

APPENDIX III:

INSTRUMENT DEVELOPMENT & IMPLEMENTATION

Alternative Languages Now Available - Victim Services Needs Assessment

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

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

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

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

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

Victims Questionnaire Link:

https://iup.co1.qualtrics.com/jfe/form/SV_4VdmpQ6VqplPn9j

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

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

Message for Victim Service providers

Good afternoon

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

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

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

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

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

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

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

Victims Questionnaire Link:

https://iup.co1.qualtrics.com/jfe/form/SV_4VdmpQ6VqplPn9j

Stakeholder/Service Provider Questionnaire Link:

https://iup.co1.qualtrics.com/jfe/form/SV_0fxuGMHtbPjnSZ

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

Sherri B. Chippo, Ph.D.

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

Message for Non-VSP Stakeholders

Good afternoon

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

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

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

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

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

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

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

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

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

Victims Questionnaire Link:

https://iup.co1.qualtrics.com/jfe/form/SV_4VdmpQ6VqplPn9j

Stakeholder/Service Provider Questionnaire Link:

https://iup.co1.qualtrics.com/jfe/form/SV_0fxuGMHtbPjnSZ

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

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

Sherri B. Chippo, Ph.D.

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

Message for Network Organizations

Good afternoon

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

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

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

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

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

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

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Stakeholder/Service Provider Questionnaire Link:

https://iup.co1.qualtrics.com/jfe/form/SV_0fxuGMHtbPjnSZ

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

Sherri B. Chippo, Ph.D.

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

PROPOSED MESSAGE FOR STAKEHOLDERS TO USE

Good morning/afternoon

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

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

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

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

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

https://iup.co1.qualtrics.com/jfe/form/SV_0fxxuGMHtbPjnSZ

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

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

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



Justice Isn't Served Until ALL Crime Victims Are

Help Us Learn How to Help You Better —

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

Your Answers Will Be Confidential —

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

Limited Time to Participate —

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

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



Or participate online at
www.pacrimetvictims.com



FOR MORE INFORMATION:

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

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

For additional information on services available to victims of crime, visit us at www.pacrimetvictims.com



No habrá justicia hasta que TODAS las víctimas sean asistidas

Ayúdanos a entender cómo ayudarte mejor —

Si fuiste víctima de un delito, necesitamos saber de ti. Por favor, participa en nuestra Evaluación de Necesidades de los Servicios a las Víctimas y completa el cuestionario sobre tu experiencia. La información obtenida será utilizada para mejorar el servicio ofrecido a todas las víctimas del delito en tus comunidades.

Tus respuestas serán confidenciales —

La información obtenida por medio de este cuestionario no será compartida. Se utilizará exclusivamente para determinar las necesidades insatisfechas de cada condado.

Tiempo limitado para participar —

El cuestionario estará disponible desde el 15 de enero hasta el 14 de marzo de 2018.

Utilice este Código QR para acceder al cuestionario por medio de su teléfono móvil o inteligente.



O participe en línea en:
www.pacrimevictims.com



PARA MÁS INFORMACIÓN:

Si necesita ayuda personal, póngase en contacto con la Comisión de Delitos y Delincuencia de Pensilvania (PCCD) al 717-787-2040.

Para asistencia en traducciones, las personas con dominio limitado de inglés (LEP) pueden llamar al 717-265-8560

Para obtener información adicional sobre los servicios disponibles,



正义的伸张唯有

受害者踏出揭示真相的步伐

协助我们更好地为您提供帮助—

如果您是犯罪受害者，我们需要知道您的故事。请参加我们的受害者服务需求评估，您只需填写一份问卷以助我们了解您的经历。我们所收集的信息将用于改善在您的社区进行的犯罪受害者服务。

您的回答将被保密—

通过此问卷收集的信息不会被公开。此信息仅用于确定每个县存在的尚未满足的需求。

参与时间有限—

此问卷的有效期为 2018 年 1 月 15 日（星期一）至 2018 年 3 月 14 日（星期三）。

请使用您的智能手机或移动设备通过以下 QR 代码访问问卷。



或访问 www.pacrivictim.com 以在线参与。



有关更多信息：

如需要个人帮助，请致电 FOCD，电话：717-787-2040。

如需要翻译服务，拥有有限英语水平（LEP）的个人可以致电 717-265-8560

有关犯罪受害者可用服务的其他信息，请访问 www.pacrivictim.com 您也可下载我们的 FREE PA Crime Victims App（位于 Google Play 和苹果应用商店）；搜索“PA Crime Victims”。

NEWSLETTER ARTICLE

Our Victims Services' Needs Assessment is officially underway! By now you should have received an email from Qualtrics, an online digital survey program, inviting you to participate in a Victim Services Needs Assessment being conducted by the Office of Victim Services at PCCD. In the first two weeks, we have heard from 158 stakeholders and 79 victims. We have heard from 54 counties with Montgomery, Berks, and Philadelphia having the highest response rates. The majority of the respondents represent victim service providers at 58 (17 government and 41 nonprofit), with criminal/juvenile justice coming in second at 46.

If you have already participated by completing the online questionnaire, we appreciate your time and interest in this effort. We also encourage you to:

1. **Encourage** others in your organization and throughout your network to complete the questionnaire by referring them to our website at www.pccd.pa.gov.
2. Help **promote** this needs assessment to victims/survivors of crime by posting and distributing the Victims Flier freely throughout your community. This includes posting it within your organization's facilities and on your organization's social media sites, as well as a wide variety of places where individuals go for services (Emergency rooms & urgent-care facilities, laundromats, beauty salons/barber shops, supermarkets, bars and social clubs, public restrooms, libraries, post office, etc.). The flier explains the purpose of the needs assessment, and provides a QR code for smart phone accessibility, allowing easy access victims/survivors of crime. For a copy of the flier and please visit our website at www.pccd.pa.gov.

If you have not yet completed the questionnaire, please take the time to do so as soon as possible. This assessment will be used to identify needs among victims/survivors of crime, as well as gaps in access to core victim services, statewide. Online access to the questionnaire will close on February 28, 2018. You can **complete** the questionnaire by:

1. Using the link in the original Qualtrics invitation you received via email (Remember to check your "junk mail" or "spam" as well), or
2. Clicking on the Stakeholder/Service Provider Questionnaire link below.

Stakeholder/Service Provider Questionnaire Link:

https://iup.co1.qualtrics.com/jfe/form/SV_0fxxuGMHtbPjnSZ

Victims Questionnaire Link:

https://iup.co1.qualtrics.com/jfe/form/SV_4VdmpQ6VqpIPn9j

Once you have completed the questionnaire, please **share** and **promote** this effort as noted above. In addition, the results derived from this assessment will be published on the Pa Crime Victims website and a report based on the statistical analysis will also be published. There are several options to assist individuals with limited English proficiency (LEP). Please contact Sherri Chipppo at 717-919-2482 if you would like more information on LEP accessibility.



FOR IMMEDIATE RELEASE
January 16, 2018

Statewide Victims' Needs Assessment Survey Begins in Pennsylvania

Harrisburg, PA. — The Pennsylvania Commission on Crime and Delinquency (PCCD) recently announced the release of two statewide, online surveys to assist PCCD in assessing victim service needs throughout the Commonwealth.

Launched on Monday, January 15, 2018, the online questionnaires – which can be found at www.pacrimevictims.com – will be open until Wednesday, February 28, 2018. One survey is designed for victims of crime and members of their immediate household who have been directly impacted by crime, and the other survey is specifically for community stakeholders, victim service providers, related criminal justice practitioners and other community members who wish to provide input on how to improve and enhance the delivery of services to victims of crime, with a focus on unmet needs and gaps in services.

Both surveys were developed by PCCD's Office of Victims' Services and researchers from the Indiana University of Pennsylvania. The information collected is confidential. The aggregate results of the surveys will be available in March 2018 on a county wide basis. This report will be posted on the Pa Crime Victims website.

For any questions regarding the needs assessment, or for assistance in taking the survey, please contact PCCD at 717-787-2040. For additional information on services available to victims of crime, visit www.pacrimevictims.com or download our "PA Crime Victims" App through the iPhone App Store or Google Play Store.

Our Mission is to enhance the quality, coordination and planning within the criminal and juvenile justice systems, to facilitate the delivery of services to victims of crime, and to increase the safety of our communities.

MEDIA CONTACT: Kirsten Kenyon, (717) 265-8505

Victims' Services Needs Assessment

VICTIM/SURVIVOR QUESTIONNAIRE

Thank you for helping us better understand the needs of victims/survivors of crime in Pennsylvania. Your responses to the following questions will help shape the future of Victims' Services in communities throughout the Commonwealth of Pennsylvania. Your participation is completely voluntary. However, your input in this area is very important, and all information that you provide will remain confidential.

- 1) In which Pennsylvania county do you currently reside? _____

- 2) Which of the following best describes where you live?
 Urban Rural
 Suburban Other _____

- 3) To the best of your knowledge, are victims/survivors of crime in Pennsylvania eligible for financial assistance/reimbursement from the state?
 Yes Do not know
 No Prefer not to answer

- 4) Have you or someone in your household applied for financial assistance/reimbursement from the state's Victims' Compensation Fund?
 Yes No (Skip to Question # 7)
 Do not know (Skip to Question # 7)
 Prefer not to answer (Skip to Question # 7)

- 5) Did you or someone in your household receive help filling out a Victims' Compensation Application?
 Yes No (Skip to Question # 7)
 Do not know (Skip to Question # 7)
 Prefer not to answer (Skip to Question # 7)

- 6) Was the Victims' Compensation Application approved?
 Yes Do not know
 No Prefer not to answer

- 7) Have you or someone in your household ever been directly impacted by a crime?
 Yes
 No (Skip to Question # 17)

- 8) Please indicate all crime(s) that have impacted you or someone in your household by ranking them from most impact to least impact on you and/or your household. Rank only those that apply, placing a "1" next to the most impactful crime, and so on.

Appendix III-3: Printable Questionnaire for Victims of Crime

- | | |
|---|--|
| <input type="checkbox"/> Physical Assault | <input type="checkbox"/> Domestic Abuse/Domestic Violence |
| <input type="checkbox"/> Homicide/Murder | <input type="checkbox"/> Injury by a DUI Offender |
| <input type="checkbox"/> Harassment/Bullying | <input type="checkbox"/> Physical Assault or Domestic Violence against an Older Adult/Senior |
| <input type="checkbox"/> Burglary | <input type="checkbox"/> Human Trafficking (Sex/Labor) |
| <input type="checkbox"/> Kidnapping | <input type="checkbox"/> Robbery |
| <input type="checkbox"/> Arson | <input type="checkbox"/> Larceny/Theft |
| <input type="checkbox"/> Rape/sexual assault | <input type="checkbox"/> Identity Theft/Financial Abuse/Scam |
| <input type="checkbox"/> Child Sexual Abuse/Assault | <input type="checkbox"/> Stalking |
| <input type="checkbox"/> Child Physical Assault | |
| <input type="checkbox"/> Other (please specify) _____ | |

9) For the crime that impacted you or someone in your household the most, please indicate if you or someone in your household reported the offense to police/law enforcement.

- Yes (Skip to Question # 11)
- No
- I do not know (Skip to Question # 11)
- Someone outside my household contacted police/law enforcement (Skip to Question # 11)
- Prefer not to answer (Skip to Question # 11)

10) You indicated that the offense that impacted you or someone in your household the most was not reported to police/law enforcement by you or a member of your household. Please use a ✓ to indicate the extent to which the following reasons impacted why you or someone in your household did not report the offense to police/law enforcement:

Reasons for not reporting	Not at all a reason	Somewhat of a reason	Moderate reason	Substantial reason	Critical reason
Did not think the police could/would do anything to help me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ashamed/embarrassed about victimization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerned about what others would think (e.g., family, friend, community members)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caretaker was/is offender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Victim was a child/was too young	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religious beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not want the offender to get in trouble	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid kids would be taken away	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of being arrested for criminal involvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Worried about being blamed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of deportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of not being believed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid of retaliation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was not sure if it was a crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not want to get involved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not know how to report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix III-3: Printable Questionnaire for Victims of Crime

Do not trust the police	<input type="radio"/>				
Do not trust government	<input type="radio"/>				
Reported to someone else (e.g., credit card company, clergy, physician)	<input type="radio"/>				
Other:	<input type="radio"/>				

11) Please use a ✓ to indicate if you or someone in your household needed, sought, and/or received any of the following these services as a result of the crime that impacted you the most. Select all if they apply.

Services	Needed	Sought	Received
Counseling, Therapy, or Mental Health Services			
Peer Support Groups (someone to talk to about what happened)			
Drug and Alcohol Addiction Support/Treatment			
Medical/Healthcare Services			
Medical exam for sexual assault			
Accompaniment to medical services			
Child Advocacy Center services (including forensic interview for child victim)			
Court accompaniment and/or assistance in court system procedures			
Notices about the status of court hearings and/or location of the criminal defendant			
Victim/Witness Protection			
Information/free resources about services available			
Legal assistance/representation			
Legal Immigration services related to the crime			
Basic needs (i.e., clothing, food, shelter)			
Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)			
Emergency Shelter and/or Short-term Housing			
Long-term Housing			
Relocation Services (money or assistance to move to a different home)			
In-home Personal Care (i.e. day care for children, medical care for elder or disabled adult victims)			
Emergency Financial Assistance			
Employment assistance			
Assistance filling out compensation forms for reimbursement/payment of crime-related expenses			
Financial assistance for funeral/burial services			
Language/Interpretation services			
Safety/Security Planning			
Accommodations for victims/survivor with disabilities (e.g. assistive technology, signing, etc.)			
Crisis response at the crime scene			
Crisis Hotline			

Appendix III-3: Printable Questionnaire for Victims of Crime

Continuing Crisis Assistance			
Someone to help coordinate victim services			
Faith-based/spiritual help			
Other:			

12) Please rate the quality (i.e., accessibility, acceptability, adequacy) of any of the following services that you or someone in your household received/used from any organization in your community as a result of the crime that impacted you or someone in your household the most (See Question # 8). Circle a number from 0 - 5 where “Poor Quality” = 0 and “Excellent Quality” = 5. Rate all that apply. If none of the following services were received as a result of the crime, skip to Question # 14.

Services	Poor Quality					Excellent Quality
	0	1	2	3	4	5
Counseling, Therapy, or Mental Health Services	0	1	2	3	4	5
Peer Support Groups (someone to talk to about what happened)	0	1	2	3	4	5
Drug and Alcohol Addiction Support/Treatment	0	1	2	3	4	5
Medical/Healthcare Services	0	1	2	3	4	5
Medical exam for sexual assault	0	1	2	3	4	5
Accompaniment to medical services	0	1	2	3	4	5
Child Advocacy Center services (including forensic interview for child victim)	0	1	2	3	4	5
Court accompaniment and/or assistance in court system procedures	0	1	2	3	4	5
Notices about the status of court hearings and/or location of the criminal defendant	0	1	2	3	4	5
Victim/Witness Protection	0	1	2	3	4	5
Information/free resources about services available	0	1	2	3	4	5
Legal assistance/representation	0	1	2	3	4	5
Legal Immigration services related to the crime	0	1	2	3	4	5
Basic needs (i.e., clothing, food, shelter)	0	1	2	3	4	5
Transportation (e.g. to receive services; to attend court hearings, medical appointments, etc.)	0	1	2	3	4	5
Emergency Shelter and/or Short-term Housing	0	1	2	3	4	5
Long-term Housing	0	1	2	3	4	5
Relocation Services (money or assistance to move to a different home)	0	1	2	3	4	5
In-home Personal Care (i.e. day care for children, medical care for elder or disabled adult victims)	0	1	2	3	4	5
Emergency Financial Assistance	0	1	2	3	4	5
Employment assistance	0	1	2	3	4	5
Assistance filling out compensation forms for reimbursement/payment of crime-related expenses	0	1	2	3	4	5
Financial assistance for funeral/burial services	0	1	2	3	4	5
Language/Interpretation services	0	1	2	3	4	5
Safety/Security Planning	0	1	2	3	4	5
Accommodations for victims/survivor with a disability (e.g. assistive technology, signing, etc.)	0	1	2	3	4	5
Crisis response at the crime scene	0	1	2	3	4	5

Appendix III-3: Printable Questionnaire for Victims of Crime

Crisis Hotline	0	1	2	3	4	5
Continuing Crisis Assistance	0	1	2	3	4	5
Someone to help coordinate victim services	0	1	2	3	4	5
Faith-based/spiritual help	0	1	2	3	4	5
Other:	0	1	2	3	4	5

13) How did you or someone in your household find out about the service(s) that were received/used as a result of the crime that impacted you the most? Please use a ✓ to select all that apply.

- Police/Detective/Law Enforcement
- Friend
- Family
- Victim advocate/Victim service agency/Not-for profit organization
- Counselor/Mental health services/Psychiatrist
- Medical Services (doctor, nurse, hospital, clinic, dentist)
- Clergy (Priest, Pastor, Rabbi, Imam, or other religious official)
- Attorney
- Hotline/1-800#
- Teacher or professor
- Significant other
- Coroner
- Funeral Director
- Flyer/Brochure
- Social Media
- Internet Search
- Co-worker(s)
- Bank
- Credit Card Company
- Human resources from place of employment
- Prefer not to answer
- Other (please specify): _____

14) Please use a ✓ to indicate the extent to which the following barriers prevented you or someone in your household from seeking/receiving the service(s) you or someone in your household needed as a result of the crime that impacted you the most.

Services	Not at all a barrier	Somewhat of a barrier	Moderate barrier	Substantial barrier	Critical barrier
Service(s) not available	0	0	0	0	0
Unaware of service(s)	0	0	0	0	0
Service(s) not in an accessible location	0	0	0	0	0
Transportation	0	0	0	0	0
Work schedule conflict	0	0	0	0	0
No response from service(s) provider	0	0	0	0	0
Service(s) not available/accessible due to disability	0	0	0	0	0
Changed mind	0	0	0	0	0
Competing needs of household	0	0	0	0	0
No childcare available	0	0	0	0	0

Appendix III-3: Printable Questionnaire for Victims of Crime

Language barrier	0	0	0	0	0
Inconvenient service hours	0	0	0	0	0
Thought crime occurred too far in the past to seek/receive services	0	0	0	0	0
Did not consider myself a victim	0	0	0	0	0
Did not know that I was eligible for services	0	0	0	0	0
Ashamed/Embarrassed about victimization	0	0	0	0	0
Afraid of not being believed	0	0	0	0	0
Concerned about what others would think (e.g., family, friend(s), community member(s))	0	0	0	0	0
Caretaker was/is offender	0	0	0	0	0
Was a child/was too young	0	0	0	0	0
Made contact with someone, but help was not given/not believed	0	0	0	0	0
I thought I was OK/thought I could deal with it on my own	0	0	0	0	0
Afraid of losing housing	0	0	0	0	0
Did not know services were free	0	0	0	0	0
Afraid of deportation	0	0	0	0	0
Protecting the offender from the justice system	0	0	0	0	0
Afraid of retaliation	0	0	0	0	0
Did not trust government	0	0	0	0	0
Did not trust the police	0	0	0	0	0
Did not trust courts	0	0	0	0	0
Religious beliefs	0	0	0	0	0
Concerned services would not be sensitive to my cultural beliefs	0	0	0	0	0
Afraid of losing privacy	0	0	0	0	0
Service is not accessible	0	0	0	0	0
Time commitment/other household responsibilities were more important	0	0	0	0	0
Worried about being blamed	0	0	0	0	0
Still dealing with issues involving crime	0	0	0	0	0
Other:	0	0	0	0	0

15) If you indicated that you or someone in your household was most impacted by a crime, please tell us who is the primary victim/survivor to which these responses apply.

- Me
- Someone in my household

16) Please indicate if you would you like to provide information about an additional victim/survivor experience, then copy & complete Questions # 9-15 again based on this experience.

- Yes, I am reporting an additional victim/survivor experience
- No additional experience to report

DEMOGRAPHIC INFORMATION

The following questions request demographic information about the victim/survivor, either yourself or someone in your household.

17) In which Pennsylvania county does the victim/survivor currently reside? _____

18) Which of the following best describes where the victim/survivor lives?

- Urban
- Suburban
- Rural
- Other _____

19) What is the age of the victim/survivor?

- 0-12
- 13-17
- 18-24
- 25-59
- 60 and older
- Prefer not to answer

20) With which gender does the victim/survivor most identify?

- Male
- Prefer not to answer
- Other (please specify) _____
- Female

21) Which of the following best describes the sexual orientation of the victim/survivor?

- Heterosexual
- Lesbian/Gay
- Bisexual
- Queer/Questioning
- Prefer not to answer
- Other: _____

22) Which of the following best describes the employment status of the victim/survivor?

- Employed full time
- Employed part time
- Unemployed trying to find employment
- Unemployed not trying to find employment
- Unemployed - disabled
- Retired
- Prefer not to answer

23) Please indicate the highest level of education completed by the victim/survivor.

- Elementary school
- High school Diploma/G.E.D.
- Some college
- Associates degree
- Trade/Technical School certification
- Bachelor's degree
- Master's degree
- Doctoral/Professional degree
- Prefer not to answer

24) How many children under 18 live with the victim/survivor of the?

- (Insert number) children under 18 live with the victim/survivor
- None

25) What is the relationship status of the victim/survivor?

- Married
- In a relationship/living with significant other
- In a relationship/not living with significant other
- Divorced/Separated/Widowed
- Single/Not in a relationship
- Do not know
- Prefer not to answer
- Other (please specify) _____

26) What is the citizen status of the victim/survivor?

- Born in the United States of America
- Naturalized Citizen of the United States of America
- Has a Visa
- Is working toward becoming a citizen
- Is undocumented
- Do not know
- Prefer not to answer
- Other (please specify) _____

27) Is the victim/survivor a U.S. veteran?

- Yes
- No
- Prefer not to answer

28) Does the victim/survivor have any medical or health-related disabilities including physical, mental, or emotional conditions that interfere with daily living activities?

- Yes
- No (Skip to Question # 30)
- Prefer not to answer (Skip to Question # 30)

29) Please indicate the type(s) of disability that the victim/survivor are dealing with. Select all that apply.

- Emotional
- Intellectual
- Physical
- Prefer not to answer
- Other (please specify) _____

30) With which race(s)/ethnicity(ies) does the victim/survivor most identify? Check all that apply.

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino

- Native Hawaiian or Other Pacific Islander
- White
- Do not know
- Prefer not to answer
- Other (please specify) _____

31) What is the religious affiliation of the victim/survivor?

- Christian
- Jewish
- Muslim
- Buddhist
- Hindu
- No religious affiliation
- Prefer not to answer
- Other: _____

32) What language(s) does the victim/survivor speak fluently? Check all that apply.

- English
- Spanish
- German
- Pennsylvania German/Dutch
- Chinese (including Mandarin)
- Italian
- French

- Russian
- Vietnamese
- Korean
- Polish
- Arabic
- Hindi
- Other: _____

33) As someone who has been directly impacted by crime, please use the space below to tell us what you need.

34) What is the single most important thing that Pennsylvania could be doing to improve services to victims/survivors of crime?

Thank you for participating in our Victims' Services Needs Assessment. Please mail your completed survey to the following address:

**Office of Victims' Services
PO Box 1167
Harrisburg, PA 17108-1167**

If you know someone else who has been impacted by crime and could provide valuable input on victims' services, please share a copy of this questionnaire or forward the link below:

https://iup.co1.qualtrics.com/jfe/form/SV_4VdmpQ6VqplPn9j

The results of this needs assessment by county will be posted on the PA Crime Victims website once the responses are tabulated. Please check this website in March 2018. The Victim Services Needs Assessment Final Report, along with findings and recommendations, will be available in June 2018 and will also be posted on the PA Crime Victims' website:

www.pacrimevictims.com

For additional assistance, or to find out more about services available to victims of crime, please visit the Office of Victims' Services website at:

<http://www.pccd.pa.gov/Victim-Services>