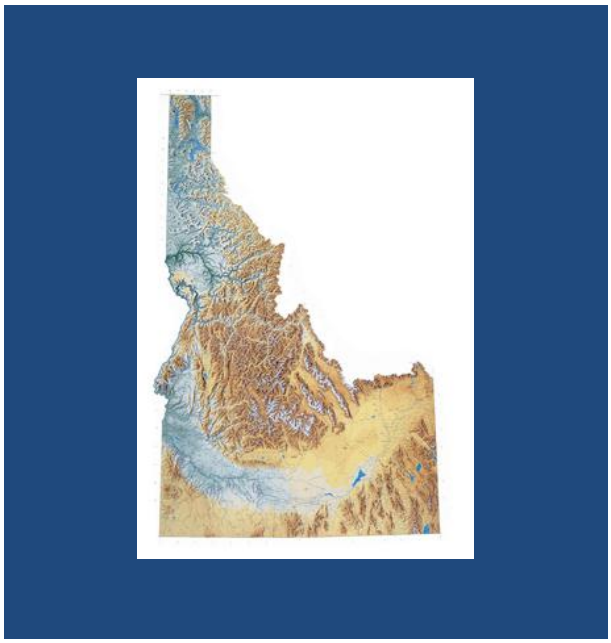

Crime Victims in Idaho:
An Assessment of Needs and Services

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Table of Contents

Introduction

The Idaho Department of Health and Welfare and the Idaho Council on Domestic Violence and Victim Assistance (ICDVVA) (one of the Victim of Crime Act [VOCA]-administering agencies in Idaho) contracted with researchers at Boise State University to conduct a statewide assessment of crime victims' needs and current victim services. The needs assessment incorporated several underlying goals (including the source of our data):

GOAL 1: Uncover the nature and scope of victimization in Idaho (Idaho Incident Based Reporting System [IIBRS]);

GOAL 2: Identify the types of agencies that have contact with victims of crime (agency survey);

GOAL 3: Capture the services offered by these agencies (agency survey);

GOAL 4: Analyze service usage as reported by VOCA-funded agencies in Idaho (VOCA agency reporting data);

GOAL 5: Pinpoint existing barriers to crime victims accessing existing services (agency survey, victim survey, site visits); and

GOAL 6: Ascertain gaps in needed services (agency survey, victim survey, site visits).

As can be seen, multiple methods were used to collect data. This paper reports the results from these data collection efforts and subsequent analyses. The next section will describe the report in greater detail.

Structure of the Report

This needs assessment is organized into chapters with each focusing on a single aspect of the study. A brief overview of the specific methodology used for the data collection effort is provided in each chapter with full methodologies and instruments included in the Appendices. Chapter 1 provides a brief review of previous research on the crime victims' rights movement, services available to victims, services sought out by crime victims, and needs assessments conducted in other states. Chapter 2 covers the nature and extent of victimization in Idaho through analyses of agency data made available for this study (Idaho Incident Based Reporting System [IIBRS]. Chapter 3 includes the results of the first survey conducted for this assessment which describes the agencies in Idaho that have contact with victims of crime. Chapter 4 offers a qualitative analysis of our site visits across the state. Chapter 5 concludes the data portion of this report with the results of the crime victims survey which was the second survey conducted for this assessment. Chapter 6 follows with a more focused analysis of data submitted to the ICDVVA by VOCA-funded victim service organizations in Idaho. Chapter 7 covers the recommendations emanating from these analyses and a brief discussion and conclusion. All tables and figures are in the Appendices and organized according to these chapters.

Chapter 1

Review of Relevant Research

Evolution of Crime Victims' Rights and Services in the United States

Statutes codifying the rights of victims of crime and the services that are available within the criminal justice system and out in communities are the results of decades of effort among those involved in the crime victims' rights movement. This section will provide a brief discussion of that movement across the United States.

The victims' rights movement (VRM) in the U.S. was heavily influenced by the social context of the time. The civil rights, anti-war, and women's rights movements of the 1960's and, later, the law & order movement all contributed perspectives, tactics, and/or goals to the effort of gaining rights and services for victims of crime (Growette Bostaph, Cooper, & Stroman, forthcoming). The civil rights movement's foundational stance that all people deserve to be treated with dignity was a cornerstone for the VRM. Many victims, particularly victims of domestic violence and rape, experienced stigmatization and misplaced blame from society due to myths specific to those crimes. The VRM also borrowed from the anti-war movement. The anti-war movement was predicated on the idea that average citizens have the right to question the activities and decisions of their government. This concept allowed for the development of victim advocacy within the criminal justice system. It is not difficult to understand what the women's movement brought to the VRM. Advances in societal awareness of and responses to domestic and sexual violence originated within the women's rights movement. Services, policies, and best practices in responding to victimization were developed and expanded through the work of both movements. While the VRM learned much about political maneuvering from the law & order movement, it also experienced the negative consequences of being co-opted as the law & order

movement sought to use the suffering of victims as a means to increase the punitive nature of the criminal justice system (Growette Bostaph et al., forthcoming).

OVC (2002) has grouped the VRM into a series of five stages, each one capturing the evolution of rights and services for victims of crime. Stage 1, from the early to mid-1970's, documents the initial responses to victims of crime, including the first battered women's shelters, rape crisis centers, and the initial iterations of the National Crime Victimization Survey (NCVS). Stage 2 covers the deep recession of the late 1970's and early 1980's where established victims' rights organizations clashed over limited funding availability. Stage 3 (early-mid 1980's) included media campaigns that led to legislative successes, setting the stage for the services that victims currently can access (when available), such as the Family Violence Prevention and Services Act (FVPSA, 1982) and the Victims of Crime Act (1984). Stage 4, spanning the late '80's to early 1990's, saw continued legislative expansion and precedent setting court decisions in support of victims' rights in the courtroom. Currently, the VRM is in Stage 5 with a focus on developing professionalism amongst victim service providers and ensuring existing victims' rights and services are accessible to underserved and marginalized populations (Growette Bostaph et al., forthcoming; OVC, 2002).

Evolution of Crime Victims' Rights and Services in Idaho

The beginnings of crime victims' rights and services in Idaho are connected to the creation, through statute, of the Idaho Women's Commission (Growette Bostaph & Cooper, 2007). Established in the 1960's and reporting directly to the governor, the Idaho Women's Commission was charged with increasing the awareness of and participation in the political and legal systems. One of the methods used to meet that goal was the creation and distribution of a manual called, "Idaho Laws: A Guide for Women & Families". The manual was published for

over two decades and, in its final form, also included information on victims' rights and compensation (Growette Bostaph & Cooper, 2007).

In addition to the Idaho Women's Commission, other services for crime victims, specifically for victims of domestic violence, existed across the state, even prior to any legislative mention of domestic violence (Growette Bostaph & Cooper, 2007). However, it was not until the 1980's before the State passed victims' rights and/or services legislation. The Idaho Council on Domestic Violence and Victim Assistance was created via statute in 1982 to serve as the funding agent for federal monies earmarked for victims' services. In 1986, after passage of the federal VOCA bill, Idaho created the Idaho Crime Victim Compensation Board and, in the next year, passed the Domestic Violence Crime Prevention Act (1988) which statutorily defined domestic violence and outlined the need for orders for protection and ongoing domestic violence training for law enforcement officers.

However, the most significant event in victims' rights and services in Idaho was the passage of the Victims' Rights Amendment in 1992 (Office of the Attorney General, 2004). This amendment to the state constitution afforded crime victims constitutional protection of their rights, theoretically on par with the rights of defendants. The enumeration of those rights, most of which are commonly held rights across other states, whether statutorily or constitutionally based, can be found here: http://www.ag.idaho.gov/publications/victims/VictimsRights.pdf .

Crime Victims' Services

Research has demonstrated that victims often experience negative consequences from victimization, such as post-traumatic stress disorder (PTSD), anxiety, depression, and economic constraints (Bennett, Riger, Schewe, Howard, & Wasco, 2004; Logan, Evans, Stevenson, & Jordan, 2004; Grossman, Lundy, Bertrand, Ortiz, Tomas-Tolentino, Ritzema, & Matson, 2009;

Grossman, Lundy, George, & Crabtree-Nelson, 2010). In an attempt to gain greater access for victims of crime, activists pushed for the system to treat crime victims with equal importance. For example, as previously mentioned, in 1984, FVPSA and VOCA were passed. Along with the Violence Against Women Act in 1994, these pieces of legislation provide competitive funding for community advocacy organizations, which is used to provide services to victims of crime (United States Government Accountability Office, 2007).

In response, a variety of services have been developed to help victims during their time of need: shelters, housing assistance, counseling, advocacy, legal assistance, criminal justice system support, financial compensation, and restitution (United States Government Accountability Office, 2007). These services may exist both within an established system (criminal justice or social service) and outside of a system (community-based, non-profit). Two of the most common avenues for delivering services are community-based advocates and victim-witness coordinators.

Community-based advocates exist primarily in a non-profit agency and often serve as a spokesperson for the victim when interfacing with various agencies and services. An advocate will explain the request and/or position of the victim and work to obtain needed services for them. Since they are not affiliated with a governmental institution, community-based advocates are more likely to be able to offer confidential services. In fact, many states have laws extending confidentiality to advocates who work with sexual assault victims.

Victim-witness coordinators are employed by policing and prosecutorial agencies (Yun, Swindell, & Kercher, 2009). Generally, their positions involve ensuring that statutory rights are afforded to all crime victims, working as a liaison between the victim and the criminal justice system, connecting victims to community-based services, and educating the victim about the processes and procedures involved in a criminal justice response to crime. As an employee of a

governmental agency, specifically those involved in criminal investigations and prosecutions, it is difficult (if not prohibited) for a victim-witness coordinator to offer confidentiality to a crime victim (Jerin, Moriarty, & Gibson, 1995).

Crime victims can receive financial assistance as well. Compensation programs are funded through the Crime Victim Fund established under VOCA. These funds are gathered from fines levied against those convicted of federal crimes. Monies are disbursed to states which, in turn, compensate crime victims for certain costs associated with the crime. Eligibility is restricted by crime type, reporting requirements, and type of costs to be covered. Restitution involves the offender reimbursing the victim for costs associated with the crime. Restitution is often ordered as part of an offender's sentence. The offender pays the court administrator's office which then disburses the monies directly to the victim. Restitution is generally limited to costs of stolen or destroyed property, medical/counseling expenses, or other costs directly tied to the crime. Collection rates on restitution vary across jurisdiction, crime type, and are obviously dependent upon an offender's ability to pay, although there are measures, in most states, for an unpaid restitution order to result in a civil lien. State compensation programs may seek restitution from offenders through the courts in order to replenish funds dispensed to the victim(s) of crimes that were covered.

While multiple services exist to support crime victims, not all victims seek or use these services. The next section will discuss the factors involved in victims' decisions to access services.

Help-Seeking Behavior of Crime Victims

A number of studies have examined factors that differentiate between victims who do and do not seek out services. Langton (2011) reported that only nine percent of victims of serious

crime, on average from 1993-2009, received services. Overall, official reporting (14%), women (15%), victims of serious intimate partner violence (IPV) (23%), rape/sexual assault victims (21%), and those who were injured were more likely to access services (15%).

Due to their increased likelihood of using services, victims of IPV and sexual violence comprise the samples of other studies as well. Miller Clevenger and Roe-Sepowitz (2009) investigated predictors of shelter stays among women IPV victims. Women with children were more likely to stay in shelters as were those who were not at home when they reported the assault, women without orders for protection, and those who suffered injuries. While in a shelter, victims of IPV most frequently seek counseling, employment, and educational services. In fact, even though trauma effects often continue after short term shelter stays, women were more likely to only access individual counseling while in the shelter as opposed to group counseling (Grossman et al., 2010).

However, victims of IPV and sexual violence are not homogenous in help-seeking behavior. Grossman et al. (2009) reported that survivors of child sexual assault received more services compared to adult survivors of sexual assault. Age may impact services as well. Lundy and Grossman (2009) identified differences across older and younger victims of IPV. Older victims were more likely to be referred to services through legal agencies and require more accommodations in receiving services than younger victims, possibly reflecting increased complexity in IPV cases involving older victims. Yet, although older victims may require a more multifaceted set of services, on average, they received fewer resources than younger victims of IPV (Lundy & Grossman, 2009).

Due to these differences across crime events, situational characteristics, and victim demographics in terms of service usage, the desire to increase the types of services and access to

said services for victims of crime has necessitated more in-depth analyses. Towards this end, a number of states have engaged in needs assessments. The next section will discuss the findings from some of these assessments.

Assessments of Crime Victims' Needs

Over the past few years, researchers in several states across the nation have developed and implemented victim services needs assessments to gain a better understanding of the different challenges that arise when serving crime victims. Goals of the various assessments included identifying services currently available to crime victims, gaps in service provision, and the needed services within the community (Butler, Swenson, Krugerud, Plante, & Clausen, 2001; Elliot, Cellarius, & Horn, 2013; Peterson & Underwood, 2000; Warnken, 2012). The results from these different assessments highlight troubling findings in service provision.

Victim services professionals in Kansas' reported that victims often were lost within the system and it was not a guarantee that they would be provided with their own rights as crime victims (Peterson & Underwood, 2000). In addition, several resources were lacking for victims who were classified as a special or vulnerable population. The elderly, individuals with special needs, and adolescents often encountered more barriers because providers were less likely to be able to accommodate their needs (Peterson & Underwood, 2000). Furthermore, agencies often reported that funding was an issue that hindered quality service provision. While community based advocacy agencies are able to apply for federal funding, Elliot and colleagues (2013) reported that agencies in Oregon depended heavily on private donations to help provide adequate services, which could be negatively affected if the private donations were to ever decrease. Finally, results from assessments conducted in Minnesota, Oregon, Kansas, and California demonstrated that communities were unaware of available victim services or there was a lack of

support for service agencies (Butler et al., 2001; Elliot et al., 2013; Peterson & Underwood, 2000; Warnken, 2012).

While a majority of the assessments focused on the services available to victims of crime, some of the assessments also discussed issues that arise for victim service professionals. After administering a state needs assessment in Alaska, Rosay (2009) reported that, while a majority of participants had received training over a broad spectrum of topics, many indicated that more relevant training was needed. Lack of appropriate training could hinder the quality of services a victim might be receiving, the relationship between the professional and the victim, as well as the overall physical and psychological health of the professional (Rosay, 2009).

As a requirement for federal STOP and SASP funding, the Idaho State Police (ISP) Planning, Grants, and Research Office examined the service needs, pertaining to IPV, sexual assault, and stalking crimes, using multiple sources of previously collected data. STOP and SASP grantees reported training for criminal justice professionals, community outreach, and transportation as the "most significant areas of remaining need, with regard to improving services to victims/survivors" (Idaho State Police Statistical Analysis Center [ISP-SAC], 2014a, p. 6). Criminal justice professionals, in regards to what services were lacking for victims of domestic violence, most frequently identified community outreach, shelter, counseling, and offender treatment as areas for improvement. In terms of services for sexual assault victims, SART/SANE programs, community-based offender assessment/treatment, and community outreach were the modal responses (ISP-SAC, 2014a).

Gaps in services, accessibility, and knowledge among victim services and victim service professionals have all been identified in these needs assessments. The following chapters will

describe the needs assessment conducted in Idaho, the results of multiple data analyses, and recommendations for improvements in serving victims of crime.

Chapter 2

Secondary Data Analysis

Existing sources of data on crime victimization were explored to assist in contextualizing crime victimization in Idaho (e.g., the types, frequency, and characteristics of victimization). Initially, the National Incident-Based Reporting System (NIBRS), National Crime Victimization Survey (NCVS), and Idaho Crime Victimization Survey (ICVS) were all identified as potential sources of data.

Idaho participates in the FBI's NIBRS data collection effort (Idaho IBRS). Idaho law enforcement agencies report administrative, offense, property, victim, offender, and arrestee information for 49 specific crimes through the NIBRS to the FBI (Criminal Justice Information Services [CJIS], 2013). For years 2007-2013, there were 539,866 crime victims on whom the following data were collected: age, sex, race, ethnicity, resident status, victim-offender relationships, injuries, and circumstances of certain crime types (Federal Bureau of Investigation, 2013).

Through the NCVS, the U.S. Census Bureau obtains data annually for the Bureau of Justice Statistics using a nationally representative sample of 90,000 households. Data include frequency, characteristics, and consequences of criminal victimization (Bureau of Justice Statistics [BJS], 2014a). The NCVS's sampling design was developed to provide national estimates, and while victimization in certain places (i.e., heavily populated metropolitan areas) has been examined using NCVS data, the capacity to explore estimates for smaller, less populated localities is limited (Addington, 2008; Lauritsen & Schram, 2005; Wiersema, 1999).

The ICVS is modeled after the NCVS and is reported on by the Idaho State Police Statistical Analysis Center. The most recent survey's sample size was 1,517 (23.3% response

rate) (ISP-SAC, 2014). Data are collected on property and violent crime, domestic violence, identity theft, perceptions of crime and neighborhood safety, and police services.

After careful assessment and consideration of data benefits and limitations, the decision was made to use the Idaho IBRS data for descriptive purposes in this report, excluding further reference and analysis of NCVS and ICVS data. As indicated, the NCVS would not be valid for describing victimization in less populated metropolitan or rural areas (i.e., Idaho). The ICVS has theoretical promise, but lacks validity (i.e., accuracy) due to low response rates in practice. The primary concern with response rates below a moderate threshold of 50% is selection bias. In other words, it is unknown in what ways those who did choose to respond (the minority) are different from those who did not choose to respond (the majority). Thus, the data tell us about the victimization experiences of those who responded, but may not be generalizable or representative of all crime victims in Idaho, and should not be used as the sole basis for policy suggestions or generalizations about the state.

While not without its own limitations, this leaves the Idaho IBRS data. Descriptive information on victimization in the state is presented in this report using the IIBRS data. Data presented span the years 2007-2013. The sample sizes vary across analyses due to missing or incomplete data. In other words, not all information was available or recorded for each victimization reported to law enforcement. These data are also limited in that they only tell us about reported crime and victimization incidents, not those that went unreported. However, as the more robust secondary data source, the IIBRS data are presented in the following section and the availability of victimization data for the state is discussed in the Recommendations.

Results

Descriptive analyses of Idaho's IBRS data provide a picture of reported crime in Idaho. Data for the years 2007 through 2013 were chosen to mirror the VOCA statistics (see Chapter 4). Table 2.1 illustrates the total numbers of reported victimizations in each of the seven years. At the time of analysis, 2013 data had not been completed, thus the appearance of a substantial reduction in victimizations. The table also indicates that victimizations have been declining over the past several years. Figure 2.1 is a graphical depiction of the rate of victimizations per 1,000 persons across years. Because data were not complete, the figure does not contain rates for 2013. As illustrated, there has been an overall downward trend in the victimization rate across years.

The overall crime rate across years in metropolitan and non-metropolitan counties are also displayed, given Idaho's rural climate (see Figure 2.2). The crime rate in the metropolitan counties is based upon the population of 12 counties, and the crime rate in non-metropolitan counties is based upon the population of 32 counties, identified as such by the 2013 Rural-Urban Continuum Codes (United States Department of Agriculture Economic Research Service [USDA ERS], 2013). Crime rates in both metropolitan and non-metropolitan counties have been declining overall. The reduction over five years for metropolitan counties is 4.90%, and, in non-metropolitan counties, it is 4.09%. This does indicate that the rate of decline is higher in metropolitan counties and may provide evidence that further examination of differences in declines between non-metropolitan and metropolitan areas is needed.

The Idaho IBRS data are useful for providing descriptive information about victims of reported crime in the state. As represented in Table 2.2, 51% of victims are male, 89% are white, 82.7% are non-Hispanic, and most victims are between adolescence and young adulthood (42.89%). The average victim age is approximately 35 years. In terms of types of victimizations,

non-violent crimes represent about two-thirds of victimizations and violent crimes one-third (see Table 2.3). The most common non-violent offenses are larceny (28.3%) and destruction of property (14.9%). The most common violent offenses are assaults (33.5%), followed by sex offenses (3.4%).

Victim-offender relationship data are collected for violent offenses against persons (i.e., kidnapping, assault, sex offenses, robbery, and homicide). Violent victimizations are most commonly perpetrated by acquaintances (33.9%) and intimate partners (25.6%) (see Table 2.4). One of the benefits of the IBRS data is that information is collected regarding the circumstances of the offense. These data provide additional details about common crime elements. As indicated in Table 2.5, victimizations most frequently occur in a residence (63.56%), and generally the weapon is the perpetrator's person (e.g., hands, feet, teeth; 81.4%). Although indication of a hate bias/motivation for victimization is infrequent, it was present in 378 victimizations across years. Data are also collected on the offender's suspected intoxication during a criminal offense. Law enforcement positively identified alcohol intoxication in 31,929 victimizations and drug intoxication in 4,843 victimizations.

Comparable self-report victimization data would be useful for depicting victimizations that are not reported to police. However, the Idaho NIBRS data do indicate some trends in victimization that may be useful in considering the provision of victim services: 1) the majority of victims are of non-violent property crimes; 2) assaults (approximately 50% of victims are male) and sex offenses (approximately 83% of victims are female) are the most common violent crimes; 3) the majority of victims know their perpetrator; 4) the percent decline in victimizations across years in non-metropolitan counties is lower than the percent decline in metropolitan counties. Thus, if victim services are in alignment with basic needs as identified by IIBRS data,

it would be expected that 1) property crime victims are the most common accessors of services, followed by male and female assault and sex crime victims; 2) victim service providers recognize the role of victim-offender relationship and develop strategies for working with victims who know their offenders; and 3) victim services would be widely available not only in metropolitan counties but also in non-metropolitan counties, with a particular emphasis on overcoming rural barriers. Comparison of these expectations with data collected over the course of this study will be addressed in the Recommendations.

Chapter 3

Agency Survey

The purpose of the agency survey was to conduct a census of all agencies and organizations in Idaho that may come into contact with crime victims in order to describe a variety of agency characteristics. These characteristics included geographic location and coverage, type of crime victims served, underserved and vulnerable populations encountered, direct services provided and needed, barriers, other agency activities, and demographics. An online and mail survey was administered to agencies throughout the state to gather this information.

A list was compiled of all agencies in the state that may serve crime victims. This list ranged from common victim services providers such as community-based agencies, law enforcement, and prosecutors to mental health providers, social services, and homeless shelters. E-mail addresses were obtained from all identified agencies where available. The online version of the survey was sent to 417 unique e-mail addresses and 10 surveys were sent by mail to agencies that did not have an e-mail address. Respondents were encouraged to forward the survey on to others though it was specified that the survey should be completed only once by each agency. After several reminders, 147 surveys were returned however only 117 of those were deemed viable for data analysis, resulting in an estimated response rate of about 27%.

The survey was constructed using several sources to enhance validity (i.e., accuracy) and reliability (i.e., consistency). Several other states have conducted similar needs assessments. Thus, the reports of many of these studies were consulted to aid in creating the present survey. In addition, the researchers are knowledgeable about the field of victim services generally, as well as specifically in Idaho. The survey contained a variety of closed- and open-ended questions to

examine the services, needs, and barriers of participating agencies. Approval was obtained from Boise State University's Institutional Review Board prior to administering this confidential survey of crime victim service providers in Idaho.

Results

The data collected from the agency survey were compiled and analyzed using *Statistical Package for the Social Sciences (SPSS*) software. The majority of the analyses were descriptive in nature with a focus on agency characteristics, needs, and barriers. The findings are presented in tables where appropriate and discussed in detail below.

Function and location. One of the first questions on the survey asked respondents to identify the primary function of their agency. The majority of respondents indicated the primary function of their agency as direct service provider (23.1%) and other (20.5%) (see Table 3.1). The other category included a variety of responses such as court management, advocacy, and civil legal services (see Appendix B). The remaining respondents identified the primary function of their agency as law enforcement (16.2%), prosecutor's office (12.8%), social services/welfare (11.1%), mental health services (10.3%), health/human services (2.6%), medical provider (1.7%), and faith-based services (1.7%). Respondents were also asked to indicate all functions of their agency (i.e., check all that apply). While the majority indicated one function (n=104), nine indicated two functions, three indicated three, and one indicated four (see Appendix B).

Respondents were next asked in which county their agency is located (see Table 3.2). The majority of respondents were in Ada County (31.0%), followed by Bannock County (9.5%), Canyon County (9.5%), Kootenai County (7.8%), and Twin Falls County (6.9%). While not all Idaho counties were represented in terms of agency location, over half were (i.e., 25 of 44 counties). According to designations assigned by the USDA ERS (2013), 63.8% of respondents

(n=74) were from agencies in metro counties and just over 36% (n=42) from agencies in non-metro counties (see Table 3.3).

Respondents were also asked to indicate all counties their agency serves (see Table 3.4). A total of 14 respondents reported that they serve all counties in Idaho. In terms of the most frequently served individual counties, 22 agencies serve Ada County, 20 were in Canyon County, with 14 in Minidoka County, and 13 in Bonner County. The least frequently listed counties included Butte, Clark, Custer, Teton, and Lemhi counties, selected by five or fewer agencies (excluding those who indicated they serve all counties). It is important to note that, with the exception of Butte County, which is designated a metro county despite its population of fewer than 3,000 residents, the remaining of the least frequently served counties are all designated non-metro (i.e., rural) (USDA ERS, 2013). Decreased agency coverage of these smaller and non-metro counties could simply be a function of population size (i.e., fewer victims due to lower population sizes) or it could be the result of difficulties regarding rural outreach which are discussed in more detail below in the section on needed services and barriers.

Populations served. The first contingency question on the survey asked respondents if their agency served any crime victims between 2008 and 2014 (regardless of whether the crime was reported to law enforcement). A total of 94 participants responded affirmatively. Six agencies did not serve crime victims and an additional 17 indicated their agency does not track whether crime victims are served. Respondents indicating they do not serve crime victims or do not track this information were taken to the end of the survey and thanked for their time. The fact that almost 15% of respondents specified that they do not track this information is important to consider. It is likely that one or more of these agencies regularly provide services or resources to

crime victims though currently there is no way to track this which could have implications for resource distribution and victim awareness of services.

Respondents who responded affirmatively to serving crime victims were asked to indicate the types of crime victims they regularly serve (check all that apply) (see Table 3.5). The most frequently selected victim types were domestic/intimate partner violence (75.2%), adult sexual assault/abuse (59.8%), and stalking (55.6%), followed by child sexual assault/abuse (40.2%), economic/property crime (35.0%), DUI (30.8%), homicide survivors (29.1%), and other (15.4%). The 'other' category (see Appendix B) included responses such as assault and battery (not IPV), child abuse and neglect, sexual harassment, violation of protection/no contact orders, and hate crimes.

In addition to types of crime victims served, respondents were asked the number of victims served annually from 2008 to 2014. However, the majority of participants did not complete this question and there is significant variation among those that did. As such, the findings should be interpreted with caution (see Table 3.6). Of those that answered this question, the average number of victims served ranged from 334 in 2014 (partial year) to 843 in 2012. In general, the average number of victims served has increased most years since 2008 which could suggest an increase in the number of crime victims in Idaho, an increase in community awareness of services or inclination to seek services, or changes in agency data collection practices.

In regard to underserved and vulnerable populations (check all that apply), almost half of the respondents reported that their agency serves victims from the following populations: adolescents (45.3%), non-English speaking (45.3%), Hispanic/Latino (43.6%), mentally and physically disabled (44.4% and 41.9%, respectively), and over 65 years old (43.6%) (see Table

3.7). Approximately one-third included college students (38.5%), LBGTQ (38.5%), children (35.9%), Native Americans (32.5%), and migrant workers (26.5%) among those served by their agency. Those that selected other (7.7%) indicated populations such as military members and/or spouses, hearing impaired, and developmentally disabled individuals (see Appendix B).

Another important question related to populations served asked respondents if their agency ever has to deny services to victims, and if so, why (see Appendix B). Whereas the majority (60.0%) indicated they do not deny services, over one-quarter answered this question affirmatively, and another 10 indicated they do not know. Of those that do have to deny services, several indicated resource shortages or limitations as the reason. For example, one respondent stated, "Our funding is restricted to certain populations. If a victim falls outside of that funding, we are unable to serve them", while others referenced insufficient personnel to provide services or lack of shelter space. Some of the more concerning responses stated that services are denied to homeless individuals and those with mental health issues.

Direct services provided. When asked if their agency provides direct services to crime victims such as shelter, hotlines, counseling, or assistance with medical/legal systems, 49 participants responded affirmatively and three indicated they did not know. Respondents whose agencies provide direct services and those who were not sure if their agency has contact with crime victims were asked to indicate which services their agency offers (check all that apply) (see Table 3.8). The total number of services provided ranged from one to 16 (M=8.40, SD=4.55). The majority indicated their agency provides referral to community services including legal assistance (82.7%), crisis intervention (63.5%), assistance filing protecting/restraining orders (63.5%), accompaniment to court or other legal proceedings (61.5%), assistance applying for victim compensation (59.6%), and orientation to the criminal justice system (57.7%).

Less than half of respondents indicated their agency provides transportation which could be a significant barrier for lower income victims and/or those in rural areas where public transportation is scarce. Additionally, despite the fact that a large proportion of agencies indicated they serve non-English speaking victims (see Table 3.7), only 40.4% are able to offer bilingual services. Also concerning was the fact that fewer than half of these agencies made individual counseling (40.4%) and group counseling (34.6%) available, both of which can be valuable resources for victim empowerment and recovery. While shelter is a potentially significant means of achieving safety for victims of intimate partner violence, only 32.7% of agencies reported providing this service. Finally, child care is offered by only 17.3% of agencies which could present a difficult barrier for victims with young children to access needed services and participate in criminal justice processes. As discussed in more detail below, many of the barriers agencies face (e.g., funding, staff shortage, rural outreach) are directly related to the inability to provide many of these services that can be crucial for victims. The majority of the other direct services included a variety of legal services (e.g., custody, immigration, housing) (see Appendix B).

Needed services and barriers. Respondents were also asked to indicate which direct services their agency would like to offer but is unable to due to lack of resources (check all that apply). It is important to note that all respondents were asked to complete this question regardless of whether their agency currently provides direct victim services. As such, the needed services are reported separately for agencies that currently provide/do not know if they provide direct services to crime victims and those agencies that do not provide direct services. Results are reported separately for these groups as there were some important differences between them. For agencies that directly serve crime victims (see Table 3.9), the most commonly needed services

included individual counseling (21.2%), bilingual services (19.2%), childcare (19.2%), and shelter (19.2%). An additional nine respondents indicated a need for medical care/services, nine cited other services, and nine selected 'not applicable'. Other needed services included such things as legal services, transportation, mileage reimbursement and/or gas cards, housing resources, accessible and culturally-sensitive services, and basic needs items (e.g., shampoo, diapers) (see Appendix B). Between six and eight respondents listed a need for emergency services, group counseling/programs, transportation, and crisis intervention. Five or fewer agencies reported the following needs: orientation to the criminal justice system, referral to community services, accompaniment to the hospital or legal proceedings, assistance applying for victim compensation, assistance filing protection/restraining orders, assistance obtaining victim compensation, and hotlines. The total number of needed direct services ranged from zero to 13 (M=2.31, SD=3.22). Among those that indicated at least one needed service, the average was 4.00 (SD=3.34).

Respondents that indicated their agency does not provide direct services to victims (n=19; 46 respondents did not answer this question), the most commonly needed service was referral to community services including legal assistance (31.6%), followed by group counseling/programs, transportation, orientation to the criminal justice system, individual counseling, and emergency services (see Table 3.10). Accompaniment to hospital, assistance filing protection/restraining orders, and hotlines were not listed by any of these respondents. However, accompaniment to court and other legal proceedings, assistance applying for victim compensation, child care, shelter, medical care/services, assistance obtaining restitution, crisis intervention, and bilingual services were each reported by one to two respondents. The average number of needed services ranged from zero to six (M=1.84, SD=2.14).

As can be seen in a comparison between Tables 3.9 and 3.10, the needed services between the agencies that currently provide services and those that do not are quite different. Whereas individual counseling was the most needed service among agencies that currently provide direct services, referral to community services including legal assistance was the most needed service among agencies that do not currently provide direct services to victims. Thus, the needs, in terms of the number and nature of requested services, of these two types of agencies that serve crime victims are distinct and important in regard to resource allocation.

Respondents were also asked to identify barriers to providing services to crime victims faced by their agency (check all that apply) (see Table 3.11). The most commonly selected barriers included lack or shortage of employees (42.3%), rural outreach (39.4%), non-English speaking (39.4%), and community awareness of services (38.0%). Approximately 17-24% of respondents also listed employee/volunteer training, lack or shortage of volunteers, and referrals from other service providers. Nine respondents indicated that their agency did not face any of the barriers listed. Fewer than 10 respondents reported referrals from law enforcement, community support, or board capacity/functionality. The number of barriers selected by participants ranged from zero to 10 (M=1.57, SD=2.37). Among those that identified at least one barrier, the average number was 3.35 (SD=2.46). Other noted barriers included funding for all victims of crime (i.e., not just for certain types of victims), budget/funding shortages for direct services and basic operating expenses, and shelter/housing (see Appendix B).

Next, respondents were asked to indicate (via an open-ended response) the most important barrier faced by their agency (see Appendix B). Overwhelmingly, the most important barrier was a lack or shortage of employees (n=15), followed by rural outreach (n=8), and community awareness of services (n=8), consistent with the quantitative findings presented

above. Several respondents also reported resources for non-English speaking victims (n=7) and funding (n=6). Community support, education/training, and lack of volunteers were each listed by four respondents. Although funding was specifically listed by only six respondents, many of the other barriers were undoubtedly tied into funding issues (e.g., lack or shortage of employees). Relatedly, respondents were asked if there were any unique or innovative ways in which barriers were overcome (see Appendix B). Not surprisingly, the majority of responses to this question outlined collaborative efforts with other agencies. For example, one respondent described "making cold calls to some agencies to see if they might provide a service free of charge for the client" while another indicated they "are building partnerships with rural law enforcement agencies to provide weekly services in their local police office". Several respondents reported adapting to the lack of shelters by using local motels for short, emergency stays for victims. Despite the ways in which some agencies were able to ameliorate barriers, it is clear that many agencies are still in need of additional resources to serve crime victims.

High need agencies. During data analysis, it became apparent that some agencies are particularly disadvantaged in regard to needed services and barriers. A total of 20 respondents indicated four or more services that were needed but they were unable to provide and 20 indicated four or more barriers to providing services. In fact, there was a significant positive correlation ($r=.525$, $p<.01$) between these two variables suggesting a strong relationship between the number of needed services and the number of barriers faced. Further analysis revealed 13 high need agencies (i.e., four or more needed services and four or more barriers.)

The majority of the high need agencies identified as direct service providers (n=5), followed by mental health providers (n=3), other (n=3), prosecutor's office (n=1), and social services/welfare (n=1) (see Table 3.12). The three in the other category included a domestic

violence court (n=2) and sex offender specific treatment (n=1). A little over half of these agencies are located in non-metro counties (Boundary, Elmore, Lemhi, Minidoka, Twin Falls) and six in metro counties (Ada, Bannock, Canyon, Jefferson, Kootenai) (see Table 3.13). Almost all serve domestic violence/intimate partner violence victims (n=12), followed by victims of adult sexual assault abuse (n=9), stalking (n=8), child sexual assault/abuse (n=5), economic/property crime (n=4), DUI (n=3), and homicide survivors (n=3) (see Table 3.14).

A comparison of these high need agencies to the remainder of participants revealed some similarities and significant differences in regard to underserved/vulnerable populations, needed services, and barriers faced. A large proportion of agencies identified as high need serve victims who are physically or mentally disabled (84.6%), over 65 years of age (76.9%), non-English speaking (69.2%), and Hispanic/Latino (69.2%) (see Table 3.15). The most frequently indicated needed service among hot spot agencies was bilingual services (n=9), followed by transportation (n=7), child care (n=7), shelter (n=6), and referral to community services including legal assistance (n=6) (see Table 3.16). In regard to barriers faced, non-English speaking, community awareness of services, rural outreach, and lack or shortage of employees were each reported by more than 75% of respondents (see Table 3.17).

Other agency activities. All respondents were asked if their agency engages in other activities besides direct services (check all that apply). A total of 44.4% of respondents indicated their agency engages in community education, 40.2% attend victimization-related conferences, 35.9% participate in prevention efforts, and 33.3% provide training for personnel outside their agency (see Table 3.18). Respondents were also asked if their agency conducts victim satisfaction surveys or other types of evaluations. Fewer than half (39.6%) of agencies administer victim satisfaction surveys whereas 54.3% conduct other types of evaluations. See

Appendix B for descriptions of what is assessed in the victim satisfaction surveys and other evaluations.

Respondent characteristics. The end of the survey included a variety of questions about the respondent's qualifications and some of the agency's hiring requirements. In terms of years worked at their current agency, responses ranged from one to 33 years (M=10.19, SD=8.041). Responses for years worked in victim services ranged from zero to 32 (M=11.20, SD=8.362). More than 60% of respondents reported having a bachelor's, master's, or doctorate degree (see Table 3.19). When asked about their current position, responses were quite varied and reported position titles such as administrator, director, manager, legal assistant, and victim/witness coordinator (see Appendix B). More than half (61.9%) indicated they had received management education or training and 87.3% had received victim services education or training, though only 27.4% specified that it was required for their position. In regard to additional training needed for employees, some respondents listed specific crime types (e.g., stalking, strangulation) or populations (e.g., male victims, individuals with mental health issues) while others designated more general training needs (see Appendix B).

Finally, respondents were asked if they would be willing to distribute anonymous paper surveys (that included prepaid return envelopes) to victims who came in for services. The purpose of these surveys was to gather a variety of data from victims' perspectives including information about the crime(s), how far they had to travel for services, the services they needed versus the services they received, their opinion about the services they received, some specific questions for DV/IPV victims, and demographics. A total of 22 participants responded "yes" or "don't know" in regard to administering the paper surveys and survey packets were mailed or

hand delivered to agencies for distribution. The results of the victim survey are discussed in Chapter 5.

Summary of Agency Survey Results

These analyses revealed a number of important findings among a variety of agencies across the state. First, there was quite a bit of variation in terms of the number of agencies that serve each county in Idaho. As noted earlier, this could be a function of varying population sizes or it could indicate difficulties in regards to rural outreach (a commonly indicated barrier to serving victims both in previous research and in the current study). While the majority of respondents indicated their agency serves crime victims, 17 indicated they do not track that information which can present an obstacle in terms of resource allocation and awareness of services. In terms of the types of crime victims served, the majority of agencies serve victims of domestic/intimate partner violence, adult rape/sexual assault, and stalking. A number of underserved/vulnerable populations, such as adolescents, non-English speaking, Hispanic/Latino, mentally and physically disabled, and over 65 years old are served by almost half of these agencies. Importantly, some of the commonly indicated barriers to serving victims related directly to these populations, most notably non-English speaking. Other prevalent barriers included a lack or shortage of employees, rural outreach, and community awareness of services. While not always explicitly noted, the majority of barriers indicated by respondents relate directly or indirectly to resource availability and funding allocation.

Among those agencies that currently provide direct services to victims, the average number of services offered is eight and the most commonly provided services include referral to community resources, crisis intervention, and assistance obtaining protection orders or victim compensation. In regard to services that are needed but agencies are unable to provide due to

lack of resources, some of the most commonly indicated among agencies that currently provide direct services were childcare, shelter, transportation, and bilingual services. As noted earlier, these services can be particularly important for lower socioeconomic victims and those in rural areas. For agencies that do not currently offer direct services, some of the frequently indicated needed services include referrals to community resources, transportation, and orientation to the criminal justice system (notably, an important service in relation to crime victims' rights in Idaho).

In addition to the finding that over 25% of agencies have to deny services to victims for a variety of reasons (see Appendix B), there were 13 agencies identified as high need (i.e., four or more barriers and four or more needed services). Unique among these agencies were large proportions of respondents who indicated their agency serves several vulnerable/underserved populations (e.g., disabled, elderly, non-English speaking), encounters a number of barriers to providing services (e.g., non-English speaking, community awareness of services, rural outreach), and has need for several important victim services (e.g., bilingual services, transportation, child care, shelter). Thus, while the majority of respondents indicated some level of need in terms of barriers or specific services, there were some agencies that are particularly in need of additional resources to better serve crime victims. Importantly, the majority of these high need agencies are direct service providers located in non-metro areas.

In regard to agency practices, fewer than 40% of respondents reported that their agency administers victim satisfaction surveys though more than 50% indicated their agency engages in other types of evaluations. A larger proportion of agencies administering and appropriately responding to victim satisfaction surveys (e.g., changing services where appropriate) would be ideal to ensure victims' needs are being met as best as possible. The majority of agencies also

engage in other activities in the community such as education and training. Last, respondents to the survey varied quite a bit in terms of education-level, years of experience, and position at the agency though the majority identified as directors or managers, which bolsters the validity of the survey results.

Chapter 4

Agency Site Visits

The research team conducted four site visits centered on victim services agencies. The purpose of these visits was to gather qualitative information regarding the provision of services in the specific locations, as well as service providers' impressions of needs and barriers. The four sites were chosen in order to give a voice to four primary types of communities in the state: 1) college town, 2) rural community, 3) metropolitan city, and 4) a Native American tribal reservation. Idaho is a state consisting of a handful of metropolitan areas, and a large number of rural places, including Native American reservations. In addition, it is important to include a college town because of the specific challenges that college populations can present in regards to victimization.

Site visits occurred during the summer of 2014, spanning the months of June and July. Site visits were voluntary and flexible, varying in content and length depending on the providers' preferences and availability. A couple of hours were spent with some providers and a full day or two with others. The researchers used a similar semi-structured interview format in order to obtain information that would be comparable across sites. The interviews led to the identification of themes, some of which were similar across sites and some of which were distinctive. The findings from the non-metropolitan sites may be of particular importance in terms of funding considerations moving forward, given that Idaho is a largely rural state. While these site visits may not be representative of all other similarly characterized communities in the state, the researchers felt it was important to provide context to the quantitative survey findings.

Results

The results from the semi-structured interviews conducted during the four site visits are presented below in terms of similarities and variations in needs and barriers. The findings from the individual sites are also summarized in terms of themes. Although findings may be specific to the individual site locations, many of the expressed needs and barriers have been consistently identified in the broader academic literature examining victim experiences in different geographic locations. Several similarities across sites were apparent, including discussion of monies, staff turnover, training, importance of prevention and education, batterer treatment, and victim barriers. Needs and barriers associated with these topics are summarized first, followed by identification of particular concerns voiced at each site.

Monies and funding. All four sites noted concerns about funds, in terms of sources and application, though there was some variation across sites in terms of the specific funding related concerns. The concerns were particularly pronounced in light of cuts in federal grant funding over preceding years which have led to significantly reduced budgets and increased reliance on VOCA funding distributed at the state level.

Several topics associated with funding were voiced by agencies. The first was that because of heavy reliance on grant funding, specific elements of some grants create barriers in providing services. Specifically, agencies noted that many grants have restricted funds such that they can only be used to help certain types of victims, or can only be used for certain types of activities. While agencies understand the reasoning for this, it does impact their ability to provide services to whoever walks through the door on a given day. For example, if domestic violence victims are approaching service providers, but currently available funds are tied to sexual assault victims, the agency may have to look for alternative means for assisting the present victim.

Agencies explained having to resort to using (minimal) unrestricted or even ‘emergency’ funds with increasing frequency because their available grant funding lines are tied to specific victimization types and activities.

Site representatives also spoke about issues related to the amount of money available from the majority of grants. Most agencies are operating with the backing of several small grants at a time. Agencies voiced concern about the limited number of larger dollar amount grants that would sustain them over a longer period of time. Additionally, several sites noted that often funding amounts from grants are assessed on calculations rooted in population size, which they argued does not take into account differences in community level economic status. In other words, rural locations are small in population size but are more disadvantaged in numerous ways necessitating budgets more on par with larger population locations. For example, the expense to assist a victim in traveling for medical services, or to reach a safe location is likely going to be higher in a rural community because of reliance on private transportation and the distance that must be traveled. In more urban locations, traveling is usually over shorter distances and can be done using private or public transportation at a lower cost.

Agencies also reported what they identified as increased pressure to engage in fundraising. All sites engage in fundraising efforts, but success varies across attempts and location. Metropolitan sites have had more consistent success with fundraising than rural sites. Given persistently higher rates of poverty and economic limitations in rural communities, this is not a surprising finding.

Staffing. Tangentially related to funding and money concerns were the problems with staff turnover. Several sites indicated they were unable to pay adequate wages/salaries, or offer benefits in some cases, which lead to staff turnover and could compromise the quality of services

provided to victims. Most agencies had few full-time staff members and relied heavily on part-timers and volunteers. One site emphasized that the long term staffers primarily existed because of shared income with spouses reducing the strain of low wages. The dedication of those staffing these facilities was evident, and they were determined to provide quality services in spite of these disadvantages. The practical implications of not earning a living wage were recognized and agency leaders understood why some of their quality staffers moved on to other opportunities.

Training. Agencies noted several needs or concerns related to training. First, they felt that training in best practices in serving crime victims is needed for actors across the criminal justice system. Agencies reported seeing judges recommend couples counseling in domestic violence cases and courts requesting that shelter providers supervise visitation between children and perpetrators in domestic violence cases. There was both an expressed and implicit need for training that may overhaul what remains of "good ol' boy" systems in which certain victimizations are not officially investigated because of close ties among community actors. Each site acknowledged certain groups for which specific types of training would be useful, e.g. attorneys' assistants, law enforcement, and community partners.

Agencies also expressed a desire for trainings to be reflective of their needs rather than "one size fits all". In other words, making sure that trainings accessible to various parts of the state are relevant to the experiences they are facing, which may vary across geography. Additionally, multiple sites noted the difficulty in traveling to trainings, in terms of time away from work, traveling expenses, and, in some places, the reality that, if a staffer goes to a training there is no one to operate the agency (which has resulted in staffers not going to trainings in lieu of being available to the community). These sites requested consideration of more physically localized trainings and noted that addressing previously mentioned issues such as salaries and

funding could alleviate some of the issues surrounding training accessibility. Finally, needs were expressed for continuous training hours for established staff, not just new hire training hours. All sites respect the importance and utility of training, as indicated by their expressed desire for continuing, accessible, and specified training opportunities.

Community service role. All sites expressed recognition of the importance of providing community education on victimization issues. Agencies have participated in seminars and activities with local high schools, sponsorship of events, and community efforts to raise awareness of issues such as domestic violence and dating violence. The importance of educating their community's children as a means of breaking cycles of victimization was emphasized across sites. The willingness of agencies to respond to requests for presentations and activism was evident, even when doing so strains resources.

Batterer treatment. Agencies frequently engage with victims of domestic violence. As such, batterer treatment aimed at perpetrators of abuse is offered in various platforms across the state. Though there is variation in content and administration, the addressing of batterer treatment was common across sites. The metropolitan site provides batterer treatment programming on site; the University location uses a contracted provider who comes once per week; the rural site has a program locally, but if treatment is court ordered, the offender has to attend a 52 week program operated out of a city approximately one hour away. The content of the treatment programs offered is variable, and it is not clear that all have been evaluated for effectiveness. Even if effective in content, practical implications may hinder outcomes. The rural service provider noted that those mandated to treatment an hour away often had difficulty finding transportation and balancing working hours with treatment, leading to concerns about success from a practical standpoint.

Victim barriers. Commonalities in specific barriers faced by victims existed across sites. Discussion of victims' lack of transportation or affordable and flexible transportation was noted in site visits as creating barriers in regards to accessing services and leaving abusive relationships. Also complicating situations for victims of abuse is a lack of financial security with which to live separate from an abuser (who is commonly the financial provider). Access to jobs that can pay rent, childcare, groceries and other living expenses is limited. Availability of shelter and housing is also a common barrier for victims. Shelter provisions vary across sites, some providing for longer stays while others are short-term, putting pressure on victims to find alternative housing very quickly. Sites noted that, the lack of shelter/housing options contribute to victims having to return to an abuser in an attempt to provide housing for their children.

The university, rural, and Native American sites also emphasized the impact of their geographic isolation on victims and victim services. Victims have to travel substantial distances for many services such as dental, social security, and access to trained forensic medical professionals to perform examinations on children. Some of these barriers were specific to the more rural locations, whereas the metropolitan location has, for example, a SANE nurse(s) available locally. This distinction in service availability between non-metropolitan and metropolitan also exists with mental health services. The metropolitan site has a counselor at the agency, as well as other mental health service providers in the community. The non-metropolitan sites do not have a contracted service provider and the availability of such providers in the community is more limited and/or nonexistent.

Specifically Identified Needs & Barriers

Metropolitan site. The metropolitan site, in comparison with other sites, can be characterized as having the widest range of proximate services provisions. Additionally,

providers in this area emphasized their working relationship with the local justice system. However, they still have expressed needs, particularly in regards to services for children, including the lack of local child protection services (CPS), poor quality of contracted CPS, and the loss of a contracted child counselor due to changes in funding.

The consolidation of services has also led to a reduction in funding, even though the population being served did not change. Given that this metropolitan location is also the closest service provider for adjacent counties, there are transportation issues for victims in these outlying areas. Law enforcement in the area voiced a need for specialized training for detectives and funding for equipment (e.g., recording capabilities for victim interviews) to improve conviction rates in some cases.

University site. The University site expressed concerns that were specific to their location, primarily centered on crime victim compensation, the handling of sexual assault kits with college victims, and issues linked to the nature of a college community. Concerns were expressed by multiple types of providers about the increasing difficulty in accessing crime victim compensation as a means of covering expenses associated with victimization. Additionally, crime victim compensation was described as not being processed fast enough to cover needs in real time. Without coverage by crime victim compensation, sexual assault kits are billed to insurance, which may be problematic for students (a common category of victims in this location) still using their parents' insurance who do not want, or are not ready, to disclose the victimization to their parents. For a college community, there is a dramatic population shift between summer months and the academic year which can strain services and resources, as well as create issues with funding decisions based on population size.

As with the other sites, a common group of victims being served are domestic violence victims. Although there are domestic violence courts in six of the state's judicial districts, the university site is not located in one of those districts. The victim service providers expressed this as a need for the community, based on concern with some judges' handling of these cases. Prosecuting attorneys in this community emphasized a desire for a victim-witness coordinator, resources for victims of more minor (but common) offense types, increased services for civil matters, and more advanced computer software to streamline sharing information related to case processing across court actors and to victims. A strength of this site was recognition of the victim service provider as a prominent and invaluable asset by local law enforcement and the local court.

Rural site. Specific needs emphasized in the rural location were wide ranging. In addition to the aforementioned issues related to funding, the rural site noted the time commitment and skill involved in writing and obtaining grants as a particular barrier due to lack of staff hours that could be dedicated to this effort. Specifically, time spent engaging in this effort means time that cannot be spent assisting victims because of the inability to hire enough staff resulting from limited operating budgets. This illustrates a persistent problem for more rural providers in having to choose between the needs of the community in the moment versus the ability to address the needs of the community in the long term.

In terms of victim services, there was an expressed desire to have a sexual assault victim support group separate from the domestic violence support group because of the differences in participants' experiences. Currently, both groups of victims meet together due to funding and organizational constraints which providers fear is minimizing the therapeutic benefits. The lack of job opportunities for victims trying to exit abusive relationships was a particularly pronounced

barrier in the most rural locations. Additional implications of rural spaces include vast travel distances for first responders, including law enforcement; the necessity for helicopters to transport victims with serious injuries to hospitals in a timely fashion, though the helicopters may not always be available; and the necessity of personal involvement on the part of victim advocates in extricating victims from abusive relationships and transporting them where they need to go.

The rural site has established an affiliated shelter for victims. The shelter specifically noted a desire to provide more services than they are currently able to offer due to budget constraints. The shelter also pointed out that a quick recognition and reliance on their services has been made by local law enforcement which has been beneficial in raising awareness regarding victim needs and services, but has also highlighted the need for more service provisions. Although faced with challenging circumstances, the passion and commitment of these providers was evident and summed up with a common mantra: "You do what you gotta do".

Reservation site. As might be expected, tribal reservations are host to many unique needs and barriers. Tribal courts operate on tribal lands, with their own separate sets of laws. Courts for the tribal community do not currently have access to guardian ad litems; there are no victim-witness coordinators; due to close relationships among residents, victims often recant and prosecution cannot proceed without a victim statement or testimony; and witness intimidation is relatively common. The small population sizes in tribal territories make the convening of a jury that is not directly acquainted with/related to the victim and/or defendant challenging. Tribal locations do have access to the federal government's resources which were described as being relied upon frequently, especially the FBI. For example, murder cases tend to be handled by the

FBI because the maximum penalty under the local tribal law is one year incarceration. Access to the government's resources is tempered by a lingering uncertainty and distrust of the federal government in the community.

Physical abuse is a common form of victimization, and a cycle of child abuse to elder abuse was specifically mentioned. Cases involving violence were characterized as also often involving drugs or alcohol. Drug and alcohol abuse pose issues in the community, but there is a lack of successful, culturally sensitive interventions and services to address this need. Furthermore, there is no aftercare mechanism post-offender release which may also compound on-going substance abuse issues.

In terms of barriers for victims, there are currently no specified victims' rights on the reservation. It was noted that male victims are prevalent on the reservation, but they will not report or seek services. However, a lack of reporting victimization was an identified concern for all types of victims, not just males. Most victim services are not accessible on the reservation and thus require travel off the reservation for access, highlighting a transportation and access barrier similar to those experienced in other non-metropolitan locations. The FBI does provide access to a victim advocate, but the advocate is based in a neighboring state, thus the desire to have a more localized provider. Furthermore, there was an expressed need for victim services to be reflective and understanding of the culture they are serving – something currently lacking. Thus, the needs of the tribal community are both complex and numerous.

Summary

In summary, topics covered in discussion with service providers can be organized into four primary thematic categories: funding, staffing and training, transportation and housing, and specialized services. In regards to funding, all sites vocalized a need for increased grant funding

opportunities, large amount grants, and flexibility in fund usage. Staffing and training needs were in part associated with funding in terms of the ability to provide livable wages and benefits for staff, and the costs associated with accessing training. Other barriers in regards to training included the desire for location relevant and proximate training. Transportation poses barriers for all sites, from the cost and availability of public transportation to private transportation and the distance necessary to travel for services. Finding and securing shelter and long-term housing for certain categories of victims was also noted across sites as challenging and a primary barrier for women trying to escape violent relationships. Finally, access to specialized services varied across sites. Increasing proximity to a metropolitan area does appear to increase the likelihood that victims will be able to access a wide range of services. However, victims in non-metropolitan, and Native American reservation victims in particular, are at a disadvantage when it comes to accessing services ranging from court assistance to counseling.

It was evident that the victims, offenders, and service providers in non-metropolitan locations have more needs and face more barriers than those in the metropolitan location. This is not to say that metropolitan locations are without needs and barriers of their own, they are just not as diverse and pronounced as those expressed in non-metropolitan locations. Given the rural composition of Idaho, the compounding barriers faced by non-metropolitan victims is concerning.

Chapter 5

Crime Victims Survey

The goal of the crime victim survey was to examine the opinions of Idaho residents who had received victim services in the state in the past three years. A variety of important variables were examined including crime characteristics, services needed and received, opinions about services, barriers faced, and demographics. Anonymous online and paper/mail surveys were administered to Idaho residents using two distinct sampling procedures. Similar surveys conducted in other states were used as a guide in the construction of this survey in order to enhance measurement validity and reliability. The anonymity of the survey also bolsters the validity of the findings by encouraging honest feedback from respondents. The survey contained several closed- and open-ended questions to examine the perceptions of Idaho residents about their experiences with crime victim services in the state. Approval was obtained from Boise State University's Institutional Review Board prior to administering this anonymous survey of Idaho residents who had received crime victim services in the past three years.

The paper/mail survey was administered by crime victim service providers throughout the state who had agreed to distribute surveys to victims who came in for services. The 400 survey packets delivered to agencies for distribution contained a cover letter, informed consent document, the survey, and a prepaid envelope to return the survey directly to the researchers. For the online version of the survey, e-mail invitations were sent to over 4,000 e-mail addresses registered for Victim Information and Notification Everyday (VINE) and a link to the survey was posted on VINE's website. The e-mail invitation contained a brief overview of the study and link to the informed consent and survey in Qualtrics.

Unfortunately, the response rates for both survey modes were low (i.e., below 10%) which limits the generalizability of the findings. Nevertheless, the data gathered provide unique insight into the experiences of crime victims in Idaho. The data collected from the victim survey were compiled and analyzed using *Statistical Package for the Social Sciences (SPSS*) software. The majority of the analyses were descriptive in nature and the findings are presented in tables where appropriate and discussed in detail below.

Results

The data collected from the victim survey were compiled and analyzed using *Statistical Package for the Social Sciences (SPSS*) software. The majority of the analyses were descriptive in nature with a focus on crime characteristics, services needed and received, barriers to receiving services, satisfaction with services that were received, specific information from victims of domestic/intimate partner violence, and demographics. The findings are presented in tables where appropriate and discussed in detail below.

Crime characteristics. Respondents were questioned about which types of crimes they received victim services in Idaho in the past three years (check all that apply) (see Table 5.1). Brief descriptions were provided for most crimes listed (e.g., domestic violence: physical or emotional harm by a current or former intimate/romantic/dating partner; robbery: something was taken from you or your home *with* the threat or use of violence) (see survey in Appendix B). Domestic/intimate partner violence was indicated by almost half of respondents followed by stalking (18.0%), property crime (16.7%), child physical or emotional abuse/neglect (14.7%), and child sexual abuse (12.7%). Just over 10% of respondents received services for adult sexual assault/rape, followed by non-IPV physical assault by a family member (7.3%), physical assault by a stranger (6.7%), homicide survivor (6.7%), and driving under the influence (DUI) (6.7%).

Fewer than 5% of respondents received services for robbery. Responses in the other category (12.0%) included crimes such as kidnapping, identity theft, and vehicular assault (see Appendix B).

In an effort to make survey completion easier for respondents who experienced multiple forms of victimization, a question was included on which types of crime services were most recently received (check all that apply). Respondents were instructed to answer the remaining questions in the survey based on this most recent event. The results are displayed in Table 5.2. Though a few respondents did not answer this question, the frequencies reported are similar to those noted above with the exception of homicide survivor being selected more frequently than non-IPV family assault and assault by a stranger. Domestic/intimate partner violence was the most frequently selected response and robbery was the least frequently indicated.

Next, respondents were asked why they most recently received services in terms of whether they, or someone close to them, were the victim of a crime. The majority of respondents (49.3%) indicated that they were the victim of a crime, 30% that someone close to them was the victim of a crime, and 16.0% reported they were the victim *and* someone close to them was too. Four respondents selected 'Other', adding responses such as "family member of the low life doing the crime."

Respondents were then requested to write or type the relationship of the offender(s) to them and these responses were coded into common categories (see Table 5.3). Consistent with the fact that the majority of respondents most recently received services for DV/IPV victimization, almost half (45.3%) indicated that the offender was a current or former intimate partner. These relationships were included in one category as some of the qualitative responses made it difficult to accurately ascertain if it was a current or former partner, or a dating

relationship or a marriage. Just over 18% identified the offender as a family member other than an intimate partner and 14.1% relayed that the offender was a friend, acquaintance, or neighbor. Almost one-fifth specified that the offender was a stranger and five respondents reported multiple offenders with varying relationships to them. Thus, consistent with the large body of research on victim-offender relationships, the majority of respondents indicated that the offender was someone they knew.

In regard to the most recent event for which services were received, respondents were asked if the crime was reported to law enforcement. An overwhelming 86.8% of respondents reported the crime themselves or someone else reported it. While this reporting rate is much higher than what is seen in the results of other research such as the *National Crime Victim Survey (NCVS)* (Bureau of Justice Statistics [BJS], 2014b), it is important to note that the majority of respondents who completed this survey were registered for VINE. In order to receive VINE notifications, there must be an offender who was arrested, charged, or convicted, meaning the offender must have come to the attention of law enforcement in some way, most likely by the victim or someone close to them reporting the crime. The remaining respondents indicated that the crime was not reported or that they did not know if it was. Those who did not report the crime were asked why it was not reported. The most frequent responses were that the police would not do anything about it [the crime], they did not want the offender to get in trouble, and language or cultural issues.

Services received. Respondents were queried about the number of times they received victim services in Idaho in the past three years. The responses ranged from zero to 100 (M=4.20, SD=10.66). Given the few outliers (e.g., 36, 50, and 100 times) and the large standard deviation,

the median of 1.00 is likely a more accurate representation. In fact, over 90% of responses ranged from zero to six times receiving victim services.

In addition to the number of times services were received, respondents were also asked which types of agencies they received services from (check all that apply). The results are displayed below in Table 5.4. The most frequent response was law enforcement (68.0%), followed by prosecutor's office (48.0%), counseling services (40.0%), and community-based agencies such as domestic violence shelters or rape crisis centers (32.7%). Approximately one-quarter or fewer received services from civil legal services or medical providers. About 5% or fewer indicated faith-based organizations, addiction services, or disability services. The other category (10.7%) included responses such as VINE, probation/parole, and the Idaho Department of Health and Welfare. One of the interesting responses to this question stated, "Not really any. As a police officer you aren't expected to feel victimized. Most don't, but our worry is for our families while we are at work."

When asked in which city services were received, the most frequent responses included Boise, Caldwell, Idaho Falls, Nampa, Pocatello, and Twin Falls. Respondents also reported the farthest distance they had to travel to receive services (see Table 5.5). While half indicated they traveled less than 10 miles, over 20% traveled 11-30 miles, 3.9% 31-40 miles, and almost 12% over 40 miles. Thus, for some victims, the distance they had to travel to receive services was likely a significant hardship. In fact, in the barriers section discussed below, one victim stated that she had to travel 120 miles roundtrip for services. An additional 11.7% reported they only received services over the phone or online and two were not sure how far they had to travel.

The next question in the survey provided respondents with a variety of victim services and asked them to indicate which services they needed and which they received (check all that

apply). Several of the choices included brief descriptions (e.g., crime victims' rights: an agency representative explained the rights of crime victims to you). The results are displayed in Table 5.6. The most frequently needed services were crime victims' rights (42.7%), criminal justice support (38.0%), individual counseling (36.7%), and crisis response (34.0%). Other needed services identified by more than 20% of respondents included assistance in obtaining a protection or no contact order, help applying for victim compensation, referral to legal services, support group, child or parent/child counseling, and safety planning. Though still needed by some victims, less frequently needed services (16.0% or less) involved shelter/temporary housing; medical services; assistance in finding a job, housing, or applying for public benefits; hospital support; child care; transportation; accessible programs or services; and referral to other services such as substance abuse treatment. Surprisingly, no respondents identified bilingual services, which is in stark contrast to the results of the agency survey (see Chapter 3). However, it could be that those who are in need of bilingual services did not complete this survey due to language barriers and/or, given the high rate of reporting in this sample, those with language barriers may be less likely to report their victimization to law enforcement.

Comparing the needed services to the received services reveals some important findings. First, there were a number of services that some victims received but indicated they did not need. For example, whereas 38.0% needed criminal justice support, 42.7% received it. Similar trends were found in regard to crisis response, help getting a protection or no contact order, and medical services in that some of the victims who received these services felt they did not need them. There were only two services that matched up in terms of whether they were needed and received: safety planning and hospital support.

Comparisons of the remaining services were more concerning in that a larger proportion needed these services but did not receive them. The services that were more frequently indicated as needed but were not received included crime victims' rights, individual counseling, help applying for victim compensation, referral to legal services, support group, child or parent/child counseling, emergency services, shelter/temporary housing, help finding a job or housing, or applying for public benefits, child care, transportation, and accessible programs/services. The largest discrepancy was found in help applying for victim compensation in that 44 respondents indicated they needed this service but only 21 received it.

Access to services: Awareness and barriers. Respondents were asked a number of questions to address their awareness of victim services in their community as well as any barriers they experienced in accessing those services. Previous research (e.g., Sims, Yost, & Abbott, 2005) indicates that awareness of services can be a significant barrier and the results of the agency survey also uncovered the need for community awareness. Other barriers identified both in previous research, as well as the agency survey, include things such as language/cultural issues, transportation difficulties, and childcare.

In regards to awareness, respondents were first asked how they knew about the agency (or agencies) they most recently contacted for services (check all that apply) (Table 5.7). Overwhelmingly, the most frequent response was the police or another member of the criminal justice system (73.7%). This points to the continued importance of networking and cooperation among criminal justice and victim service agencies. Twenty-one respondents selected friends and family for how they learned about the agency and 14 indicated they were informed by another victim service agency. The 'other' responses (n=9) included volunteer experience at the agency, Health and Welfare, and a few who noted they did not receive any services.

Next, respondents were queried if they were aware of the range of services offered prior to having contact with the agency (see Table 5.8). The majority (52.3%) indicated they were not aware of any of the services offered prior to having contact with the agency. A little over one-third were aware of some of the services offered, while only 8.1% were aware of all of the available services. Three respondents were not sure if they knew of the services.

Last, respondents were asked if they had trouble accessing any services because of a number of common barriers (check all that apply) (see Table 5.9). The most commonly identified barrier was fear of the offender (23.7%) which is not surprising given the large number of respondents who received services for domestic/intimate partner violence. Almost one-fifth of respondents indicated that the cost of services or transportation difficulties were significant barriers. Though most victim services are provided free of charge, it is possible that several respondents sought services from a counseling agency, and transportation difficulties can be a significant issue particularly in rural areas. A handful of respondents reported that access to internet or telephone (n=9), child care needs (n=6), lack of accessible services (n=5), and religious differences (n=3) were barriers they faced. Only one respondent selected language/cultural issues and there were not any respondents that selected immigration issues. Again, since this survey was administered in English, it is likely that those who faced these issues did not complete the survey.

Just over 10% of respondents indicated there were other barriers they faced, a number of which warrant additional attention. A few respondents noted that there was little to no response to their victimization. For example, one noted, a "lack of response and disbelief by police", while another explained, "It seemed as if no one really cared to tell me or just didn't know anything. I've never understood it." In reference to re-victimization by the system, which is well-

documented in the literature, one respondent stated, "Fear of being treated just like all rape victims are treated…and I was treated exactly like that which is why I didn't file any charges." Also referencing re-victimization, another respondent indicated, "Because I had a good job and insurance I was offered nothing. I was treated really poorly by the whole system." A few of the other barriers noted in the qualitative comments included being homeless, having to travel more than 100 miles for services, and not being aware of services.

It is important to highlight that many of the concerning comments noted here and in other parts of the survey reference dissatisfaction with the criminal justice system, rather than victim services specifically. Though there were some negative comments about victim service providers, the majority were about law enforcement, prosecutors, judges, and other criminal justice professionals. In terms of victim services, it seems that a larger issue is awareness of services. As discussed above, the majority of respondents to this survey were unaware of any of the services offered before contacting the agency. It is possible that increased awareness and utilization of victim services would help to alleviate some of the dissatisfaction with the criminal justice process.

Victim evaluation of services. After identifying which services they needed and received, respondents were asked to indicate which services were most helpful, least helpful, and which services they wish would have been offered to them. These questions included open-ended responses, all of which are included in Appendix B.

***Most helpful*.** In terms of the services listed in Table 5.6, the most commonly indicated helpful service was criminal justice support (n=14). Many respondents indicated that this service was crucial as they were not aware of how the system worked or what options they had. Though not explicitly mentioned as often, many of these responses also relate to the service of having

their crime victims' rights explained to them. Counseling was also included quite frequently by respondents (n=13), both individual and parent/child. Other services that were mentioned several times (i.e., three to five times) as being the most helpful included referral to legal services, assistance obtaining a protection or no contact order, support groups, crisis response, medical services, safety planning, and shelter.

Although these questions asked respondents about *services*, many referenced an individual or agency that greatly helped them. In fact, 17 respondents referenced a specific advocate or advocacy group, 12 mentioned a victim witness coordinator, and nine referenced law enforcement. For example, one respondent noted, "The community advocacy group – I felt like I had a voice and they helped me put some of the feelings I was sharing into words", while another stated, "My victim witness coordinator was a God send. She helps me to understand all of the court lingo and processes. She's supportive and answers all of my questions." An additional four respondents mentioned VINE as being the most helpful. Unfortunately, there were also some negative responses to this question in regard to not receiving any services or not finding the services helpful, which are discussed in more detail next in regard to the least helpful services, according to respondents.

Least helpful. On a positive note, several of the responses to this question that asked which services were the least helpful stated that all services received were helpful. For example, one respondent answered, "All services have been helpful", and another simply stated, "Everything helped." Some of the services listed as least helpful (each mentioned one to three times) included safety planning, legal services, VINE, counseling, criminal justice support, crime victims' rights, crisis response, child care, hospital support, and no contact orders. It is important to note, however, that many of the services listed as least helpful were listed as most helpful by

other respondents. Thus, many of these opinions likely depend on the specific situation and individuals involved.

Additional responses identified an agency or individual that was not helpful including law enforcement (n=10), prosecutors (n=8), advocates (n=2), the Department of Correction (n=2), and a national hotline (n=1). Others reported dissatisfaction with the outcome of the case or investigation (e.g., the offender was released, punishment was not harsh enough). Several respondents also indicated they did not receive any services through comments such as "Any help would have been nice" and "I didn't get any of these services." For most of these responses, it is unclear why services were not received.

***Desired services*.** The last question in this section asked respondents to indicate if there were any services they wish would have been offered to them that were not. The most frequent response to this question was emergency services and basic needs items such as food, transportation, gas, and a small amount of money or gift cards. Other frequent responses included daycare/childcare, shelter and housing resources, shelter for animals, better counseling options, assistance finding a job, and referral to legal services. In addition, one respondent listed that a coordination of services is needed and another indicated they were not given the opportunity to provide a victim impact statement. Last, some respondents noted they would have liked to have been kept more up to date on the case, for someone to express some empathy about what they were going through, and for their case to have been taken more seriously.

Domestic/intimate partner violence victims. Given the frequency with which agencies serve victims of domestic/intimate partner violence, additional questions were posed to victims who had received services in Idaho in the past three years for DV/IPV. A total of 54 respondents answered this set of questions. The first question asked if the victim left the relationship (see

Table 5.10). The majority (72.2%) indicated they did leave while 27.8% reported they did not leave.

***Left the relationship*.** Those who responded that they did leave the relationship were asked where they went (check all that apply). Responses are displayed in Table 5.11. Almost 30% of respondents indicated they went to a family member's home, followed closely by 'other'. Most of the 'other' responses included that the victim stayed at home and the offender left, was forced to leave, or was incarcerated. An additional five respondents went to a friend's home, four stayed at a homeless shelter, and only three went to a domestic violence shelter. When asked why they chose not to go to a domestic violence shelter, 22 reported they had somewhere else to stay, three did not know where there was a shelter, three stated the abuser was in jail, two heard bad things about shelters, and one each indicated they called but no beds were available, they previously had a bad experience in a shelter, they were not eligible to stay in the shelter, or they did not believe the shelter would be clean enough for their special needs child.

***Did not leave the relationship*.** Respondents who indicated they did not leave the relationship were asked why they did not leave (check all that apply). The responses are displayed in Table 5.12. The most frequently indicated reasons for not leaving were that they wanted to save the relationship and 'other'. The majority of the 'other' responses stated there was no abuse with explanations such as "I would not qualify the relationship as abusive" and "The charges were false." Some of the other reasons for not leaving listed by four or five respondents each include fear of leaving alone, belief that the abuse was not severe, not wanting to leave their home, having nowhere to go, thinking no one would help them, and the abusive partner was getting help. Less frequently reasons include religious beliefs, fear of harm by the abusive partner, not having enough money, and reasons related to their children.

Respondents who reported they did not leave the relationship were asked how agency staff reacted to their decision to determine if they continued to receive support and services (check all that apply). The responses are displayed in Table 5.13. The most frequent response was that the victim did not tell the agency they decided not to leave the relationship. While four respondents indicated the agency was *not* supportive of their decision, four indicated they were continued to be offered services. Three reported the agency made them feel badly about their decision not to leave and two were not offered services anymore. One listed little reaction from the agency while another, in the qualitative comments, stated they felt agency personnel did not believe them. Last, and perhaps most importantly, zero respondents reported that the agency was supportive of their decision. These findings are concerning and point to the importance of continued training and education on the dynamics of DV/IPV for all personnel who work with victims. While in an ideal world the victim would leave the relationship, there are often a number of significant barriers to leaving such as fear of the abuser's reaction, lack of financial support, and a desire to keep the family together. In addition, research indicates that leaving the relationship is the most dangerous time for a DV/IPV victim (e.g., Campbell, Glass, Sharps, Laughon, & Bloom, 2007). In fact, since victims who feel they cannot leave may continue to live with violence and further victimization, continued services and support could make the difference in future decisions about attempting to extricate themselves and their children from the relationship. Victims should continue to receive services and support regardless of whether they choose, or are able, to leave the relationship.

Respondent characteristics. At the end of the survey, all respondents were asked a variety of demographic questions. The results for sex, sexual identity, race/ethnicity, and religion are reported in Table 5.14. The majority of respondents were female (87.0%) which is not

surprising given the facts that females are more likely to seek victim services and are also more likely to participate in survey research (Dillman, Smyth, & Christian, 2009). In terms of sexual identity, the majority indicated heterosexual (91.1%), followed by bisexual (6.5%) and homosexual (0.8%). Considering the characteristics of the overall population of Idaho in which 93.7% identify as White alone (Census Bureau, 2013), it was not surprising that 92.7% of respondents identified as Caucasian/White. Three respondents identified as Hispanic/Latino and one as Native American. There were not any respondents who identified as African American/Black or Asian/Pacific Islander. Most of the other responses referenced mixed racial/ethnic backgrounds. The religion variable was a little more evenly distributed with 36.1% reporting they are not affiliated with any religion, 21.3% LDS/Mormon, 13.1% Protestant, 8.2% Catholic, and 0.8% Jewish. No respondents identified as Muslim. The 'other' category included responses such as Christian, Lutheran, and Spiritual.

The results for the demographic variables of age, education, income, number of household occupants, and governmental assistance are displayed in Table 5.15. The age of respondents ranged from 18 to 73 years with an average age of about 41 years (SD=12.52). In terms of the highest level of education completed, the majority had a high school diploma/GED or higher with 24.6% completing some college, 15.6% having an associate's degree, and almost 29% having a bachelor's or graduate degree. Only six respondents reported completing less than a high school diploma. Overall, the sample was slightly more educated than the Idaho population in which 88.8% of adults have completed at least a high school diploma (Census Bureau, 2013). In regards to annual income, the majority of respondents (70.8%) reported household incomes of $40,000 or less which is below Idaho's median income of $46,767 (Census Bureau, 2013). Just over 8% reported an annual income of $40,001-$55,000 and 20.8% reported more than $55,000.

Next, respondents were asked to indicate the number of people living in their household. Responses ranged from one to nine people with an average of 3.20 (SD=1.69). Last, respondents were asked if they receive any government assistance such as welfare, food stamps, or unemployment benefits as previous research has suggested that those who receive other types of assistance are more likely to seek victim services as well (Sims et al., 2005). About one-third of respondents reported that they do receive some type of government assistance.

Summary of Victim Survey Results

Although the findings from the victim survey are not necessarily generalizable to the entire Idaho population due to the sample selection procedure and low response rate, they still reveal some important findings about victimization and victim services in the state. In terms of crime type, the most common type of victimization for which services were received was overwhelmingly domestic/intimate partner violence, followed by stalking, property crimes, and various forms of child abuse. Consistent with the findings of other research, such as the NCVS, respondents were most likely to report that the offender was a current or former intimate partner whereas only about 18% indicated the offender was a stranger (BJS, 2014b). While the majority of respondents acknowledged that the crime was reported to police, which is contradictory to the findings of the NCVS and other studies, the fact that most of the survey participants were registered for VINE accounts for this discrepancy.

In regards to agencies from which services were received, the most frequent responses included law enforcement, prosecutors, counseling agencies, and community-based agencies. Whereas more than half of respondents reported traveling fewer than 20 miles to receive services, about 20% had to travel more than 20 miles. As noted earlier, this could present a

significant barrier for victims without transportation, specifically those in more rural areas where public transportation is scarce.

Comparisons between services that were needed versus those that were received revealed several important findings. First, there were a number of services for which a greater proportion of respondents reported receiving them than needing them. Second, there were even more services that were indicated as needed but were not received, several of which are directly related to the rights afforded to crime victims in Idaho. Perhaps agencies should consider verifying with victims which services they need so that victims are not receiving services they do not need, and more importantly, so that victims are receiving the services they do need.

Services that were commonly deemed most helpful included criminal justice support, counseling, referral to legal services, help getting a protection/no contact order, and support groups. In addition, several respondents indicated specific agencies or agency personnel that were particularly helpful, and others noted that all services received were helpful. Frequently indicated least helpful services included safety planning, legal services, VINE, and counseling. Again, several respondents noted specific agencies or agency personnel that were not helpful, and others noted that any help would have been welcome. Thus, the experiences and opinions of the sample varied somewhat depending upon things such as situational characteristics and which agency they contacted.

Respondents reported a number of barriers they faced to receiving services. Consistent with previous research and the findings of the agency survey, awareness of services was a significant issue. In fact, more than half of respondents indicated they were not aware of any of the services the agency offered before having contact with them. This could be an explanation for why the findings of the NCVS suggest that only about 10% of crime victims nationwide

report receiving services (BJS, 2014b). In this survey, other barriers reported included fear of the offender, cost of services, and transportation difficulties. Re-victimization was also an issue experienced by several respondents in that they felt re-victimized by the system by not being believed, being treated poorly, or being ignored. This finding suggests the need for additional education and training for those who come into contact with crime victims.

The questions posed only to victims of domestic/intimate partner violence revealed some important findings. The majority of respondents reported they did leave the relationship and were most likely to go to a family member's home or remain in their own home after the abuser left. Those who did not leave the relationship noted common reasons such as wanting to save the relationship, fear of doing it alone, and minimizing the abuse. Some of the more concerning findings were in regards to the agency's response to the victim's decision not to leave the relationship. In addition to some respondents indicating the agency made them feel badly and/or no longer offered them services, none of the respondents reported that the agency was supportive of their decision. As noted earlier, while all victims of DV/IPV would ideally want to leave the relationship and have the means to do so, the reality is that this is not always the case. Victims may hope the abuser will change, want to keep the family together, may be too fearful of retaliation, or just not have the resources needed to survive on their own. It is crucial for victim services personnel to understand this, which again hints at the importance of education and training. While victims should be encouraged to get out of an abusive situation when it is safe to do so, service providers should continue to provide support and services regardless of the victim's decision to leave. Otherwise, victims will not seek assistance in the future when they need it, which will only exacerbate the trauma of victimization.

Last, although the overall sample was disproportionately female, which is common in survey research, it was similar to the Idaho population in terms of race/ethnicity as indicated by the Census Bureau (2013). The sample was slightly more educated than the Idaho population and the majority reported a household income below the state's median. Respondents were from a wide range of religious backgrounds and reported an average age of about 40 years. Finally, about one-third reported being on government assistance which has been shown to increase the likelihood of seeking victim services. Often times, victims who are financially stable do not feel the need to seek victim services (Sims et al., 2005) or may seek services by private providers who they can afford to pay. One significant difference between the sample and the population to consider is the reporting rate. Whereas the NCVS finds that about 46% of violent crimes are reported (BJS, 2014b), over 80% of the sample indicated the crime was reported. Thus, there may be differences between those who report the crime and those who do not in terms of the victim services they sought and received.

Chapter 6

Current VOCA-Recipient Data

Researchers accessed the database used by the Council on Domestic Violence and Victim Assistance (ICDVVA) to gather data between 2008 and 2014 on victim characteristics and victimization within the state. Each year, all funded agencies are required to submit quarterly reports on the number of contacts with victims. Within each year, there is a summary report that provides total numbers for all funded agencies. In addition, there were summary reports for each individual agency. Only the summary reports on the total numbers for all agencies were used for analyses.

Two different reports were used within this study. The VOCA reports included information on agency funding, the number of staff and volunteers at each agency, type of crime, funds associated with each type of crime, and services received by crime victims. The ICDVVA reports included data on victim demographics, such as sex, race, age, income level, and education. Not all data were analyzed. All of the demographic information was analyzed from the council reports, however, only the crime type and services received were analyzed from the VOCA reports.

Data Limitations

There are a couple of limitations with the data. First, the reports are not in an exportable format, which means all of the numbers had to be entered into an Excel spreadsheet by hand, thus increasing the risk for error. Second, the reports do not differentiate between missing data and true zero value, therefore we could not determine where problems with missing data are occurring nor could we identify services that are not being offered or requested. Finally, the data do not distinguish between initial contacts for service, follow up contacts for service, and cases

of repeat victimization, thus, it is difficult to depict a clear picture of victim characteristics and victimization in the state.

Results

As just discussed, the limitations of the data (specifically what is collected, what was provided [aggregate data] and the software used) prevented us from exporting the data into a statistical analysis software package, requiring us to re-enter by hand all provided data. This section will discuss the demographic characteristics of crime victims seeking services from only victim service agencies receiving funding through the ICDVVA from 2009 through the 3rd quarter of 2014. There are other victim service agencies across the state that do not receive funding through ICDVVA and their numbers are not reflected here; thus these figures should be interpreted as the low range of any analysis.

Group characteristics. From 2009-2014, an average of 38 programs reported demographic statistics to ICDVVA, ranging from 41 programs (2007, 2009, 2010) to 32 programs (2014). A total of 158,945 individuals[1] had contact with ICDVVA-funded victim service agencies over these eight years. We are unable to discern if these are unique individuals as there is no differentiation in the data between first and follow-up or repeat victims. Annual figures ranged from 24,628 (2008) to 18,408 (2009)[2]. Interestingly, IIBRS data shows 2007, not 2008, as the year with the highest number of victims of reported crime and there is a continued decrease in the total number of victims of reported crime from 2007 to 2013. No such pattern is apparent in the ICDVVA data as it fluctuates across all reported years. On average, 19,868

[1] Data from victim sex reporting were used to calculate sample characteristics as they reflected the highest documented number of victims, indicating that victim sex has a smaller proportion of missing data than other demographic variables.
[2] Only includes the full reporting years 2009-2013 as 2014 numbers only reflect through the 3rd quarter.

victims of crime[3] contacted victim service agencies, higher than the average reported in the agency survey (M=18,339), yet both are significantly less than the average number of victims of crime through IIBRS (M=53,181). And, those crime victims contacting funded agencies received a total of 527,404 services.

Victim sex. The overwhelming majority of victims seeking services were female (N=122,598, 77%)[4], while males comprised less than one-quarter of those seeking services (N=36,347, 23%) (see Table 6.1). This sex differential in crime victims contacting victim service agencies was mirrored in the crime victim survey conducted for this assessment (females=87%, males=13%), although it was even more pronounced. Comparatively, the breakdown of victim sex in IIBRS data is quite different with a greater proportion of crime victims being male (52%, females=48%).

Victim race/ethnicity. Not surprisingly, given the racial and ethnic demographics of Idaho as a whole, victims who identified as Caucasian (73%, range=70-80%) comprised the largest proportion of those seeking services from funded agencies. Victims identifying as Hispanic (13%, range=10-16%)[5], African American (1%, range=.6-1%), and Other (13.44%, range=9-17%) made up the remaining percentages. The only discernible trend was among crime victims identifying as African American and Hispanic as both groups have continually increased in proportion from 2011 to 2014. Respondents to the crime victim survey were a much more homogenous group: Caucasian (93%), Hispanic (2%), Native American (1%) and Other (4%). None of the respondents identified as African Americans. Homogeneity was also a factor in the

[3] Includes data from the first three quarters of 2014.
[4] All percentages reported in this chapter are rounded to the next highest digit, following standard procedures for rounding.
[5] As Hispanic is an ethnicity, individuals can identify in both the racial and ethnic categories. We were unable to ascertain the racial-ethnicity overlap from the data provided by ICDVVA.

IIBRS data where 89% of victims were Caucasian and the remaining percentage was divided across Black (1%), American Indian (1%), Asian/Pacific Islander (1%), and Unknown (9%).

Victim age. There are decidedly more adults seeking services from victim assistance agencies than juveniles (65% vs. 35%). IIBRS data shows a similar pattern with adult victims of reported crime outpacing juvenile victims (79% vs. 21%). Further examination of adults who are seeking services demonstrates that the largest proportion is in the 30-44 years of age category (32% of all victims) followed by 18-29 year olds (21% of all victims) (see Table 6.2). This corresponds with the average age of respondents to the crime victim survey (M=41 years of age)[6]. While measurement of age differs in IIBRS compared to ICDVVA and crime survey data, close comparisons can be made. Victims of reported crime who are 21-30 years of age represent the largest proportion across all victims (25%) with 31-40 year olds comprise 19% of all victims of reported crime. The elderly (65 years and older) represent the smallest overall group of victims seeking services from funded agencies (1%). The only discernible trend among adults appears to be those who are 45-64 years of age; their proportion across all victims has steadily increased from 2009 to 2014 (9-13%). Among juveniles receiving services from funded agencies, slightly more 6-12 year olds (12.84% of all victims) than birth to five year olds (12.08% of all victims) have contact with these agencies. Adolescents (13-17 years of age) comprise 10% of all victims seeking assistance which appears to differ with IIBRS data showing a greater proportion of 11-20 year olds (18%) than birth to 10 year olds (3%) among all victims of reported crime.

Victim income. Among victims receiving services from funded agencies, over half (52%) are in the bottom one-third of income levels, ranging from a high of 55% for the lowest

[6] The crime victim survey was only completed by those over the age of 18.

income level (2007) to a low of 8% in the second lowest income level[7]. Approximately 17% of victims seeking services fell within the middle income brackets, while 11% were among the highest income levels. Within the ICDVVA data, almost one-quarter of victims did not provide their income levels across the 2007-2014 time period (see Table 6.3). Similar proportions were reported among respondents to the crime victim survey. IIBRS does not collect income data on victims of reported crime.

Victim education. Approximately 47% of victims contacting funded agencies had earned a high school degree or less, while only 24% had attended college or earned a college degree across the 2007-2014 time period (see Table 6.4). This is the exact opposite composition than respondents to the crime victim survey of which 69% had some college education or earned a college degree. However, 25% of victims in the ICDVVA data were missing values for education, making it the variable with the largest proportion of missing data.

Crime characteristics. There was a clear pattern of offense type among the ICDVVA data. For every year in the 2009-2014 time period, Intimate Partner Violence/Domestic Violence (IPV/DV) represented over half of all crimes experienced by victims receiving services (N=56,774, 54%), ranging from 51.64% (2013) to 55.43% (2011). The next most frequent crime for which victims were seeking assistance was Child Sexual Abuse (N=11,811, 11%). No other crimes comprised more than nine percent in any of the years in the study period (see Table 6.5). While respondents in the crime victim survey also most frequently reported IPV/DV as the reason they sought services, it was a smaller proportion (49% in past three year, 45% most recently) and next most frequent crime was Stalking (18%, 15%) followed by Property Crime (17%, 15%). Child Sexual Abuse had similar proportions (13%, 12%) to ICDVVA data. IIBRS data was vastly different than both agency reported (ICDVVA) and victim reported (crime

[7] The actual values of each income level in the ICDVVA data was not provided.

victim survey) data. Non-violent crimes (62%), specifically larceny (28%) were most frequently reported to law enforcement. While assault comprised the largest proportion of violent crimes reported in IIBRS, there is no distinct code for an IPV/DV-related assault or specifically Child Sexual Abuse, so further comparisons could not be made.

Service characteristics. For every year in the study time period, with the exception of 2009, providing services over the telephone (21%, N=113,252 services) was the most common assistance given to crime victims contacting ICDVVA-funded agencies, ranging from 19% (2014) to 23% (2012)[8]. The crisis hotline was the most frequently provided service in 2009 (22.99%) and the next most frequently provided service in 2010, 2011, and 2014 (17%, 19%, 16%, respectively). In both 2012 and 2013, follow-up services was the second most common service given through funded agencies (see Table 6.6). Data on services received in the crime victim survey is not truly comparable as many of the services listed in the survey could have been provided over the telephone, although a greater proportion of survey respondents indicated receiving crisis response (41%) than in the ICDVVA data. IIBRS, based on data collected at the time of the crime event, does not included information on services received by a crime victim.

Summary of ICDVVA Data

The research conducted multiple analyses of the ICDVVA data. However, limitations of the data preclude further analyses that could be instructive in determining the number of new victims of crime that contact a victim service agency each year, the extent to which victim service agencies provide ongoing services to each victim, what proportion of victims being served are repeatedly victimized (both within and across crime types), average number of services provided per victim, and an average length of time that a crime victim has contact with

[8] A single victim could be provided multiple services accounting for the higher total number of services compared to total number of contacts with victims.

the agency to receive services. These and other data limitations are discussed further in the Recommendations chapter of this assessment.

Yet, comparison to other data analyzed in this report can point out possible trends, explanations, and certainly areas for further research. Some of these are listed below:

- Differences between numbers of victims receiving services, both in the ICDVVA data and the crime victim survey, and the number of victims of crime in IIBRS illustrates the likely phenomenon, 'dark figure of crime'; in other words, crime that is not being reported to law enforcement. However, more accurate and reliable data, both official and self-report, collected on a consistent basis is needed to determine exactly what that gap entails.
- The sex differential is larger in the data on receiving services than in reported crime. This could be due to sex differences in type of victimization experienced and help-seeking behaviors. Further research is needed to determine likely explanations.
- The racial/ethnic differential between ICDVVA data and both crime survey and IIBRS data warrants further research. Possible explanations could include a relationship between victim race/ethnicity and 'official status' as a victim of crime, given that more homogenous numbers were found among crimes reported to law enforcement (IIBRS) and among those in the crime victim survey (sample driven primarily by VINE participants).
- The age differential between juveniles receiving services and reported crime involving juveniles is concerning. Further research is needed to determine whether this gap is due to adolescents who may be experiencing victimization, seeking services on their own, and choosing not to report to law enforcement.

- The education differential between ICDVVA data and the crime survey data needs further inquiry. The crime survey sample was overwhelmingly dominated by VINE participants but education levels among respondents were completely inverted from the education levels in the ICDVVA data. Whether or not this is due to some relationship between more educated victims and likelihood of offender conviction should be explored.
- Further research is needed to understand the influence of victim-offender relationship as defined under Idaho code as 'domestic' on offense type. By comparing IIBRS and crime victim survey data to ICDVVA, it became clear that IIBRS data, specifically, does not adequately capture the impact of crime within domestic/intimate partner relationships.
- Finally, the most frequently provided service to crime victims by funded agencies was done remotely. Providing services over the telephone and the crisis hotline do not require victim service providers and crime victims to be face-to-face. Further research is needed to discern whether this is a function of more initial contact with victims, existing barriers preventing victims from accessing face-to-face services, or existing barriers preventing victim service providers from offering face-to-face services at the level needed by crime victims, all of which may be influenced by funding levels.

Even with these limitations and areas of further research, the ICDVVA data demonstrates that a great amount of work is being done by ICDVVA-funded agencies to assist victims of crime.

Chapter 7

Recommendations and Conclusions

Based on numerous analyses across multiple forms of data, the research team has developed recommendations concerning the provision of services to crime victims in the state of Idaho. These recommendations are organized according to the following topics: data on victimization, victims and services; service provision; training and education; and funding.

Data

Data is the heart of understanding the current state of crime victims' needs and the foundation of strategic planning for meeting those needs. However, data is only valuable if it is *good* data: relevant, accurate, consistent, and easily understood.

Council and VOCA data. There was limited analysis that could be conducted on the data emanating from agencies funded through the Council and VOCA funds due to significant data issues; some of which were mentioned in Chapter 6. Here are the associated recommendations:

Recommendation #1: Establish a standardized code book for all data that are collected. Agencies were told to enter '0' for data that were either missing or at a zero value. This eliminates the ability to identify lapses in data collection at the agency level which, in turn, impacts any use of that data for planning and/or reporting purposes. In addition, mixing missing and zero value data does not allow for pinpointing services that are not being used on a regular basis, either due to barriers in accessibility or because they are not generally needed by crime victims. Finally, data are only valuable if they can be understood. A code book, available to anyone who obtains access to the data, explains exactly what each data point is, the purpose in collecting it, and the meaning of each value for that data point.

Recommendation #2: Collect other relevant data. The one, glaring omission of data within the Council and VOCA data is the distinction between initial, follow-up, and repeated contacts. Agencies report overall counts of contacts across the various categories, however there are significant differences in the nature of interactions and required staff time between an initial intake for a first time contact with a victim, follow up contacts with that same victim, and contacts with the same victim but for new victimizations. The resources needed for an agency that has a high volume of first time contact but few follow ups or repeat victimizations may be vastly different than the agency that has a lower volume of first time contacts but numerous follow ups and individuals who are repeatedly victimized. Necessary training may differ based on those distinctions as well. Agencies whose staff are primarily engaging in crisis response with new victims may require substantively different initial and ongoing training than agencies whose staff are generally working with fewer new victims but over a longer period of time (more follow up and repeated victimizations). In terms of planning and evaluating ongoing needs across the state, geographic and community data should be included with individual agency reporting. Since staff at the agency level appear to have little additional time for data collection, Council staff could easily merge census level data for each funded program into the database. This would allow for statewide analyses based on population size, urban/rural/frontier designation, crime rate, region of the state, and judicial district.

Recommendation #3: Require funded agencies to evaluate victims' experiences with their services. As discussed in Chapter 4, according to the agency survey, less than half of all responding agencies administer victim satisfaction surveys, at least annually, but quarterly would provide more real time data. This is a missed opportunity to gauge whether or not service provision corresponds to victims' needs, identify barriers to accessing all available services,

pinpoint potential issues in service delivery before they reach a crisis stage, and discern areas for service expansion or collaboration. Also, victim satisfaction surveys provide useful data establishing the basis for 'need' in order to both guide and bolster grant applications. Requiring funded agencies to use the same survey instrument would allow for the aggregation of data and another avenue for determining statewide needs of crime victims.

Recommendation #4: Implement the use of more adaptable database and statistical analysis software. Our analysis demonstrated the difficulty in working with the current reporting system. Data is entered in a format that cannot be imported into software packages for statistical analysis. Our team had to re-enter all seven years of data **by hand**. While cumbersome and time-consuming, re-entering data also interjects an element of error that is unnecessary. The current format also does not allow for the merging of data from different files which limits the primary purpose of collecting data: using it to inform evaluation of current policies/practices and forecasting/planning. If agencies entered data into Excel or Access, all agencies' files could be merged together with other Council data (such as our recommended community level census and crime data) and easily imported into a statistical package, such as SPSS.

Secondary data. In regards to secondary data, review of existing data collection efforts in the state of Idaho indicates a need for more robust victimization data collection. The Idaho IBRS does provide demographic information that can be used to provide a snapshot of victimization in the state. These data are, however, limited by 1) missing and unidentified data points, and 2) the nature of official statistics.

Recommendation #5: Reduce the percentage of cases with missing data in IIBRS. The Statistical Analysis Center (SAC), under the auspices of the Idaho State Police (ISP), oversees the compilation of IIBRS data submitted by Idaho police and sheriffs' organizations. Similar to

the earlier discussion concerning missing data in Council and VOCA reporting, the usefulness of IIBRS is remains unrealized due to a large percentage (20%) of missing data within crime events. One of the reasons why NIBRS (and subsequently IIBRS) is an improvement over the UCR is the increased data points per crime event and expanded data on crime victims and the victim-offender relationship. However, in our analysis of seven years' worth of IIBRS data, many of these data points, particularly those involving victim-related information, were missing. Increased education of agencies regarding the negative effects of incomplete data collection on crime events and the usefulness at the state and local levels of more complete data may assist in reducing the percentage of cases with missing data. However, IIBRS data (as official data) only provides information on crimes that are reported to police and sheriffs' agencies. With recent declines in national reporting rates (only available via self-reported victimization data), the importance of accurate and reliable self-report data on victimization becomes more pronounced.

Recommendation #6: Implement a re-design of the Idaho Crime Victimization Survey (ICVS) using current sampling procedures, such as those adopted by the National Crime Victimization Survey. One of the benefits of the Idaho Crime Victimization Survey (ICVS) would be its ability to address this limitation of official data, i.e., provide comparable self-report victimization data. Unfortunately, the usefulness of the ICVS is constrained by low response rates which have implications for data validity. While it is increasingly difficult to obtain high response rates in telephone-based research, the National Crime Victimization Survey (NCVS) has maintained high response rates over time. Thus, there is promise for revisiting sampling procedures with the ICVS in order to boost responses and data validity.

Recommendation #7: Produce an annual collaborative report on victimization and victim services across the various agencies tasked with oversight of victim-related data. Annual

reports are commonplace among data collecting agencies. However for some aspects of crime and the criminal justice system, the process is easier as one agency holds most of the data needed for such an analysis. But, for victimization, multiple agencies contribute pieces of the puzzle: Statistical Analysis Center (IIBRS, Byrne/JAG funded projects, ICVS), ICDVVA (quarterly reporting by VOCA-funded agencies), Idaho Crime Victim Compensation (ICVC, services received by crime victims covered under compensation claims), to name just a few. Collaborations between these agencies tasked with data collection and local researchers may be allow for annual reporting that provides a better picture of victimization in Idaho, including expanding the ICVS to capture other services accessed by individuals as a result of their victimization (e.g., food banks, faith based assistance, private counseling, substance abuse treatment). Quality crime and victimization data collection, and analysis, are crucial for identifying potential needs and resource allocation.

Outreach to Crime Victims

Victims of crime are not a homogenous group and, therefore, assisting them in the wake of their victimization should not be "one size fits all". Our analyses highlighted areas of need for victims of specific crime types, specific victim characteristics, and available services. All of the data collected during this assessment was relevant to the discussion of crime victims themselves and serve as the basis of the following recommendations.

Recommendation #8: Continue to emphasize outreach to victims of intimate partner violence (IPV). The often violent and ongoing nature of the IPV necessitates continued resources for victims of this crime. Data on crime victims seeking services, both here in Idaho (this assessment) and nationwide (Langton, 2011; Sims et al., 2005), demonstrate greater proportions for victims who are female and/or injured; these variables encompass the majority of IPV

victims. Because the crime involves an intimate partner as the offender, often one who resides with the victim, shelter and the accompanying necessary resources for re-establishing are required, thus increasing the service needs of this population.

Recommendation #9: Expand outreach and services to victims of sexual assault. Many providers indicated a need to do more outreach to victims of sexual violence and/or establish supportive services separate from those offered to victims of IPV. Due to funding and staffing issues (and in some locations, lower numbers of sexual assault victims seeking services), IPV and sexual assault victims have co-support groups. While there is substantial overlap between these two victimized populations, there is still a not-so-small proportion of sexual assault victims whose perpetrator was an acquaintance or stranger to them. Acquaintance/Stranger victims of sexual assault likely have different service and recovery needs than IPV victims in general, and even sexual violence IPV victims. Much has been done at a societal level to reduce the stigma and victim-blaming associated with IPV; however that stigmatization, victim-blaming, and beliefs in rape myths remain much as they were over a decade ago. Thus, even for sexual assault-related IPV victims, there are likely important distinctions in service needs and barriers. While the number of sexual assault victims may be significantly lower among those seeking services, actual sexual victimization numbers are higher. Therefore, even though victims who are female and/or injured are more likely to seek services, societal beliefs may negatively impact help-seeking behaviors among sexual assault victims. Comprehensive and consistent outreach will be required to overcome these barriers.

Recommendation #10: Expand outreach and services to men who are crime victims. While IIBRS data demonstrates that men are more commonly the victims of violent assaults in general, they are less likely to seek services. This should not be construed as victimized men not

needing services. Again, societal beliefs about masculinity may prevent men from seeking services from which they could benefit. In addition, with much of the emphasis on female victims of IPV (which we recommend retaining), victimized men of any type of assault may not know that services exist for them (or, in some areas of the state, that services should exist for them). Again, significant and different forms of outreach will be required to overcome these long-held beliefs and encourage men to seek needed services. Once they do begin to ask for assistance, services must be available to them. This may require new or additional forms of funding or more flexibility in using existing funds.

Recommendation #11: Expand outreach and services to underserved, vulnerable, and marginalized populations (i.e., adolescents, elderly, people of color/ethnicity, LGBTQI population, people with disabilities [as defined under the American Disabilities Act (ADA)], among others). The agency and victim surveys, plus information from the site visits, all pinpointed the need to expand access to services for all underserved, vulnerable, and marginalized populations. What constitutes an underserved, vulnerable, or marginalized population will likely vary across communities and regions of the state. In some communities, Hispanic victims or migrant farm workers are vulnerable, marginalized, and underserved; and, yet, in other parts of the state, White victims who are single parents living in poverty are those who are underserved and vulnerable. Crime victimization does not discriminate across demographic categories and, often, those who are vulnerable experience increased odds of victimization and reduced odds of receiving services *because they are vulnerable*. Those who are marginalized may or may not experience higher rates of victimization, but they are underserved *because they are marginalized in their own communities*. The need for and lack of access to services, and culturally sensitive services at that, becomes more important amid survey data

indicating that some victims have been denied services because of their disability, in direct violation of federal law (ADA). Cases involving vulnerable, marginalized, and protected populations may be more complex and require significant accommodations and staffing time, yet the answer cannot be to deny services as these populations hold the same rights as a crime victim under the Idaho State Constitution as other crime victims do. Addressing this recommendation involves increased and different types of training and education and funding sources; all of which are addressed in subsequent sections.

Recommendation #12: Provide services to victims of property and other non-violent crimes. The analysis of IIBRS data indicated that most victims of crime are victims of property or other non-violent crimes (e.g., information and financial crimes). However, the vast majority of victim service agencies appear to focus almost exclusively on violent crimes. Victims of property crime likely rely on insurance reimbursement for losses associated with stolen or damaged property and may not need much assistance beyond personal insurance companies. However, some property crime victims, such as victims of residential burglaries, may experience emotional distress due to the nature of having someone break into your home, rummage through, steal, and/or damage personal belongings. In addition, there may be a need for assistance in securing their residence upon discovery of the burglary, especially if doors, windows, and/or locks are broken. Insurance companies generally require reporting to law enforcement agencies before the processing of any claims associated with property crimes, so one could assume that Victim Witness Coordinators (VWCs) in police/sheriff and prosecutorial agencies would attempt to meet any needs of victims in these reported cases, while the case is progressing through the criminal justice system. However, as demonstrated through the data analyzed in this assessment, not all jurisdictions have VWCs working in law enforcement or prosecutors' offices. Thus,

access to necessary services in the state, especially for victims of property crimes, are heavily dependent upon where the crime occurs, potentially creating inequitable access to rights afforded to crime victims under the Idaho State Constitution. Community-based services and VWCs need to be available in all jurisdictions across the state to ensure that crime victims, including victims of property and other non-violent crime, can access services and their rights.

Service Provision

In addition to needs and barriers based on who the victim is or the type of victimization they experienced, problems existed in terms of accessing, receiving, and providing services to all crime victims. This section will delineate recommendations in these areas based on analyses of all available data.

Recommendation #13: Provide equitable access to and types of services in rural and frontier areas of the state. In the agency survey, all of the counties least frequently served by crime victim service providers were located in rural and frontier areas of the state. Analysis of IIBRS data uncovered a slower rate of decline in victimization in non-metropolitan areas. The reduced likelihood of localized direct victim service providers and supportive services (e.g., counseling, social services), public transportation, and affordable child care, along with an increased likelihood of longer distances to victim service providers and criminal justice agencies create multiple barriers for victims to receive the assistance they need in their recovery and to reduce their risk of further victimization. For some victims, e.g., IPV and child abuse, the isolation increases the likelihood that they will remain in their relationships/homes, subsequently raising the risk of further victimization. Access to services, especially those that support long term recovery (i.e., counseling), and legally afforded rights should not be pre-determined based on where in the state you reside and regionally-based centers for services will only compound

the barriers. Locally-based, equitable services and access to those services must be established for crime victims in rural and frontier areas of Idaho.

Recommendation #14: Provide assistance needed to access and receive services (i.e., transportation, child care, bilingual services). Repeatedly in the agency and victim surveys and the site visits, transportation and child care were the most frequently cited barriers to crime victims accessing necessary services and their legal rights as crime victims. Victims residing in rural and frontier areas report having to travel 11-20 miles or more to access services. Without public transportation, crime victims must have their own vehicle, or know someone who has a vehicle and is willing to transport them, in order to receive victim services and attend court hearings or meetings with criminal justice professionals. However, transportation is not only an issue for rural and frontier victims of crime. While some more metropolitan jurisdictions have a public bus service, it is often severely restricted in available times and service areas. Victims who are without a means of transportation, whether it is due to a lack of financial resources, lack of social support, or, in some cases of IPV, denied access to a vehicle, cannot reach victim service providers or criminal justice agencies to receive services or participate in the criminal justice process, especially in rural/frontier areas where services may be concentrated in the county seat. In addition, our analyses found that victim service providers, particularly in rural/frontier areas were not compensated for mileage when they could transport victims to services, regardless of how far the distance traveled. In a similar vein, victims of crime who have young children who cannot be left alone require child care in order to leave home and access services or attend court hearings. There is a dearth of affordable child care options in many metropolitan locations and this gap is emphasized in rural and frontier locations. Without financial means to pay for child care, family or friends to watch their children, or on-site child

care at victim services and criminal justice agencies, crime victims will not receive necessary services nor will they be able to participate in criminal justice processes.

Recommendation #15: Increase efforts to establish comprehensive, collaborative service models for crime victims, such as coordinated community responses (CCRs) and family justice centers (FJCs), across all crime types. Barriers, such as transportation and child care, and the traumatic effects of victimization are exacerbated when victims of crime must visit multiple agencies, recount their victimization repeatedly, and complete similar forms numerous times in order to access and receive services. Prior research and crime victims surveyed for this assessment have indicated an increased likelihood of 'dropping out' of receiving services and participating in criminal justice proceedings due to a lack of cooperation among agencies. While agencies are still housed in separate locations in communities with CCRs, the agencies have working data sharing agreements, collaborate in victim interviews, and staff cases as a team to increase needed services to victims, reduce the chances of cases 'falling through the cracks', and minimize secondary victimization of crime victims. FJCs are a more recent evolution of the CCR model which co-locates agencies that provide frequently used services by crime victims in the same building. Like CCRs, agencies within an FJC typically have data sharing agreements, collaborate when possible on cases, and reduce the need for victims to recount their story, but because they are co-located, FJCs also reduce unnecessary travel by crime victims to multiple locations in order to receive services. Some jurisdictions in Idaho have well-developed, long-standing CCRs or FJCs. Others appear to function in name only (i.e., no data sharing agreements, collaborative staffing of cases, shared missions/goals) or are sustained because of the specific individuals involved; in other words, there is no institutional or organization buy-in or commitment. Once those committed individuals leave their positions, the collaborative model

often ceases to function. However, most jurisdictions in Idaho have neither in operation. There are existing, research-based models of CCRs and FJCs that can be replicated and tailored to specific communities. These types of collaborative efforts may be better suited to identify and overcome a number of the service barriers reported by both victims and agencies in Idaho.

Recommendation #16: Create a state-level crime victim ombudsman. In Idaho, victims of crime have legal rights afforded to them in both statute and the state constitution. However, unlike offenders who have the criminal court system to rectify violations of their statutory and constitutional rights, crime victims have little recourse if their rights are violated or not afforded to them. In the agency survey, respondents shared concerns about violations of victims' rights or differential treatment because the offender had a pre-existing relationship (familial, friendship, professional) with a criminal justice professional. In the victim survey, some respondents reported that they needed information on their rights, but never received that service (and, thus, likely were never able to engage those rights). Legal rights, whether afforded through statute or constitution, are only as good as the mechanism that exists to rectify violations of those rights. When no mechanism exists, rights become courtesies. Models exist around the country (e.g., Minnesota) for a crime victim ombudsman. Most have investigative powers, but can only make recommendations to professional bodies and the public regarding their conclusions (i.e., no authority to sanction). The State of Idaho, possibly the Office of the Attorney General, should review existing models and make recommendations to the Governor's Office as to which ones would be most effective here.

Professional Issues

Responding to and providing services for crime victims is complex. Incidences of victimization and crime victims are not homogenous. The effects of experiencing trauma do not

present themselves exactly the same in every victim. The needs of each victim and the barriers each faces to accessing and receiving services and recovering from their trauma vary greatly both within each instance of victimization and across victims. Victim services is a problem-solving profession working with individuals who are reeling from the effects of their trauma and intersecting with a multitude of other professions who may, or may not, share their victim-centered goals. Victim service professionals are vicarious exposed to trauma and its effect on a daily basis. There is nothing about the victim services profession that says 'simplistic training and minimal education'. This section details recommendations concerning training and education for direct victim service providers and allied professionals who have regular contact with crime victims.

Recommendation #17: Take advantage of currently offered trainings, workshops, and symposiums. Initial and continuing education allow victim service providers to network with and receive support from other professionals, increase their knowledge base, learn new or hone existing skills, and engage in self-care. All of this contributes to increasing job satisfaction, decreasing likelihood of compassion fatigue and burnout, and subsequently less staff turnover. Statewide victim service organizations, such as the ICDVVA and the Idaho Coalition Against Sexual & Domestic Violence (ICASDV), offer opportunities to increase knowledge and skills in working with victims of crime. The ICDVVA hosts the annual Two Days in June which offers skill-building workshops by local and national presenters. This conference rotates across three locations in the state (Coeur d'Alene, Idaho Falls, and Boise), making it available to victim service and allied professionals in metro and non-metro areas. VOCA funded victim service agencies can use VOCA funds to support conference attendance. In the fall of each year, the ICASDV hosts a large conference, most recently called, Compassionate Communities, providing

access to plenary and workshop sessions by nationally recognized experts, often on cutting-edge topics and research. The ICASDV provides funding to cover the travel and lodging costs for member programs. Registration is always free of charge to all attendees. Also, the Idaho Victim Assistance Academy (IVAA), under the auspices of the ICASDV, is an annual 40 hour workshop offering college-level education on victimization, the effects of victimization, and responses to victimization and crime victims. It is open to all professionals who have direct contact with crime victims and its $500 fee covers all costs associated with the event (registration, materials, lodging, and meals). Three separate academies are offered on a rotational basis: basic (under five years' of experience), advanced (five or more years' of experience), and team (requires jurisdictional teams to attend together). Both of these conferences/workshops are held only in Boise, which could hamper attendance by more remote or single staff agencies. The Office on Victims of Crime (OVC), within the U.S. Department of Justice, has Training & Technical Assistance (T-TAC) monies available on a first come-first serve basis for victim service providers and police/sheriffs' professionals to attend victim-centered training. However, those monies are quickly depleted each year and the processing time of applications does not often coincide with local training opportunities.

Recommendation #18: Offer educational and training opportunities at a regional and/or local level across the state. The remoteness of rural and frontier Idaho is not solely an issue for victims of crime. Victim service providers also become isolated in these locations. Their isolation results from a lack of funding and shortage of staff, making it difficult to attend trainings, conference, and workshops. As discussed in Recommendation #16, continuing education can assist in staving off compassion fatigue and burnout, both of which contribute to decreased ability to provide quality services and increased chances of staff turnover. Thus,

limiting the ability of rural/frontier victim service providers, and those across the state in single (or small) staffed officers, to attend training opportunities will only work to increase the negative effects of working with trauma on a daily basis. The concentration of training and educational opportunities in the Treasure Valley creates inequitable access to professional development and, consequently, improved quality and types of service for and systemic responses to victims of crime. Agencies, organizations, and educational institutions should begin the effort to take professional development to victim service providers and allied professionals in their own regions and communities.

Recommendation #19: Increase web-based access to trainings and education. It may not always be financially feasible to bring professional development events to individual localities or across multiple regions. With limited funding for training/education related travel and staff shortages in many victim service agencies, especially rural/frontier ones, there may be forms of professional development that can be provided in a web-based format. Access to broadband internet service has improved dramatically across the state in recent years, so victim service and allied professional agencies in many non-metro communities would be able to participate in web-based offerings. Costs associated with bringing national experts on victimization to Idaho could be reduced if the experts were able to conduct their workshops from their own location via the internet. And, in short order, those cost savings would outpace initial costs associated with web-based conferencing services. However, we caution against relying solely on web-based professional development as providers often lose out on the networking and self-care aspects of off-site workshops that are crucial to reducing burnout and improving services for crime victims.

Recommendation #20: Encourage multidisciplinary, jurisdiction-wide trainings and continuing education on victimization and trauma-focused, victim-centered practices. Similar to our recommendation to increase collaborative responses to crime victims, it would be shortsighted to not include training for criminal justice and allied professionals in our recommendations. There were numerous responses in the agency and victim surveys pointing out issues with secondary victimization of crime victims by criminal justice and allied professionals. The criminal justice system does not work without the cooperation of crime victims from reporting to law enforcement through prosecution efforts and even community supervision of offenders. Victims are less likely to cooperate if they are not treated with dignity, experience victim-blaming, and not afforded their legal rights during criminal justice processing. Thus, trainings for jurisdictional teams are in order. Similarly, crime victims will encounter greater difficulty in recovering from their trauma if allied professionals (e.g., medical providers, mental health professionals, substance abuse counselors) are not cognizant of the effects of victimization and trauma-focused practices. Professional organizations for police, sheriffs, prosecutors, judges, and corrections, in addition to those representing doctors, nurses, counselors, and social workers, should be encourage to partner with statewide victim service organizations to offer solo or joint trainings on victimization and crime victim-related issues.

Recommendation #21: Focus training efforts on evidence- and research-based practices that are trauma-focused and victim-centered. There are trainings and, then, there are relevant trainings that create meaningful change. Respondents to the agency survey remarked that current training offerings may not be relevant to their work experiences. Trainings that are theoretical or ‘big picture’ in nature are important in order to move the discipline forward, as a whole. But, they should be balanced with skill-building workshops that address real time, ‘on the

ground', issues faced by victim service providers (e.g., conflict resolution skills in working with other agencies where conflicting goals are problematic). Often, new ideas or practices are resisted by professionals because it takes them outside of their 'comfort zone' and may be labeled as 'not relevant'. However, working with victims, meeting their needs, and overcoming barriers is never static; knowledge is always evolving. There have been significant developments in the past decade in terms of understanding the effects of trauma, especially on brain functioning. These effects impact how services should be provided and service delivery, especially when resources are limited, may not always be 'victim-centered', but rather 'agency-centered', meaning that types of services and the delivery of those services are done in a manner that is best for the agency. Some respondents, who self-identified as victims of IPV, in the victim survey remarked that they felt judged by victim service providers if they chose to remain in their relationship and, in some instances, services were denied to them. Working with victims in danger of continued victimization is not easy or simplistic, but shame and isolation are not productive in providing support. Workshops should be offered to develop further understanding of the dynamics of IPV and trauma-focused, victim-centered skills to work with this population of IPV victims. Research and evidence-based policies and practices exist in victim services and should be the basis for available training and education.

Funding

Funding for victim services, assistance provided to those most affected by crime, is not even closely comparable to the level of funding that exists for other responses to crime (law enforcement, prosecution, courts, and corrections). However, the passage and implementation of Justice Reinvestment Initiative (JRI) is projected to result in a net savings of $288 million (Council of State Governments [CSG], 2014). A majority of the proposed savings are costs that

will be avoided by not building additional correctional institutions, however there is also a significant actual cost savings (potentially $74.9 million). Of that, $33 million are set to be reinvested in community-based corrections, re-entry, and offender treatment programming (CSG, 2014). A smaller reinvestment of $5-10 million could have a significant impact statewide in closing gaps and reducing barriers in assisting victims in their recovery. Most, but not all, of the recommendations provided thus far would likely require additional funding for victim services. The recommendations concerning funding in this final section are meant to encompass most of the previously offered recommendations.

Recommendation #22: Increase funding for victim services. The State of Idaho relies primarily on federal Crime Victim Fund monies, other federal and private grants to, and fundraising by individual programs to pay for services to crime victims. Criminal court fees paid by offenders are earmarked primarily for the state's crime victim compensation program. From our analysis, Idaho appears to be the only state in the country that does not specifically appropriate money in its budget for direct services to crime victims. State appropriated money for Idaho's crime victims could be used to close the gaps in service coverage across the state, reduce existing barriers to receiving services, address 'high need' areas, and ensure equitable access to constitutionally-provided rights to all victims of crime in Idaho by funding enough VWC's to serve victims in every county. It appears unlikely that areas of need across the state will be addressed without state appropriated monies. An increase in funding for victim services will likely also be necessary in order to address the remaining recommendations in this section.

Recommendation #23: Broaden the definition of 'victim services' to include services necessary for victims to access and receive traditional forms of victim assistance. A number of the needs and barriers discussed in this report are seen as 'extras' or special services for victims

of crime. However, the data demonstrates that 'extras', such as transportation, child care, housing, and emergency basic necessities (i.e. food, clothing, medicine, toiletries), are instrumental in allowing victims of crime and their families access to services and sustaining their recovery from victimization. Broadening the definition of 'victim services' to include these important needs will allow (1) agencies to apply for funding that may not have previously qualified as victim services (although they serve many crime victims); (2) current victim service agencies to expand their services to include these elements; and (3) allow for the creation of new collaborations between existing agencies to meet these broader services. Any and all of these outcomes are likely to increase the number of crime victims receiving all victim services around the state.

Recommendation #24: Target a portion of, or additional funds to, 'high need' locations, crime types, specific services, and barriers. Areas of concentrated events are not new to crime and criminal justice analyses. Hot spots of crime and disorder, repeat offenders, and repeat victimization have all been studied and discussed in peer-reviewed, research articles. This assessment identified 13 agencies that are deemed 'high need' because they have concentrated needs (four or more) and barriers (four or more) at greater levels than other reporting agencies. They encompass the spectrum of agencies that crime victims contact: direct victim service providers, mental health providers, domestic violence courts, sex offender treatment programs, prosecutor's offices, and social services. The majority are located in non-metro counties in Idaho. Targeting funds to these 'high need' locations may have the same impact as targeted responses to other concentrated crime areas. Strategic deployment of police officers to hot spots often results in significant decreases in calls for service regarding crime and disorder (Sherman & Weisburd, 1995). Targeting repeat offenders, often through re-entry and treatment

programming, results in significant decreases in recidivism. We would expect a similar, but reverse, impact from targeting funding to 'high need' agencies or areas: a significant increase in crime victims receiving services.

Recommendation #25: Streamline the process victim service agencies use to apply for funding and reporting procedures. Not all victim service agencies in the state receive funding from ICDVVA (and therefore federal monies). While some may not meet specific funding criteria, others have chosen not to apply for VOCA monies because applications and reporting requirements are too cumbersome, taking staff time that could be spent providing direct services. State VICA administrators do not have control over federal application procedures and reporting requirements. However, we include this recommendation in anticipation of state appropriated funding. New funding sources and allocations should attempt to streamline application and reporting requirements as much as possible in order to increase the number of agencies willing to seek such funding to expand their services to crime victims.

Recommendation #26: Increase the flexibility in the use of funds by victim service providers. Respondents to the agency survey and at site visits noted the numerous restrictions on how they use the funding they receive. While it is understandable and good practice to ensure that funds are used for the purposes they were intended, this lack of flexibility in *any* funding source creates some of the barriers (by crime type) and needs (limited services) existing in locations across the state. Particularly in non-metro areas where often there is only a single victim service provider for an entire county, restrictive funding does not allow that provider to assist victims of any other crime, except the crime type for which they are funded. And, that crime victim likely goes without assistance or providers use limited private donations or, in some instances, their own personal time and funds to assist. There are other states that provide,

generally state appropriated, funds to assist ‘general crime victims’; in other words, flexible funding to assist any crime victim, including those underserved crime types, such as property, information, and financial crimes. This highlights yet another reason that state appropriate funding for victim services is necessary in Idaho.

Recommendation #27: Increase funding levels to specifically address low wages, lack of benefits, and lack of mileage reimbursement for job-related travel. Data culled from the agency survey and site visits pinpointed the low wages and lack of benefits for victim service providers, primarily those working in community-based, non-profit programs and those located in non-metro areas. In some locations, minimum wage is the base salary for victim assistance professionals and benefits are not offered. The level of compensation does not reflect the complexity of the job as discussed earlier in this report. In addition, low wages and few or no benefits creates staff turnover as people leave for jobs with better pay/benefits. As with any organization, constant turnover increases training time and associated costs, as well as staff shortages. But, for victim service agencies that are already underfunded and understaffed, the impact is greater and likely extends to services provided to victims, regardless of how much staff try to maintain the level and quality of services. Determining appropriate wage levels for victim service providers can begin by conducting a job and labor market analysis. Additional funding to cover increased wage and benefit costs would be necessary.

Recommendation #28: Increase funding levels of statewide victim service organizations in order to expand their outreach and assistance to local service providers and, in some cases, crime victims themselves. Existing statewide victim service organizations, such as ICDVVA, ICASDV, and ICVC, like local victim service providers, are already stretched thin in terms of funding and staff. However, these organizations also have established statewide recognition,

networks, and knowledge that could be expanded, with additional funding, to support local victim service providers and, in the case of ICVC, directly serve crime victims. Respondents to the agency and victim surveys and the site visits reported significant lag times in the processing of payments by ICVC for sexual assault exams. This creates difficulties specifically for college students who may not be at a point where they are ready to disclose their sexual assault to their parents. Longer processing times likely lead to hospitals billing parental insurance companies, thus informing parents of the sexual assault. Additional funding for more staff at ICVC (which has received greater numbers of claims in recent years and experienced staff turnover) may allow for shorter processing times of submitted claims. One of the earlier recommendations concerned increased training and education needs across the state. With additional funding, statewide organizations could increase their training opportunities and expand into regional and web-based offerings. One other area of potential expansion, with additional funding, for statewide organizations seeks its own monetary return. Many victim service agencies reported having to choose between meeting the needs of clients and moving staff out of direct service in order to write grant proposals for additional funding. Statewide organizations may be in the best position to provide assistance to local agencies in writing grants, possibly partnering with Idaho's colleges and universities.

Conclusion

Victim service professionals across the state of Idaho are providing an invaluable service to those most affected by crime: victims. The variety of agencies that assist crime victims (community-based advocates, non-profit agencies, victim-witness coordinators, criminal justice agencies) allows for greater flexibility and less likelihood of victims 'falling through the cracks'. The purpose of this assessment was to provide a snapshot of the needs of crime victims and

victim services in Idaho. Using multiple sources of data and numerous analyses, recommendations were offered to address gaps in services/legal rights, reduce barriers to providing and receiving services/legal rights, and improving the ability of the State, through victim service professionals, to meet the needs of victims of crime. These recommendations, based on the empirical evidence discussed throughout this report, are offered with the ultimate goal of better serving crime victims across the state of Idaho.

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Appendices

Appendix A

Full Version Methodology

Secondary Data Analysis: Full Methodology

Three data sources were explored for their utility in assisting to describe the prevalence and context of victimization in Idaho: the Idaho Incident-Based Reporting System (IBRS) data, the National Crime Victimization Survey (NCVS), and the Idaho Crime Victimization Survey (ICVS). As noted in the brief methodology (see p. 17-18), only the Idaho IBR data were used in this report for reasons relating to sampling frame (NCVS) and validity (ICVS). The IIBR data are explained in detail here.

Idaho's participation in the National Uniform Crime Reporting (UCR) Program is in the form of the National Incident Based Reporting System (NIBRS), and referred to as the Idaho IBRS. The NIBRS was created in an effort to gather data from law enforcement on each incident and arrest within 46 specific crimes (Federal Bureau of Investigation, 2011). The NIBRS collects more detailed information regarding crime situations than the Summary Reporting System which culminates in the FBI's annual Uniform Crime Report. This information includes when and where a crime takes places, the form it takes, and the characteristics of victims and perpetrators. Importantly, single-offense incidents and multiple-offense incidents are captured through four units of analysis: incidents, offenders, victims, and known offenders. For the purposes of this report, the victim segment is most relevant. The victim segment contains data on the offenses experienced, the type of victim (person, building, etc.), age, race, sex, ethnicity, resident status, particular assault and homicide circumstances, injury types, and relationships to offender(s).

The Idaho Uniform Crime Reporting program reports under the NIBRS guidelines and is managed by the Idaho State Police (ISP) (ISP, 2013). Idaho was one of the first seven states to participate in reporting using the NIBRS in 1991. Idaho agency participation is state-wide, with all agencies that report using the IBRS. For the current report Idaho's IBRS data for years 2007-

2013 were accessed with the assistance of the ISP. The data for 2013 were not complete at the time of analysis, as indicated by the significantly lower number of victimizations indicated for 2013 compared to prior years. Thus, 2013 data are included in descriptives examining total victimizations and characteristics across the span of 2007-2013, but are not included in figures depicting trends in rates over time as the rate would not be a true representation of victimization in that year.

As with any official data source it is important to keep in mind that the data are representative of reported crimes and victimizations. Official data sources undercount the number of victimization events as not all victimizations are reported to law enforcement. In particular, sex offenses and victimizations perpetrated by close relations tend to suffer from higher rates of non-reporting. The NIBRS data can be useful for providing detailed descriptive information regarding crime and in particular those crimes that are most likely to come to the attention of police, e.g., murder and robbery, for providing a general picture of the victimizations known to police, and for providing the ability to look at trends in those victimizations over time.

Agency Survey: Full Methodology

The purpose of the agency survey was to gather data from all agencies/organizations in Idaho that serve crime victims in order to describe agency characteristics, geographic location and coverage, types of crime victims served, contact with underserved/vulnerable populations, services currently offered, services needed, and barriers to serving crime victims. This section describes the complete methodology used to gather this survey data collected between April and July of 2014.

Participant Selection

As mentioned above, the goal of the agency survey was to gather data from all agencies/organizations in the state of Idaho that might come into contact with crime victims. Thus, rather than selecting a sample for participation, a total population design (i.e., census) was employed. A variety of sources were utilized to compile the list of agencies including: the Idaho Council on Domestic Violence and Victim Assistance's website; the Idaho Coalition Against Sexual and Domestic Violence's website; local, state, and federal government agency websites; crime victim service provider resource manuals; and Google searches. This resulted in a list of 427 potential respondents including, but not limited to, community-based agencies, law enforcement agencies, prosecutor's offices, victim advocacy groups, legal services, homeless shelters, social services, medical and mental health providers, and food banks. Though many of these are not traditionally considered victim service providers, they were included because any one of them could conceivably provide services or other assistance to crime victims.

Since the majority of surveys were completed online (discussed in more detail below), attempts were made to identify e-mail addresses for each of the agencies in the list. In many cases, e-mail addresses were available on agency websites. Where available, e-mail addresses for

directors or administrators were gathered though in some instances, only general e-mail addresses were available. When e-mail addresses could not be located on websites, phone calls were made to agencies briefly explaining the purpose of the survey and requesting an e-mail address for survey administration. A total of 417 individual e-mail addresses were gathered for online survey administration. Only 10 agencies were unable to provide an e-mail address, resulting in a paper copy of the exact same survey sent through the mail.

Unfortunately, it is not possible to calculate the exact response rate for this study since respondents were encouraged to forward the survey on to other agencies that might be interested in participating. In addition, several participants asked to be removed from the e-mail list because they do not track whether they serve crime victims, and several e-mails were returned as undeliverable. Every effort was made to locate a correct e-mail address in those cases. Once survey administration was complete, it was determined that there were a total of 149 returned surveys (148 online, 1 mail), which would be about a 35% response rate. However, 32 of those surveys were deemed unusable because they were too incomplete for data analysis. Thus, the final sample for analysis included 117 complete or partially complete surveys (116 online, 1 mail). Considering this and the administration of surveys to 427 e-mail or mailing addresses, the response rate is estimated to be around 27%.

Research Design

This research was designed as a non-experimental, cross-sectional survey (online and mail) of agencies throughout the state of Idaho. The survey included questions about the current status of the agency, as well as retrospective questions about the agency's activities going back to 2008. In order to encourage participation and honest responses, respondents were assured complete confidentiality. All of the required elements of informed consent were clearly

described to participants (discussed below) and approval was received from Boise State University's Institutional Review Board to conduct this survey. Additional information about the research design including validity and reliability is discussed below in the Limitations section.

The primary unit of analysis for this study is agencies/organizations as the majority of the survey items (discussed below) asked questions pertaining to the services offered by the agency. At the end of the survey there were also a number of questions about the individual completing the survey (e.g., demographics) for which the unit of analysis is individuals.

Survey Items and Variables

The survey items were intended to measure a wide range of variables including types of victims served, services provided, services needed, and barriers through questions with closed- and open-ended responses (see Appendix B). Previously administered surveys were used as a guide in constructing survey items (e.g., Elliot, Cellarious, & Horn, 2013; Warnken, 2012), in addition to the researchers' knowledge of the field.

The first questions of the survey asked for information about the agency including agency type and location. Respondents were first asked to indicate all functions of their agency from a list of responses (i.e., direct service provider, law enforcement, prosecutor's office, medical provider, health/human services, mental health services, social services/welfare, faith-based services). An "other" category with an open-ended text box was included for this question as well as most others that included closed-ended responses. Next, respondents were asked to select the primary function of their agency from the same list of responses. The following two questions both employed open-ended responses in which respondents were asked to indicate the city/town and county in which their agency is located. Both of these questions were included for

respondents who were uncomfortable indicating their city/town. Finally, participants were asked to indicate which counties their agency serves from a list of all counties in Idaho.

The next set of questions focused on the types of victims served by the agency. Respondents were first asked to indicate if their agency served any crime victims between 2008 and the present (i.e., April-July of 2014). This question was followed with responses of yes, no, and we do not track this. Those who indicated they do not serve crime victims or do not track if they do were taken to the end of the online survey or told to skip to the end of the mail survey and thanked for their participation. Respondents who indicated they served crime victims were asked what type of victims they served between 2008 and 2014 with choices of domestic/intimate partner violence, adult sexual assault/abuse, child sexual assault/abuse, stalking, survivors of homicide victims, DUI, economic/property crime, and other.

In an effort to determine the volume of victims served, respondents were asked to type or write how many crime victims they served in each year between 2008 and the present. Next, respondents were asked to indicate the types of victims (the same responses noted above) they served during each year by clicking in the appropriate circle or placing an "x" in the box. The next question employed an open-ended response for participants to indicate the types of victims they most frequently served between 2008 and the present. The following two questions in this section asked what types of underserved or vulnerable populations the agency served during the time period. The first employed a set of responses from which to choose (i.e., 12 years or under, 13-17 years, over 65 years, college students, non-English speaking, migrant workers, Hispanic/Latino, Native American, physically disabled, mentally disabled, LGBTQ, and other). This list of choices was constructed based on previous research and the researchers' knowledge of the Idaho population and victim services in the state. Via an open-ended response, respondents

were then asked to describe the types of underserved/vulnerable populations their agency most frequently served during the time period. Last, respondents were asked if they ever have to deny services to a victim (with responses of yes, no, and don't know), and if they indicated they do, they were asked to explain why via an open-ended response.

The next set of questions pertains to direct services provided to crime victims. First, respondents were asked if their agency regularly provides direct services to crime victims such as shelter, hotlines, counseling, or assistance with medical/legal systems, followed by choices of yes, no, and don't know. Those who indicated their agency does not provide direct services were directed to/taken to another set of questions asking about services they would like to offer but are unable to due to lack of resources (discussed below). Agencies that provide direct services were next asked to indicate all of the direct services their agency provides from a list of choices: crisis intervention, emergency services (e.g., food, clothing), individual counseling, group counseling/programs, accompaniment to hospital, medical care/services, referral to community services including legal assistance, assistance applying for victim compensation, assistance obtaining restitution, assistance filing protection/restraining orders, orientation to the criminal justice system, accompaniment to court or other legal proceedings, shelter, hotlines, child care, transportation, bilingual services, other, and N/A. Again, this list of choices was constructed based on previous research and the researchers' knowledge of victim services. The next question asked respondents which services their agency would like to offer but is unable to due to lack of resources with the same choices from the previous question. This was followed up with an open-ended question that asked if there were any other services that are needed or desired.

The following questions ascertained barriers agencies face in providing direct services to victims. Respondents were asked to indicate if their agency faced any of the following barriers in

providing services to crime victims: rural outreach, non-English speaking victims, lack or shortage of volunteers, lack or shortage of employees, employee/volunteer training, referrals from law enforcement, referrals from other service providers (e.g., hospitals), community support, community awareness of services, board capacity/functionality, and none. Of these barriers, respondents were asked to describe in the next open-ended question, which of these barriers is most important for their agency and why. The next two open-ended questions asked if there are any other barriers experienced by the agency and if the agency was able to overcome barriers in any creative/innovative ways.

The last few questions asked before the demographic section pertained to other agency activities. First, participants were asked if their agency engages in other activities such as community education, prevention efforts, training personnel, attending victimization-related conferences, other, and N/A. Next, respondents were asked if their agency administers victim satisfaction surveys (yes, no, not sure), and if they do, what is assessed in the surveys (open-ended response). The last questions asked if the agency conducts other types of evaluations (yes, no not sure), and if yes, a description of the evaluations was requested.

Questions about the individual completing the survey and general questions about agency employees were asked next including years/months the respondent has worked for current agency (open-ended) and the average amount of time most employees work for the agency (less than one year, 1-3 years, 4-6 years, 7-9 years, 10 or more years, don't know). Next, respondents were asked their current role/position in the agency as well as all positions in the agency (both open-ended). The amount of time (years/months) the respondent has worked in victim services was asked next, followed by the highest level of education completed (less than high school, high school diploma/GED, some college, bachelor's degree, master's degree, doctorate, other),

and the educational requirements for the respondent's current position. In terms of specialized training, respondents were asked if they received any specialized training in victim services or management. If they did, they were asked to briefly describe the training. They were also asked if specialized training is required for their position or any other positions in the agency, as well as whether their agency has any specific training needs. The final section of the survey asked if respondents would be willing to administer a survey to victims who came in for services (see Victim Survey). If they were willing, they were asked to provide a contact name, mailing address, and the approximate number of victims they serve per month. This information was kept completely separate from the other survey responses in order to maintain confidentiality. At the end of the survey, respondents were thanked for their participation and given space to provide any additional comments.

Survey Construction and Administration

As noted earlier, the mail and online surveys were nearly identical with only slight variations in formatting due to the different mediums through which they were administered. Dillman, Smyth, and Christian's (2009) *Tailored Design Method* was used as a guide for survey construction which involves a variety of considerations including the order of the survey items, language used, spacing, and formatting. All of the recommendations are intended to increase the ease with which respondents can complete the survey, thereby increasing response rates. Care was taken to abide by Dillman et al.'s (2009) recommendations where possible.

The mail survey was created as a Microsoft Word document. It was then transferred into Qualtrics, which is a survey research company that provides an online survey platform for Boise State University employees and students. One of the main differences between the two survey modes was the skip patterns. In the mail survey, arrows and instructions were provided in regard

to skipping to another question in the survey. In the online version of the survey, skip patterns can be embedded into the survey so that respondents are automatically taken to the appropriate next question based on their response. The formatting of the answer choices was slightly different as well, but the wording of the survey items and responses was identical in both surveys.

Survey administration began in April of 2014. Online survey respondents received an e-mail briefly describing the survey and inviting them to participate. If they were interested, a link was provided in the e-mail that took them to the survey in Qualtrics. Respondents were first presented with the informed consent document which included information about the goals of the survey, privacy, confidentiality, possible risks and harms, and how to withdraw from the study. If they consented to participate, they were asked to click "Next" to begin the survey. Instructions were provided requesting that the survey be completed only once by each agency and advising respondents how to save the survey and return later to complete it. Reminders were sent in about three-week intervals and every effort was made to locate correct e-mail addresses for those that were returned as undeliverable. The 10 mail surveys went out in May and included a cover letter (similar to the invitation to participate in the online version of the survey), the informed consent document, the survey, and a prepaid envelope to return the survey directly to the researchers.

Limitations

While the methodology employed for this research was deemed the most appropriate for the purposes of the study, there are some limitations to consider. First, the low response rate achieved for the survey limits the generalizability of the findings due to the possibility of non-response error. It is possible that those who chose to complete the survey are different from those who did not. For example, it is possible that other agencies that did not complete the survey

experience more barriers or serve different populations of crime victims. Nevertheless, the findings provide important information about crime victim services in Idaho. In addition, the response rate achieved is slightly higher than typical response rates for online surveys (Dillman et al., 2009).

The non-experimental, cross-sectional design of this study limits the internal validity of the results. That is, causality among variables cannot be determined due to the inability to establish temporal ordering and the absence of spuriousness. However, the methodology was deemed most appropriate for the purposes of this descriptive study in which one of the primary goals was to describe the services available to crime victims statewide, as well as the needs of service providers and barriers they face in providing services. Thus, the online and mail survey methodology was most appropriate for this research. External validity (i.e., the extent to which the findings can be generalized to other populations) is also an important consideration. Given the low response rate and fact that this study was only conducted in Idaho, caution should be taken in generalizing the findings to other states or nations. It is possible there are issues unique to Idaho (e.g., rurality) that affect victim services differently than in other states.

In terms of measurement validity and reliability, survey instruments used in other studies were employed as a guide in construction of this survey. For example, Oregon's *Crime Victims Needs Assessment* survey (Elliot et al., 2013) and California's *Violence Against Women Needs Assessment* survey (Warnken, 2012) were both consulted. The researchers' knowledge of the field of victim services in general, and more specifically in Idaho, also enhanced the measure. In addition, professionals in the field with extensive experience in victim services were also consulted to ensure appropriate conceptualization and operationalization of the variables.

Victim Survey: Full Methodology

The goal of the victim survey was to assess victim services from the perspective of crime victims. More specifically, this survey gathered data from a sample of Idaho residents about the crimes for which services were received, crime characteristics such as victim-offender relationship, the types of service providers accessed, services that were needed and received, and any barriers to receiving services. Several demographic variables were also assessed, in addition to specific questions for victims of domestic/intimate partner violence. This section describes the complete methodology used to gather this survey data collected between August and October of 2014.

Participant Selection

The participants for the victim survey were selected using two different methods. First, at the end of the agency survey there was a question asking if respondents would be willing to distribute an anonymous paper/mail survey to crime victims who came in for services. If they agreed, agency respondents were asked approximately how many victims come in for services in an average month. Twenty-two agencies agreed to distribute the surveys, resulting in approximately 400 survey packets (discussed below) being sent out or hand-delivered to agencies for distribution. Unfortunately, only 27 of these surveys were completed and returned, resulting in an extremely low response rate for this survey mode. It is unclear whether agencies did not distribute the surveys or victims chose not to participate.

The participants for the online survey were selected using a very different procedure. During administration of the agency survey, one of the researchers was contacted by Victim Information and Notification Everyday (VINE) personnel about posting a link to the victim survey on their website as well as sending the survey out to all VINE registrants. Given the low

response rate for the paper/mail survey, this was a great opportunity to get additional information from crime victims in Idaho. Thus, a link to the survey was placed on the VINE website and the survey was administered to VINE registrants by e-mail. Between August and October of 2014, e-mails were sent out in batches to VINE registrants inviting them to participate, each containing between 632 and 1,349 e-mail addresses. Unfortunately, before all of the e-mails had been sent, the researchers received notice from several parties (e.g., VINE personnel, a prosecutor) of a crime victim who received the survey invitation via e-mail and was very concerned about her privacy. Despite reassurances that the survey was completely anonymous and that her e-mail address was not retained by the researchers, the victim remained concerned about her privacy, most notably, how/why we had her e-mail address. At this point, survey administration ceased.

In all, 4,030 e-mail invitations were sent out. Two hundred twenty-two of those were undeliverable and e-mail responses were received by some recipients stating the crime occurred more than three years ago or they were not the victim of a crime (a variety of individuals, including criminal justice personnel, register for VINE to receive updates on offenders). A total of 252 surveys were opened by e-mail recipients. Two hundred twenty-five of those were partially complete in that they had at least answered one question in the survey. Of those, 140 responded affirmatively or indicated “not sure” when asked if they had received crime victim services in Idaho in the past three years. One hundred twenty-three of those continued on with the survey and were deemed complete or partially complete enough to include for data analysis.

Between the paper/mail and the online survey there were 150 useable crime victim surveys for data analysis (27 paper/mail, 123 online). As will be discussed in more detail in the Limitations section, the low response rate for the victim survey limits the generalizability of the findings. While the results still provide insight into the experiences of crime victims in the state

in regard to services, this must be considered a non-probability, convenience sample. Thus, the findings are not necessarily representative of all Idahoans who have received crime victim services in the past three years.

Research Design

This research was designed as a non-experimental, cross-sectional survey (online and paper/mail) of Idaho residents. The survey included questions about crime victim services received in Idaho in the past three years. However, in order to limit validity threats associated with respondent recall, the majority of questions pertained to the most recent event(s) for which services were received. In an effort to encourage participation and honest responses, the survey was completely anonymous. There was no way to link a completed survey to any individual. All of the required elements of informed consent were clearly described to participants (discussed below) and approval was received from Boise State University's Institutional Review Board to conduct this survey. Additional information about the research design including validity and reliability is discussed below in the Limitations section. The primary unit of analysis for this survey was individual Idaho residents.

Survey Items and Variables

The survey items measured several variables related to crime characteristics, services needed and received, barriers, and demographics (see the entire survey in the Appendix B). Previously administered surveys were used as a guide in constructing survey items (e.g., Behney, Sabina, Wehnau, Sturges, Servinsky, Copella, Shultz, Maurer, Meyers, & Burne, 2013; Elliot, Cellarius, & Horn, 2013), in addition to the researchers' knowledge of the field.

Respondents were first asked how many times they received crime victim services in Idaho in the past three years via an open-ended response, followed by a question about the

crimes for which services were received in the past three years. The provided list of responses, which included brief descriptions for respondents who may not have been aware of the legal terms for some offenses, included domestic violence, physical harm by a family member who is not a current or former intimate partner, physical harm by a stranger, stalking, adult sexual assault or rape, child abuse (sexual, physical, emotional, neglect), homicide survivor, DUI, property crime such as burglary or theft, robbery, and other. Before the next question, instructions directed respondents to answer the remaining questions about the crime(s) for which they most recently received services. As noted above, this was done to aid in respondent recall as well as to make the survey easier to complete for those who experienced multiple victimizations.

Respondents were next asked why they most recently received services in terms of whether they were the victim of a crime, someone close to them was, or both, and which types of agencies they received services from (police/law enforcement, medical provider, prosecutor's office, civil legal services, community-based agency, faith-based organization, addiction services, counseling services, disability services, and other). The next question asked for which crime(s) services were most recently received using the same response categories noted above, followed by an open-ended question about the relationship of the offender(s) to the respondent. Last, participants were asked if the crime was reported to police (yes, no, not sure), and if it was not, why. The choices listed for why it was not included things such as: it was a private matter, I didn't know how to report it, I didn't want the offender to get in trouble, police would not do anything about it, and language or cultural issues.

The next set of questions pertained more directly to services received including an open-ended question about the city or town in which services were received and a question about the farthest distance the respondent had to travel to receive services (less than 10 miles, 11-20 miles,

21-30 miles, 31-40 miles, more than 40 miles, not sure, I only received services over the phone or online). This was an important question that related to barriers, specifically for victims in rural areas where public transportation is nearly non-existent. A list of 20 services, some of which included a brief description of the service (e.g., crisis response, medical, shelter, help applying for victim compensation, transportation, bilingual services, counseling, referral to other services) was provided next in which respondents were asked to indicate which of these services they received and which they needed. It was important to assess not only services that were received, but also whether the received services were needed, and more importantly, whether there were needed services that were not received. Last, via open-ended responses, participants were asked to describe which services were the most helpful, which were the least helpful, and if there were services they wish would have been offered that were not.

The next five questions were intended for respondents who had received services because they were the victim of domestic violence and there were some differences between the two survey modes in the way these questions were presented. Paper/mail survey respondents were instructed to skip to question #20 if this did not pertain to them and online survey respondents were automatically taken to the next appropriate question based on whether they indicated they were the victim of domestic violence. The online survey asked if the victim decided to leave the relationship (yes or no). If they did, they were asked to indicate where they went (e.g., domestic violence shelter, a friend or family member's home, hotel). If they did not go to a domestic violence shelter, they were asked why (e.g., I had somewhere else to stay, I had no way to get there, I had a bad experience in a shelter, there weren't beds available). They were also asked, via an open-ended response, to describe their experience at the domestic violence shelter if they went to one.

Respondents who indicated they did not leave the relationship were asked why they did not leave (e.g., the abuse was not that bad, I wanted to save the relationship, because of my children, my partner was getting help) and how agency staff reacted to their decision (e.g., they were supportive, they would not offer me services anymore, I didn't tell them). Paper/mail respondents were essentially asked the same questions though they were posed differently without the benefit of the automatic skip patterns in the online survey. For example, one question stated, "If you decided not to leave the relationship, please indicate why you did not leave." The items in the paper/mail survey had to be a little more descriptive in terms of instructing participants which questions to answer.

After the questions for domestic violence victims, there were questions posed to all respondents about awareness of services and barriers to receiving services. The first question asked how the respondent knew about the agency they most recently contacted for services (e.g., police or member of the criminal justice system, friends or family, advertisements) and whether they were aware of the services offered by the agency before having contact with them. Last, respondents were asked if they experienced any barriers accessing services due to language/cultural issues, religious differences, cost of services, child care needs, lack of accessible services, access to internet or telephone, transportation difficulties, immigration issues, fear of offender, or other.

The final section of the survey asked a variety of demographic questions including sex, sexual identity, age, racial/ethnic identity, religion, education-level, annual household income, and the number of household occupants. Respondents were also asked if they received any governmental assistance such as welfare, food stamps, or unemployment. Previous research has indicated that individuals who receive public assistance are more likely to seek victim services as

well (Sims, Yost, & Abbott, 2005). There was space at the end of the survey for respondents who wished to provide any additional comments.

Survey Construction and Administration

The online and paper/mail surveys were nearly identical with some minor variations in formatting as well as some of the differences noted above for the questions about domestic violence. In addition, the first question of the online survey asked the respondent if they had received services in Idaho in the past three years because they were, or someone close to them was, the victim of a crime. Since the online survey was administered to VINE registrants, who are not necessarily crime victims, it was important to include this contingency question at the beginning. The paper/mail survey respondents received the survey from an agency they were currently receiving crime victim services from, so the contingency question was not necessary for that survey mode.

Dillman, Smyth, and Christian's (2009) *Tailored Design Method* was used as a guide for survey construction which involves a variety of considerations including the order of the survey items, language used, spacing, and formatting. All of the recommendations are intended to increase the ease with which respondents can complete the survey, thereby increasing response rates. Care was taken to abide by Dillman et al.'s (2009) recommendations where possible. The paper/mail survey was created as a Microsoft Word document and then transferred into Qualtrics, which is a survey research company that provides an online survey platform for Boise State University employees and students. One of the main differences between the two survey modes was the skip patterns. In the paper/mail survey, arrows and instructions were provided in regard to skipping to another question in the survey. In the online version of the survey, skip patterns can be embedded into the survey so that respondents are automatically taken to the

appropriate next question based on their response. The formatting of the answer choices was slightly different as well, but the wording of most the survey items and responses was identical in both surveys.

As noted above, survey administration began in August of 2014. Survey packets were sent to agencies that agreed to distribute the paper/mail surveys. The survey packet included a cover letter, the informed consent document, the survey, and a prepaid envelope to return the survey directly to the researchers. Online survey respondents received an e-mail briefly describing the survey and inviting them to participate. If they were interested, a link was provided in the e-mail that took them to the survey in Qualtrics. Respondents were first presented with the informed consent document which included information about the goals of the survey, privacy, confidentiality, possible risks and harms, and how to withdraw from the study. The informed consent documents for the two survey modes were nearly identical except for language in regard to the survey mode. For example, online survey respondents were asked to click "Next" if they consented to participate whereas paper/mail survey respondents were told that their completion and return of the survey to the researchers indicated their consent to participate (i.e., implicit consent).

Limitations

While the research design used was believed to be the most appropriate for the purposes of this study, there are some limitations to consider. First, the sampling techniques used and low response rates achieved for both survey modes limits the generalizability of the findings. As such, given the non-probability nature of the samples, the findings should be interpreted with caution as they may not be representative of all Idaho residents who have received services in Idaho in the past three years. In addition, the use of a non-experimental, cross-sectional survey to

gather data for this study limits the extent to which causality among variables can be determined. With this design internal validity is weakened as neither temporal ordering nor the absence of spuriousness can be established. However, the goals of this study were more descriptive in nature with a focus on examining the opinions of crime victims about the services they received.

The use of an anonymous survey design allowed respondents to participate in the study at their convenience, to take time to consider their responses, and to be assured of their privacy, all of which bolster the validity of the findings. However, since this study was conducted only in Idaho, the findings may not be generalizable to other populations. Future research should examine these perceptions among other states and localities to determine if the findings of this study are unique to victim services in Idaho.

In regard to measurement validity and reliability, survey instruments that had been administered in other states were used as a guide in constructing the survey for this study. For instance, the survey instruments used in Pennsylvania's *Victim Services Needs Assessment* (Behney et al., 2013) and Oregon's *Crime Victims Needs Assessment* (Elliot et al., 2013) were both utilized. The researchers' knowledge of victimization and victim services also enhanced the measure. Additionally, the researchers consulted with other professionals in the field with extensive experience in victim services to ensure all relevant variables were assessed in the survey.

Appendix B

Data Collection Instruments

Agency Survey

Instructions: Please answer the following questions in regard to the agency/organization for which you are completing this survey. These questions address things such as location, number of victims served during the current and past six calendar years, and services provided to victims. We ask that one survey be completed for each agency.

1.) Which of the following describes the type of agency/organization for which you are completing this survey? Check all that apply.

- o Direct victim service provider
- o Law enforcement
- o Prosecutor's office
- o Medical provider
- o Health/human services
- o Mental health services
- o Social services/welfare
- o Faith-based services
- o Other (please specify) _____

2.) Which of the following best describes the primary function of your agency/organization? Please select one answer.

- o Direct victim service provider
- o Law enforcement
- o Prosecutor's office
- o Medical provider
- o Health/human services
- o Mental health services
- o Social services/welfare
- o Faith-based services
- o Other (please specify) _____

3.) In the space below, please write the city/town in which your agency is located. This information will be used only for mapping purposes to provide a depiction of victim services throughout the state.

4.) In which county is your agency/organization located? _____

5.) Which counties does your agency/organization serve? Check all that apply.

- o All Counties
- o Ada
- o Adams
- o Bannock
- o Bear Lake
- o Benewah
- o Bingham
- o Blaine
- o Boise
- o Bonner
- o Bonneville
- o Boundary
- o Butte
- o Camas
- o Canyon
- o Caribou
- o Cassia
- o Clark
- o Clearwater
- o Custer
- o Elmore
- o Franklin
- o Fremont
- o Gem
- o Gooding
- o Idaho
- o Jefferson
- o Jerome
- o Kootenai
- o Latah
- o Lemhi
- o Lewis
- o Lincoln
- o Madison
- o Minidoka
- o Nez Perce
- o Oneida
- o Owyhee
- o Payette
- o Power
- o Shoshone
- o Teton
- o Twin Falls
- o Valley
- o Washington

6.) Did your agency/organization serve any crime victims between 2008-2014?

- o Yes
- o No ⟶ If you selected "No," please proceed to Question 45
- o Don't know

7.) Which types of crime victims did your agency/organization serve between 2008-2014? Please check all that apply.

- o Domestic/intimate partner violence
- o Adult sexual assault/abuse
- o Child sexual assault/abuse
- o Stalking
- o Survivors of homicide victims
- o DUI
- o Economic/property crime
- o Other (Please specify) _____
- o N/A ⟶ If you selected "N/A," please proceed to Question 45

8.) In the spaces provided below, write in the number of crime victims your agency/organization served during each of the following time periods. Please enter information for as many time periods as possible.

_____ January 1, 2008 - December 31, 2008

_____ January 1, 2009 - December 31, 2009

_____ January 1, 2010 - December 31, 2010

_____ January 1, 2011 - December 31, 2011

_____ January 1, 2012 - December 31, 2012

_____ January 1, 2013 - December 31, 2013

_____ January 1, 2014 - Today

9.) For each year, indicate the types of victims that were served by placing a check in the appropriate box. Check all that apply.

	2008	2009	2010	2011	2012	2013	2014
Domestic/Intimate partner violence							
Sexual assault/abuse							
Stalking							
Homicide survivors							
Economic/property crime							
DUI							
Other (please specify)							
Other (please specify)							
Other (please specify)							

10.) In the space below, please briefly describe the type(s) of victims your agency/organization most frequently served between 2008-2014.

11.) Please indicate if your agency/organization served crime victims from any of the following underserved/vulnerable populations between 2008-2014. Check all that apply.

- o Under 12 years old
- o 13-17 years old
- o Over 65 years old
- o College students
- o Non-English speaking
- o Migrant workers
- o Hispanic/Latino
- o Native American
- o Physically disabled
- o Mentally disabled
- o Lesbian/Gay/Bisexual/Transgender/Queer (LGBTQ)
- o Other _____

12.) In the space below, please briefly describe the type(s) of underserved/vulnerable victims your agency/organization most frequently served between 2008-2014.

13.) Does your agency/organization ever have to deny services to a victim?

- o Yes
- o No ⟶ If you selected "No," please proceed to Question 15
- o Don't know

14.) If you answered "Yes" to the previous question, please briefly describe the instances in which your agency/organization has to deny services to a victim, and why.

15.) Does your agency/organization regularly provide direct services to crime victims such as shelter, hotlines, counseling, or assistance with medical/legal systems?

- Yes
- No ⟶ If you selected "No," please proceed to Question 17
- Don't know

16.) Please indicate which direct services your agency/organization currently provides to victims. Check all that apply.

- Crisis intervention
- Emergency services (e.g., food, clothing)
- Individual counseling
- Group counseling/programs
- Accompaniment to hospital
- Medical care/services
- Referral to community services including legal assistance
- Assistance applying for victim compensation
- Assistance obtaining restitution
- Assistance filing protection/restraining orders
- Orientation to the criminal justice system
- Accompaniment to court or other legal proceedings
- Shelter
- Hotlines
- Child care
- Transportation
- Bilingual services
- Other _____
- N/A

17.) Please indicate which services your agency/organization would like to offer for crime victims, but is unable to due to lack of resources. Check all that apply.

- o Crisis intervention
- o Emergency services (e.g., food, clothing)
- o Individual counseling
- o Group counseling/programs
- o Accompaniment to hospital
- o Medical care/services
- o Referral to community services including legal assistance
- o Assistance applying for victim compensation
- o Assistance obtaining restitution
- o Assistance filing protection/restraining orders
- o Orientation to the criminal justice system
- o Accompaniment to court or other legal proceedings
- o Shelter
- o Hotlines
- o Child care
- o Transportation
- o Bilingual services
- o Other _____
- o N/A

18.) Besides the services indicated in the previous question, are there any other victim services that are needed or desired? If so, please briefly describe them below.

19.) Please indicate any other activities your agency/organization engages in related to crime victimization. Check all that apply.

- o Community education
- o Prevention efforts
- o Training personal
- o Attending victimization-related conferences
- o Other _____
- o N/A

20.) Does your agency/organization experience any of the following barriers in regard to providing services to crime victims? Check all that apply.

- o Rural outreach
- o Non-English speaking victims
- o Lack or shortage of volunteers
- o Lack or shortage of employees
- o Employee/volunteer training
- o Referrals from law enforcement
- o Referrals from other service providers (e.g., hospitals)
- o Community support
- o Community awareness of services
- o Board capacity/functionality
- o None of the above

21.) Of the barriers indicated in the previous question, which one is the most important for your agency/organization, and why?

22.) Please describe any other barriers your agency/organization experiences in regard to serving crime victims.

23.) If your agency/organization has experienced any barriers to providing victim services, were there any creative/innovative ways in which they were overcome? Please explain.

24.) Does your agency/organization administer victim satisfaction surveys?

- Yes
- No → If you selected "No," please proceed to Question 26
- Don't know

25.) If you answered "Yes" to the previous question, please briefly describe what is assessed in the victim surveys that are administered.

26.) Besides victim satisfaction surveys, does your agency/organization conduct other evaluations of services or programs?

- Yes
- No → If you selected "No," please proceed to Question 28
- Don't know

27.) If you answered "Yes" to the previous question, please briefly describe the evaluations conducted by your agency/organization.

Instructions: The following questions ask about personnel in your agency including duration of employment, types of positions, and educational/training requirements.

28.) How long have you worked for this agency/organization? Please indicate the total amount of time in years and months.

***If you have worked for this agency/organization for less than one year, please write "0" in the box next to “Years” and the number of months in the second box.

_____ Years

_____ Months

29.) What is the average amount of time most employees have worked for your agency/organization?

- Less than one year
- 1-3 years
- 4-6 years
- 7-9 years
- 10 or more years
- Don’t know

30.) What is your current role/position in this agency/organization?

31.) Please list all positions in your agency/organization.

32.) How long have you worked in a position related to victim services? Please indicate the amount of time in years and/or months.

***If you have worked for this agency/organization for less than one year, please write "0" in the box next to “Years” and the number of months in the second box.

_____ Years
_____ Months

33.) What is the highest level of education you have completed?

- Less than high school
- High school diploma/GED
- Some college
- Bachelor’s degree
- Master’s degree
- Doctorate (e.g., MD, PhD, JD)
- Other _____

34.) What are the educational requirements for your position?

35.) Have you received any specialized education/training in administrative management?

- Yes
- No ⟶ If you selected “No,” please proceed to Question 37
- Don’t know

36.) If you answered “Yes” to the previous question, please briefly describe the education/training you have received in administrative management.

37.) Have you received any specialized training in victim services?

- Yes
- No ⟶ If you selected "No," please proceed to Question 40
- Don't know

38.) If you answered "Yes" to the previous question, please briefly describe the training you have received in victim services.

39.) Is specialized training in victim services required for your position?

- Yes
- No
- Don't know

40.) Are there any positions in your agency/organization for which specialized training in victim services is required? If so, please briefly describe the position and type of training required.

41.) Is there any additional training you believe would improve your ability, or the ability of other employees, to serve victims? For example, are there specific types of crimes or victims for which additional training is needed?

42.) In addition to examining the services available to crime victims and needs of agencies throughout Idaho, another goal of this project is to assess the resources and services needed from the victim's perspective. To that end, we would like to provide surveys to your agency to be distributed to crime victims. These surveys are anonymous, in paper format (with an option to complete the survey online if desired), and include pre-paid return envelopes. Would your agency be willing to distribute these surveys to all crime victims who come in for services?

- Yes
- No ⟶ If you selected "No," please proceed to Question 47
- Don't know

43.) How many crime victims come into your agency/organization in an average month? This will be used to determine the number of surveys we should provide.

44.) In the space below please provide the contact information (name, if necessary, and address) to whom the surveys should be sent for distribution. This information will only be used to send the victim surveys to your agency/organization. It will not be linked to the remainder of this survey.

Instructions: Please answer Questions 45 and 46 only if your agency/organization does not currently provide services to crime victims. Otherwise, please proceed to the end of the survey.

45.) Are there any services your agency/organization would like to offer for crime victims, but is unable to due to lack of resources? Check all that apply.

- o Crisis intervention
- o Emergency services (e.g., food, clothing)
- o Individual counseling
- o Group counseling/programs
- o Accompaniment to hospital
- o Referral to community services including legal assistance
- o Assistance applying for victim compensation
- o Assistance obtaining restitution
- o Assistance filing protection/restraining orders
- o Orientation to the criminal justice system
- o Accompaniment to court or other legal proceedings
- o Shelter
- o Hotlines
- o Child care
- o Transportation
- o Bilingual services
- o Other _____
- o None of the above

46.) What barriers have prevented your agency/organization from providing the services indicated above?

47.) Thank you for taking the time to complete this survey! If you have any additional comments, please write them below.

Agency Survey Results: Qualitative Data

De-identified data is available upon request from the authors at lisabostaph@boisestate.edu

Crime Victim Survey

Instructions: Please answer the following questions about the crime victim services you have received, whether the crime was reported to police or not. Examples of services include, but are not limited to: crisis or emergency assistance, hotlines, shelter, accompaniment to the hospital or legal proceedings, assistance obtaining victim compensation or filing protection orders, and counseling. Feel free to skip any questions that do not apply to you or that you would prefer not to answer.

1.) About how many times have you received services in Idaho in the past three (3) years because you were, or knew someone who was, the victim of a crime?

_____ times

2.) For which of the following crime(s) have you received services in the past three (3) years? Please check all that apply.

○ Domestic violence (physical or emotional harm by a current or former intimate/romantic/dating partner)

○ Physical harm by a family member who is not a current or former intimate/romantic/dating partner

○ Physical harm by a stranger

○ Stalking (repeated harassment by someone that caused you fear, distress, etc.)

○ Sexual assault or rape (adult)

○ Child sexual abuse

○ Child abuse (physical, emotional, or neglect)

○ Homicide survivor (someone close to you was a homicide victim)

○ Driving under the influence (DUI)

○ Property crime such as burglary or theft (something was taken from you or your home *without* the threat or use of violence)

○ Robbery (something was taken from you or your home *with* the threat or use of violence)

○ Other (please specify) _____

Instructions: Please answer the following questions about the event(s) for which you received victim services most recently.

3.) Which of the following best describes why you most recently received services?

○ I was the victim of a crime

○ Someone close to me was the victim of a crime

○ I was the victim of a crime and someone close to me was too

○ Other (please specify) _____

4.) Which type of agency or organization did you most recently receive services from? Please check all that apply.

○ Police/law enforcement

○ Medical provider (e.g., hospital, doctor)

○ Prosecutor's office

○ Addiction services

○ Counseling services

○ Disability services

○ Civil legal services (e.g., civil protection order, divorce, custody)

○ Community-based agency (e.g., victim advocacy group, domestic violence shelter, rape crisis center)

○ Faith-based organization

○ Other (please specify) _____

5.) For which of the following crime(s) did you most recently receive services? Please check all that apply.

○ Domestic violence (physical or emotional harm by a current or former intimate/romantic/dating partner)

○ Physical harm by a family member who is not a current or former intimate/romantic/dating partner

○ Physical harm by a stranger

○ Stalking (repeated harassment by someone that caused you fear, distress, etc.)

○ Sexual assault or rape (adult)

○ Child sexual abuse

○ Child abuse (physical, emotional, or neglect)

○ Homicide survivor (someone close to you was a homicide victim)

○ Driving under the influence (DUI)

○ Property crime such as burglary or theft (something was taken from you or your home *without* the threat or use of violence)

○ Robbery (something was taken from you or your home *with* the threat or use of violence)

○ Other (please specify) _____

6.) What was the relationship of the offender to you? If there was more than one offender, please list the relationship for each. If you did not know the offender(s), please write "stranger" or "strangers" in the space below.

7.) Did you or someone else report this crime to the police?

○ Yes ⟶ If yes, please skip to Question #9

○ No

○ Not sure

8.) Which of the following kept you from reporting the crime to police? Please check all that apply.

○ It was a private matter

○ I didn't know how to report it

○ Police would not do anything about it

○ Language or cultural issues

○ I was afraid of people finding out

○ Other (please specify below)

○ I didn't consider it a crime

○ I didn't want the offender to get in trouble

○ No confidence in the criminal justice system

○ I was afraid of the offender

_____

_____

_____

9.) In which city or town in Idaho did you most recently receive services? Please list all if you received services in more than one.

10.) What was the farthest you had to travel to get services?

○ Less than 10 miles

○ 11-20 miles

○ 21-30 miles

○ 31-40 miles

○ More than 40 miles

○ Not sure

○ I only received services over the phone or online

11.) After each of the following services, please indicate if you needed the service and if you received it by placing an "x" in the appropriate box for each row. For example, it is possible that you needed a service but did not receive it, received a service but felt like you did not need it, or needed a service and received it.

	I needed this service.	I received this service.
Crisis response (an agency representative provided immediate support to you in-person or on the phone)		
Medical services		
Hospital support (an agency representative went with you or met you at the hospital)		
Emergency services such as food, money, or clothing		
Shelter/temporary housing		
Criminal justice support (an agency representative helped you through the police investigation or court proceedings by going with you or explaining the process to you)		
Crime victims' rights (an agency representative explained the rights of crime victims to you)		
Help getting a protection or no contact order		
Help applying for victim compensation		
Child care		

Transportation		
Bilingual (services available in a language other than English)		
Individual counseling		
	I needed this service.	I received this service.
Child or parent/child counseling		
Support group		
Safety planning		
Referral to legal services		
Referral to other services such as substance abuse treatment		
Help finding a job or housing, or applying for public benefits		
Accessible programs or services		
Other (please specify)		

12.) Of the services you received, which were the *most* helpful? Please explain.

13.) Of the services you received, which were the *least* helpful? Please explain.

14.) Were there any other services that were not offered to you that you wish had been? Please describe them in the space below.

Please answer questions 15-19 if you received services because you were the victim of domestic violence. Otherwise, skip to question 20.

15.) If you decided <u>not</u> to leave the relationship, please indicate why you did not leave. Check all that apply.

○ The abuse was not that bad
○ I didn't want to leave my home
○ I didn't have enough money
○ I was afraid of doing it alone
○ My family or friends didn't want me to
○ Because of my children
○ Other (please specify below)
○ I wanted to save the relationship
○ I had nowhere to go
○ My partner would hurt me or my children
○ Because of my faith
○ I didn't think anyone would help me
○ My partner was getting help

_____

_____

16.) If you decided <u>not</u> to leave the relationship, how did agency staff react to that decision? Please check all that apply.

○ They were supportive of my decision
○ They did not have much of a reaction
○ They would <u>not</u> offer me services anymore
○ They made me feel badly for my decision not to leave
○ Other (please specify) _____
○ They continued to offer me services
○ They were <u>not</u> supportive of my decision
○ I didn't tell them

17.) If you decided to leave the relationship, where did you go?

○ Domestic violence shelter
○ A friend's home
○ Homeless shelter
○ Other (please specify)_____
○ A family member's home
○ A motel/hotel
○ The street

18.) If you left the relationship, but did <u>not</u> go to a domestic violence shelter, why didn't you go?

○ I had somewhere else to stay
○ I called but there weren't beds available
○ I had a bad experience in a shelter
○ The shelter was too far away
○ The shelter was not accessible
○ I did not know where a shelter was
○ I had no way to get there
○ I've heard bad things about shelters
○ I was not eligible to stay in the shelter
○ Language/cultural differences
○ Other (please specify)_____

19.) If you have gone to a domestic violence shelter, what was your experience there?

20.) How did you know about the agency/organization(s) you most recently contacted for services? Please check all that apply.

○ Police or member of the criminal justice system
○ Hospital or other medical provider
○ Advertisements on the internet, radio, billboards, etc.
○ Friends or family
○ Another victim service agency
○ I've been there before
○ Other (please specify) _____

21.) Prior to having contact with this agency/organization, were you aware of the services offered?

○ Yes, I was aware of *all* of the services offered.
○ Yes, I was aware of *some* of the services offered.
○ No, I was not aware of the services offered.
○ Not sure

22.) Did you have problems accessing services because of any of the following? Please check all that apply.

○ Language/cultural issues
○ Access to internet or telephone
○ Religious differences
○ Transportation difficulties
○ Cost of services
○ Immigration issues
○ Child care needs
○ Fear of offender(s)
○ Lack of accessible services (please specify: _____)
○ Other (please specify below)

_____

_____

Instructions: Please answer the following questions about yourself by placing an "x" in the circle next to your answer or writing your answer in the space provided.

22.) What is your sex?

○ Female
○ Male
○ Other (please specify) _____

23.) Which of the following do you <u>most</u> identify with?

○ Heterosexual/straight
○ Bisexual
○ Homosexual/gay
○ Transgender
○ Other (please specify) _____

24.) What is your age? _____ (please write your age in years)

25.) Which race or ethnicity do you <u>most</u> identify with?

○ African American/Black
○ Asian/Pacific Islander
○ Caucasian/White
○ Hispanic/Latino
○ Native American
○ Other (please specify) _____

26.) Which religion do you <u>most</u> identify with?

○ Protestant ○ Catholic
○ LDS/Mormon ○ Jewish
○ Muslim ○ I do not identify with any religion
○ Other (please specify) _____

27.) What is the highest level of education you have <u>completed</u>?

○ Less than high school diploma ○ Received high school diploma/GED
○ Attended some college ○ Associate's Degree
○ Bachelor's Degree ○ Master's or Doctorate Degree
○ Other (please specify) _____

28.) What is your approximate annual household income?

○ $0 - $10,000
○ $10,001 - $25,000
○ $25,001 - $40,000
○ $40,001 - $55,000
○ Over $55,000

29.) How many people live in your household? _____

30.) Do you currently receive any governmental assistance such as welfare, food stamps, or unemployment?

○ Yes
○ No
○ Don't know

Thank you for taking the time to complete this survey!
If you have any additional comments, please write them below.

Victim Survey Results: Qualitative Data

De-identified data is available upon request from the authors at lisabostaph@boisestate.edu

Appendix C

Tables

Chapter 2 Tables

Table 2.1 Individual Victims by Year (N=372,265*)

Year	N (Total)	N (Non-Violent)	N (Violent)
2007	68,964	41,804	27,160
2008	64,883	38,974	25,909
2009	60,213	36,826	23,387
2010	56,581	34,949	21,632
2011	55,262	35,173	20,089
2012	54,352	34,486	19,866
2013	12,010	7,390	4,620

*Year identified as "0" for 24,997 (valid=93.7%)

Table 2.2 Victim Descriptives, 2007-2013

	N	%	M	Range
Sex (n=372,265)				
Male	191,794	51.50		
Female	178,450	47.90		
Unknown	2,021	0.50		
Race (n=372,265)				
White	331,775	89.10		
Black	3,586	1.00		
American Indian	3,186	0.90		
Asian/Pacific Islander	1,792	0.50		
Unknown	31,926	8.60		
Ethnicity (n=372,175)				
Hispanic	26,805	7.20		
Non-Hispanic	307,800	82.70		
Unknown	37,570	10.10		
Age (n=368,757)			35.37	0-99
0-10	10,853	2.90		
11-20	67,414	18.28		
21-30	90,758	24.61		
31-40	68,261	18.51		
41-50	59,431	16.12		
51-60	39,245	10.64		
61-70	20,160	5.47		
71-80	8,641	2.34		
81-90	3,453	0.94		
91 and older	514	0.001		

Table 2.3 Offenses Against Victims, 2007-2013 (N=372,265)

	N	**%**
Violent	142,663	38.32
Arson	1013	0.30
Assault	124,646	33.50
Homicide	241	0.10
Kidnapping	1,526	0.40
Robbery	2,681	0.70
Sex Offenses, Forcible	11,179	3.00
Sex Offenses, Non-Forcible	1,377	0.40
Non-Violent	229,602	61.68
Bribery	16	0.00
Burglary/Breaking & Entering	36,245	9.70
Counterfeiting/Forgery	3,236	0.90
Destruction of Property	55,481	14.90
Embezzlement	303	0.10
Extortion	122	0.00
Fraud	17,798	4.80
Larceny	105,452	28.30
Motor Vehicle Theft	8,666	2.30
Stolen Property	2,283	0.60

Table 2.4 Victim-Offender Relationship, 2007-2013 (N=138,899*)

Relationship	***N***	**%**
Intimate Partner	35,189	25.33
Child or Grandchild	8,797	6.33
Sibling/Step-Sibling	3,799	2.74
Other Family Member	8,084	5.82
Otherwise Known	47,250	34.02
Stranger	13,282	9.56
Victim was Offender	11,795	8.49
Relationship Unknown	10,703	7.71

*Victim-offender relationship was not identified for 3,764 violent crimes (valid=97.4%)

Table 2.5 Select Common Offense Characteristics, 2007-2013

	N	**%**
Location (N=372,265)		
Residence/Home	236,599	63.56
Highway/Road/Alley	28,875	7.76
School/College	17,889	4.81
Bar/Night Club	10,958	2.94
Weapon (N=131,197)		
Person (e.g., hands, feet, teeth)	106,449	81.14
Firearm (all varieties)	4,362	3.32
Knife	3,899	2.97
Blunt Object	3,084	2.35
Hate Bias/Motivation (N=372,265)		
Yes	378	0.10
No	369,573	99.28
Unknown	2,314	0.62
Offender Suspected of Using/Consuming (N=372,265)		
Alcohol	31,929	8.58
Drugs	4,843	1.30

Figure 2.1 Idaho Crime Rate 2007-2012

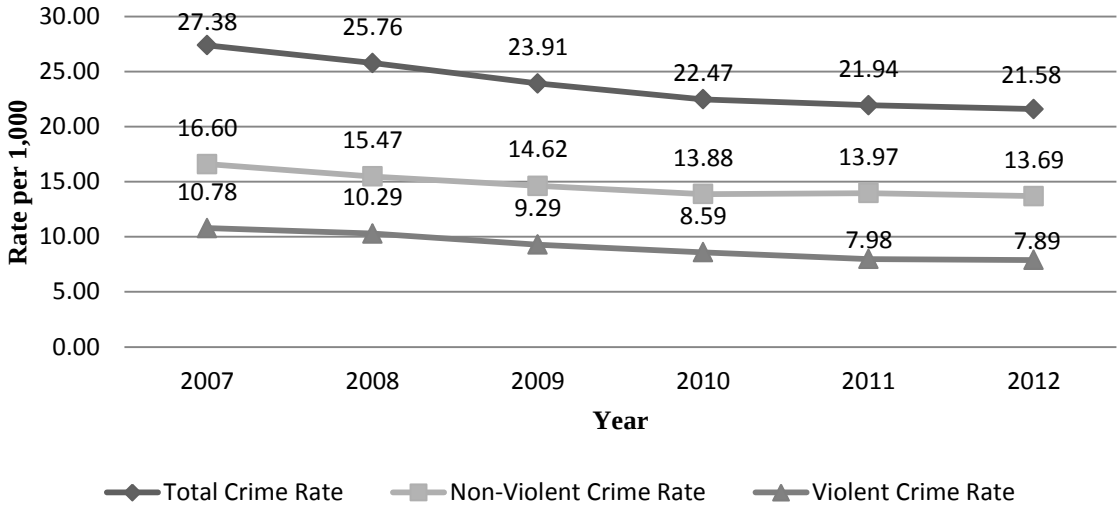
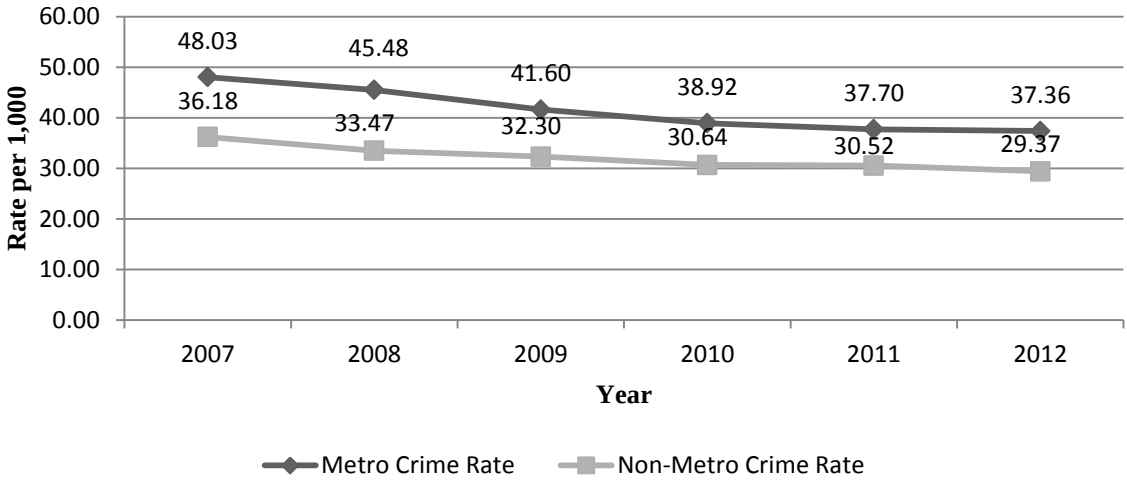


Figure 2.2 Idaho Crime Rate 2007-2012 in Metro and Non-Metro Counties



Chapter 3 Tables

Table 3.1 Primary Agency Function (N=117)

Type	N	Valid %
Direct Service Provider	27	23.1
Other*	24	20.5
Law Enforcement	19	16.2
Prosecutor's Office	15	12.8
Social Services/Welfare	13	11.1
Mental Health Services	12	10.3
Health/Human Services	3	2.6
Medical Provider	2	1.7
Faith-Based Services	2	1.7

Table 3.2 Agency Location – County (N=116)

County	N	Valid %
Ada	36	31.0
Bannock	11	9.5
Bear Lake	2	1.7
Bingham	2	1.7
Blaine	1	0.9
Bonner	4	3.4
Bonneville	3	2.6
Boundary	2	1.7
Canyon	11	9.5
Caribou	1	0.9
Elmore	1	0.9
Fremont	2	1.7
Idaho	2	1.7
Jefferson	1	0.9
Kootenai	9	7.8
Latah	2	1.7
Lemhi	1	0.9
Lewis	1	0.9
Madison	2	1.7
Minidoka	4	3.4
Nez Perce	3	2.6
Shoshone	3	2.6
Teton	1	0.9
Twin Falls	8	6.9
Washington	3	2.6

Table 3.3 Economic Research Service Designations (N=116)

Designation	N	Valid %
Metro >1,000,000	0	0.0
Metro 250,000-1,000,000	47	40.5
Metro <250,000	27	23.3
Nonmetro: Urban 20,000+; adjacent to metro	6	5.2
Nonmetro: Urban 20,000+; not adjacent to metro	8	6.9
Nonmetro: Urban 2,500-19,999; adjacent to metro	16	13.8
Nonmetro: Urban 2,500-19,999; not adjacent to metro	8	6.9
Nonmetro: Rural <2,500; adjacent to metro	1	0.9
Nonmetro: Rural <2,500; not adjacent to metro	3	2.6

Table 3.4 Counties Served

County	**N**	**%**
All Counties	14	12.0
Ada	22	18.8
Adams	6	5.1
Bannock	14	12.0
County	**N**	**%**
Bear Lake	11	9.4
Benewah	7	6.0
Bingham	11	9.4
Blaine	11	9.4
Boise	9	7.7
Bonner	13	11.1
Bonneville	10	8.5
Boundary	9	7.7
Butte	5	4.3
Camas	9	7.7
Canyon	20	17.1
Caribou	12	10.3
Cassia	12	10.3
Clark	4	3.4
Clearwater	6	5.1
Custer	4	3.4
Elmore	10	8.5
Franklin	9	7.7
Fremont	9	7.7
Gem	8	6.8
Gooding	9	7.7
Idaho	8	6.8
Jefferson	8	6.8
Jerome	10	8.5
Kootenai	12	10.3
Latah	6	5.1
Lemhi	5	4.3
Lewis	9	7.7
Lincoln	9	7.7
Madison	7	6.0
Minidoka	14	12.0
Nez Perce	7	6.0
Oneida	8	6.8
Owyhee	7	6.0
Payette	7	6.0
Power	7	6.0
Shoshone	10	8.5
Teton	4	3.4
Twin Falls	11	9.4
Valley	9	7.7
Washington	8	6.8

Table 3.5 Types of Crime Victims Served

Type	N	%
Domestic/Intimate partner violence	88	75.2
Adult sexual assault/abuse	70	59.8
Stalking	65	55.6
Child sexual assault/abuse	47	40.2
Economic/property crime	41	35.0
DUI	36	30.8
Homicide survivors	34	29.1
Other*	18	15.4

* See Appendix B

Table 3.6 Number of Crime Victims Served Per Year

Year	Min	Max	Mean	Median	SD
2008	0	15000	509	0	1979
2009	0	13308	621	0	2248
2010	0	18771	718	0	2666
2011	0	22041	794	0	3013
2012	0	25040	843	0	3285
2013	0	25345	823	6.5	3266
2014*	0	8871	334	3.5	1210

* January 1, 2014 – Present (between April 30, 2014 and July 28, 2014)

Table 3.7 Underserved/Vulnerable Populations

Population	N	%
Adolescents (13-17 years old)	53	45.3
Non-English speaking	53	45.3
Mentally disabled	52	44.4
Over 65 years old	51	43.6
Hispanic/Latino	51	43.6
Physically disabled	49	41.9
College students	45	38.5
LBGTQ	45	38.5
Children (under 12 years old)	42	35.9
Native American	38	32.5
Migrant workers	31	26.5
Other*	9	7.7

* See Appendix B

Table 3.8 Direct Services Provided

Service	N	%
Referral to community service including legal assistance	43	82.7
Crisis intervention	33	63.5
Assistance filing protection/restraining orders	33	63.5
Accompaniment to court or other legal proceedings	32	61.5
Assistance applying for victim compensation	31	59.6
Orientation to the criminal justice system	30	57.7
Hotlines	25	48.1
Transportation	24	46.2
Emergency services (e.g., food, clothing)	22	42.3
Accompaniment to hospital	22	42.3
Bilingual services	21	40.4
Assistance obtaining restitution	21	40.4
Individual counseling	21	40.4
Group counseling/programs	18	34.6
Shelter	17	32.7
Other*	10	19.2
Child care	9	17.3
Medical care/services	8	15.4

* See Appendix B

Table 3.9 Needed Direct Services, Unable to Offer – Agency Currently Provides Direct Services

Service	N	%
Individual counselling	11	21.2
Bilingual services	10	19.2
Child care	10	19.2
Shelter	10	19.2
Medical care/services	9	17.3
Other*	9	17.3
Not applicable	9	17.3
Emergency services (e.g., food, clothing)	8	15.4
Group counseling/programs	8	15.4
Transportation	7	13.5
Crisis intervention	6	11.5
Orientation to the criminal justice system	5	9.6
Referral to community services including legal assistance	5	9.6
Accompaniment to hospital	4	7.7
Assistance filing protection/restraining orders	4	7.7
Assistance obtaining restitution	4	7.7
Hotlines	4	7.7
Accompaniment to court and other legal proceedings	3	5.8
Assistance applying for victim compensation	3	5.8

* See Appendix B

Table 3.10 Needed Direct Services, Unable to Offer – Agency Does Not Currently Provide Direct Services

Service	N	%
Referral to community services including legal assistance	6	31.6
Group counseling/programs	4	21.1
Transportation	4	21.1
Orientation to the criminal justice system	4	21.1
Not applicable	4	21.1
Individual counseling	3	15.8
Emergency services (e.g., food, clothing)	3	15.8
Bilingual services	2	10.5
Crisis intervention	2	10.5
Assistance obtaining restitution	2	10.5
Accompaniment to court and other legal proceedings	1	5.3
Assistance applying for victim compensation	1	5.3
Child care	1	5.3
Shelter	1	5.3
Medical care/services	1	5.3
Other	0	0.0
Accompaniment to hospital	0	0.0
Assistance filing protection/restraining orders	0	0.0
Hotlines	0	0.0

Table 3.11 Barriers to Serving Victims

Barrier	N	%
Lack or shortage of employees	30	42.3
Rural outreach	28	39.4
Non-English speaking	28	39.4
Community awareness of services	27	38.0
Employee/volunteer training	17	23.9
Lack or shortage of volunteers	17	23.9
Referrals from other service providers	12	16.9
None	9	12.7
Referrals from law enforcement	9	12.7
Community support	8	11.3
Board capacity/functionality	8	11.3

Table 3.12 Primary Agency Function – High Need Agencies (N=13)

Function	N	Valid %
Direct service provider	5	38.5
Prosecutor's office	1	7.7
Mental health services	3	23.1
Social services/welfare	1	7.7
Other*	3	23.1

* See Appendix B

Table 3.13 County Location – High Need Agencies (N=13)

County	N	Valid %
Ada	1	7.7
Bannock	2	15.4
Boundary	1	7.7
Canyon	1	7.7
Elmore	1	7.7
Jefferson	1	7.7
Kootenai	1	7.7
Lemhi	1	7.7
Minidoka	2	15.4
Twin Falls	2	15.4

Table 3.14 Types of Crime Victims Served – High Need Agencies

Type	N	%
Domestic/Intimate partner violence	12	92.3
Adult sexual assault/abuse	9	69.2
Stalking	8	61.5
Child sexual assault/abuse	5	38.5
Economic/property crime	4	30.8
DUI	3	23.1
Homicide survivors	3	23.1
Other*	2	15.4

* See Appendix B

Table 3.15 Underserved/Vulnerable Populations – High Need Agencies

Population	N	%
Physically disabled	11	84.6
Mentally disabled	11	84.6
Over 65 years old	10	76.9
Non English speaking	9	69.2
Hispanic/Latino	9	69.2
Adolescent (13-17 years old)	7	53.8
LBGTQ	7	53.8
College students	7	53.8
Migrant workers	6	46.2
Native American	6	46.2
Children (under 12 years old)	5	38.5
Other*	4	30.8

***** See Appendix B

Table 3.16 Needed Direct Services – High Need Agencies

Service	N	%
Bilingual services	9	69.2
Transportation	7	53.8
Child care	7	53.8
Shelter	6	46.2
Referral to community services including legal assistance	6	46.2
Individual counseling	5	38.5
Group counseling/programs	5	38.5
Medical care/services	5	38.5
Orientation to the criminal justice system	5	38.5
Crisis intervention	4	30.8
Hotlines	4	30.8
Assistance applying for victim compensation	4	30.8
Emergency services (e.g., food, clothing)	4	30.8
Accompaniment to hospital	3	23.1
Assistance obtaining restitution	3	23.1
Accompaniment to court and other legal proceedings	3	23.1
Assistance filing protection/restraining orders	2	15.4
Other*	2	15.4

* See Appendix B

Table 3.17 Barriers to Serving Victims – High Need Agencies (N=13)

Barrier	N	%
Non-English speaking	11	84.6
Community awareness of services	11	84.6
Rural outreach	10	76.9
Lack or shortage of employees	10	76.9
Lack or shortage of volunteers	9	69.2
Referrals from other service providers	9	69.2
Employee/volunteer training	8	61.5
Referrals from law enforcement	6	46.2
Board capacity/functionality	6	46.2
Community support	4	30.8

Table 3.18 Other Agency Activities

Activity	N	%
Community education	52	44.4
Attending victimization-related conferences	47	40.2
Prevention efforts	42	35.9
Training for personnel outside agency	39	33.3
Other*	3	2.6

* See Appendix B

Table 3.19 Highest Level of Education Completed

Education	N	Valid %
High school diploma/GED	1	1.6
Some college	20	31.7
Bachelor's degree	19	30.2
Master's degree	14	22.2
Doctorate	6	9.5
Other*	3	4.8

*See Appendix B

Chapter 5 Tables

Table 5.1 Highest Level of Education Completed

Table 5.1 Types of Crimes for Which Services Received in Past Three Years

Crime	N	%
DV/IPV	74	49.3
Stalking	27	18.0
Property crime	25	16.7
Child physical or emotional abuse/neglect	22	14.7
Child sexual abuse	19	12.7
Other*	18	12.0
Adult sexual assault/rape	16	10.7
Non-IPV assault by family member	11	7.3
Assault by stranger	10	6.7
Homicide survivor	10	6.7
DUI	10	6.7
Robbery	6	4.0

* See Appendix B

Table 5.2 Types of Crimes for Which Services Received Most Recently

Crime	N	%
DV/IPV	67	44.7
Stalking	23	15.3
Property crime	22	14.7
Child physical or emotional abuse/neglect	19	12.7
Child sexual abuse	18	12.0
Adult sexual assault/rape	13	8.7
Other*	13	8.7
Homicide survivor	7	4.7
Non-IPV assault by family member	6	4.0
Assault by stranger	6	4.0
DUI	6	4.0
Robbery	3	2.0

* See Appendix B

Table 5.3 Victim-Offender Relationship

Relationship	N	Valid %
Current or former intimate partner	58	45.3
Family member	24	18.8
Stranger	23	18.0
Friend, acquaintance, or neighbor	18	14.1
Multiple	5	3.9

Table 5.4 Types of Agency from Which Services Received

Agency Type	N	%
Law enforcement	102	68.0
Prosecutor's office	72	48.0
Counseling services	60	40.0
Community-based agency	49	32.7
Civil legal services	37	24.7
Medical provider	31	20.7
Other*	16	10.7
Faith-based organization	8	5.3
Addiction services	6	4.0
Disability services	3	2.0

* See Appendix B

Table 5.5 Farthest Traveled for Services

Distance	N	Valid %
Less than 10 miles	64	50.0
11-20 miles	21	16.4
21-30 miles	6	4.7
31-40 miles	5	3.9
More than 40 miles	15	11.7
Only over the phone or online	15	11.7
Not sure	2	1.6

Table 5.6 Services Needed and Received

Service	Needed	Received
Crime victims' rights	64 (42.7%)	54 (36.0%)
Criminal justice support	57 (38.0%)	64 (42.7%)
Individual counselling	55 (36.7%)	40 (26.7%)
Crisis response	51 (34.0%)	62 (41.3%)
Help getting a protection or no contact order	46 (30.7%)	57 (38.0%)
Help applying for victim compensation	44 (29.3%)	21 (14.0%)
Referral to legal services	39 (26.0%)	25 (16.7%)
Support group	37 (24.7%)	26 (17.3%)
Child or parent/child counseling	35 (23.3%)	25 (16.7%)
Safety planning	33 (22.0%)	33 (22.0%)
Emergency services such as food, money, or clothing	27 (18.0%)	13 (8.7%)
Shelter/temporary housing	24 (16.0%)	16 (10.7%)
Medical services	23 (15.3%)	31 (20.7%)
Help finding a job or housing, or applying for public benefits	23 (15.3%)	17 (11.3%)
Hospital support	20 (13.3%)	20 (13.3%)
Child care	15 (10.0%)	8 (5.3%)
Transportation	10 (6.7%)	7 (4.7%)
Accessible programs or services	9 (6.0%)	5 (3.3%)
Other*	5 (3.3%)	4 (2.7%)
Referral to other services such as substance abuse treatment	3 (2.0%)	8 (5.3%)
Bilingual services	0 (0.0%)	4 (2.7%)

* See Appendix B

Table 5.7 Awareness of Agency

Source	N	%
Police or member of CJS	84	73.7
Friends or family	21	18.4
Another victim service agency	14	12.3
Other*	9	7.9
I've gone there for services before	7	6.1
Hospital or other medical provider	6	5.3
Advertisements on the internet, radio, etc.	4	3.5

* See Appendix B

Table 5.8 Awareness of Services

Response	N	Valid %
Aware of all of the services offered	9	8.1
Aware of some of the services offered	41	36.9
Not aware of the services offered	58	52.3
Not sure	3	2.7

Table 5.9 Barriers to Receiving Services

Barrier	N	%
Fear of offender(s)	27	23.7
Cost of services	22	19.3
Transportation difficulties	21	18.4
Other*	12	10.5
Access to internet or telephone	9	7.9
Child care needs	6	5.3
Lack of accessible services	5	4.4
Religious differences	3	2.6
Language/cultural issues	1	0.9
Immigration issues	0	0.0

* See Appendix B

Table 5.10 Whether the Victim Left the Relationship

Response	N	Valid %
Yes	39	72.2
No	15	27.8

Table 5.11 Left the Relationship: Where They Went

Location	N	%
A family member's home	16	29.6
Other*	15	27.8
A friend's home	5	9.3
Homeless shelter	4	7.4
Domestic violence shelter	3	5.6
A motel/hotel	1	1.9
The street	0	0.0

* See Appendix B

Table 5.12 Did Not Leave Relationship: Why

Location	N	%
I wanted to save the relationship	8	14.8
Other*	6	11.1
I was afraid of doing it alone	5	9.3
The abuse was not that bad	4	7.4
I did not want to leave my home	4	7.4
I had nowhere to go	4	7.4
I did not think anyone would help me	4	7.4
My partner was getting help	4	7.4
Because of my faith	3	5.6
My partner would hurt me or my children	3	5.6
I did not have enough money	3	5.6
Because of my children	2	3.7

* See Appendix B

Table 5.13 Did Not Leave Relationship: Agency Response

Location	N	%
I did not tell them	6	11.1
They were not supportive of my decision	4	7.4
They continued to offer me services	4	7.4
They made me feel badly for deciding not to leave the relationship	3	5.6
They would not offer me services anymore	2	3.7
They did not really have much of a reaction	1	1.9
Other	1	1.9
They were supportive of my decision	0	0.0

Table 5.14 Sex, Sexual Identity, Race/Ethnicity, and Religion

Variable	N	Valid %
Sex		
Female	107	87.0
Male	16	13.0
Sexual Identity		
Heterosexual	112	91.1
Bisexual	8	6.5
Homosexual	1	0.8
Other	2	1.6
Race/Ethnicity		
African American	0	0.0
Asian/Pacific Islander	0	0.0
Caucasian	114	92.7
Hispanic/Latino	3	2.4
Native American	1	0.8
Other	5	4.1
Religion		
Catholic	10	8.2
Jewish	1	0.8
LDS/Mormon	26	21.3
Muslim	0	0.0
Protestant	16	13.1
None	44	36.1
Other	25	20.5

Table 5.15 Age, Education, Income, Household Occupants, Governmental Assistance

Variable	N/Range	Valid %/Mean(SD)
Age	18-73	M=40.88 (SD=12.52)
Education		
Less than high school	6	4.9
High school diploma/GED	28	23.0
Some college	30	24.6
Associate's degree	19	15.6
Bachelor's degree	24	19.7
Master's or Doctorate degree	11	9.0
Other	4	3.3
Annual Income		
$0-$10,000	33	27.5
$10,001-$25,000	30	25.0
$25,001-$40,000	22	18.3
$40,001-$55,000	10	8.3
Over $55,000	25	20.8
Household Occupants	1-9	M=3.20 (SD=1.69)
Governmental Assistance		
Yes	41	33.6
No	80	65.6
Don't know	1	0.8

Chapter 6 Tables

Table 6.1 Victim Characteristics: Sex

Year	Males	Females	Total
2007	4,886 (2395%)	16,405 (77.05%)	21,291
2008	5,502 (22.34%)	19,126 (77.66%)	24,628
2009	3,963 (21.53%)	14,445 (78.47%)	18,408
2010	4,309 (23.13%)	14,321 (76.87%)	18,630
2011	5,237 (22.19%)	18,359 (77.81%)	23,596
2012	5,356 (23.55%)	17,386 (76.45%)	22,742
2013	4,504 (24.41%)	13,944 (75.59%)	18,448
2014[9]	2,590 (23.12%)	8,612 (76.88%)	11,202
Total	36,347 (22.87%)	122,598 (77.13%)	158,945

Table 6.2 Victim Characteristics: Age in Years

Year	0-5	6-12	13-17	18-29	30-44	45-64	65 & up	Total
2007	2,605 (12.85%)	2,877 (14.19%)	2,220 (10.95%)	5,277 (26.02%)	5,082 (25.06%)	1,916 (9.45%)	301 (1.48%)	20,278
2008	2,707 (11.63%)	2,722 (11.70%)	2,284 (9.82%)	6,546 (28.13%)	6,566 (28.22%)	2,149 (9.24%)	293 (1.26%)	23,267
2009	1,874 (10.70%)	1,922 (10.98%)	1,677 (9.58%)	4,759 (27.18%)	5,555 (31.72%)	1,553 (8.87%)	172 (0.98%)	17,512
2010	2,106 (12.13%)	2,043 (11.77%)	1,889 (10.88%)	3,998 (23.03%)	5,546 (31.94%)	1,565 (9.01%)	215 (1.24%)	17,362
2011	2,428 (10.93%)	2,688 (12.10%)	2,387 (10.75%)	3,753 (16.89%)	8,394 (37.79%)	2,190 (9.86%)	374 (1.68%)	22,214
2012	2,735 (13.30%)	3,259 (15.85%)	2,345 (11.41%)	3,008 (14.63%)	6,806 (33.11%)	2,109 (10.26%)	295 (1.44%)	20,557
2013	2,259 (13.21%)	2,196 (12.85%)	1,639 (9.59%)	2,372 (13.87%)	6,193 (36.22%)	2,122 (12.41%)	315 (1.84%)	17,096
2014[10]	1,242 (11.97%)	1,381 (13.31%)	976 (9.41%)	1,508 (14.54%)	3,798 (36.61%)	1,301 (12.54%)	168 (1.62%)	10,374
Total	17,956 (12.08%)	19,088 (12.84%)	15,417 (10.37%)	31,221 (21.00%)	47,940 (32.25%)	14905 (10.03%)	2,133 (1.43%)	148,660

[9] 2014 excludes the 4th quarter
[10] 2014 excludes the 4th quarter.

Table 6.3 Victim Characteristics: Income level

Year	IL1	IL2	IL3	IL4	IL5	IL6	IL[11]	Total
2007	6,720	2,058	1,272	1,049	664	549	-	12,312
	(54.58%)	(16.72%)	(10.33%)	(8.52%)	(5.39%)	(4.45%)		
2008	6,580	3,796	2,424	1,552	845	890	-	16,087
	(40.90%)	(23.60%)	(15.07%)	(9.65%)	(5.25%)	(5.53%)		
2009	4,968	1,381	1,351	1,222	676	820	5,115	15,533
	(31.98%)	(8.89%)	(8.70%)	(7.87%)	(4.35%)	(5.28%)	(32.93%)	
2010	5,895	1,629	1,187	979	561	746	3,954	14,951
	(39.43%)	(10.90%)	(7.94%)	(6.54%)	(3.75%)	(4.99%)	(26.45%)	
2011	6,959	1,934	1,518	1,253	705	835	7,009	20,213
	(34.43%)	(9.57%)	(7.51%)	(6.20%)	(3.49%)	(4.13%)	(34.68%)	
2012	7,170	2,448	1,151	792	452	862	4,831	17,706
	(40.49%)	(13.83%)	(6.50%)	(4.47%)	(2.55%)	(4.87%)	(27.28%)	
2013	5,291	1,145	690	594	418	746	5,673	14,557
	(36.35%)	(7.87%)	(4.74%)	(4.08%)	(2.87%)	(5.12%)	(38.97%)	
2014[12]	3,858	990	561	430	225	538	2,924	9,526
	(40.50%)	(10.39%)	(5.89%)	(4.51%)	(2.36%)	(5.65%)	(30.69%)	
Total	47,441	15,381	10,154	7,871	4,546	5,986	29,506	120,885
	(39.24%)	(12.72%)	(8.40%)	(8.40%)	(6.51%)	(4.95%)	(24.40%)	

[11] Contains percentages of IL that were unknown.
[12] 2014 excludes the 4th quarter.

Table 6.4 Victim Characteristics: Education

Year	College	Some College	HS	Less than a HS degree	Unknown	Total
2007	1,267 (11.37%)	2,065 (18.54%)	3,417 (30.67%)	4,392 (39.42%)	-	11,141
2008	1,858 (11.38%)	3,649 (22.36%)	6,107 (37.42%)	4,707 (28.84%)	-	16,321
2009	1,062 (6.94%)	2,407 (15.75%)	3,383 (22.14%)	3,463 (22.66%)	4,968 (32.51%)	15,283
2010	963 (6.51%)	2139 (14.45%)	3,480 (23.52%)	3,711 (25.08%)	4,505 (30.44%)	14,798
2011	904 (4.88%)	2,559 (13.82%)	3,922 (21.18%)	4,557 (24.61%)	6,572 (35.50%)	18,514
2012	1,215 (6.88%)	2,514 (14.23%)	3,698 (20.94%)	4,700 (26.60%)	5,536 (31.34%)	17,663
2013	993 (6.69%)	2,025 (13.64%)	2,846 (19.17%)	3,505 (23.61%)	5,566 (37.50%)	14,844
2014[13]	668 (7.10%)	1,504 (15.99%)	2,192 (23.30%)	2,209 (23.48%)	2,834 (30.13%)	9,407
Total	8,930 (7.56%)	18,862 (15.99%)	29,045 (24.62%)	31,244 (26.48%)	29,981 (25.41)	117,971

[13] 2014 excludes the 4th quarter.

Table 6.5 VOCA Contacts by Offense Type

Year	Adult Sex Aslt & Rape	Assault	Battery	Burglary	Child Phy/Emo Abuse	Child Sexual Abuse	IPV/DV	DUI	Homicide Survivor	Property Crime	Robbery	Stalking	Theft	Total
2009	790 (5.33%)	645 (4.35%)	706 (4.76%)	157 (1.06%)	1,352 (9.12%)	1,765 (11.90%)	7,679 (51.79%)	207 (1.40%)	27 (0.18%)	654 (4.41%)	82 (0.55%)	489 (3.30%)	274 (1.85%)	**14,827**
2010	800 (5.02%)	663 (4.16%)	627 (3.93%)	178 (1.12%)	1,421 (8.91%)	1,926 (12.08%)	8,442 52.95%)	290 (1.82%)	35 (0.22%)	618 (3.88%)	88 (0.55%)	567 (3.56%)	289 (1.81%)	**15,944**
2011	1,138 (6.04%)	776 (4.12%)	831 (4.41%)	151 (0.80%)	1,425 (7.57%)	2,085 (11.07%)	10,438 (55.43%)	279 (1.48%)	36 (0.19%)	491 (2.61%)	131 (0.70%)	693 (3.68%)	357 (1.90%)	**18,831**
2012	1,314 (6.05%)	723 (3.33%)	661 (3.04%)	178 (0.82%)	1,667 (7.68%)	2,510 (11.56%)	11,496 (52.95%)	228 (1.05%)	60 (0.28%)	1,314 (6.05%)	723 (3.33%)	661 (3.04%)	178 (0.82%)	**21,713**
2013	1,207 (6.22%)	607 (3.13%)	1,108 (5.71%)	152 (0.78%)	988 (5.09%)	1,850 (9.53%)	10,022 (51.64%)	362 (1.87%)	39 (0.20%)	1,207 (6.22%)	607 (3.13%)	1,108 (5.71%)	152 (0.78%)	**19,409**
2014[14]	881 (5.97%)	121 (0.82%)	678 (4.59%)	11 (0.07%)	691 (4.68%)	1,675 (11.34%)	8,697 (58.89%)	316 (2.14%)	6 (0.04%)	881 (5.97%)	121 (0.82%)	678 (4.59%)	11 (0.07%)	**14,767**

[14] 2014 excludes the 4th quarter.

Table 6.6 VOCA Contacts by Service Type

Year	Criminal Justice Advocacy	Crisis Hotline	Crisis Intervention	Emergency Financing	Follow Up Services	Group Counseling	Legal Advocacy	Referrals	Services over the Telephone	Shelter	Therapy	Total
2009	5,100 (6.87%)	17,067 (22.99%)	5,909 (7.96%)	1,320 (1.78%)	8,689 (11.70%)	4,702 (6.33%)	2,996 (4.04%)	8,186 (11.03%)	16,592 (22.35%)	1,784 (2.40%)	1,898 (2.56%)	74,243
2010	5,302 (6.13%)	14,965 (17.30%)	7,525 (8.70%)	1,747 (2.02%)	14,023 (16.21%)	5,197 (6.01%)	3,575 (4.13%)	10,339 (11.95%)	19,490 (22.53%)	1,893 (2.19%)	2436 (2.82%)	86,492
2011	5,085 (5.38%)	18,265 (19.31%)	6,904 (7.30%)	2,212 (2.34%)	16,261 (17.19%)	5,561 (5.88%)	4,004 (4.23%)	11,504 (12.16%)	18,995 (20.08%)	2,627 (2.78%)	3,183 (3.36%)	94,601
2012	6,121 (6.14%)	16,459 (16.52%)	7,163 (7.19%)	2,140 (2.15%)	17,086 (17.15%)	4,739 (4.76%)	4,050 (4.07%)	13,907 (13.96%)	22,808 (22.90%)	1,929 (1.94%)	3,211 (3.22%)	99,613
2013	5,216 (5.50%)	12,737 (13.42%)	8,250 (8.69%)	2,566 (2.70%)	14,944 (15.75%)	6,861 (7.23%)	4,378 (4.61%)	14,539 (15.32%)	20,396 (21.49%)	1,930 (2.03%)	3,083 (3.25%)	94,900
2014[15]	4,246 (5.47%)	12,422 (16.02%)	8,007 (10.32%)	2,541 (3.28%)	11,603 (14.96%)	3,492 (4.50%)	4,208 (5.43%)	11,177 (14.41%)	14,971 (19.30%)	1,356 (1.75%)	3,532 (4.55%)	77,555

[15] 2014 excludes the 4th quarter.