_1Support groups for adults
- E1_2Support groups for children
- E1_3Supportive peer counseling for adults
- E1_4Supportive peer counseling for children
- E1_5Educative/options counseling
- E1_6Therapeutic counseling
- E1_7Mental health therapy
- E1_8Drug and alcohol counseling
- E1_9Foreign language interpreters
- E1_10.....Sign language interpreters
- E1_11.....TTY
- E1_12.....Transportation to your agency
- E1_13.....Transportation to other sites
- E1_14.....Child care
- E1_15.....Emergency shelter
- E1_16.....Transitional housing
- E1_17.....Housing assistance (for example, assistance with down payments)
- E1_18.....Direct financial assistance, i.e., emergency funds for car payments, etc.
- E1_19.....Assistance with victim impact statements
- E1_20.....DA accompaniment
- E1_21.....Police accompaniment
- E1_22.....Court accompaniment
- E1_23.....Court monitoring
- E1_24.....Legal advocacy and training
- E1_25.....Legal representation
- E1_26.....Crime victim's compensation counseling
- E1_27.....Medical advocacy
- E1_28.....Community education and training
- E1_29.....Job training
- E1_30.....Job readiness – resumes, coaching, etc.
- E1_31.....Job placement
- E1_32.....Adult basic education/literacy
- E1_33.....Safety planning
- E1_34.....Hotline
- E1_35.....Other: _____

E2

Do you offer culturally-specific programs and services for the following victim groups?

Response options in table: **1=Yes, 2=No, 3=Don't know**

- E2_1Hispanics/Latinos
 - E2_2LGBTQ victims
 - E2_3Seniors
 - E2_4Male victims
 - E2_5Cognitively disabled
 - E2_6Teens/young adults
-
-

E3

Does your agency assess whether programs meet client needs at least annually?

- Yes 1
- No..... 2
- Don't know 3

E4

Describe your outreach efforts to make clients aware of your services. Check any that apply.

- Community events 1
- Fundraising 2
- Participate in local coalitions and networks with local committees and agencies 3
- Distribute brochures, flyers, etc. 4
- Training/education for the public..... 5
- Public service announcements (PSAs)..... 6
- Radio shows 7
- Articles in local newspapers/magazines..... 8
- Advertisements in local newspapers/magazines 9
- Networking with attorneys, judges, and other agencies who may refer clients 10
- Mail information to victims about services and the agency 11
- Internet and social media (website, Facebook, etc.)..... 12
- Other: _____

E5

What are the top three most important issues facing your agency today that impact service delivery? Item number one is the most important issue.

- Funding
- Staff burn-out
- Staff turnover
- Ability to offer appropriate services to clients
- Ability to provide linguistically diverse services
- Ability to serve culturally diverse victims
- Outreach
- Collaboration with other organizations
- Training
- Staying up-to-date on issues in the field, new services, etc.
- Staying up-to-date on technology
- Other: _____

- 1 – Most important issue: _____
- 2 – Second most important issue: _____
- 3 – Third most important issue: _____

T06

This section asks you to identify areas of need and unmet need for your agency and the populations in your community.

- Continue..... 1

Please indicate the populations in your community that are **underserved**. Check any that apply.

Women.....	1
Men	2
LGBTQ individuals.....	3
Children (<18 years old)	4
Seniors (55+ years old)	5
Hispanics/Latinos.....	6
Immigrants	7
Whites	8
Blacks/African Americans	9
Native Hawaiians or Pacific Islanders	10
American Indians or Native Alaskans.....	11
Cognitively disabled	12
Physically disabled.....	13
Mennonite	14
Amish.....	15
Don't know	16
Other: _____	

Select the top five most needed services for the victims you serve, regardless of whether or not you provide these services, where 1 is the highest priority.

- a. Support groups for adults
- b. Support groups for children
- c. Supportive peer counseling for adults
- d. Supportive peer counseling for children
- e. Educative/options counseling
- f. Therapeutic counseling
- g. Mental health therapy
- h. Drug and alcohol counseling
- i. Foreign language interpreters
- j. Sign language interpreters
- k. TTY
- l. Transportation to your agency
- m. Transportation to other sites
- n. Child care
- o. Emergency shelter
- p. Transitional housing
- q. Housing assistance (for example, assistance with down payments)
- r. Direct financial assistance, i.e., emergency funds for car payments, etc.
- s. Assistance with victim impact statements
- t. DA accompaniment
- u. Police accompaniment
- v. Court accompaniment
- w. Court monitoring
- x. Legal advocacy and training
- y. Legal representation
- z. Crime victim's compensation counseling
- aa. Medical advocacy
- bb. Community education and training
- cc. Job training
- dd. Job readiness – resumes, coaching, etc.
- ee. Job placement
- ff. Adult basic education/literacy
- gg. Safety planning
- hh. Hotline
- ii. Other: _____

- 1 – Highest Priority: _____
 - 2 – Second Highest Priority: _____
 - 3 – Third Highest Priority: _____
 - 4 – Fourth Highest Priority: _____
 - 5 – Fifth Highest Priority: _____
-
-

F3

Thinking about the most needed services that you identified on the previous page [list services], which of the following would help to meet those needs? Check any that apply.

- Funding/money 1
- Additional staff 2
- Training for staff 3
- Cooperation from other agencies 4
- Community education 5
- Outreach efforts 6
- Community support..... 7
- Don't know 8
- Other: _____

F4

What specific improvements or changes should be made to help improve services for victims?

THANK YOU

Thank you for your participation! Please contact Dr. Chiara Sabina at Penn State Harrisburg at [contact info] if you have any questions about the survey.

APPENDIX B – PRE-NOTIFICATION EMAIL TEXT

To: Victim Service Providers
From: Kathy Buckley, PCCD Office of Victims' Services
Subject: Pennsylvania Victim Needs Assessment

As you know, one of the priorities of the Victims' Services Advisory Committee (VSAC) is to ensure statewide access to core services for victims of criminal and juvenile offenders. To support this priority, a statewide needs assessment is being conducted this year to determine how best to provide victims with access to core services, and more broadly, how best to meet their needs.

The Pennsylvania Commission on Crime and Delinquency (PCCD) has contracted with a research team at Penn State Harrisburg to conduct a Needs Assessment. As part of the assessment, they will be gathering detailed information about crime victims and victim services via community-wide surveys, focus groups, and targeted personal interviews with key victim service organization members and leaders. All of this is taking place this calendar year.

As part of Penn State University's next tasks, they will be administering a survey to victim service agencies to gather important data for the Needs Assessment. In the next week, you will be receiving an email from Penn State University requesting that you complete an online survey that asks questions about your organization's staff, clients, financial information, service provision, and opinions of victims' needs/unmet needs.

I encourage you to take 10-15 minutes of your time to participate in this confidential data collection effort. Your responses will provide a framework for use in future planning, enabling PCCD and VSAC to respond appropriately to help strengthen victim services.

Thank you in advance for your participation and support of this effort.

Sincerely,

Kathy Buckley
Manager, Victims' Services Program
Office of Victims' Services
Pennsylvania Commission on Crime and Delinquency

APPENDIX C – INVITATION EMAIL TEXT

To: Victim Service Providers
From: Penn State Center for Survey Research on behalf of Stephanie L. Wehnau <EMAIL>
Subject: Victims' Needs Assessment

Kathy Buckley from PCCD recently emailed you about the Needs Assessment of Pennsylvania's Victims. The primary goal of this one-year initiative is to develop a comprehensive understanding of unmet needs and service gaps through the perspectives of both service providers and victims. As part of this Needs Assessment, I am requesting that you participate in this web survey about your organization's staff, clients, financial information, service provision, and opinions of need/unmet need.

I understand that you have a hectic schedule, but I encourage you to make a 10-15 minute investment of your time to participate in this confidential data collection effort. Your responses will provide a framework for use in future planning, enabling PCCD to respond appropriately to help strengthen victim services.

Please take a few minutes to complete our survey, which can be found at:
{SURVEYURL}

Your response is appreciated no later than [DATE].

Thank you in advance for your participation, and feel free to contact me with any questions about this survey. For technical difficulties with the survey itself, contact Tim Servinsky at [contact info].

Stephanie L. Wehnau
Director, Center for Survey Research
Penn State Harrisburg
[contact info]

APPENDIX D – REMINDER EMAIL TEXT

To: Victim Service Providers (Non-respondents only)
From: Penn State Center for Survey Research on behalf of Stephanie L. Wehnau <EMAIL>
Subject: REMINDER: Victims' Needs Assessment

Recently, I sent you an email asking you to participate in a web survey about your organization's staff, clients, financial information, service provision, and opinions of need/unmet need. This survey is part of a Needs Assessment of Pennsylvania's Victims. The primary goal of this one-year initiative is to develop a comprehensive understanding of unmet needs and service gaps through the perspectives of both service providers and victims.

As of today, I have not received your completed survey. Please take 10-15 minutes to participate in this important data collection effort. The survey is available at:

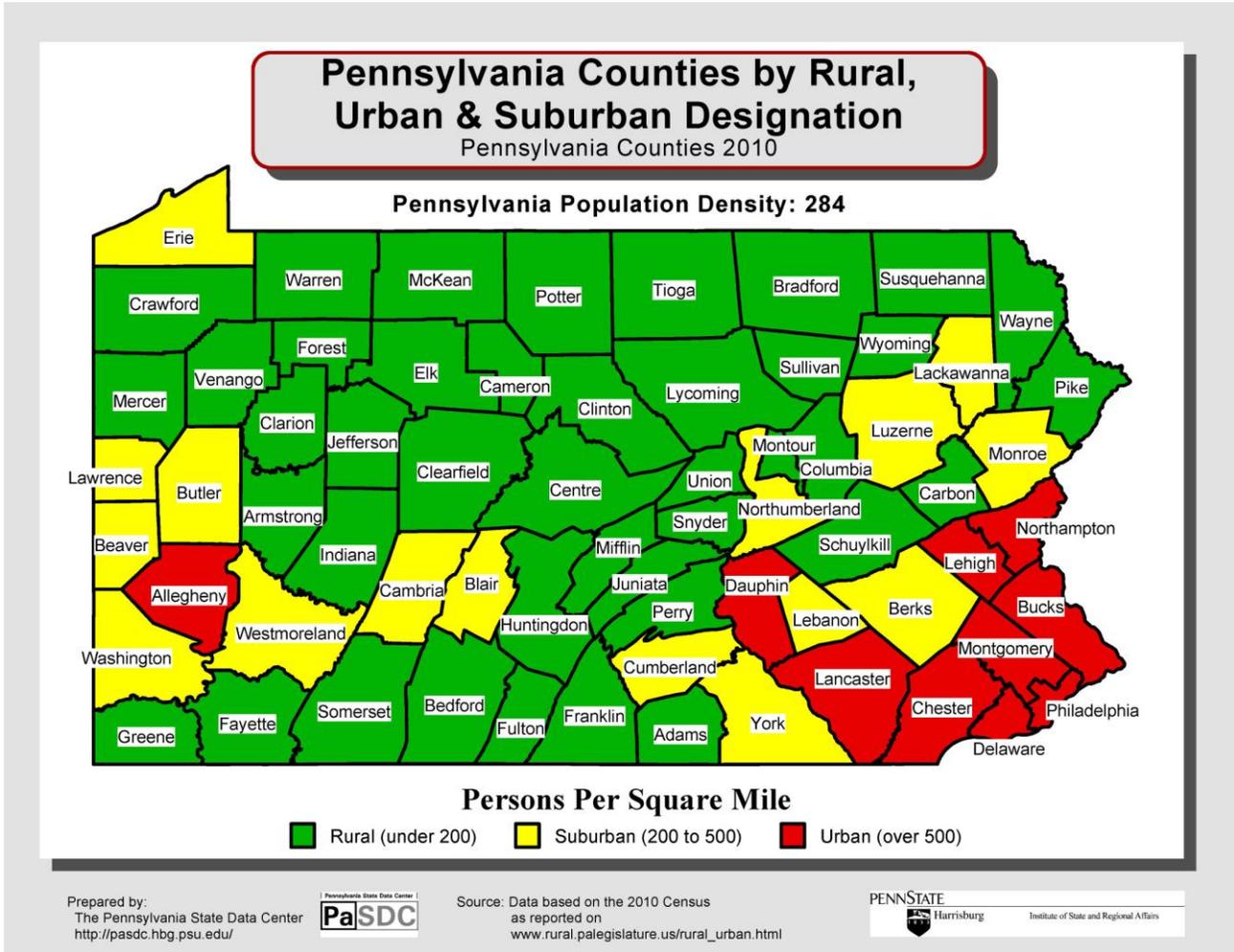
{SURVEYURL}

Your response is appreciated no later than [DATE].

Thank you in advance for your participation, and feel free to contact me with any questions about the needs assessment. For technical difficulties with the survey itself, contact Tim Servinsky at [contact info].

Stephanie L. Wehnau
Director, Center for Survey Research
Penn State Harrisburg
[contact info]

APPENDIX E – PA COUNTIES BY RURAL/URBAN/SUBURBAN DESIGNATION



**APPENDIX F – MEAN RANKING OF MOST-NEEDED SERVICES FOR VICTIMS BY
SYSTEM-BASED AGENCIES**

	Number	Mean Rank
Support groups for children	9	1.78
Court accompaniment	20	1.90
Drug & alcohol counseling	11	2.18
DA accompaniment	4	2.25
Legal advocacy & training	3	2.33
Legal representation	6	2.33
Direct financial assistance	20	2.50
Mental health therapy	13	2.54
Therapeutic counseling	11	2.55
Support groups for adults	10	2.60
Supportive peer counseling for adults	9	2.67
Assistance with victim impact statements	9	2.89
Supportive peer counseling for children	9	3.00
Court monitoring	2	3.00
Other	2	3.00
Transportation to your agency	15	3.13
Housing assistance	7	3.14
Crime victim's compensation counseling	11	3.18
Transitional housing	7	3.29
Child care	10	3.30
Educative/options counseling	3	3.33
Transportation to other sites	11	3.36
Job readiness	2	3.50
Adult basic education/literacy	4	3.50
Foreign language interpreters	5	3.60
Community education & training	5	3.60
Job training	5	3.60
Safety planning	9	3.78
Emergency shelter	5	3.80
Job placement	5	4.00
Hotline	2	4.00
Police accompaniment	1	5.00
Medical advocacy	1	5.00
Sign language interpreters	0	Unranked
TTY	0	Unranked

**APPENDIX G – MEAN RANKING OF MOST-NEEDED SERVICES FOR VICTIMS BY
COMMUNITY-BASED AGENCIES**

	Number	Mean Rank
DA accompaniment	3	1.67
Assistance with victim impact statements	1	2.00
Hotline	12	2.17
Support groups for adults	17	2.29
Therapeutic counseling	34	2.47
Supportive peer counseling for children	10	2.50
Transportation to your agency	23	2.57
Medical advocacy	12	2.58
Housing assistance	31	2.65
Emergency shelter	25	2.68
Safety planning	16	2.81
Support groups for children	12	2.83
Court accompaniment	19	2.89
Direct financial assistance	21	2.95
Mental health therapy	22	2.95
Legal representation	25	2.96
Supportive peer counseling for adults	13	3.00
Transitional housing	18	3.06
Educative/options counseling	15	3.13
Legal advocacy & training	15	3.20
Transportation to other sites	16	3.25
Drug & alcohol counseling	15	3.27
Crime victim's compensation counseling	9	3.33
Job readiness	3	3.33
Community education & training	21	3.52
Job placement	7	3.57
Police accompaniment	5	3.60
Child care	10	3.70
Job training	8	3.75
Court monitoring	1	4.00
Adult basic education/literacy	5	4.40
Foreign language interpreters	6	4.67
Sign language interpreters	1	5.00
Other	3	5.00
TTY	0	Unranked

APPENDIX H –CHANGES NEEDED TO IMPROVE SERVICES FOR VICTIMS

	Percent
Funding	22.3
Additional funding for more staff	12.8
More VOCA funds released for crime victims' services	4.3
Awareness through outreach efforts so victims know there are services available to them	3.2
Access to mental health crisis counseling, better public transportation, medical system training	1.1
Affordable permanent housing; better access and equal treatment in the court system; mandatory judges training	1.1
Alternative emergency housing options	1.1
Assist victims in identifying their victimization and informing them about available services	1.1
Availability of foreign language interpreters	1.1
Better coordination of financial assistance (i.e. VCAP, Medical Assistance, etc.)	1.1
Better services for victims in rural areas	1.1
Coordinators should be made state employees so job security is not threatened with new elected officials	1.1
Earlier intervention with the victim and advocate; closer collaboration with law enforcement	1.1
Education and improved relations with allied professionals, especially in the court system	1.1
Elder justice units in the District Attorney's office and law enforcement to meet the special needs of seniors	1.1
Family advocates to track individual cases and stay in contact with victims to ensure needs are being met	1.1
Financial assistance for a family in cases where a child is sexually assaulted by a parent and put in jail	1.1
Financial assistance through victims' compensation for forensic interviews without a medical exam	1.1
Focus on transitional housing rather than emergency shelter	1.1
Formal communication and collaboration among service providers	1.1
Funding for additional staff; cooperation among programs	1.1
Funding for child victims	1.1
Funding to help victims with property damage, car payments, etc.	1.1
Funding, free, regional training	1.1
Funding, unified media messaging and campaign	1.1
Funding; awareness through outreach efforts so victims know there are services available to them	1.1
Funding; comprehensive statewide restitution policy and statutory interpretation	1.1
Funding; more outreach/education efforts; civil legal representation for victims; affordable housing; job placement	1.1
Higher pay for counselors; additional funding to set up satellite offices; information/materials translated into different languages	1.1
Housing and transportation	1.1
Housing assistance funding	1.1
Less bureaucracy and greater focus on mission	1.1
Living wage for staff would help with staff turnover	1.1
Living wage jobs; affordable housing; and quality, accessible child care	1.1

Lowering the unemployment rate would reduce the amount of crime especially in very rural areas	1.1
More collaboration among similar agencies	1.1
More community collaboration	1.1
More community outreach	1.1
More comprehensive counseling services for child and adult victims of sexual crimes	1.1
More evaluation of the services provided	1.1
More follow-up care; additional training for law enforcement and other criminal justice personnel	1.1
More technical assistance in what services to offer/prioritize	1.1
More trained staff	1.1
One-stop shopping for victims' services	1.1
Payment in advance for therapeutic counseling and transportation; more client support when going through the justice system; funding for translation services and housing assistance	1.1
Referrals to appropriate agencies	1.1
Revamping of the entire crime victim service delivery system in Philadelphia	1.1
Safe, affordable housing	1.1
Safe, affordable housing; teen prevention programs; job training and placement; ground-level support for underserved advocacy; systemic response to public health issues related to violence	1.1
Service capacity to meet victim needs	1.1
Staff training in trauma informed services	1.1
Staff training on changes in service delivery to meet the needs of current victims	1.1
Streamlining services	1.1
Therapeutic support services; dedicated lawyer to assist with family law issues; change perception in the community that victims' services are only for poor people	1.1
Therapy and medical exams for children	1.1
Trained trauma therapist on staff; more victim services available for children; funding for outreach efforts	1.1
Training for law enforcement about services available for victims of crime	1.1
Victim input on funding dissemination	1.1