

2013 Victim Services Needs Assessment
**Volume IV: Statewide Telephone and Web
Survey**

Part 2: Statewide Web Survey

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

Prepared by
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Subcommittee
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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**

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TABLE OF CONTENTS

LIST OF TABLES	ii
LIST OF FIGURES	ii
INTRODUCTION	1
WEB SURVEY METHODOLOGY	1
Institutional Review Board	1
Instrument Development.....	1
Web Survey Sample.....	2
Data Collection	2
Data Preparation.....	2
STUDY LIMITATIONS	3
DATA ANALYSIS NOTES.....	4
SURVEY RESULTS	5
Profile of Web Survey Respondents	5
Crime Experiences	8
Offenders.....	12
Reporting Crime.....	14
Rights as a Crime Victim.....	15
Sources of Assistance	15
Access to Services.....	19
Service Utilization	20
Unmet Need	22
Effects of Crime Experience.....	23
APPENDIX A – SURVEY INSTRUMENT	26
APPENDIX B – PROMOTION OF WEB SURVEY	53
APPENDIX C – CRIME GROUPS.....	54
APPENDIX D – PA COUNTIES BY RURAL/URBAN/SUBURBAN DESIGNATION	55
APPENDIX E – MAP OF GEOGRAPHIC REGIONS.....	56
APPENDIX F – PROFILE OF WEB SURVEY RESPONDENTS	57
APPENDIX G – RESPONDENT COMMENTS ABOUT IMPROVING VICTIMS SERVICES.....	59

LIST OF TABLES

Table 1. Distribution of Self-Reporting Respondents Across Pennsylvania	5
Table 2. Crime with the Most Impact by Number of Crimes Experienced	10
Table 3. Age at Time of Victimization for the Crime with the Most Impact	11
Table 4. Relationship to the Offender(s).....	12

LIST OF FIGURES

Figure 1. Race(s) of Survey Respondents.....	6
Figure 2. Household Income of Survey Respondents.....	7
Figure 3. Crimes Experienced by Respondents	9
Figure 4. Relationship to the Offender(s)	13
Figure 5. Reasons for Not Reporting Their Crime to the Police.....	14
Figure 6. Individuals and Offices that Informed Victims of Rights as a Crime Victim	15
Figure 7. Utilization of Types of Assistance: Formal and Informal	16
Figure 8. Reasons for Not Using Informal Sources of Assistance.....	17
Figure 9. Reasons for Not Using Formal Sources of Assistance	18
Figure 10. Satisfaction with Assistance Received: Formal and Informal.....	19
Figure 11. Use of Services After Victimization.....	20
Figure 12. Reasons for Not Using Any Services Following Victimization Experience	21
Figure 13. Reasons Victims Did Not Apply for Victim’s Compensation Assistance	22
Figure 14. Type of Distress Experienced for One Month or More.....	23
Figure 16. Physical Problems Experienced for One Month or More.....	24

INTRODUCTION

As part of the 2013 Victims Services Needs Assessment, the Center for Survey Research (CSR) at Penn State Harrisburg conducted a statewide telephone survey of crime victims which was supplemented by a web version of the telephone survey. The purpose was to gather information about crime experiences, resources used after victimization, unmet needs, and effects of victimization from the perspective of crime victims. A total of 755 telephone interviews with adult Pennsylvania crime victims were conducted between May 20 and July 23, 2013. The open-access web survey was active in the field from May 21 through September 2, 2013 and yielded 95 completed surveys. Unlike the telephone survey which focused exclusively on adult victims who experienced a crime as an adult, the web survey was open to those who experienced crime(s) as adolescents as well as adults answering the survey on behalf of another victim (in most cases, a child). The report is organized into two parts that address survey methods and findings for each statewide survey data collection mode (part 1: telephone; part 2: web survey).

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 #43068. 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 April and May 2013 to develop and refine survey questions for use in data collection. The survey instrument gathered information on crime experiences, sources of help used after the crime experience, services and assistance used, unmet needs, effects of the victimization experience, and standard demographic questions. The web version of the survey included the same questions that appear in the telephone survey, with a few

additional questions. See Appendix A for a copy of the survey instrument; questions or responses specific to the web survey are noted throughout the appendix.

Web Survey Sample

The statewide web survey was an open-access web survey, meaning that CSR did not send the survey link to a controlled list of participants. Rather, a general survey link was created so that the web survey could be shared with all Pennsylvania crime victims. This survey was not random, and it is unknown whether an individual completed the survey multiple times, although this is unlikely.

The web survey link was shared with a variety of individuals and organizations. Advisory group members also received the web survey address and were asked to distribute the link to victims and related organizations. See Appendix B for more details about how the web survey was promoted to Pennsylvania crime victims.

Further, unlike the telephone survey which focused exclusively on adult victims who experienced a crime as an adult, the web survey was open to those who experienced crimes as adolescents as well as adults answering the survey on behalf of another victim (in most cases, a child).

Data Collection

The open-access web survey was active in the field from May 21 through September 2, 2013 and yielded 95 completed surveys. Because the survey was fielded as an open, opt-in survey and the universe of possible respondents is not known, it is not possible to calculate a response rate for this survey.

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.

STUDY LIMITATIONS

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

Because CSR did not have access to an email list of Pennsylvania crime victims, it was necessary to share a general web survey link with organizations and individuals who could forward the survey to crime victims. Unfortunately, the lack of a controlled list of participants meant that CSR could not utilize follow-up strategies, such as reminder emails or phone follow-up, with non-respondents.

Because the answers from non-respondents could be different from those who did participate, non-response bias exists. Furthermore, the open-access nature of the survey meant that CSR could not guarantee that an individual completed the survey only one time.

Further, because this sampling method relied on victim service organizations to distribute the survey link, there is a greater likelihood that victims who received services (i.e., served victims) participated in the survey. Conversely, that means that un-served respondents may be underrepresented in the web survey. Given the fact that this is not a random sample of participants, it is impossible to generalize the survey results to the population.

Additionally, it should be noted that the statewide telephone and web survey data were analyzed separately because of the different methodologies used. Most notably, the telephone survey used a random sample whereas the web survey used non-probability sampling. Further, unlike the telephone survey, which focused exclusively on adult victims who experienced a crime as an adult, the web survey was also open to those who experienced crimes as children, as well as adults answering the survey on behalf of another victim (in most cases, a child). The different eligibility requirements for each mode also made combined analysis impossible.

DATA ANALYSIS NOTES

The following notes should be taken into account during a review of the data:

1. Since the sample is not representative, responses are not weighted to the known characteristics of the population.
2. Percentages may not total to 100% due to rounding, non-response, and multiple responses for some questions.
3. Frequencies may not add up to the sample size reported due to rounding and non-response.
4. Respondents were not required to answer all of the questions. Unless otherwise noted, all percentages represent the proportion of those who chose to answer a question, not that of everyone who submitted a completed survey.
5. Respondents were given the opportunity to answer for themselves on behalf of another person. Throughout this report, the “identified victim” refers to the person the respondent identified as being a victim, whether themselves or another person.
6. Due to a small sample size, cross-tabulation of results was not possible.
7. See Appendix C for an explanation of the crime groups (“type of crime”).
8. See Appendix D for a map of the geography used during analysis (rural, urban, suburban break down).

SURVEY RESULTS

PROFILE OF WEB SURVEY RESPONDENTS

Demographic Characteristics of Survey Respondents

A total of 95 adult Pennsylvanians participated in the web survey. Respondents were given the opportunity to complete the survey in reference to themselves (90.5%; $n = 86$) or on behalf of someone else (9.5%; $n = 9$). Of respondents who indicated that they were providing data based on their own experiences, most were female (86.0%; $n = 74$). Nearly half (46.5%; $n = 40$) of respondents who were reporting for themselves lived in an urban county, followed by those who lived in a suburban county (30.2%; $n = 26$) and then a rural county (23.3%; $n = 20$). Appendix D contains a map of Pennsylvania counties by density. If the respondent indicated that they were answering the survey on behalf of someone else, the gender and the location of the victim are unknown and are not included for analysis purposes throughout this discussion.

The table below outlines the distribution of self-reporting respondents across Pennsylvania. See Appendix E for a map of the geographic regions.

Table 1. Distribution of Self-Reporting Respondents Across Pennsylvania

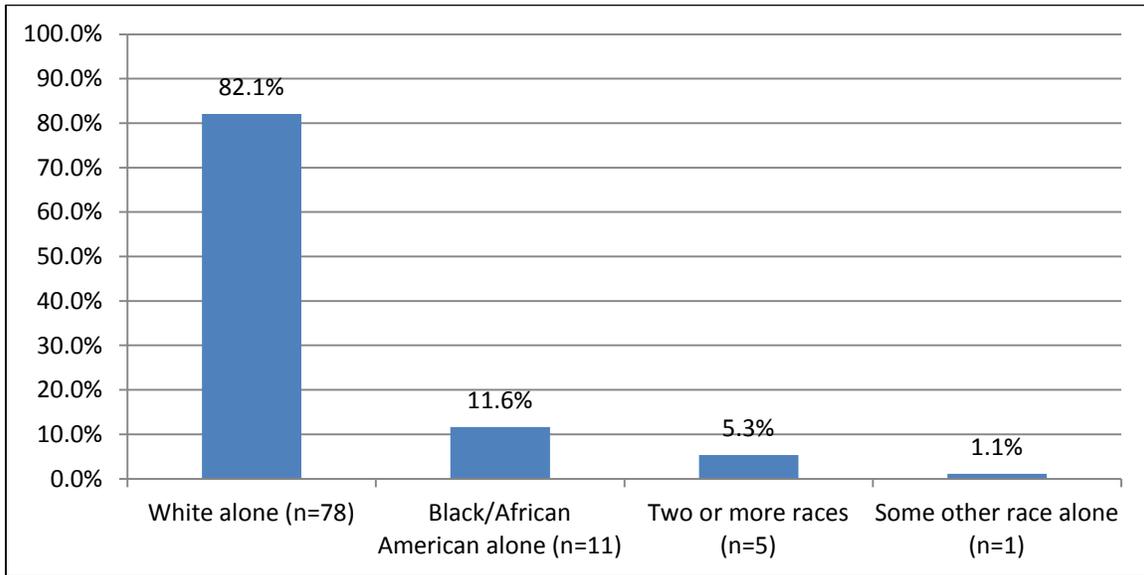
Northwest Pennsylvania	13	15.1%
North Central Pennsylvania	3	3.5%
Northeast Pennsylvania	13	15.1%
Southwest Pennsylvania	15	17.4%
South Central Pennsylvania	6	7.0%
Southeast Pennsylvania	36	41.9%

Unless otherwise specified, all data provided throughout the remainder of the discussion are representative of the identified victims' (self or other) experiences or characteristics. Respondents who indicated that they were reporting based on someone else's experiences were asked to answer all remaining questions from the victim's perspective.

Demographic Characteristics of Crime Victims

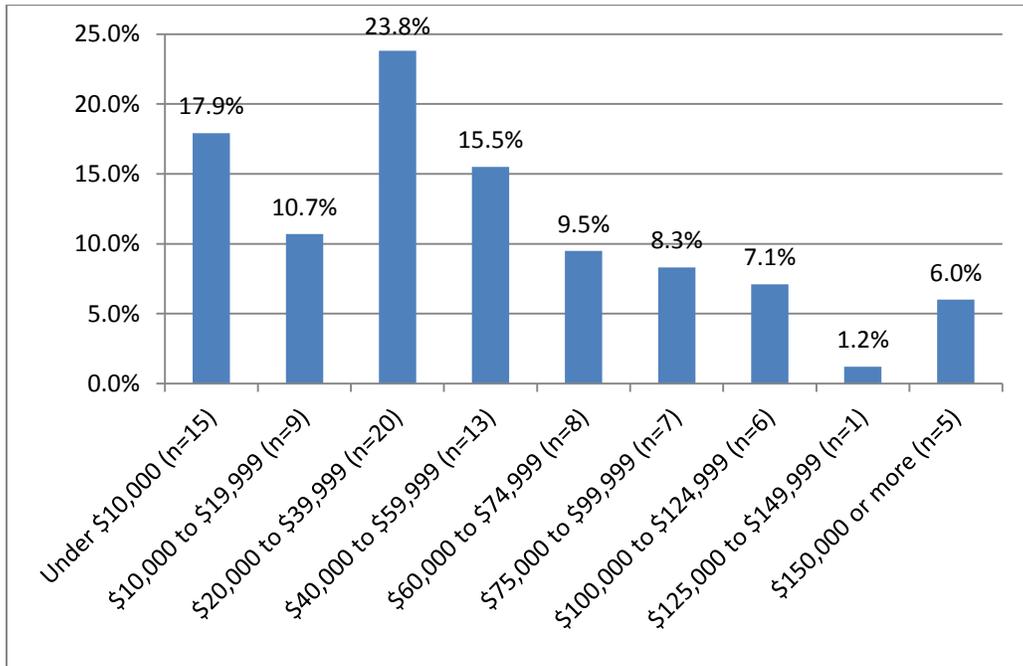
The current age of all identified victims, as reported by the survey respondents, ranged from 11 to 96, and the average reported current age of a victim was 42.8 years. Generally, identified victims were not diverse; most were white only (82.1%; $n = 78$), non-Hispanic (95.5%; $n = 85$), and born in the United States (98.9%; $n = 90$). The figure below outlines the race(s) reported by the survey respondents.

Figure 1. Race(s) of Survey Respondents



Identified victims varied quite a bit in terms of education. Over two-thirds (67.7%; $n = 63$) of victims had pursued formal education beyond a high school diploma, but 7.5% ($n = 7$) did not obtain a high school diploma or GED. Over one-third of identified victims (38.7%; $n = 36$) were either four-year college graduates or had completed at least some graduate work. Income levels also varied considerably, although victims identified through the survey tended to live in less-affluent households, as demonstrated by the figure on the following page. Over half of identified victims (52.4%; $n = 44$) reported a household income of less than \$40,000. In contrast, 14.3% ($n = 12$) of those surveyed reported that the victim resided in a household with an income of \$100,000 or more.

Figure 2. Household Income of Survey Respondents



Regarding other demographic characteristics, respondents reported that over half (61.4%; $n = 54$) of identified victims had no children under the age of 18. Nearly two-thirds (64.7%; $n = 22$) of identified victims who had children under the age of 18 had either one or two children. In addition, over one-quarter (28.4%; $n = 25$) of identified victims were single/never married, while 42.0% ($n = 37$) were married or living with someone in a committed relationship. Most identified victims (87.1%; $n = 74$) were heterosexual, while 10.6% ($n = 9$) were gay, lesbian, or bisexual, and 2.4% ($n = 2$) were identified as something else (asexual or pansexual). Most respondents indicated that the identified victim was a non-veteran (93.3%; $n = 83$). Finally, nearly one-third (30.8%; $n = 28$) of identified victims were described as having a disability.

See Appendix F for a full table of respondent demographics.

CRIME EXPERIENCES

Crime Experiences Summary

Survey respondents reported all of the crimes that the identified victim had experienced at any point during their life (both as a child and as an adult). The number of crimes experienced by identified victims ranged from one to 16, with an average of 2.97 crimes per identified victim. Less than half (43.2%; $n = 41$) of victims experienced one crime. Most respondents (56.8%; $n = 54$) reported that the identified victim experienced two or more crimes. There were two respondents (2.1%) who selected all possible crimes.

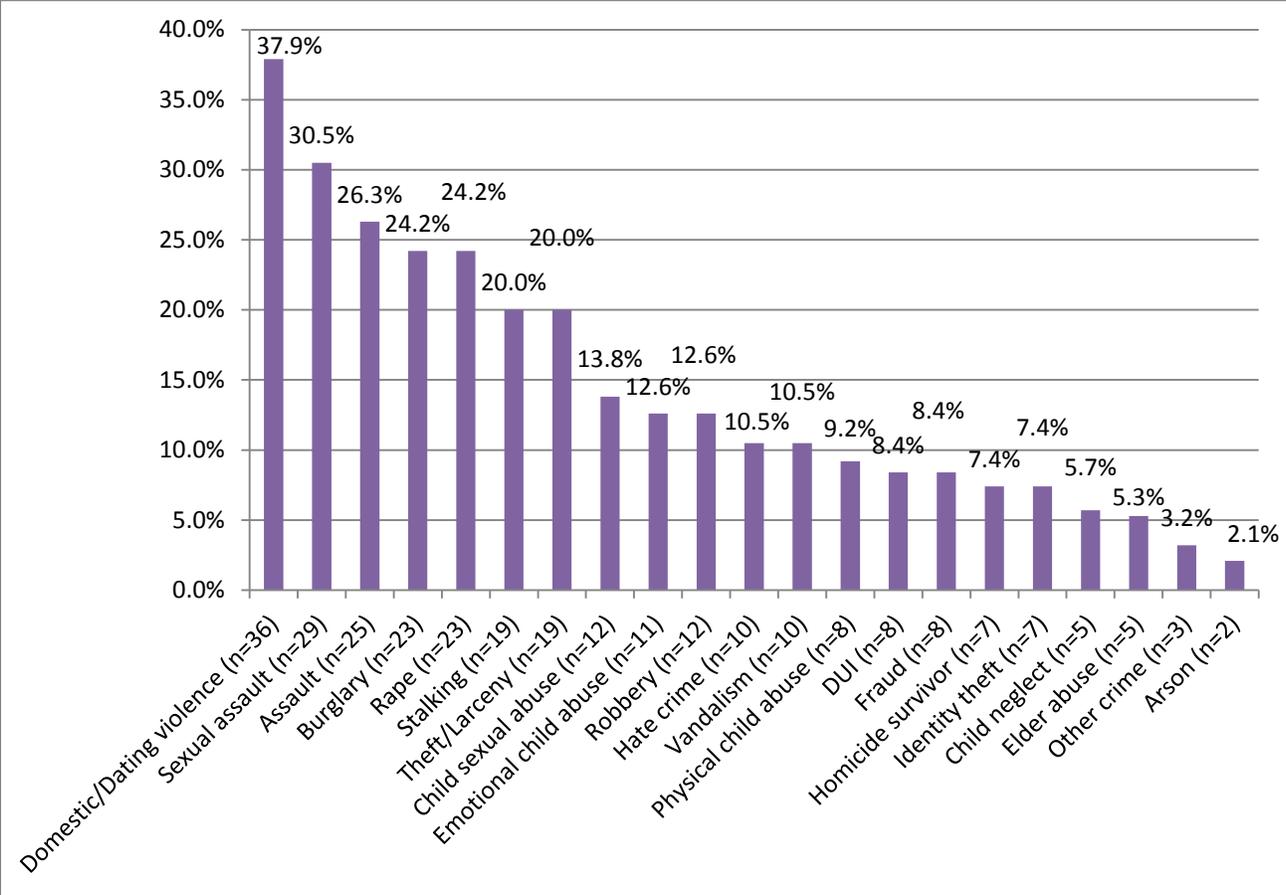
Most identified victims (62.1%; $n = 59$) had experienced an interpersonal violent crime at some point in their lives. Of all the identified victims, 14.7% ($n = 14$) had experienced an interpersonal violent crime as a child; this accounted for 23.7% of all identified interpersonal violent crimes. In addition, 44.2% ($n = 42$) of all identified victims were reported to have experienced a violent crime. In addition, 42.1% ($n = 41$) of identified victims experienced a property crime at some point in their lives. See Appendix C for definitions of these crime groups.

Respondents reported that identified victims experienced a wide variety of crimes. The top five crimes in decreasing order of mention were:

1. Domestic/dating violence (37.9%; $n = 36$)
2. Sexual assault (30.5%; $n = 29$)
3. Assault (26.3%; $n = 25$)
4. [Tied] Burglary (24.2%; $n = 23$) and Rape (24.2%; $n = 23$)

Arson was the most uncommon crime experienced, with only 2.1% ($n = 2$) of respondents mentioning it. The figure below displays the specific crimes reported by respondents in terms of the percentage of identified victims who experienced the crime. Other crimes reported included attempted homicide, forgery, and terroristic threats.

Figure 3. Crimes Experienced by Respondents



Crime with the Most Impact

The remainder of the survey focused on the one crime that had the most impact on the identified victim. Because some respondents experienced only one crime, by default, these crimes became the crime with the most impact. The following table breaks down the crime with the most impact by one victimization experience compared to multiple victimizations (two or more).

Table 2. Crime with the Most Impact by Number of Crimes Experienced

	1 Crime Experience		2+ Crime Experiences	
Assault	5	12.2%	5	9.3%
Burglary	7	17.1%	1	1.9%
Child abuse- Emotional	0	0.0%	2	3.7%
Child abuse- Sexual	2	4.9%	5	9.3%
Domestic/Dating violence	5	12.2%	14	25.9%
DUI	2	4.9%	1	1.9%
Elder abuse	1	2.4%	1	1.9%
Fraud	1	2.4%	1	1.9%
Hate crime	0	0.0%	2	3.7%
Homicide	4	9.8%	2	3.7%
Identity theft	1	2.4%	0	0.0%
Rape	1	2.4%	10	18.5%
Robbery	2	4.9%	0	0.0%
Sexual assault	3	7.3%	4	7.4%
Stalking	2	4.9%	3	5.6%
Theft/Larceny	4	9.8%	1	1.9%
Vandalism	1	2.4%	0	0.0%
Other crime	0	0.0%	2	3.7%

Respondents indicated that the crime with the most impact on the identified victim occurred between one and 10,000 times. Of those who indicated that the crime occurred less than 100 times, the mean was 8.5. Including all responses up to 10,000, the mean was 166.9. Over one-third of crimes (37.8%; $n = 34$) occurred only one time. Over half (52.2%; $n = 47$) of crimes occurred three times or fewer. However, 10.0% ($n = 9$) of all crimes occurred 100 times or more. Most of these occurred in the context of a domestic/dating violence or other interpersonal violence situation.

Respondents also indicated that identified victims were between the ages of three and 95 when the crime with the most impact last occurred. Nearly one out of six (14.0%; $n = 13$) victims identified through this survey were under the age of 18 when the crime with most impact occurred. Over half

(52.7%; $n = 13$) of those who provided an age were under the age of 35 when the crime last occurred. Nearly one out of ten (9.5%; $n = 9$) were over the age of 55 when the crime last occurred. The table below outlines the age ranges of victims when they last experienced the crime with the most impact.

Table 3. Age at Time of Victimization for the Crime with the Most Impact

Less than 18 years	13	14.0%
18-24 years	23	24.7%
25-34 years	13	14.0%
35-44 years	17	18.3%
45-54 years	18	19.4%
55-64 years	7	7.5%
65-74 years	0	0.0%
75 years of age or older	2	2.2%

Respondents reported that crimes occurred to the identified victim from within the last year to 45 years ago, with an average of 9.7 years between the time the crime occurred and now. Over half (52.7%; $n = 49$) of crimes occurred within the last five years, and 14.0% ($n = 13$) occurred within the last year. One out of ten (9.7%; $n = 9$) of crimes occurred more than 25 years ago.

OFFENDER(S)

Relationship to Offender(s)

Respondents were given the opportunity to specify the identified victim's relationship(s) to the offender(s), if known. Respondents provided all relationships as they related to the crime with the most impact, and most often selected:

1. A male stranger (21.1%; $n = 20$)
2. A male acquaintance, friend, coworker, etc. (17.9%; $n = 17$)
3. An ex-boyfriend (13.7%; $n = 13$)
4. [Tied] A current boyfriend and Other male relative (uncle, cousin, etc.) (10.5%; $n = 10$)

The table below shows the specific relationships of the identified victims with the offender(s), if known. Respondents could select all categories that applied. Other choices included company representatives and a gang.

Table 4. Relationship to the Offender(s)

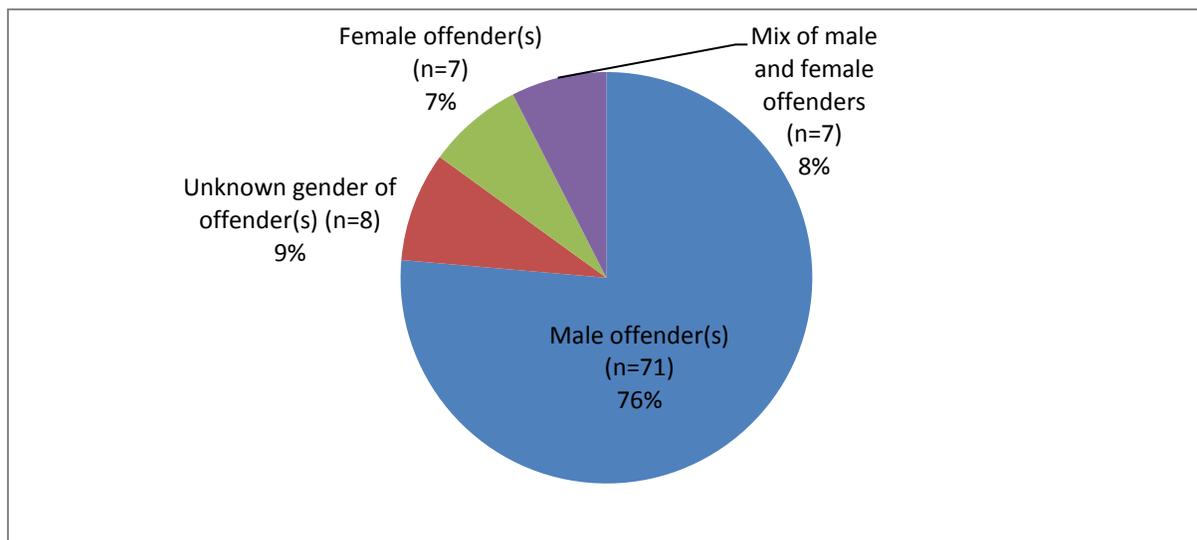
Male stranger	20	21.1%
Someone else you knew (Male acquaintance, friend, coworker, etc.)	17	17.9%
Ex-boyfriend (romantic)	13	13.7%
Current boyfriend (romantic)	10	10.5%
Other male relative (uncle, cousin, etc.)	10	10.5%
Father or step-father	8	8.4%
Identity/Gender unknown	8	8.4%
Ex-husband	7	7.4%
Current husband	6	6.3%
Mother or step-mother	5	5.3%
Brother (including half-brother, step-brother)	4	4.2%
Son or step-son	3	3.2%
Someone else you knew: (Female acquaintance, friend, coworker, etc.)	3	3.2%
Sister (including half-sister, step-sister)	2	2.1%
Male roommate	2	2.1%
Someone else	2	2.1%
Ex-wife	1	1.1%
Ex-girlfriend (romantic)	1	1.1%
Daughter or step-daughter	1	1.1%
Female roommate	1	1.1%
Female stranger	1	1.1%

Over two-thirds (68.8%; $n = 64$) of identified victims knew their offenders. The remaining victims either did not know their offenders (26.9%; $n = 25$) or described a mix of known and unknown offenders (4.3%; $n = 4$).

Gender of Offender(s)

Most respondents indicated that the offenders were male (76.3%; $n = 71$), while 7.5% ($n = 7$) reported that the offenders were female. An additional 7.5% ($n = 7$) mentioned that the offenders were a mix of males and females, while the remaining 8.6% ($n = 8$) said that the gender of the offender was unknown. The figure below displays the relationships to the offender reported by respondents.

Figure 4. Relationship to the Offender(s)



Number of Offender(s)

A majority (81.7%; $n = 76$) of survey respondents noted that one offender was involved with the crime with the most impact. Further, 8.6% ($n = 8$) of respondents indicated that two offenders were involved with identified victim's crime experience. The remaining respondents described three or more offenders (9.7%; $n = 97$).

Age of Offender(s)

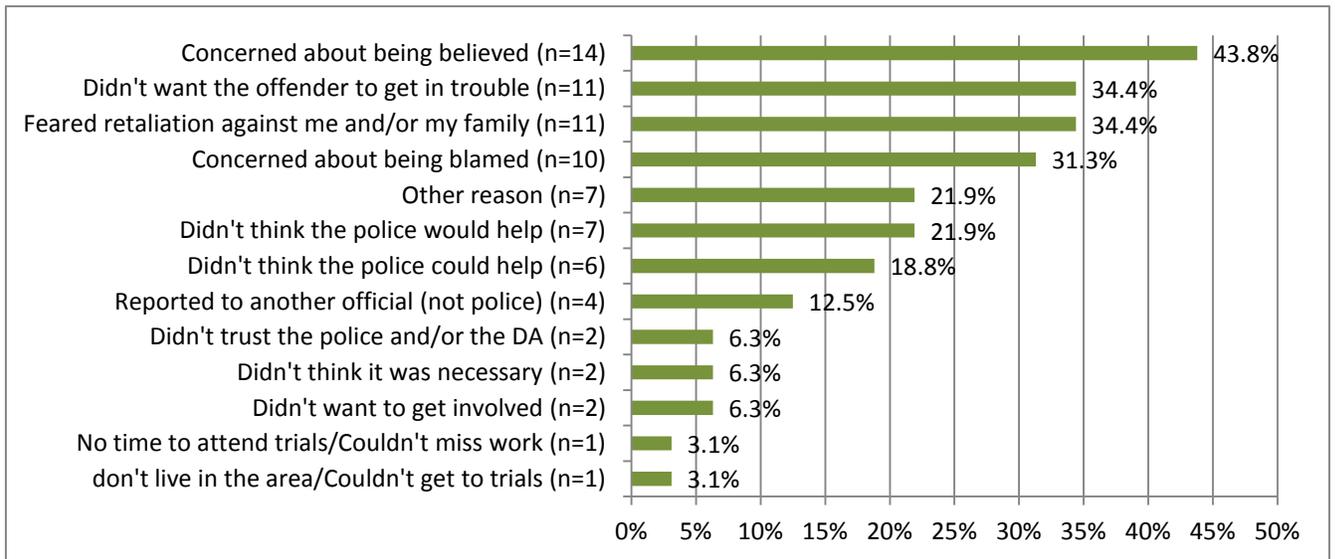
Lastly, roughly one-eighth (13.3%; $n = 11$) noted that the victim's crime experience with the most impact involved at least one individual who was younger than 18 years of age.

REPORTING CRIME

Nearly two-thirds of respondents (62.1%; $n = 54$) indicated that the identified victim reported their crime experience to the police. When specifying the reasons for not reporting their crime to the police, respondents most often selected (see Figure 5 below):

1. Concerned about being believed (43.8%; $n = 14$)
2. [Tied] Didn't want the offender to get in trouble and Feared retaliation (34.4%; $n = 11$)
4. Concerned about being blamed (31.3%; $n = 10$)
5. Didn't think the police would help (21.9%; $n = 7$)

Figure 5. Reasons for Not Reporting Their Crime to the Police



Other reasons for not reporting their crime to the police included (each answer given by one respondent):

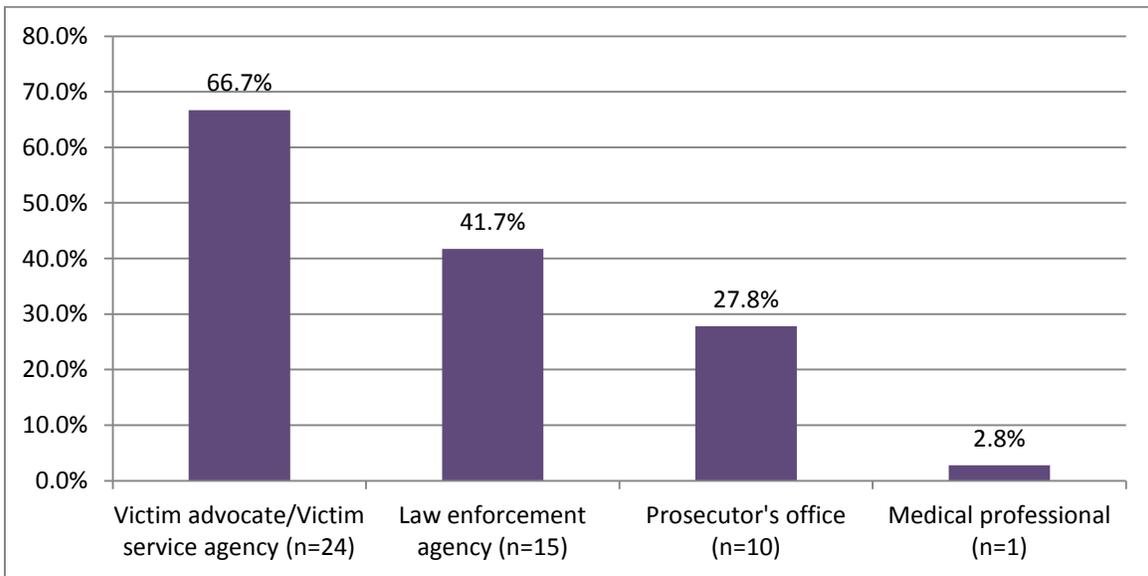
- Blaming themselves for the crime happening ($n = 1$)
- Medical reasons ($n = 1$)
- Offender moving out of the area ($n = 1$)
- Offender was an authority figure ($n = 1$)
- Being too afraid ($n = 1$)
- Parents did not report the crime ($n = 1$)
- Offender was friends with police ($n = 1$)

Of those who reported a crime to the police, almost all (90.0%; $n = 45$) provided statements to the police. When specifying reasons for not providing statements, the only response chosen was that the identified victim was not asked to provide a statement (100.0%; $n = 5$)

RIGHTS AS A CRIME VICTIM

Almost half (43.9%; $n = 36$) of respondents indicated that someone informed the identified victim of their rights after having been the victim of a crime. The figure below lists the individuals and offices that shared information regarding the victims' rights. No other selections were made by respondents.

Figure 6. Individuals and Offices that Informed Victims of Rights as a Crime Victim



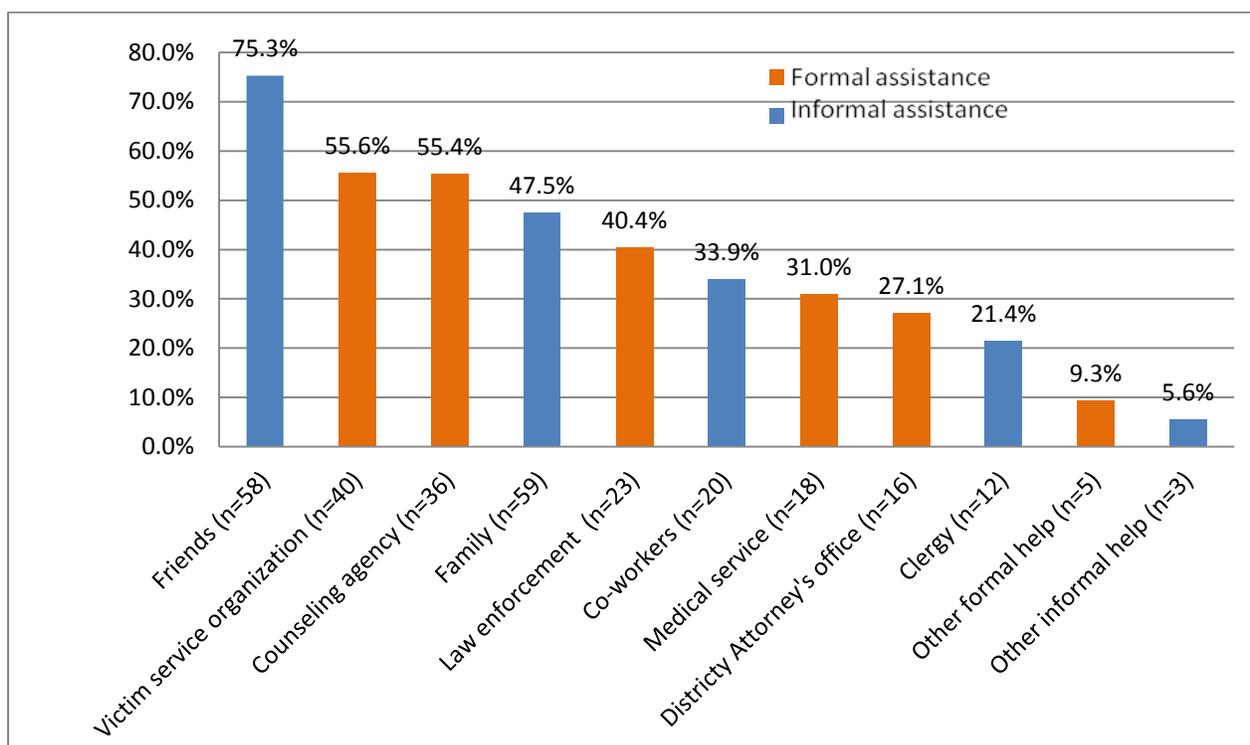
SOURCES OF ASSISTANCE

Utilization of Assistance

Nearly four-fifths (78.9%; $N = 75$) of respondents indicated that the identified victim utilized an informal source of assistance. Informal sources of help included family, friends, coworkers, clergy, and neighbors. Nearly one-fourth (24.3%; $n = 23$) of victims turned to at least three different types of sources of informal help and an additional quarter (25.3%; $n = 24$) utilized one informal source of help. Identified victims used an average of 1.60 informal resources to assist them with their crime victimization experience. The most frequently utilized source of informal help according to those who chose to respond to the question was the victim's friends (75.3%; $n = 58$), while the victim's family was close behind at 72.0% ($n = 59$; although this number is higher, a smaller proportion of individuals chose to answer the question about whether friends helped them).

Formal sources of help included victim service organizations, district attorneys' offices, law enforcement, counseling agencies, and medical services. Over three-quarters (76.8%; $n = 73$) of respondents reported that the identified victim utilized at least one formal source of assistance. In contrast, however, only 16.9% ($n = 16$) said that the victim used three or more different sources of formal help. The mean number of formal sources utilized was slightly lower than the informal sources, averaging at 1.45 sources utilized per victim. The most frequently utilized sources of formal help as reported by respondents were victim service organizations (55.6%; $n = 40$) and counseling agencies (55.4%; $n = 36$). The following figure depicts the usage of each category of assistance as identified by respondents who chose to respond to each question.

Figure 7. Utilization of Types of Assistance: Formal and Informal



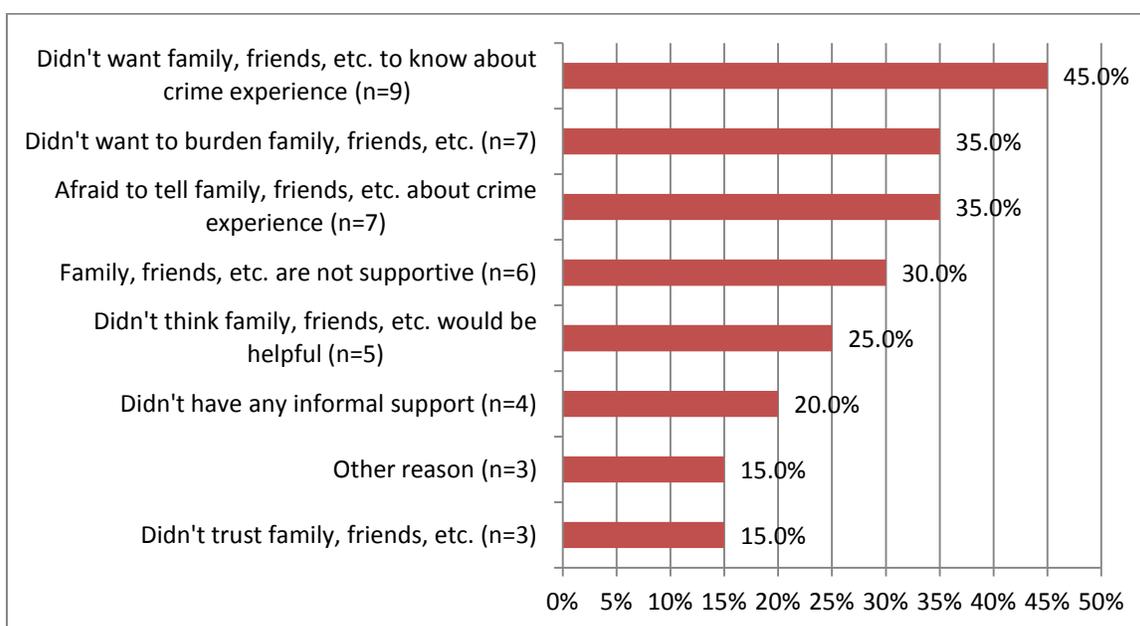
Other informal sources utilized by victims included neighbors (2.1%; $n = 2$) and a stranger (1.1%; $n = 1$). Other formal sources of help mentioned included an attorney, the court system, a detective, the Salvation Army, and a school guidance counselor (1.1%; $n = 1$ for each response).

Respondents were also asked to identify the reasons why the identified victim did not utilize any formal and informal resources (where applicable). Of the 20 respondents (21.1%) who indicated that they did not use any informal sources of help, the top reasons given for not doing so were:

1. Didn't want family, friends, etc. to know about crime experience (45.0%; $n = 9$)
2. [Tied] Afraid to tell family/friends and didn't want to burden family/friends (35.0%; $n = 7$)
4. Family, friends, etc. are not supportive (30.0%; $n = 6$)

The complete list of reasons given as to why identified victims did not utilize informal assistance can be found in the figure below. Other reasons for not looking to informal forms of assistance for help included guilt; seeking help, but having those they asked not knowing what to do; and telling a parent, but having the parent do nothing.

Figure 8. Reasons for Not Using Informal Sources of Assistance



Of the 22 respondents (23.2%) who indicated that the identified victim did not take advantage of any sources of formal assistance, the top reasons provided included:

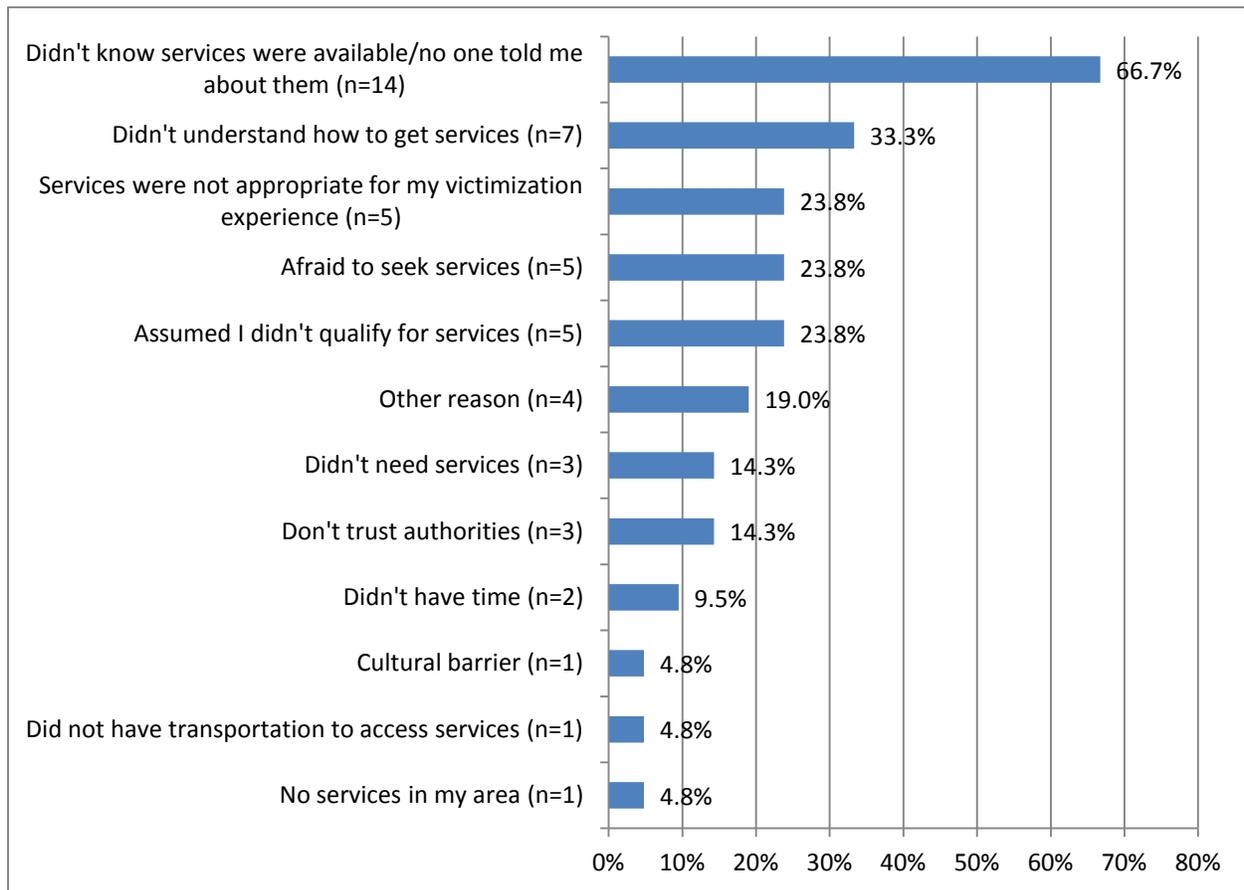
1. Didn't know services were available/no one told me about them (66.7%; $n = 14$)
2. Didn't understand how to get services (33.3%; $n = 7$)
3. [Tied] Services were not appropriate for my victimization experience, Afraid to seek services, and Assumed I didn't qualify for services (each 23.8%; $n = 5$)

Other reasons for not seeking out formal help included (each 1.1%; $n = 1$):

- I was a child
- I was in prison
- I sought help, but did not receive it
- I was unable to prove abuse

The complete list of reasons given describing why identified victims did not utilize any means of formal help is depicted in the following figure:

Figure 9. Reasons for Not Using Formal Sources of Assistance



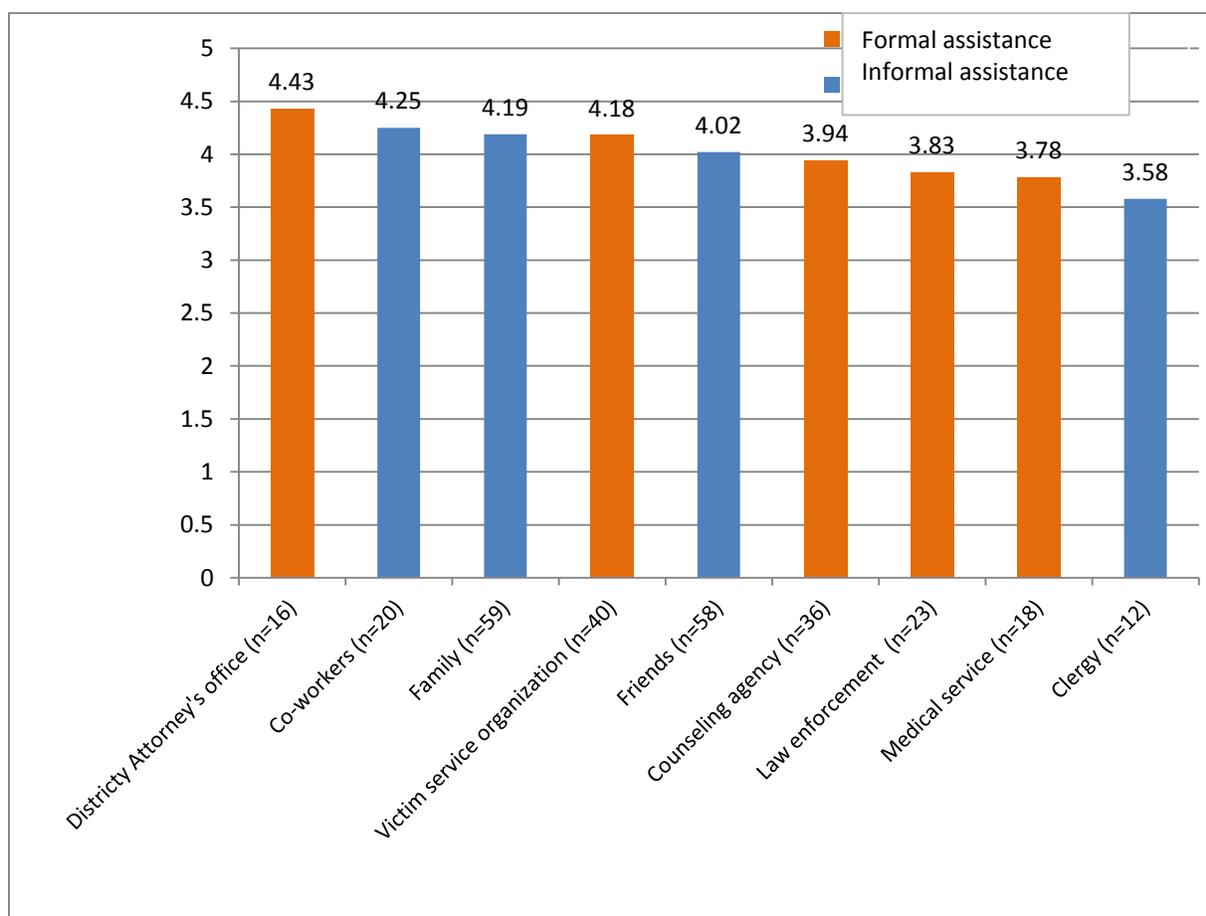
Satisfaction with Assistance Received

Respondents were asked to rate the help that the identified victim received for each of the sources of assistance that were selected. Respondents were able to rate each item on a scale from one through five, where one was “Not at all satisfied” and five was “Extremely satisfied.” Responses ranged from a low of 3.58 on a five-point scale to a high of 4.43. There were no differences in satisfaction

between formal and informal sources of help. The items that were least utilized (District Attorney’s office and Clergy) were the highest and lowest rated items in terms of satisfaction (4.43 and 3.58 respectively).

The ratings for all items are shown in the figure below. Respondents were only asked to provide a rating for an item if they indicated that the identified victim utilized that particular source of assistance.

Figure 10. Satisfaction with Assistance Received: Formal and Informal



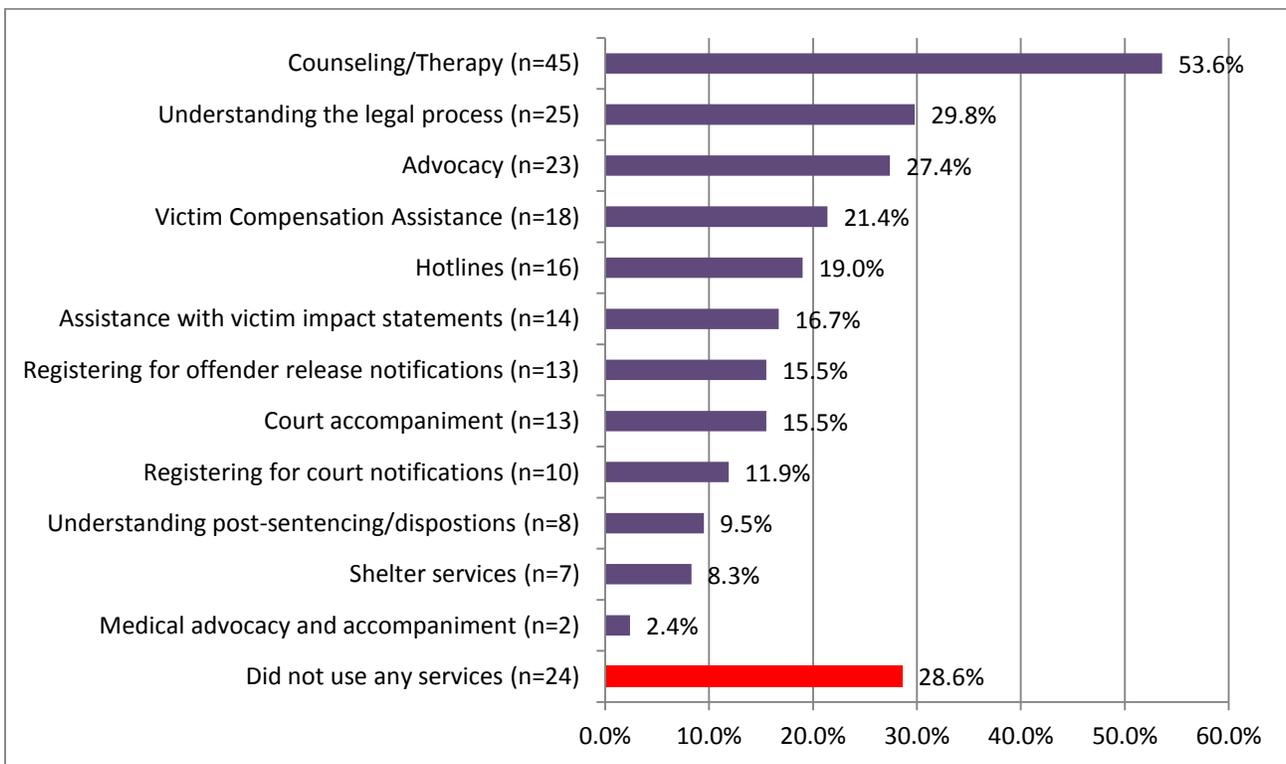
ACCESS TO SERVICES

Just under half (47.5%; $n = 38$) of respondents indicated that the identified victim knew where to access services after they experienced the crime with the most impact.

SERVICE UTILIZATION

Respondents were asked to select all of the services that the identified victim received after their victimization experience. By far, the most reported service utilized by identified victims was counseling or therapy (53.6%; $n = 45$). Other top-utilized services included help with understanding the legal process (29.8%; $n = 25$), advocacy (27.4%; $n = 23$), and Victim Compensation Assistance (21.4%; $n = 18$). The figure below depicts all responses provided in terms of services that were utilized by identified victims.

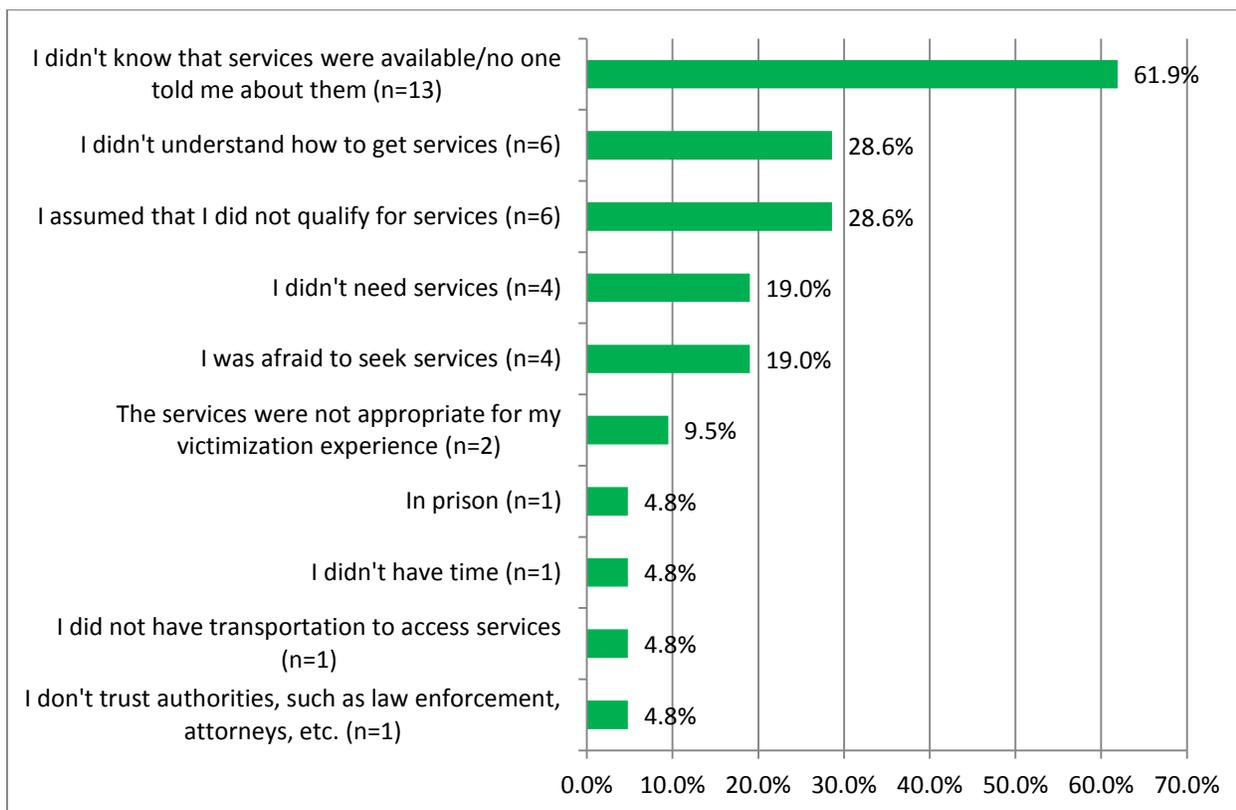
Figure 11. Use of Services After Victimization



Just over one-quarter (28.6%; $n = 24$) of respondents reported that the identified victim did not use any services after their victimization experience. It is important to note that a smaller proportion (23.2%; $n = 22$) of respondents indicated that the victim used formal sources of help. When asked why the identified victim did not utilize any services, the majority of respondents indicated that they did not know that the services were available or no one told them about the services (61.9%; $n = 13$). Other top reasons for not utilizing services after victimization included not understanding how

to get services (28.6%; $n = 6$) and assuming that they did not qualify for services (28.6%; $n = 6$). The figure below depicts the distribution of all responses given as to why the identified victim did not utilize any services.

Figure 12. Reasons for Not Using Any Services Following the Victimization Experience

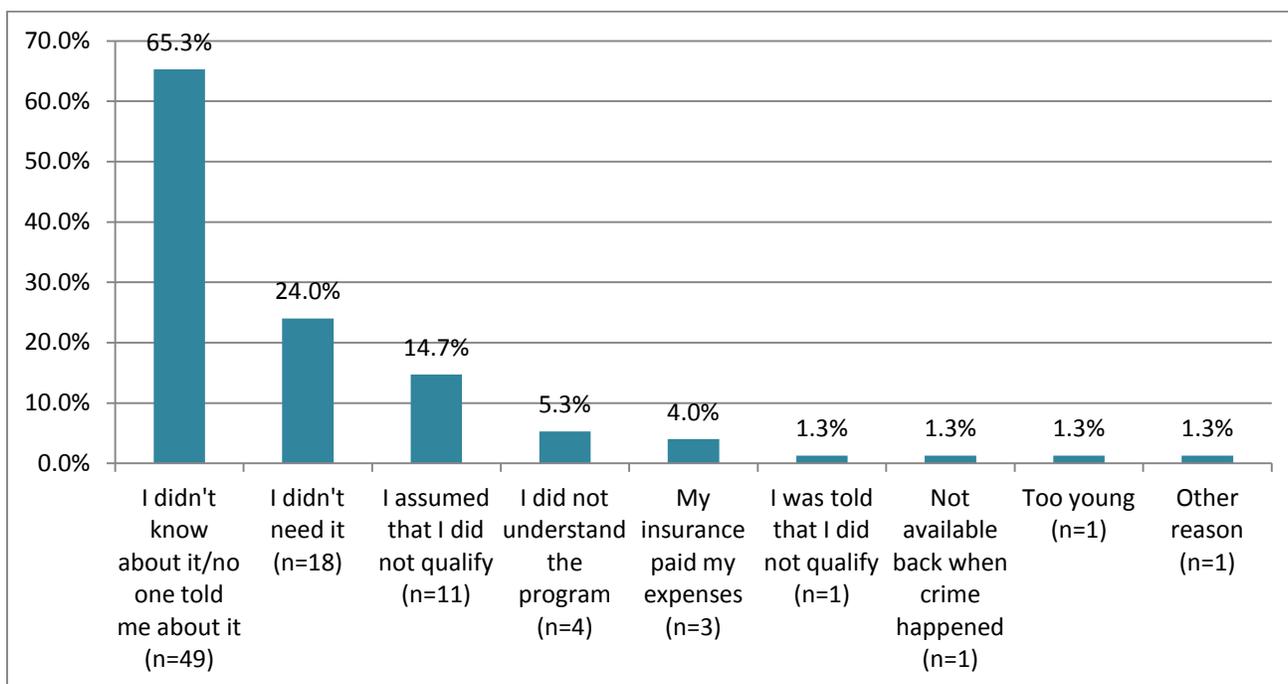


Only one-fifth (21.4%; $n = 18$) of those interviewed responded that the identified victim took advantage of Victim Compensation Assistance. Of those, about half (53.3%; $n = 8$) indicated that there were financial needs that were not covered by the program. When asked about those needs, respondents described a variety of specific financial burdens that were not met, including medical expenses ($n = 2$), lost wages ($n = 2$), stolen belongings ($n = 2$), home repairs or damaged belongings ($n = 2$), relocation ($n = 1$), insurance deductible ($n = 1$), burial expenses ($n = 1$), and the cost of more expensive food associated with an eating disorder that developed as a result of a crime ($n = 1$).

The remaining 78.6% ($n = 77$) of respondents were asked to select the reasons why the identified victim did not partake in the Victim's Compensation Assistance program. Nearly two-thirds of

respondents (65.3%; $n = 49$) replied that the identified victim did not know about it or no one told them about it. The complete list of responses is provided in the figure below.

Figure 13. Reasons Victims Did Not Apply for Victim’s Compensation Assistance



UNMET NEED

Regardless of whether or not the identified victim took advantage of available services, all respondents were asked whether there were any services or assistance that the victim needed, but did not receive. Nearly two-fifths (38.8%; $n = 26$) of respondents indicated that there were services or assistance that they needed. Specific mentions of needs included:

- Advocacy ($n = 3$)
- Counseling/Therapy ($n = 3$)
- General support ($n = 3$)
- Financial assistance ($n = 2$)
- Relocation assistance ($n = 2$)
- Educational support ($n = 1$)
- Emotional support ($n = 1$)
- Help with obtaining food ($n = 1$)
- Medical assistance ($n = 1$)

EFFECTS OF CRIME EXPERIENCE

Distress Associated With Being the Victim of a Crime

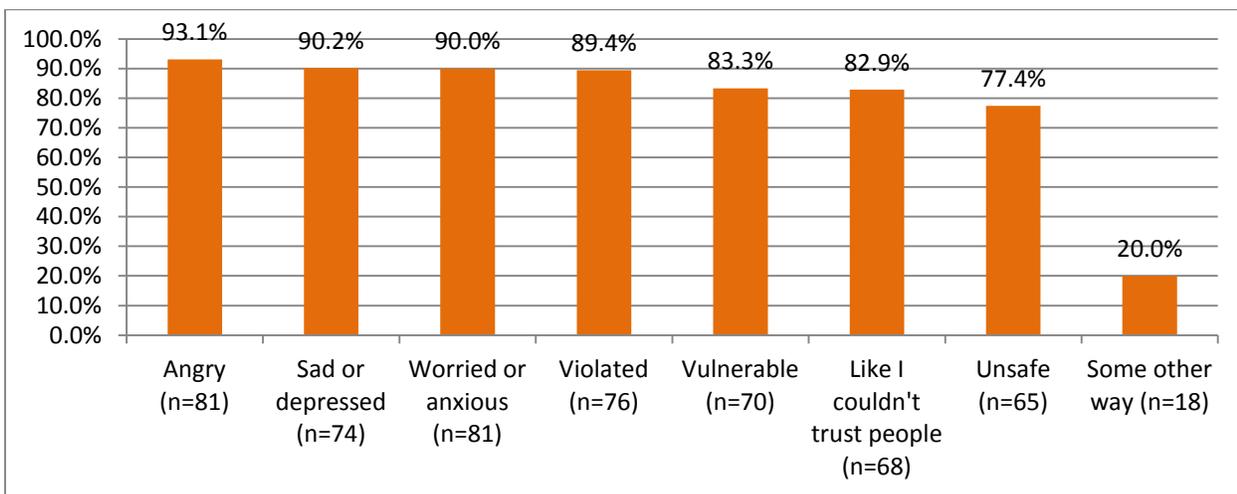
Most respondents reported that the crime experience had a variety of adverse effects on the identified victim. Nearly two-thirds of respondents indicated that the crime led the victim to have significant problems with family members or friends (64.8%; $n = 59$) and with their job, school work, boss, coworkers, or peers (63.6%; $n = 56$). A similar number of respondents (62.5%; $n = 55$) also reported that being a victim led the identified victim to have financial difficulties.

When asked how distressing it was to be the victim of a crime, almost all respondents (93.3%; $n = 84$) reported that it was moderately or severely distressing, with almost two-thirds reporting that it was severely distressing to the victim (63.3%; $n = 57$). On a scale of one through four, where one was not at all distressing and four was severely distressing, respondents rated the crime experience at an average of 3.57. No respondents indicated that the crime experience was not at all distressing.

Respondents indicated that the identified victim experienced a variety of different emotions related to the distress associated with being the victim of a crime. They reported that the victim felt the following ways for one month or more when thinking about the crime with the most impact (see figure below). The ways respondents described the victims feeling for a month or more were:

1. Angry (93.1%; $n = 81$)
2. Worried or anxious (90.0%; $n = 81$)
3. Sad or depressed (90.2%; $n = 74$)

Figure 14. Type of Distress Experienced for One Month or More



Other emotions experienced by identified victims for one month or more included:

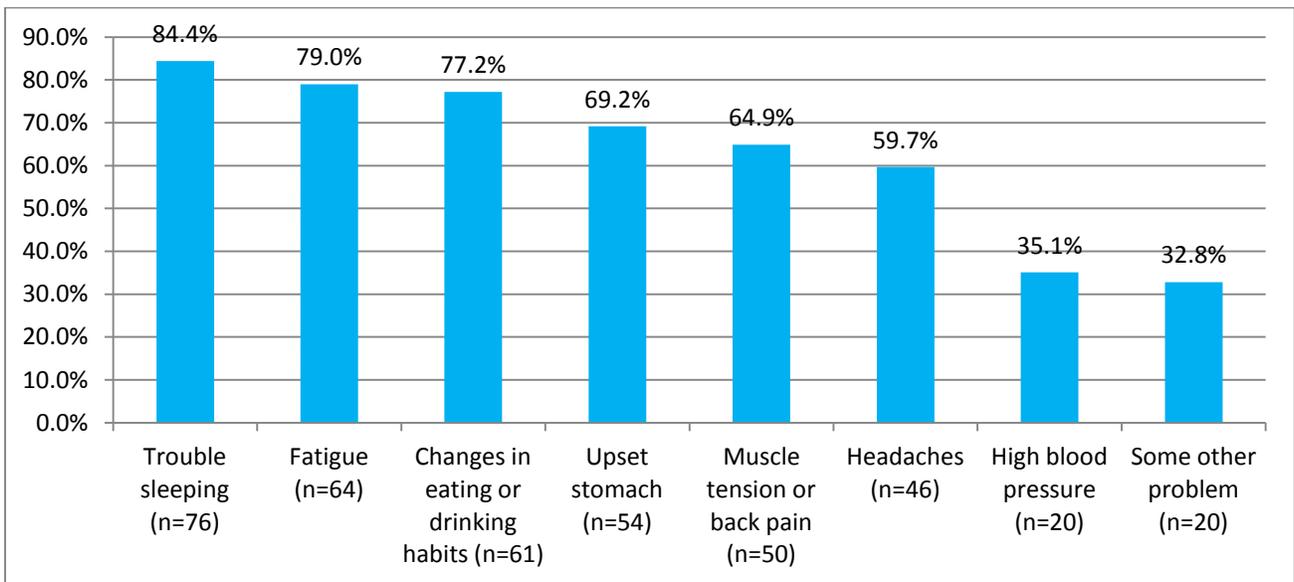
- Worthless ($n = 7$)
- Suicidal ($n = 4$)
- Lost ($n = 2$)
- Self-loathing/Low self-esteem ($n = 2$)
- Betrayed ($n = 1$)
- Confused ($n = 1$)
- Dirty ($n = 1$)
- Embarrassed/Ashamed ($n = 1$)
- Guilty ($n = 1$)
- Helpless ($n = 1$)
- Like a failure ($n = 1$)
- PTSD ($n = 1$)

Physical Problems

Respondents noted physical problems experienced by the identified victim that were associated with the crime with the most impact. The following figure displays these problems, which were experienced for one month or longer. The top three physical problems included:

1. Trouble sleeping (84.4%; $n = 76$)
2. Fatigue (79.0%; $n = 64$)
3. Changes in your eating or drinking habits (77.2%; $n = 61$)

Figure 15. Physical Problems Experienced for One Month or More



Other physical problems mentioned by respondents included:

- Pain, injuries, or broken bones ($n = 9$)
- Memory loss ($n = 3$)
- Incontinence ($n = 2$)
- Adrenal fatigue ($n = 1$)
- Anorexia ($n = 1$)
- Difficulty breathing ($n = 1$)
- Difficulty walking ($n = 1$)
- Hives ($n = 1$)
- Irritable Bowel Syndrome ($n = 1$)
- Self-harm ($n = 1$)
- TMJ ($n = 1$)
- Weakness ($n = 1$)
- Yeast infection ($n = 1$)

Finally, respondents were given the opportunity to provide any specific improvements or changes that should be made to help improve services for victims. For a complete list of responses provided, see Appendix G. A sampling of responses included:

- Provide more education about available services
- Training victim's services employees and law enforcement to be more sensitive to victims' needs and experiences
- Make more housing and shelters available
- Provide more or better advocacy for victims
- Help enable victims to know it is ok to seek help
- Create a help packet that would be distributed to all victims
- Extend shelter length-of-stay limits
- Reducing bureaucracy and paperwork involved with obtaining services
- Providing more financial support for victims' services
- Allow for more input by child victims
- Provide more counseling opportunities, and encourage them earlier in the victimization process

APPENDIX A – SURVEY INSTRUMENT

NOTE: The web version of the survey included the same questions that appeared in the telephone survey. However, unlike the telephone survey, which focused exclusively on adult victims who experienced a crime as an adult, the web survey was open to those who experienced crimes as adolescents, as well as adults answering the survey on behalf of another victim (in most cases, a child). Questions or responses specific to the web survey are noted throughout this appendix.

WEB INFORMED CONSENT

Please read the following information about this study and click the button on 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, on behalf of the Pennsylvania Commission on Crime and Delinquency (PCCD), is conducting this study. The study is being conducted for research. The purpose of the study is to understand victims' needs to assist in future planning and strengthening of services to victims. You will be asked to complete a web-based questionnaire which will take approximately 15 minutes to complete. You will be asked a variety of questions about your experiences as a crime victim, which may cause discomfort when recalling the nature of the crime you experienced. Your participation will give you the opportunity to be part of this process and to have your voice heard.

Your participation in this research is confidential. If you submit a questionnaire, your responses are recorded without any personal identifiers. The Pennsylvania State University's Office for Research Protections, the Institutional Review Board, and the Office for Human Research Protections in the Department of Health and Human Services may review records related to this research study. In the event of any publication or presentation resulting from the research, no personally identifiable information will be shared because your name is in no way linked to your responses. 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.

Your decision to participate is strictly voluntary. You are free to answer all, some, or none of the questions in the questionnaire. You may withdraw from participating at any time. Refusal to participate will involve no penalty to you.

Participants must be 18 years of age or older, reside in the State of Pennsylvania and be the victim of a crime or answer on behalf of a victim in order to participate. The beginning of the survey will include questions to confirm these eligibility requirements. 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 (717) 948-6066 or cus16@psu.edu with questions, complaints, or concerns about this research. You can also call or email if you feel this study has harmed you. If you have any questions, concerns, or problems about your rights as a research participant or would like to offer input, please contact The Pennsylvania State University's Office for Research Protections (ORP) at (814) 865-1775. The ORP cannot answer questions about research procedures. Questions about research procedures can be answered by the research team. Please click "Next" to continue..... 1

WEB INTRO

This study covers ALL types of crimes, regardless of who committed the crime -- even people you know. Think about the examples of crimes that I read and any other crimes not mentioned as you answer the following questions. - Property crimes, such as arson, vandalism, burglary, theft; - Violent crimes, such as domestic violence, stalking, driving under the influence, assault, robbery, rape or sexual crimes, and murder; - Cybercrimes, such as identity theft and internet fraud; and - Hate crimes, which are crimes committed against someone because of their personal characteristics. Regardless of whether or not the crime was reported or you sought assistance, have you or someone else in your household ever experienced a crime?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

DEM1

Before we begin, I need to make sure that you live in Pennsylvania. What county do you live in? DO NOT READ LIST.

- List of 67 PA Counties..... 1-67
- Does NOT reside in PA 77
- Don't know 88
- Declined to Answer..... 99

DEM2

Enter 888 for Don't know or 999 for Declined to answer

What is your age?

DEM3

Are you . . . :

- Male 1
- Female..... 2

T01

Thank you for that information! You are eligible to participate in our 15 minute survey, which is being conducted on behalf of the Pennsylvania Commission on Crime and Delinquency. The following questions ask about the crime that you experienced.

- Continue..... 1 D

A0 (WEB ONLY)

Are you completing this survey based on your own crime experience(s) or on behalf of someone else's?

- Completing based on my own experience..... 1
- Completing based on someone else's experience 2 => A0A, then T0

A0A (WEB ONLY)

How old is this person currently?

T0 (WEB ONLY)

If you are completing this survey on behalf of someone else who was a victim, please share information about the victim, not yourself, throughout the rest of the survey.

Continue..... 1

A1 (WORDING FOR WEB ONLY)

What types of crime did you experience? Please select all the crime that you have ever experienced. You may select all that apply.

- Arson..... 1
- Assault 2
- Burglary 3
- Physical child abuse 17 (web only)
- Emotional child abuse 18 (web only)
- Child sexual abuse 19 (web only)
- Child neglect 20 (web only)
- Domestic/Dating violence 4
- Driving under the influence (DUI), i.e., an injury as a result of someone driving under the influence 5
-
- Elder abuse..... 6
- Fraud, including internet fraud..... 7
- Hate crime..... 8
- Homicide (homicide survivor) 9
- Identity theft..... 10
- Rape 11
- Robbery..... 12
- Sexual assault..... 13
- Stalking 14
- Theft/Larceny..... 15
- Vandalism 16
- Other crime 17

A1A

Please specify the other type of crime. Do not include names or other personally identifiable information regarding the crime or the person/people who committed it.

T02

We will now ask you more about the crime experience that has impacted you the most.

Continue..... 1 D

A2

Of the crimes that you listed: (READ IMPORTED LIST FROM A1) what was the crime experience that has impacted you the most?

Arson.....	1	=> T03	
Assault	2	=> T03	
Burglary	3	=> T03	
Physical child abuse	17 (web only)		
Emotional child abuse	18 (web only)		
Child sexual abuse	19 (web only)		
Child neglect	20 (web only)		
Domestic/Dating violence.....	4	=> T03	
Driving under the influence (DUI), i.e., an injury as a result of someone driving under the influence		=> T03	5
Elder abuse.....	6	=> T03	
Fraud, including internet fraud.....	7	=> T03	
Hate crime.....	8	=> T03	
Homicide (homicide survivor)	9	=> T03	
Identity theft.....	10	=> T03	
Rape	11	=> T03	
Robbery.....	12	=> T03	
Sexual assault.....	13	=> T03	
Stalking	14	=> T03	
Theft/Larceny.....	15	=> T03	
Vandalism	16	=> T03	
Other crime	17	=> A2A	

A2A

Enter the ONE other crime that the respondent experienced that has impacted them the most.

Continue to open-ended box	1	DO
Don't know	2	
Declined to answer.....	3	

T03

The following questions ask more about the <A2> <A2A:O> you experienced.

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

A2B

Enter a number. Enter 88 for Don't know or 99 for Declined to answer. The crime must have occurred at least one time.

How many times did <A2><A2A:O> occur?

A3

Enter age. Read "last" only if the crime occurred multiple times. Enter 888 for Don't know or 999 for Declined to answer.

How old were you when <A2> <A2A:O> [last] occurred?

A4

Who did this to you? List all of the people involved.

Current husband	1
Current wife	2
Ex-husband	3
Ex-wife.....	4
A current boyfriend (romantic)	5
A current girlfriend (romantic).....	6
An ex-boyfriend (romantic)	7
An ex-girlfriend (romantic).....	8
Father or step-father	9
Mother or step-mother	10
Brother (including half-brother, step-brother).....	11
Sister (including half-sister, step-sister).....	12
Son (including step-son)	13
Daughter (including step-daughter)	14
Other male relative (uncle, cousin, etc.).....	15
Other female relative (aunt, cousin, etc.)	16
A male roommate.....	17
A female roommate.....	18
Someone else you knew (MALE acquaintance, friend, coworker, etc.)	19
Someone else you knew (FEMALE acquaintance, friend, coworker, etc.)	20
A male stranger	21
A female stranger	22
Identity/Gender unknown	23
Someone else (please specify)	24
Declined to answer.....	25

A4A

Please specify who else did this to you. Do not include names or other personally identifiable information regarding the crime or the person/people who committed it.

Continue to open-ended box	1	DO
Don't know	2	
Declined to answer.....	3	

A4B

Is this person (Are these people) male or female? Select all that apply.

Male	1
Female.....	2
Unknown gender.....	3
Don't know	4
Declined to answer.....	5

A4C

Was/Were the offender(s) younger than 18 years? Select "yes" if any of the offenders were younger than 18 years of age at the time of the offense.

Yes	1
No.....	2
Don't know	3
Declined to answer.....	4

A5

Was the crime you experienced reported to the police?

Yes	1	=> A6
No.....	2	=> A5A
Don't know	3	=> A8
Declined to answer.....	4	=> A8

A5A

Why didn't you report this crime to the police? Select all that apply.

I feared retaliation against me and/or my family	1	
I didn't want to get involved.....	2	
I didn't think it was necessary	3	
I reported my crime to another official, such as a guard, school official, etc.	4	
.....		
I was concerned that I would not be believed	5	
I was concerned that I would be blamed	6	
I didn't live in the area; I couldn't get back there for trials	7	
I didn't have the time to attend trials; I couldn't miss work.....	8	
I didn't want the offender to get in trouble	9	
I didn't trust the police and/or the District Attorney's office	10	
I didn't think the police could do anything to help	11	
I didn't think the police WOULD help (inefficient, biased, wouldn't want to get involved, etc.)	12	
.....		
Other reason	13	
Don't know	14	
Declined to answer.....	15	

A5B

Please specify the other reason why you did not report this crime to the police:

Continue to open-ended box	1	DO	=> A8
Don't know	2		=> A8
Declined to answer.....	3		=> A8

A6

Did you provide statements to the police?

Yes	1	=> A8
No.....	2	=> A7
Don't know	3	=> A8
Declined to answer.....	4	=> A8

A7

Why didn't you provide statements to the police? Select all that apply.

- I feared retaliation against me and/or my family 1
- I didn't want to get involved..... 2
- I didn't think it was necessary 3
- I wasn't asked to provide a statement 4
- I was concerned that I would not be believed 5
- I was concerned that I would be blamed 6
- I didn't live in the area; I couldn't get back there for trials 7
- I didn't have the time to attend trials; I couldn't miss work..... 8
- I didn't want the offender to get in trouble 9
- I didn't trust the police and/or the District Attorney's office 10
- Other reason 11
- Don't know 12
- Declined to answer..... 13

A7A

Please specify the other reason why you did not provide statements to the police:

- Continue to open-ended box 1 DO => A8
- Don't know 2 => A8
- Declined to answer..... 3 => A8

A8

Did anyone inform you of your rights as a crime victim?

- Yes 1 => A9
- No..... 2 => A10
- Don't know 3 => A10
- Declined to answer..... 4 => A10

A9

Who informed you of your rights as a crime victim? You can select all that apply.

- Victim advocate/Victim service agency..... 1
- Law enforcement agency 2
- Prosecutor's office 3
- Correctional facility 4
- Board of Probation and Parole 5
- Juvenile probation office..... 6
- Department of Public Welfare 7
- Other 8
- Don't know 9
- Declined to answer..... 10

A9A

Please specify who else informed you of your rights as a crime victim:

- Continue to open-ended box 1 DO
- Don't know 2
- Declined to answer..... 3

A10

- Did you know where to access services after you experienced <A2> <A2A:O>?
- Yes 1
 - No..... 2
 - Don't know 3
 - Declined to answer 4

T04

The next section asks about who helped you after you experienced <A2> <A2A:O>.
 Continue 1 D

B1A

These questions ask about the individuals/organizations that helped you after the crime that impacted you the most, which was the <A2> <A2A:O> you experienced.

Please tell me which of the following individuals or organizations helped you after your crime experience. You can say yes or no to each.

Your Family?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer 4

B1B

Remember, these questions ask about the individuals/organizations that helped you after the crime that impacted you the most, which was the <A2> <A2A:O> you experienced.

Friends? READ STEM ONLY IF NEEDED: Did your friends help you after your crime experience?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer 4

B1C

Remember, these questions ask about the individuals/organizations that helped you after the crime that impacted you the most, which was the <A2> <A2A:O> you experienced.

Co-workers? READ STEM ONLY IF NEEDED: Did your co-workers help you after your crime experience?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer 4

B1D

Remember, these questions ask about the individuals/organizations that helped you after the crime that impacted you the most, which was the <A2> <A2A:O> you experienced.

Clergy? (NOTE: Includes priest, pastor, rabbi, imam, etc. - any religious professional) READ STEM ONLY IF NEEDED: Did a clergy member help you after your crime experience?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

B1E

Remember, these questions ask about the individuals/organizations that helped you after the crime that impacted you the most, which was the <A2> <A2A:O> you experienced.

Victim service organization? READ STEM ONLY IF NEEDED: Did a victim service organization help you after your crime experience?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

B1F

Remember, these questions ask about the individuals/organizations that helped you after the crime that impacted you the most, which was the <A2> <A2A:O> you experienced.

District Attorney's Office? READ STEM ONLY IF NEEDED: Did a District Attorney's Office help you after your crime experience?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

B1G

Remember, these questions ask about the individuals/organizations that helped you after the crime that impacted you the most, which was the <A2> <A2A:O> you experienced.

Law enforcement? READ STEM ONLY IF NEEDED: Did law enforcement help you after your crime experience?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

B1H

Remember, these questions ask about the individuals/organizations that helped you after the crime that impacted you the most, which was the <A2> <A2A:O> you experienced.

Counseling agency? READ STEM ONLY IF NEEDED: Did a counseling agency help you after your crime experience?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

B1I

Remember, these questions ask about the individuals/organizations that helped you after the crime that impacted you the most, which was the <A2> <A2A:O> you experienced.

Medical service, such as a hospital, clinic, or dentist? READ STEM ONLY IF NEEDED: Did you receive help from a medical service, such as a hospital, clinic, or dentist, after your crime experience?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer 4

B1J

Remember, these questions ask about the individuals/organizations that helped you after the crime that impacted you the most, which was the <A2> <A2A:O> you experienced.

Did any other individual or organization besides those listed help you after your crime experience?

- Yes 1 => B1K1
- No..... 2 => T05
- Don't know 3 => T05
- Declined to answer 4 => T05

B1K1

Remember, these questions ask about the individuals/organizations that helped you after the crime that impacted you the most, which was the <A2> <A2A:O> you experienced.

Please specify who else helped you after your crime experience. You may provide up to three responses. (Do not include any personally identifying information.)

- Continue to open-ended box: RESPONSE ONE 1 DO => B1L1
- Don't know 2 => T05
- Declined to answer 3 => T05

B1L1

READ ONLY IF UNCLEAR FROM RESPONSE PROVIDED IN B1K: Is this an informal or formal source of help? Formal sources of help: Formal sources of help include organizations that serve victims as part of their mission, such as health care, non-profits, or government programs. This includes trained professionals like law enforcement officials, mental health workers, and physicians. Informal sources of help: Informal sources of help include members of personal social networks, such as family, friends, church groups, etc.

- Informal 1
- Formal 2
- Don't know 3
- Declined to answer 4

B1K2

Remember, these questions ask about the individuals/organizations that helped you after the crime that impacted you the most, which was the <A2> <A2A:O> you experienced.

Did anyone else help you after your crime experience? You may provide up to three responses.

(Do not include any personally identifying information.)

- Continue to open-ended box: RESPONSE TWO 1 O => B1L2
- No other individuals or organizations 4 => T05
- Don't know 2 => T05
- Declined to answer 3 => T05

B1L2

READ ONLY IF UNCLEAR FROM RESPONSE PROVIDED IN B1K: Is this an informal or formal source of help? Formal sources of help: Formal sources of help include organizations that serve victims as part of their mission, such as health care, non-profits, or government programs. This includes trained professionals like law enforcement officials, mental health workers, and physicians. Informal sources of help: Informal sources of help include members of personal social networks, such as family, friends, church groups, etc.

- Informal 1
- Formal 2
- Don't know 3
- Declined to answer 4

B1K3

Remember, these questions ask about the individuals/organizations that helped you after the crime that impacted you the most, which was the <A2> <A2A:O> you experienced.

Did anyone else help you after your crime experience? You may provide up to three responses.

(Do not include any personally identifying information.)

- Continue to open-ended box: RESPONSE THREE..... 1 DO => B1L3
- No other individuals or organizations 2 => T05
- Don't know 3 => T05
- Declined to answer 4 => T05

B1L3

READ ONLY IF UNCLEAR FROM RESPONSE PROVIDED IN B1K: Is this an informal or formal source of help? Formal sources of help: Formal sources of help include organizations that serve victims as part of their mission, such as health care, non-profits, or government programs. This includes trained professionals like law enforcement officials, mental health workers, and physicians. Informal sources of help: Informal sources of help include members of personal social networks, such as family, friends, church groups, etc.

- Informal 1
- Formal 2
- Don't know 3
- Declined to answer 4

T05

Now I'd like you to tell me how satisfied you were with each individual or organization that helped you after <A2><A2A:O>. Use a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied.

- Continue 1 D

B2A

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

Using a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, please rate your level of satisfaction with the help you received from...

Your Family

- 1 - Not at all satisfied 1
- 2 2
- 3 3
- 4 4
- 5 - Extremely satisfied 5
- Don't know 6
- Declined to answer 7

B2B

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

Friends READ STEM AS NEEDED: Using a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, please rate your level of satisfaction with the help you received from friends.

- 1 - Not at all satisfied 1
- 2 2
- 3 3
- 4 4
- 5 - Extremely satisfied 5
- Don't know 6
- Declined to answer 7

B2C

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

Co-workers READ STEM AS NEEDED: Using a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, please rate your level of satisfaction with the help you received from co-workers.

- 1 - Not at all satisfied 1
- 2 2
- 3 3
- 4 4
- 5 - Extremely satisfied 5
- Don't know 6
- Declined to answer 7

B2D

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

Clergy READ STEM AS NEEDED: Using a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, please rate your level of satisfaction with the help you received from clergy.

- 1 - Not at all satisfied 1
- 2 2
- 3 3
- 4 4
- 5 - Extremely satisfied 5
- Don't know 6
- Declined to answer 7

B2E

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

A Victim service organization READ STEM AS NEEDED: Using a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, please rate your level of satisfaction with the help you received from a victim service organization.

- 1 - Not at all satisfied 1
- 2 2
- 3 3
- 4 4
- 5 - Extremely satisfied 5
- Don't know 6
- Declined to answer 7

B2F

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

A District Attorney's Office READ STEM AS NEEDED: Using a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, please rate your level of satisfaction with the help you received from a District Attorney's Office.

- 1 - Not at all satisfied 1
- 2 2
- 3 3
- 4 4
- 5 - Extremely satisfied 5
- Don't know 6
- Declined to answer 7

B2G

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

Law enforcement READ STEM AS NEEDED: Using a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, please rate your level of satisfaction with the help you received from law enforcement.

- 1 - Not at all satisfied 1
- 2 2
- 3 3
- 4 4
- 5 - Extremely satisfied 5
- Don't know 6
- Declined to answer 7

B2H

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

Counseling agency READ STEM AS NEEDED: Using a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, please rate your level of satisfaction with the help you received from a counseling agency.

- 1 - Not at all satisfied 1
- 2 2
- 3 3
- 4 4
- 5 - Extremely satisfied 5
- Don't know 6
- Declined to answer 7

B2I

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

Medical services, such as a hospital, clinic, or dentist READ STEM AS NEEDED: Using a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, please rate your level of satisfaction with the help you received from medical services, such as a hospital, clinic, or dentist.

- 1 - Not at all satisfied 1
- 2 2
- 3 3
- 4 4
- 5 - Extremely satisfied 5
- Don't know 6
- Declined to answer 7

B2J1

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

<B1K1:O> READ STEM AS NEEDED: Using a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, please rate your level of satisfaction with the help you received from <B1K1:O>.

- 1 - Not at all satisfied 1
- 2 2
- 3 3
- 4 4
- 5 - Extremely satisfied 5
- Don't know 6
- Declined to answer 7

B2J2

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

<B1K2:O> READ STEM AS NEEDED: Using a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, please rate your level of satisfaction with the help you received from <B1K2:O>.

- 1 - Not at all satisfied 1
- 2 2
- 3 3
- 4 4
- 5 - Extremely satisfied 5
- Don't know 6
- Declined to answer 7

B2J3

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

<B1K3:O> READ STEM AS NEEDED: Using a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, please rate your level of satisfaction with the help you received from <B1K3:O>.

- 1 - Not at all satisfied 1
- 2 2
- 3 3
- 4 4
- 5 - Extremely satisfied 5
- Don't know 6
- Declined to answer 7

B3

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

You indicated that you did not seek help from a victim service organization, the district attorney's office, law enforcement, a counseling agency, medical services, or any other formal organization. Why didn't you seek any formal help after your victimization experience? You can select all that apply.

- I didn't know that services were available/no one told me about them ... 1
- I assumed that I did not qualify for services 2
- I didn't understand how to get services 3
- I was afraid to seek services 4
- I don't trust authorities, such as law enforcement, attorneys, etc. 5
- There are no services in my area 6
- I did not have transportation to access services 7
- There was a language barrier with service providers 8
- There was a cultural barrier with service providers 9
- The services were not appropriate for my victimization experience 10
- I didn't need services 11
- I didn't have time 12
- Other 13
- Don't know 14
- Declined to answer 15

B3A

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

Please specify the other reasons that you did not seek formal help after your victimization experience:

- Continue to open-ended box 1 DO
- Don't know 2
- Declined to answer 3

B4

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

You indicated that you did not seek help from family, friends, coworkers, clergy, or any other informal sources. Why didn't you seek any informal help after your victimization experience? You can select all that apply.

- I didn't have any informal support system (family/friend/etc.) 1
- My family, friends, etc. are not supportive 2
- I didn't trust my family, friends, etc. 3
- I was afraid to tell my family, friends, etc. about my crime experience . 4
- I didn't want to burden my family, friends, etc. 5
- I didn't think my family, friends, etc. would be helpful 6
- I didn't want my family, friends, etc. to know about the crime experience 7
- Other 8
- Don't know 9
- Declined to answer 10

B4A

Remember, these questions ask about the individuals/organizations that helped you after the <A2> <A2A:O> you experienced.

Please specify the other reasons that you did not seek informal help after your victimization experience:

- Continue to open-ended box 1 DO
- Don't know 2
- Declined to answer 3

T06

The next section asks about services or assistance to help you after the <A2> <A2A:O> you experienced.

- Continue 1 D

C1

Remember, these questions reference the <A2> <A2A:O> you experienced.

Did you use any of the following services after your victimization experience? You can select all that apply.

- Advocacy 1
- Counseling/Therapy 2
- Understanding the legal process 3
- Registering for court notifications 4
- Court accompaniment 5
- Assistance with victim impact statements 6
- Understanding post sentencing/dispositions 7
- Registering for offender release notifications 8
- Medical advocacy and accompaniment 9
- Shelter services 10
- Hotlines 11
- Victim's Compensation Assistance 12
- Other services 13
- Didn't use any services (Nothing else should be checked) 14
- Don't know 15
- Declined to answer 16

C1A

Please specify the other services you received.

- Continue to open-ended box 1 DO
- Don't know 2
- Declined to answer 3

C2

Were there any financial needs that were not covered by Victim's Compensation Assistance?

- Yes 1 => C2A
- No 2 => C5
- Don't know 3 => C5
- Declined to answer 4 => C5

C2A

Please describe the financial needs that were not covered by Victim's Compensation Assistance:

- Continue to open-ended box 1 DO => C5
- Don't know 2 => C5
- Declined to answer 3 => C5

C3

Why didn't you apply for Victim's Compensation Assistance? You can select all that apply.

- I didn't need it..... 1
- I didn't know about it/no one told me about it.....2
- I was told that I did not qualify3
- I assumed that I did not qualify4
- I did not understand the program5
- My insurance paid my expenses6
- The application was too difficult to complete7
- The application was not available in my language.....8
- Other reason9
- Don't know 10
- Declined to answer 11

C3A

Please specify the other reasons that you did not apply for Victim's Compensation Assistance:

- Continue to open-ended box 1 DO
- Don't know 2
- Declined to answer 3

C4

Why didn't you use any services after your victimization experience? You can select all that apply.

- I didn't know that services were available/no one told me about them ... 1
- I assumed that I did not qualify for services2
- I didn't understand how to get services3
- I was afraid to seek services4
- I don't trust authorities, such as law enforcement, attorneys, etc.5
- There are no services in my area6
- I did not have transportation to access services7
- There was a language barrier with service providers8
- There was a cultural barrier with service providers9
- The services were not appropriate for my victimization experience 10
- I didn't need services 11
- I didn't have time 12
- Other 13
- Don't know 14
- Declined to answer 15

C4A

Please specify the other reasons that you did not use services after your victimization experience:

- Continue to open-ended box 1 DO
- Don't know 2
- Declined to answer 3

C5

Are there any services or assistance that you needed, but you did not receive?

- Yes 1 => C5A
- No..... 2 => T07
- Don't know 3 => T07
- Declined to answer..... 4 => T07

C5A

Please describe the services or assistance that you needed, but did not receive:

- Continue to open-ended box 1 DO
- Don't know 2
- Declined to answer 3

T07

Being a victim of a crime affects people in different ways. The following questions ask about how being a crime victim may have affected you. Remember, I am referring only to your <A2><A2A:O> experience. NOTE: If you are completing this survey on behalf of someone else who was a victim, please share information about the victim, not yourself.

- Continue 1 D

D1

Remember, these questions reference the <A2> <A2A:O> you experienced.

Did being a victim of this crime lead you to have significant problems with your job or schoolwork, or trouble with your boss, coworkers, or peers?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer 4

D2

Remember, these questions reference the <A2> <A2A:O> you experienced.

Did being the victim of this crime lead you to have significant problems with family members or friends, including getting into more arguments or fights than you did before, not feeling you could trust them as much, or not feeling as close to them as you did before?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer 4

D3

Remember, these questions reference the <A2> <A2A:O> you experienced.

How distressing was being a victim of this crime to you? Was it not at all distressing, mildly distressing, moderately distressing, or severely distressing?

- Not at all distressing..... 1
- Mildly distressing..... 2
- Moderately distressing..... 3
- Severely distressing..... 4
- Don't know 5
- Declined to answer..... 6

D4

Remember, these questions reference the <A2> <A2A:O> you experienced.

Did being a victim of this crime lead you to have financial difficulties?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

T08

Still thinking about your distress associated with being a victim of <A2><A2A:O>, did you feel any of the following ways for A MONTH OR MORE? You can say "yes" or "no" for each. NOTE: If you are completing this survey on behalf of someone else who was a victim, please share information about the victim, not yourself.

- Continue..... 1 D

D5A

Did you feel worried or anxious? IF NEEDED: Still thinking about your distress associated with being a victim of <A2><A2A:O>, did you feel any of the following ways for A MONTH OR MORE?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

D5B

Did you feel angry? IF NEEDED: Still thinking about your distress associated with being a victim of <A2><A2A:O>, did you feel any of the following ways for A MONTH OR MORE?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

D5C

Did you feel sad or depressed? IF NEEDED: Still thinking about your distress associated with being a victim of <A2><A2A:O>, did you feel any of the following ways for A MONTH OR MORE?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

D5D

Did you feel vulnerable? IF NEEDED: Still thinking about your distress associated with being a victim of <A2><A2A:O>, did you feel any of the following ways for A MONTH OR MORE?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

D5E

Did you feel violated? IF NEEDED: Still thinking about your distress associated with being a victim of <A2><A2A:O>, did you feel any of the following ways for A MONTH OR MORE?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

D5F

Did you feel like you couldn't trust people? IF NEEDED: Still thinking about your distress associated with being a victim of <A2><A2A:O>, did you feel any of the following ways for A MONTH OR MORE?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

D5G

Did you feel unsafe? IF NEEDED: Still thinking about your distress associated with being a victim of <A2><A2A:O>, did you feel any of the following ways for A MONTH OR MORE?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

D5H

Did you feel some other way? IF NEEDED: Still thinking about your distress associated with being a victim of <A2><A2A:O>, did you feel any of the following ways for A MONTH OR MORE?

- Yes 1 => D5I
- No..... 2 => T09
- Don't know 3 => T09
- Declined to answer..... 4 => T09

D5I

What other way did being a victim of this crime make you feel for a month or more? IF NEEDED: Still thinking about your distress associated with being a victim of <A2><A2A:O>, did you feel any of the following ways for A MONTH OR MORE?

- Continue to open-ended box 1 DO
- Don't know 2
- Declined to answer..... 3

T09

Did you experience any of the following physical problems associated with being a victim of <A2><A2A:O> for A MONTH OR MORE? NOTE: If you are completing this survey on behalf of someone else who was a victim, please share information about the victim, not yourself.

- Continue..... 1 D

D6A

Did you experience headaches? IF NEEDED: Did you experience any of the following physical problems associated with being a victim of <A2><A2A:O> for A MONTH OR MORE?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

D6B

Did you experience trouble sleeping? IF NEEDED: Did you experience any of the following physical problems associated with being a victim of <A2><A2A:O> for A MONTH OR MORE?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

D6C

Did you experience changes in your eating or drinking habits? IF NEEDED: Did you experience any of the following physical problems associated with being a victim of <A2><A2A:O> for A MONTH OR MORE?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

D6D

Did you experience upset stomach? IF NEEDED: Did you experience any of the following physical problems associated with being a victim of <A2><A2A:O> for A MONTH OR MORE?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

D6E

Did you experience fatigue? IF NEEDED: Did you experience any of the following physical problems associated with being a victim of <A2><A2A:O> for A MONTH OR MORE?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

D6F

Did you experience high blood pressure? IF NEEDED: Did you experience any of the following physical problems associated with being a victim of <A2><A2A:O> for A MONTH OR MORE?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

D6G

Did you experience muscle tension or back pain? IF NEEDED: Did you experience any of the following physical problems associated with being a victim of <A2><A2A:O> for A MONTH OR MORE?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

D6H

Did you experience some other physical problem? IF NEEDED: Did you experience any of the following physical problems associated with being a victim of <A2><A2A:O> for A MONTH OR MORE?

- Yes 1 => D6I
- No..... 2 => T10
- Don't know 3 => T10
- Declined to answer..... 4 => T10

D6I

What other physical problem did you experience for a month or more? IF NEEDED: Did you experience any of the following physical problems associated with being a victim of <A2><A2A:O> for A MONTH OR MORE?

- Continue to open-ended box 1 DO
- Don't know 2
- Declined to answer..... 3

E1 (WEB ONLY)

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

T10

Now I'm going to ask you some information about yourself to be used for statistical purposes only. Your responses will remain confidential. NOTE: If you are completing this survey on behalf of someone else who was a victim, please share information about the victim, not yourself.

- Continue..... 1 D

DEM4

Being Hispanic/Latino is considered an ethnicity, not a race. A person could be a white Hispanic or a black Latino.

Do you consider yourself to be Hispanic or Latino?

- Yes 1
- No..... 2
- Don't know 3
- Declined to answer..... 4

DEM5

Which of the following best describes your race? You can select all that apply.

- White..... 1
- Black - African American 2
- Asian 3
- Native Hawaiian or Pacific Islander..... 4
- American Indian or Native Alaskan 5
- Other 6
- Don't know 7
- Declined to answer..... 8

DEM6

Were you born in the United States?		
Yes	1	=> DEM7
No.....	2	=> DEM6A
Don't know	3	=> DEM7
Declined to answer	4	=> DEM7

DEM6A

Record the country name only.

Where were you born?		
Continue to open-ended box	1	DO
Don't know	2	
Declined to answer.....	3	

DEM7

Which of the following categories best describes your educational level?	
Less than high school.....	1
High school diploma or GED.....	2
Some college.....	3
Two-year technical degree	4
Four-year college graduate.....	5
Graduate work.....	6
Don't know	7
Declined to answer.....	8

DEM8

A disability is a physical or mental condition that substantially limits one or more major life activities. Do you have a disability?

Yes	1
No.....	2
Don't know	3
Declined to answer.....	4

DEM9

We are only asking about those who have served on active duty.

Have you ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard? Active duty means full-time service, other than active duty for training, as a member of the Army, Navy, Air Force, Marine Corps, Coast Guard, or as a commissioned officer of the Public Health Service or the National Oceanic and Atmospheric Administration, the Coast and Geodetic Survey or Environmental Science Service Administration. Active duty also applies to a person who is a cadet attending one of the five United States Military Service Academies. For a person with service in the military Reserves or National Guard, choose "Only on active duty for training in the Reserves or National Guard" if the person has never been called up for active duty, mobilized, or deployed. For a person whose only service was as a civilian employee or civilian volunteer for the Red Cross, USO, Public Health Service, or War or Defense Department, select "Never served in the military".

- No- Never served in the military..... 1
- Only on active duty for training in the Reserves or National Guard 2
- Now on active duty 3
- On active duty in the past, but not now 4
- Don't know 5
- Declined to answer 6

DEM10

Code "separated" as "other".

What is your relationship status?

- Single, never married 1
- Married..... 2
- Living with someone in a committed relationship 3
- Divorced..... 4
- Widowed 5
- Other 6
- Don't know 7
- Declined to answer 8

DEM11

Enter 88 for Don't know and 99 for Declined to answer. Enter 0 for None.

How many children under 18 do you have? NOTE: Children are those less than 18 years of age.

DEM12

What is your sexual orientation? Do you consider yourself to be...

- Heterosexual 1
- Gay/Lesbian 2
- Bisexual 3
- Other 4 O
- Don't know 5
- Declined to answer 6

DEM13

What is your total annual household income, before taxes?

Under \$10,000.....	1
\$10,000 to \$19,999.....	2
\$20,000 to \$39,999.....	3
\$40,000 to \$59,999.....	4
\$60,000 to \$74,999.....	5
\$75,000 to \$99,999.....	6
\$100,000 to \$124,999.....	7
\$125,000 to \$149,999.....	8
\$150,000 or more	9
Don't know	10
Declined to answer.....	11

THANK YOU

Thank you for participating in our research. If you have any questions, please feel free to contact the Center for Survey Research at Penn State Harrisburg at 1-888-988-2572. Please click below to submit your results Thank you, again.

APPENDIX B – PROMOTION OF WEB SURVEY

The web survey link was shared with the following individuals/organizations (organized by month of fielding):

May 2013

- Focus group participants who provided an email address during that phase of data collection
- Focus group recruiting contacts:
 - Alice Paul House
 - Anti-Violence Partnership
 - ARC of Indiana County
 - CARIE
 - Centre County Victim Service Organization
 - Centre County Women’s Resource Center
 - Clearfield County Victim Service Organization
 - Crossroads Project
 - Cumberland/Perry Domestic Violence Services
 - Dauphin County Victim Service Organization
 - Domestic Violence Service Center
 - HAVIN
 - Jefferson County Victim Service Organization
 - Indiana County Victim Service Organization
 - Lancaster County Victim Service Organization
 - MADD
 - Mifflin County Victim Service Organization
 - NOVA
 - Passages (Clarion and Dubois offices)
 - Philadelphia City Victim Service Organizations
 - Penn State University – Dubois Campus Health/Counseling Center
 - Penn State University – Dubois Campus Police Services
 - Penn State University – Harrisburg Campus Counseling Services
 - Penn State University – Harrisburg Campus Police Services
 - Penn State University – Main Campus Center for Women Students
 - Penn State University – Main Campus Counseling and Psych Services
 - SeniorLAW Center
 - Women’s Resource Center

June 2013

- An advisory group member forwarded the survey to Faith in Action (all five sites) and Persad
- An insert with the web survey address was added to a letter going out to victims who received Victims Compensation Assistance
- PCCD sent the web survey link to the Executive Directors and Program Directors to personally request their promotion of the web survey.
- Information about the web survey was included in the June OVS Newsletter.

July 2013

- A link to the web survey was placed on the Office of the Victim Advocate website:
<http://www.ova.state.pa.us/>

APPENDIX C – CRIME GROUPS

Violent Crimes

- Assault
- Hate crime
- Homicide (homicide survivor)
- Robbery
- Driving under the influence (DUI)
- Other crimes: recoded as violent crimes

Property Crimes

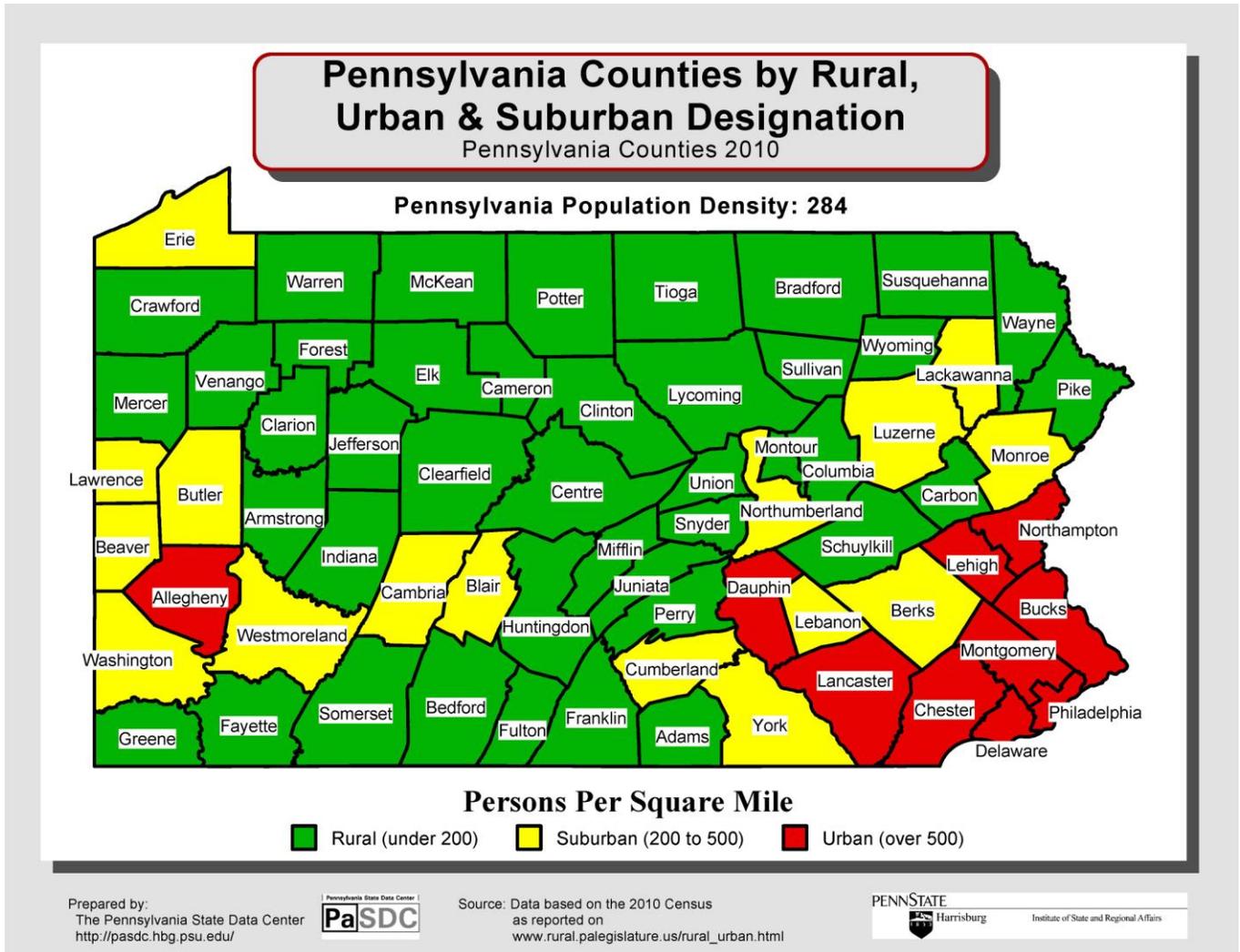
- Arson
- Theft/Larceny
- Burglary
- Vandalism
- Identity theft
- Fraud, including Internet fraud
- Other crimes: recoded as property crimes

Interpersonal Violent Crimes

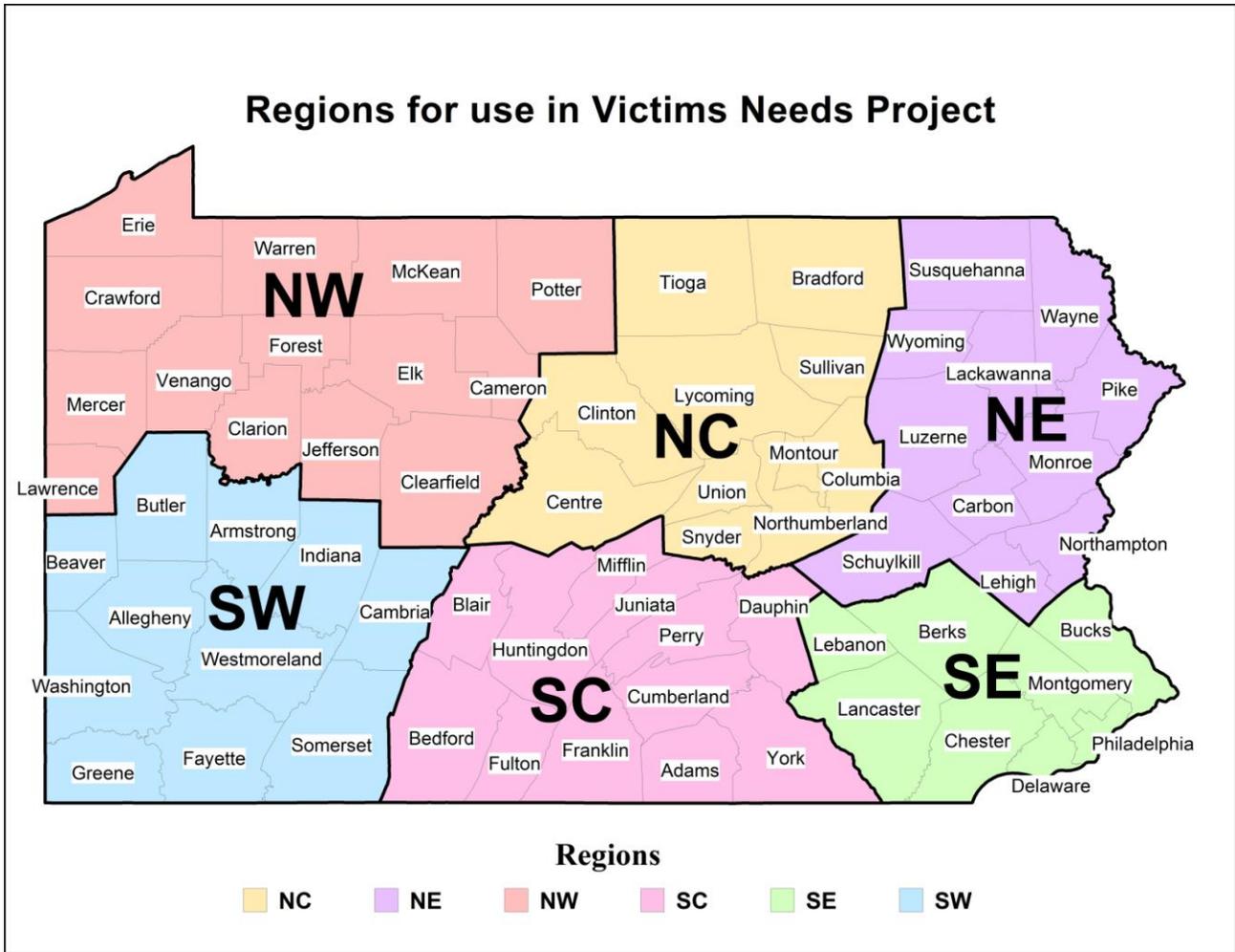
- Domestic/Dating violence
- Elder abuse
- Stalking
- Rape
- Sexual assault
- Physical child abuse*
- Emotional child abuse*
- Child sexual abuse*
- Child neglect*
- Other crimes: recoded as interpersonal violent crimes

*Included in web survey only

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



APPENDIX E – MAP OF GEOGRAPHIC REGIONS



APPENDIX F –PROFILE OF WEB SURVEY RESPONDENTS

	All Respondents ¹	
	Number	Percent
Gender²		
Male	12	14.0%
Female	74	86.0%
Age Category		
Less than 18 years	3	3.2%
18-24 years	10	10.5%
25-34 years	14	14.7%
35-44 years	21	22.1%
45-54 years	27	28.4%
55-64 years	16	16.8%
65-74 years	1	1.1%
75 years of age or older	3	3.2%
Ethnicity		
Hispanic	4	4.5%
Non-Hispanic	85	95.5%
Race		
White alone	78	82.1%
Black - African American alone	11	11.6%
Some other race alone	1	1.1%
Two or more races	5	5.3%
Immigrant Status		
Born in the United States	90	98.9%
Born outside the United States (immigrant)	1	1.1%
Education		
Less than high school	7	7.5%
High school diploma or GED	23	24.7%
Some college	19	20.4%
Two-year technical degree	8	8.6%
Four-year college graduate	19	20.4%
Graduate work	17	18.3%
Veteran Status		
Veteran	6	6.7%
Non-veteran	83	93.3%
Disability Status		
Disabled	28	30.8%
Not disabled	63	69.2%

All Respondents*		
	Number	Percent
Income		
Under \$10,000	15	17.9%
\$10,000 to \$19,999	9	10.7%
\$20,000 to \$39,999	20	23.8%
\$40,000 to \$59,999	13	15.5%
\$60,000 to \$74,999	8	9.5%
\$75,000 to \$99,999	7	8.3%
\$100,000 to \$124,999	6	7.1%
\$125,000 to \$149,999	1	1.2%
\$150,000 or more	5	6.0%
Sexual Orientation		
Heterosexual	74	87.1%
Gay/Lesbian	5	5.9%
Bisexual	4	4.7%
Other	2	2.4%
Relationship Status		
Single, never married	25	28.4%
Married	31	35.2%
Living with someone in a committed relationship	6	6.8%
Divorced	16	18.2%
Widowed	4	4.5%
Other	6	6.8%
Geographic Region²		
Northwest Pennsylvania	13	15.1%
North Central Pennsylvania	3	3.5%
Northeast Pennsylvania	13	15.1%
Southwest Pennsylvania	15	17.4%
South Central Pennsylvania	6	7.0%
Southeast Pennsylvania	36	41.9%
County Density²		
Rural	20	23.3%
Suburban	26	30.2%
Urban	40	46.5%

¹Due to rounding and non-response, totals may not equal 95 and percentages may not total 100.

²Includes responses only from those who reported for themselves ($n = 86$). Question was not asked about the victim if the victim was someone other than respondent.

APPENDIX G –RESPONDENT COMMENTS ABOUT IMPROVING VICTIMS SERVICES

	Frequency
Anything that deters victim blaming. That is a broad request; however, there still needs to be continued progress/education for all systems that encounter and work with domestic and sexual violence victims.	1
As a sick person I can hardly keep it together. I am always tired. Trying to work a little as I need money. No time and energy for chasing the paper trail. I wish it could be simplified. But maybe it's not possible.	1
Asking why in these questions. It sounds like you are blaming the victim. Perhaps it would be better to word "The reason for -----."	1
Child victims should have more say into what extent of legal action should be taken. Counselors aware of rape of a child should encourage parents to press charges. A counselor once told my mother not to talk to me about my attack in case I didn't remember it. So rather than becoming a survivor at a young age, I lived my entire life as a victim. There needs to be more encouragement to face the attacker and get the justice deserved.	1
Do not allow people on Megan's Law to apply to get off.	1
Don't know. Crime did not occur in PA, so I have no idea if the services are similar or not, especially since the crime occurred almost 20 years ago.	1
Easier access to emergency contraception at faith-based hospitals for rape victims.	1
Ensure the victim isn't made to feel like the perpetrator. Make the resources available to more than one group, not just in agencies like the Department of Welfare, but to victims in all walks of life.	1
Every victim of every crime should receive some sort of help packet.	1
Have the survivor provided all the information, directly. Survivors may not trust anyone in their family/friend support system. Intensive special surviving counseling should be established at the beginning of the process, not at the end when we're all alone in our heads. It makes the situation worse because the person now suffers alone.	1
I am 39. My parents fostered me for six years before adopting me thru PA child services. My adoptive mother is severely mentally ill. Better screening should have been in place. I now am constantly in and out of inpatient psych hospital, require close psych doc tor supervision, medication, lost my career as a nurse. Thousands of dollars in unpaid medical bills because someone failed to do their job. This home was horribly unfit. Not to speak of what her father did to me sexually for almost 10 years when she dumped me there to go drink and get high.	1
I don't know, it helps to talk to people that have experienced the same thing. I thought I was losing my mind until I talked to other mothers who were in my shoes. People say they understand, but they don't. I just went through what would have been my son's 37th birthday, but he will forever be 23. For me I think about him every day and always will.	1
I feel it is very hard for victims to be assertive and need people to 'punt' for them and they will follow.	1
I finally found help at WSI when I was an adult. I think now the help that is out there is more visible. Because when this happened to me, things were hidden.	1
I really appreciate the financial help. I certainly needed it, even with medical insurance. However there is so much red tape and paperwork.	1
I wish I had a mental advocate who did things like check on me and my mental state often since I live by myself. Someone who will do those things I should do but can't because I may be in a bad depression, like make phone calls to get help, make phone calls to refill my meds or make me go to the doctor because, let me tell you, when you are in a bad depression, you can't do anything except wish you would die. Everything is too much damn effort.	1
I would have like to have been qualified for victim's compensation assistance.	1

If it weren't for the help that I got from my guidance counselor in high school telling my mom to send me to Women Against Rape for therapy, I would not be in a healthy mindset today. I have learned an incredible amount about psychology in general-- triggers, PTSD, all the different ways in which your mind and body can be affected by childhood abuse. I have gained confidence and am more self-aware. I've created an incredible support system around myself and I've found myself in a career of social work where I get the opportunity to help others who have gone through similar things. As a direct result of therapy, I have improved my interpersonal skills, my ability to process situations, articulate my feelings, and find forgiveness. I would be a detriment to society had I not had the help of the victim services.	1
Improve our jails. We're criminals, but we're humans, too. The guards let me be raped. They even helped. I was not and will not be safe in here. I will never be okay again.	1
Improve the quality and efficiency of claim investigations by the PA Victims Compensation Assistance Program. I appealed the decision and never heard another word from them.	1
It would be nice if the services were more personal and less clinical or institutionalized. The service needs to understand the impact of crime is more far-reaching than can be filled into a blank. However, we are extremely grateful for the service.	1
Just to let others know that even though they may not be in the car with the person or persons driving that they should still let someone know that the certain person is driving under the influence because it could save that person's life and the lives of others if something were to happen. And not to be afraid or to think that it is ok.	1
Lackawanna county victim advocates were very helpful.	1
Law enforcement needs to make this program known.	1
Let them know its ok to ask for help.	1
Make it known that there is help and that at least the police believe you and PROTECT you, then guide you to the proper medical, legal, and victim support systems to keep you safe and support your decisions after all resources have been thoroughly explained and you can trust that they will actually be there when it's time to take action.	1
Many people don't realize that you have a right to say no, and your wishes to be followed when you are married to the person acting against your wishes. Isolation is one of the tactics used by abusive spouses, and it is hard to get out to speak with anyone, especially about something that is so personal, and makes you ashamed in this manner. I do not know what can be done to improve this situation, but feel it should be addressed and made known to the public that there are services available to those in need.	1
Mom did not know she was a victim because her son was not prosecuted under the guardianship case, when the same forgeries and thefts were first revealed to a court. The presiding judge chose not to rule or to send the facts to the District Attorney. Elder abuse takes many forms; the judge decided not to act as information was revealed and as changes in circumstances occurred. At 96, Mom was locked in her house without access to a key, the back door nailed shut, alone. The judge decided Mom was not in need of a guardian of her person.	1
More advertising	1
More communication on services to victims. I did not know and don't know of many services that could help me with finding housing, work, children's medical expenses, help with food, etc. It is overwhelming and we struggle unnecessarily at times post-separation.	1
More housing assistance for victims	1
More housing availability, help getting food/clothing for mother and children. More reaching out.	1
More information about how to report crimes and compassion when doing so. I was terrified to talk to a male officer after the rape, so I didn't. Females would have been easier to talk to.	1
More patience and sensitivity in speaking to victims just after trauma	1
More public awareness of the victim assistance/counseling agencies	1
Notified of them by DA, police or magistrate	1
Please work to improve the services within the justice system that are already in place to help the aged, frail and unduly influenced while they are being victimized.	1

Prosecute the offenders.	1
Put these offenders in mandatory classes or training. Put the authorities in classes and training too that are mandatory or can specialize in such things when called out for help. Look deeper into what is going on and don't grant a PFA when the victim leaves if the offender is the one that is creating the domestic violence, just so the offender can destroy the victim's belongings.	1
Services available today are great. When I was a victim, they were limited. Victims services need more financial support to continue providing services for victims.	1
Should be handled before things get out of control, more advocacy for hate crimes, severe lack in the county. Change would be good. Would help people understand one another.	1
Stages of groups.	1
There needs to be a new way of handling true victims of non-physical violence! This spans a wide range of actions against a person that cannot be verified by external inspection, but are every bit as damaging and debilitating as physical injuries. They can harm you for the rest of your life. This is critical to improving the rights and protections of victims, but is absolutely absent in the legal system now. Also, the understanding that an abuser is an abuser. If a father has abused one of his kids, and protection is only given to that child, the abuse WILL continue onto one of the other kids because ABUSERS ABUSE. To think that the abuse will stop because that particular victim has been protected actually indicates that there is something about that individual that triggered or caused the abuse to happen.	1
There should be a national or state task force that addresses international fraud/crimes. There should be better regulation on Craigslist for possible fraud. Individuals who post should be traceable. Increase public awareness on how to seek financial assistance when theft or fraud occurs.	1
They need to be accessible - people need to know that services exist and that they can see if they qualify for them. Services should be available in a multitude of languages to ensure there are no barriers there.	1
Try to move on with my life.	1
Victim counseling through all stages of the legal system.	1
Victim service agency employees need to be sensitive to the stress the victims are under while they navigate the criminal justice and victim assistance programs.	1
Victims may benefit from being provided with more counseling options, group therapy options, more help from law enforcement and more financial help.	1
We should have more than a 30 day stay.	1
When a child is raped before they enter their teen years, many times you don't know of the problems that will arise, because they haven't entered into puberty. For me, I didn't get my period for a long time after being raped. I suffered from scar tissue and a uterus which was pushed so far back that as an adult, when I became pregnant it endangered my life and my unborn child. Because an ultra sound was never done, the damage and scar tissue was not discovered until I could pay for it myself.	1
Total responses	51
No response	44