

APPENDIX II:

INFORMATION GATHERING

Reaching Marginalized or Underserved Victim Populations

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

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

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

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

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

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

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

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

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

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

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

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

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

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

SAMPLE CHAIRMAN INVITATION LETTER

Date

Dear [NAME]:

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

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

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

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

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

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

Sincerely,

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

SAMPLE PRINCIPLE INVESTIGATOR INVITATION LETTER

Address

Date

Dear [Name],

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

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

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

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

Regional Meeting Locations



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

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

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

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

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

Sincerely,

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

Regional Meeting Participation Response Form

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

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

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

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

Name: _____

Organization: _____

Address (If not original Invitee): _____

Phone number: _____ Email Address: _____

Special Needs: _____

Signature: _____

Return completed form using one of the following options:

US Mail: PCCD, Office of Victim Services
Attn: Sherri Chippo, Ph.D.
P.O. Box 1167
Harrisburg, PA 17108-1167

Fax: 1-717-772-4331
PCCD, Office of Victim Services
Attn: Sherri Chippo, Ph.D.

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

INDIANA UNIVERSITY OF PENNSYLVANIA

Are you a Victim of a Crime?

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



INDIANA UNIVERSITY OF PENNSYLVANIA

in partnership with the

Pennsylvania Commission on Crime & Delinquency

Phone: 717-919-2482

Fax: 717-772-4331

E-mail: c-schippo@pa.gov

We want to hear from you...

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

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

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

When: Friday, November 17
1:00 PM until 3:00 PM
Where: International Institute of Erie, Chapel
517 East 26th Street
Erie, PA 16504

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



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

Appendix II-4: Regional Meeting Attendees

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

Region __ Meeting Stakeholders' Script and Questions

Welcome participants to the meeting.

Introductions – self, staff, participants

Briefly discuss:

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

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

A. DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

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

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

B. CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

- | | |
|--|--|
| <input type="radio"/> <i>Email</i> | <input type="radio"/> <i>Referrals</i> |
| <input type="radio"/> <i>USPS</i> | <input type="radio"/> <i>Community Organizations</i> |
| <input type="radio"/> <i>Community Flier</i> | <input type="radio"/> <i>Service providers</i> |
| <input type="radio"/> <i>Public Notice</i> | <input type="radio"/> <i>Other</i> |

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

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

C. IDENTIFYING AND ENGAGING STAKEHOLDERS

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

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

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

Probe: What is their primary mission?

Probe: How does that intersect with victims of crime?

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

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

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

D. ASKING THE RIGHT QUESTIONS

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

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

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

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

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

Probe: What should be considered to help remove barriers?

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

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

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

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

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

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

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

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

E. **IMPLEMENTING THE SURVEY**

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

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

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

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

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

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

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

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

Probe: Is there anything you suggest we specifically avoid?

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

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

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

F. **WRAPPING UP THE MEETING**

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

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

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

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

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

CONCLUDE

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

Region ___ Meeting Victims' Script and Questions

Welcome participants to the meeting.

Introductions – self, staff, participants

Briefly discuss:

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

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

A. DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

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

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

B. CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

C. IDENTIFYING AND ENGAGING STAKEHOLDERS

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

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

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

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

Probe: What is their primary mission?

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

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

D. ASKING THE RIGHT QUESTIONS

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

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

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

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

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

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

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

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

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

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

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

Probe: What do you feel are barriers to service?

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

E. IMPLEMENTING THE SURVEY

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

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

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

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

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

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

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

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

Probe: Is there anything you suggest we specifically avoid?

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

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

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

F. **WRAPPING UP THE MEETING**

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

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

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

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

CONCLUDE

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

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

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

Victim Attendees not listed to retain anonymity.

DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

IDENTIFYING AND ENGAGING STAKEHOLDERS

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

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

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

ASKING THE RIGHT QUESTIONS

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

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

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

IMPLEMENTING THE SURVEY

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

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

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

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

A. DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

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

CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

IDENTIFYING AND ENGAGING STAKEHOLDERS

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

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

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

D. ASKING THE RIGHT QUESTIONS

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

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

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

IMPLEMENTING THE SURVEY

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

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

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

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

Victim Attendees not listed to retain anonymity.

DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

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

CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

IDENTIFYING AND ENGAGING STAKEHOLDERS

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

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

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

ASKING THE RIGHT QUESTIONS

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

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

IMPLEMENTING THE SURVEY

Few barriers were discussed by victims.

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

SUMMARY OF REGION 3 (STAKEHOLDERS)

WILKES BARRE, PA 8/15/2017

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

DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

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

CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

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

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

IDENTIFYING AND ENGAGING STAKEHOLDERS

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

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

ASKING THE RIGHT QUESTIONS

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

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

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

IMPLEMENTING THE SURVEY

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

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

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

Victim Attendees not listed to retain anonymity.

DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

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

CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

IDENTIFYING AND ENGAGING STAKEHOLDERS

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

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

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

ASKING THE RIGHT QUESTIONS

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

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

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

IMPLEMENTING THE SURVEY

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

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

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

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

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

Victim Attendee not included to retain anonymity.

DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

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

CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

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

IDENTIFYING AND ENGAGING STAKEHOLDERS

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

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

ASKING THE RIGHT QUESTIONS

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

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

IMPLEMENTING THE SURVEY

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

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

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

No victims participated.

DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

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

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

CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

IDENTIFYING AND ENGAGING STAKEHOLDERS

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

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

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

ASKING THE RIGHT QUESTIONS

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

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

Appendix II-5: Regional Meeting Materials

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

IMPLEMENTING THE SURVEY

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

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

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

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

No victims participated.

DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

Prevalent crime includes child abuse and domestic violence.

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

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

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

CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

IDENTIFYING AND ENGAGING STAKEHOLDERS

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

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

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

ASKING THE RIGHT QUESTIONS

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

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

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

IMPLEMENTING THE SURVEY

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

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

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

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

Victim Attendees not listed to retain anonymity.

DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

IDENTIFYING AND ENGAGING STAKEHOLDERS

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

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

ASKING THE RIGHT QUESTIONS

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

IMPLEMENTING THE SURVEY

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

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

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

No victims participated.

DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

IDENTIFYING AND ENGAGING STAKEHOLDERS

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

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

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

ASKING THE RIGHT QUESTIONS

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

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

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

IMPLEMENTING THE SURVEY

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

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

Appendix II-5: Regional Meeting Materials

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

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

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

No victims participated.

DEFINING UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

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

CONNECTING WITH UNSERVED/UNDERSERVED VICTIMS OF CRIME

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

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

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

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

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

IDENTIFYING AND ENGAGING STAKEHOLDERS

Many places to go were identified to reach the victims.

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

ASKING THE RIGHT QUESTIONS

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

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

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

IMPLEMENTING THE SURVEY

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