



# Idaho Crime Victim Service Provider Survey Results

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The *Biennial Report on Victimization & Victim Services* is a series of papers on the state of victimization, response to victimization, impacts of crime on victims, and victim services in Idaho. The project is funded by the Idaho Council on Domestic Violence & Victim Assistance. For more information on the project, watch the introductory video at <https://www.boisestate.edu/sps-criminaljustice/victimization/> or contact Dr. Lisa Growette Bostaph at [lisabostaph@boisestate.edu](mailto:lisabostaph@boisestate.edu).



## Study Overview

As a part of the *Biennial Report on Victimization & Victim Services*, a series of reports produced by Boise State University researchers and funded by the Idaho Council on Domestic Violence and Victim Assistance (ICDVVA), an online survey was administered to crime victim service providers across Idaho in order to examine agency characteristics, services, needs, and barriers. The survey was designed to gather several pieces of information surrounding service provision in 2019 such as the number and type of crime victims served, contact with underserved or vulnerable populations, breadth of services provided, services the agency wanted to offer but was unable to, any barriers the agencies faces in regard to service provision, and the administration of satisfaction surveys or other evaluation activities. Characteristics of the agencies were also requested including agency type, funding sources and limitations, membership, number of employees and volunteers, employee tenure and education, training requirements and needs, capacity-building efforts, greatest accomplishments, and agency location and service area.

The list of potential survey respondents was comprised of recipients of Victims of Crime Act (VOCA) funding, which was obtained from the ICDVVA, member agencies of the Idaho Coalition Against Sexual and Domestic Violence (ICASDV), and victim witness programs. The lists from ICDVVA and ICASDV contained contact information; contact information for victim witness programs was obtained via internet searches. The final list of recipients removed duplicates (i.e., agencies that were on more than one list) and agencies that are not crime victim service providers (i.e., some of the agencies on the ICASDV member list do not directly serve crime victims). Once these adjustments were made, a total of 103 individual agency email addresses comprised the list of potential participants.

Prior to beginning this study, approval was obtained from Boise State University's Institutional Review Board for the protection of human subjects in research. The survey was constructed in Qualtrics, an online survey platform, and all participants received an email invitation in February of 2020. The email provided an overview of the survey and the link to complete it. The first item on the survey included informed consent information describing that participation in the survey was voluntary and confidential. Agency representatives who agreed to participate clicked a button and proceeded with the survey. It was estimated that the survey would take approximately 15-20 minutes to complete. Reminders were sent to all participants in March and April. Due to the difficulties agencies faced because of COVID-19, and the time constraints of grant season, the survey was deployed once again in July in order to gather additional responses. The survey officially closed at the end of August of 2020.

The survey received a total of 82 responses. Of those, just under half were complete or partially complete. After removing duplicates and responses that were not complete enough for analysis, there were 36 survey responses which were appropriate for analysis. This equates to an approximate 35% response rate, which is generally consistent with online surveys.

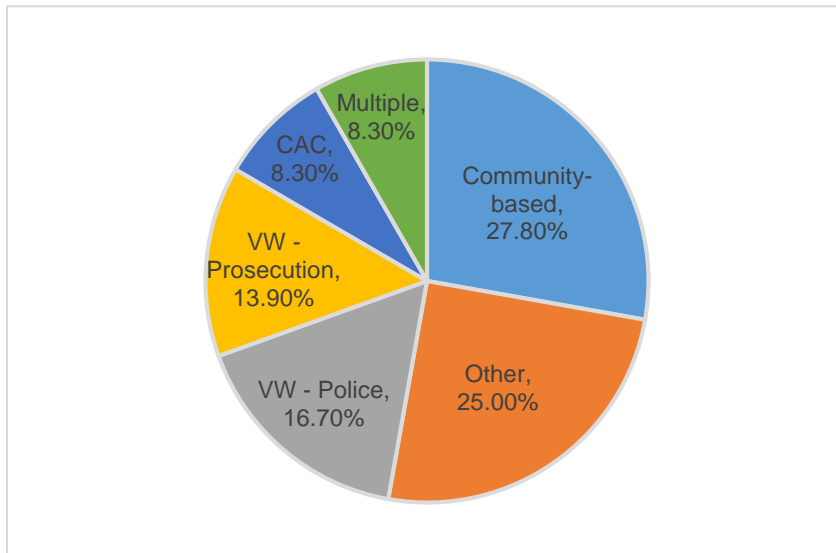
## Results

Once the survey closed, the data were transferred into a statistical software program for analysis. The focus of the analysis was on describing agency characteristics; populations served; service provision and other agency activities; and needs and barriers. The results are organized by topic and described below. The final section of this report includes a brief summary of the study and detailed recommendations based on the findings.

## Agency Characteristics

Participants were asked several questions about the characteristics of their agencies (see Figure 1). In terms of agency type, the majority of the sample identified as being from a community-based victim service agency (n=10), followed by other (n=9; e.g., family justice center, refugee resettlement, government victim services, civil legal services), victim witness – police (n=6), and victim witness – prosecution (n=5).

Figure 1  
*Agency Type*



Three identified as child advocacy centers and three indicated multiple agency functions (e.g., between community-based and family justice center). In terms of agency establishment (not shown), 29 respondents (80.6%) indicated that their agency was established 10 or more years ago. Four (11.1%) indicated their agency was established less than 10 years ago, one (2.8%) did not know, and two (5.6%) did not answer this question.

Table 1 displays additional agency characteristics including membership, evaluation, and funding<sup>1</sup>. Just over half of participants indicated that their agency was a member of the ICASDV.

Table 1  
*Membership, Evaluation, and Funding in 2019*

Category/Variable	Frequency	Valid %
Member of ICASDV	22	62.9
Administered victim satisfaction surveys	23	63.9
Conducted other types of evaluations	12	33.3
Applied for ICDVVA funding	24	66.7
Received ICDVVA funding	24	66.7
Funding sources		
Federal (e.g., VOCA, FVPSA, SASP)	28	71.8
Donations	24	61.5
City or county funding	17	43.6
Idaho State Domestic Violence Fund	13	33.3
Other	17	43.6

In terms of evaluation, 63.9% indicated that their agency administered victim satisfaction surveys and 33.3% conducted other types of evaluations. Approximately 67% confirmed that their agency applied for funding from the ICDVVA in 2019 and all received the funding. The reasons for

<sup>1</sup> Percentages do not total 100% as respondents were able to select more than one answer.

not applying for ICDVVA funding (not shown) included using other sources for funding and not being aware of the ability to apply for it. When asked about funding sources, the majority indicated that their agency relies on federal funding (71.8%) or donations (61.5%). Just under half of respondents selected city or county funding (43.6%), other (43.6%; e.g., attorney fees, foundations, insurance, National Children’s Alliance, Idaho State Legislature, fundraising, private grants, the United Way), and the Idaho State Domestic Violence Fund (33.3%).

Agency personnel characteristics are displayed in Table 2. In terms of the number of employees and volunteers, there was quite a bit of variation. Full-time employees ranged from 1-388 with an average of 46.7, part-time employees ranged from 0-124 with an average of 9.1, and volunteers ranged from 0-345 with an average of 44.1. The majority of employees who provide direct services have been employed for 4-9 years (42.4%), followed by 1-3 years (30.3%).

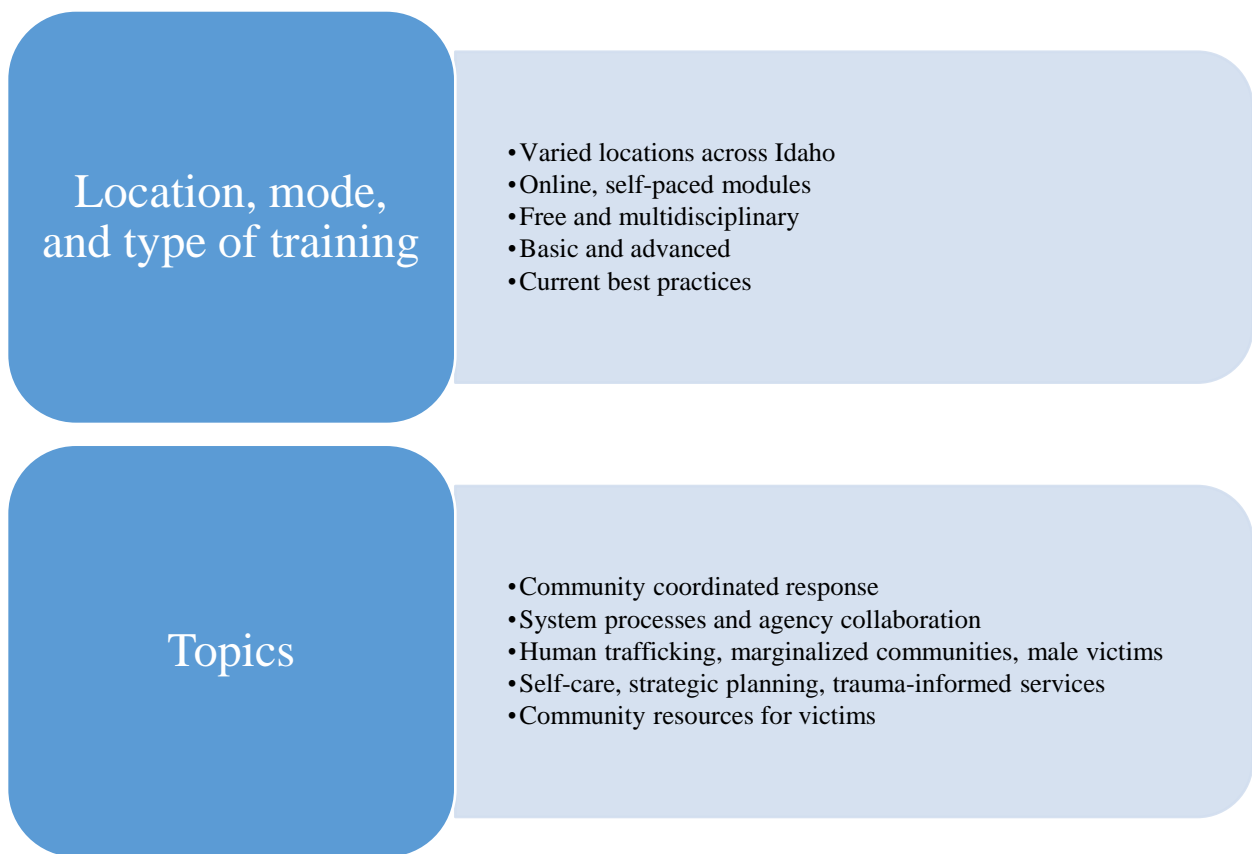
Table 2  
*Personnel Characteristics*

Variable/Category	Frequency (%)	Average	Range	Education
Full-time employees in 2019		46.7	1-388	requirements for direct service providers ranged from high school diploma/GED to Master’s degree with Bachelor’s degree being the most frequently selected (37.5%). A few participants noted that experience is more important than education-level. Almost 90% of respondents indicated that additional training is required for those who directly serve victims. When asked about the type of training, most require a certain number of hours or credits of
Part-time employees in 2019		9.1	0-124	
Volunteers in 2019		44.1	0-345	
Average time of employment				
Less than 1 year	3 (9.1)			
1-3 years	10 (30.3)			
4-9 years	14 (42.4)			
10 or more years	5 (15.2)			
Minimum education required				
High school diploma/GED	6 (18.8)			
Some college	6 (18.8)			
Bachelor’s degree	12 (37.5)			
Master’s degree	3 (9.4)			
Other	5 (15.6)			
Additional training required				
Yes	31 (88.6)			
No	3 (8.6)			
Don’t know	1 (2.9)			

continuing education. There was quite a bit of variation with some requiring five hours and others requiring 40. A number of respondents mentioned specific topics as well such as domestic violence, sexual assault, trauma-informed approaches, ethics, victims’ rights, underserved/vulnerable populations, and self-care.

When asked if additional training opportunities are needed for direct service providers, respondents provided a number of suggestions (see Figure 2). A few related to how and where trainings are offered (e.g., near Twin falls, online). Some provided broad suggestions (e.g., free multidisciplinary trainings, more advanced training in Idaho, current best practices) whereas others mentioned specific topics (e.g., meeting the needs of marginalized communities, court processes, protection and restraining orders, victim compensation regulations, and tangible information for advocates to help survivors with things such as the Address Confidentiality Program, breaking leases, working with Child Protection Services, and obtaining financial assistance).

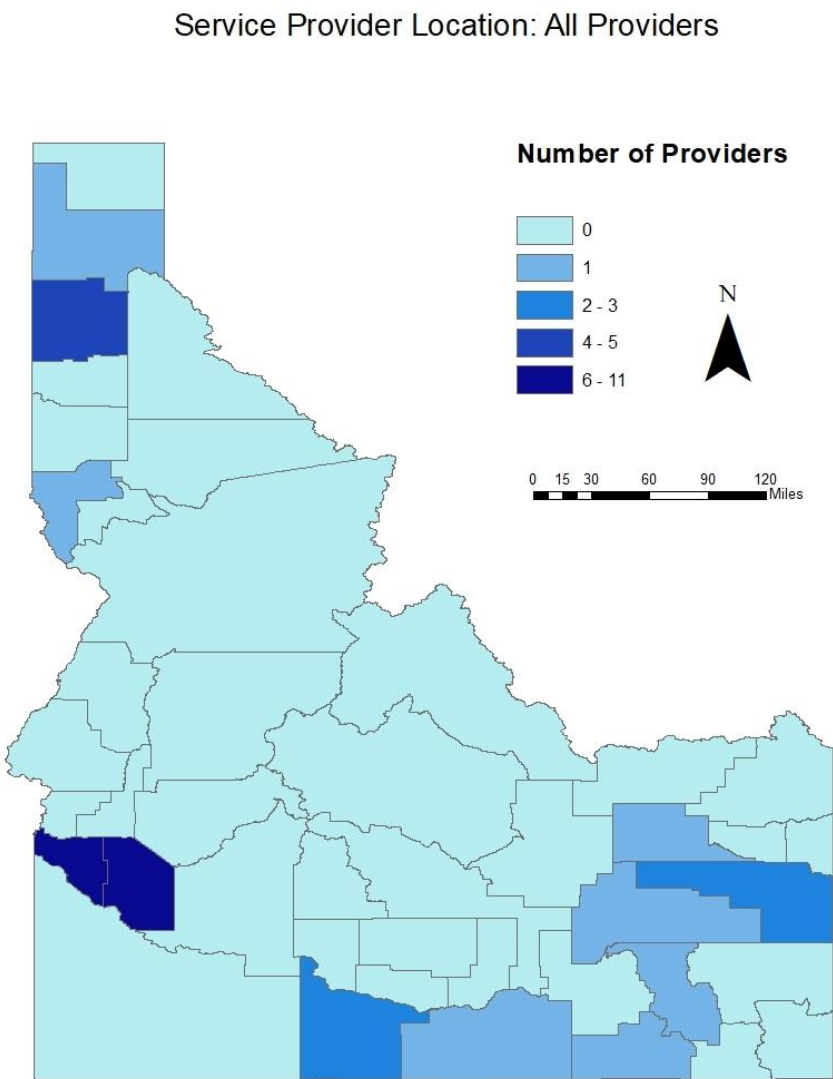
Figure 2  
*Additional Training Needs*



Participants were asked about efforts their agency has taken to build capacity, enhance employees' leadership skills, improve day-to-day operations and/or engage in succession planning. The most frequent responses (not shown) revolved around training, including internal, local, and national trainings. Weekly meetings with staff, annual staff retreats, attendance at conferences, and collaboration with local agencies were also common. A few respondents mentioned adding new agency positions as needed, improving the efficiency of record-keeping and daily processes, successfully increasing the number of volunteers they have, allowing staff members to lead projects to gain leadership experience, improving fundraising efforts, focusing on employee wellness, and utilizing an organizational development coach.

In order to determine victim service availability across the state, respondents were asked in which county their agency is located (see Figure 3). The majority of participants (n=28) indicated one agency location. Five respondents left this question blank and three indicated multiple agency locations across the state. The counties most frequently selected for agency location included Ada (n=11), Canyon (n=11), Kootenai (n=5), Bonneville (n=3), Twin Falls (n=3), and Bonner (n=2). One participant each selected Bannock, Bingham, Cassia, Jefferson, Nez Perce, and Oneida counties. As can be seen in Figure 3, most of the respondents were from agencies in the panhandle and more southern counties in Idaho.

Figure 3  
*Agency Location*



Given the rurality of Idaho, and barriers faced by victim service providers in rural areas (Gillespie et al., 2019), additional analyses were conducted to examine agency location and geographic isolation. The Economic Research Service (ERS) provides designations of all counties in the U.S. as metro or non-metro. This classification is based on population size, extent of urbanization, and whether the county is adjacent to a metro area (Economic Research Service [ERS], 2013). Idaho counties that are considered metro include Ada, Bannock, Boise, Bonneville, Butte, Canyon, Franklin, Gem, Jefferson, Kootenai, Nez Perce, and Owyhee (ERS, 2013). Thus, 80.6% of the participants in this

survey reported agency locations in metro counties (i.e., more urban) with the remaining 19.4% in non-metro counties (i.e., more rural).

In addition to agency location, respondents were asked about which counties their agency serves. All 44 counties were listed and there was an option for statewide service area. The number of counties served ranged from 1-44 with an average of 6.61. This average is likely inflated due to three respondents indicating their agency serves the entire state. In fact, excluding the three statewide agencies, the number of counties served ranged from 1-10 with an average of 2.87 and just over 60% of participants reported that their agency serves 1-2 counties. Additionally, 51.5% indicated that at least half of their agency’s service area is comprised of non-metro counties with only seven serving solely non-metro counties.

Figure 4  
*Service Area*

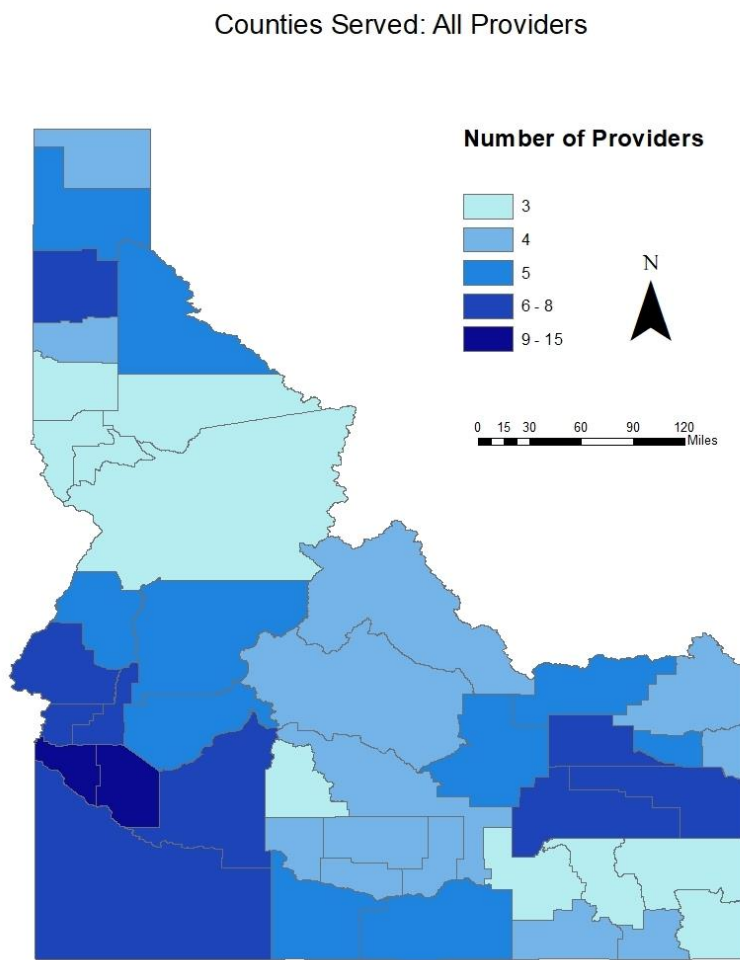


Figure 4 displays agency service areas. The most frequently served counties included Canyon (n=15), Ada (n=12), Payette (n=8), and Washington (n=7). Similar to agency location, the more frequently served counties included those in the panhandle and more southern counties in the state. It is important to note the 10 counties that are served only by the three agencies that serve the entire state (all falling into the ‘other’ category for agency type). As displayed in Figure 4, these less frequently served counties cluster into three main areas. The first cluster, located in the southern portion of the panhandle, includes Latah, Nez Perce, Lewis, Clearwater, and Idaho counties. The second cluster is located in the southeastern portion of the state and is comprised of Power, Bannock, Caribou, and Bear Lake counties. The last area includes just one county located

in the middle of the state: Camas County. While other victim service agencies may serve these areas, they did not participate in this survey to provide information about agency characteristics, services, needs, and barriers.



## Populations Served

Three-quarters or more of respondents indicated that their agency served domestic/intimate partner violence, child sexual abuse, adult sexual assault/rape, child physical abuse/neglect, stalking/harassment, and teen dating violence victims in 2019 (see Table 3)<sup>2</sup>.

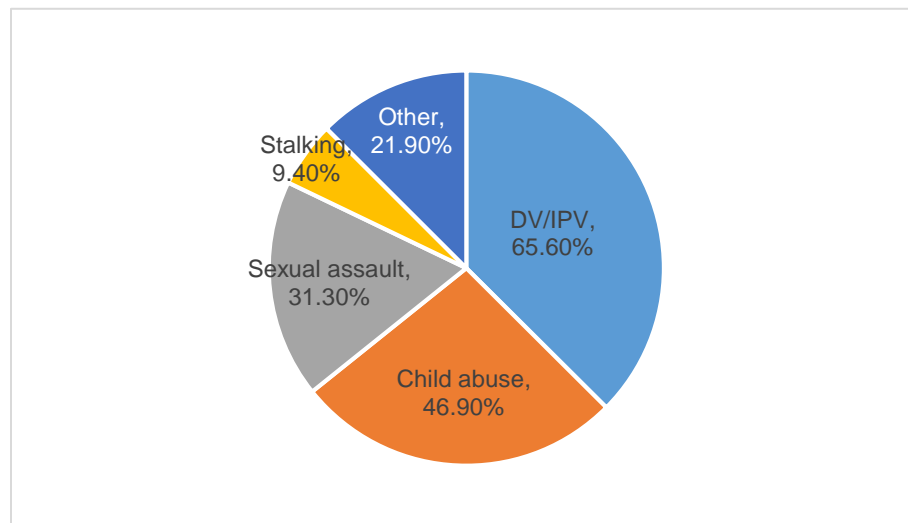
Table 3  
*Types of Crime Victims Served in 2019*

Category	Frequency	Valid %
Domestic/Intimate partner violence	32	88.9
Child sexual abuse	32	88.9
Adult sexual assault/rape	29	80.6
Child physical abuse/neglect	29	80.6
Stalking/harassment	29	80.6
Teen dating violence	27	75.0
Elder sexual abuse	20	55.6
Elder physical abuse/neglect	19	52.8
Homicide survivors	19	52.8
Adult physical assault (not DV/IPV)	18	50.0
Economic/property	16	44.4
DUI	12	33.3
Other	10	27.8
Human/sex trafficking	5	13.9

About half of agencies served victims of elder sexual abuse, elder physical abuse/neglect, homicide survivors, non-DV/IPV adult physical assault, and economic/property crimes. Less frequently selected were victims of driving under the influence (DUI) and human/sex trafficking. The 'other' category included responses such as no contact order violations, hate crime, and mass violence.

Respondents were also asked which type of crime victims were served most frequently in 2019 (see Figure 5)<sup>2</sup>. Well over half indicated victims of domestic/intimate partner violence.

Figure 5  
*Most Frequently Served Crime Victims in 2019*



Various forms of child abuse and adult sexual assault were the next most frequently reported. The 'other' category included responses such as mass violence, trafficking, property crime, and homicide survivors. Last, three respondents indicated serving stalking victims most frequently.

<sup>2</sup> Percentages do not total 100% as respondents were able to select more than one answer.

The number of victims served varied dramatically among responses (see Table 4). The total number of reported contacts in 2019, including initial contacts and follow-ups, ranged from 78 to almost 40,000 with an average of just over 4,000. When the one outlier response of almost 40,000 was removed, the range was 79 to just under 16,000 with an average of 2,490.

Table 4  
*Number of Victims Served in 2019*

Variable	Average	Range	Unduplicated contacts (initial contacts only)
Total contacts <sup>3</sup>	4,195.1	78-39,652	ranged from 47 to just over 5,000 with an
Unduplicated contacts <sup>4</sup>	833.7	47-5,140	average of 833. This average did not appear to be inflated due to any single agency. <sup>4</sup>

average of 833. This average did not appear to be inflated due to any single agency.<sup>4</sup>

In regard to traditionally underserved and vulnerable populations, almost 92% of respondents selected children and teens. The next most frequently indicated included people with disabilities, Hispanic/Latinx, and LGBTQ individuals (see Table 5)<sup>5</sup>. More than 50% reported serving people with mental health issues, non-English speaking, Native American, college students, elderly individuals, migrant workers, other racial/ethnic minorities, and refugees. One agency indicated they also serve homeless populations. Overall, the majority of participants indicated that their agency served a variety of underserved and vulnerable populations in 2019, many of which have specialized service needs. In fact, the number of populations served ranged from 2-13 with an average of 10.2. Over half of the survey respondents (51.4%) indicated that their agency serves 11 or more of these underserved, vulnerable, and marginalized populations.

Table 5  
*Underserved and Vulnerable Populations Served in 2019*

Category	Frequency	Valid Percent <sup>1</sup>
Children (12 years or younger)	33	91.7
Teens (13-17 years old)	33	91.7
People with disabilities	32	88.9
Hispanic/Latinx	30	83.3
LGBTQ	30	83.3
People with mental health issues	29	80.6
Non-English speaking	29	80.6
Native American	28	77.8
College students	25	69.4
Elderly (65 years or older)	25	69.4
Migrant workers	21	58.3
Other racial/ethnic minorities	21	58.3
Refugees	20	55.6
Other	1	2.8

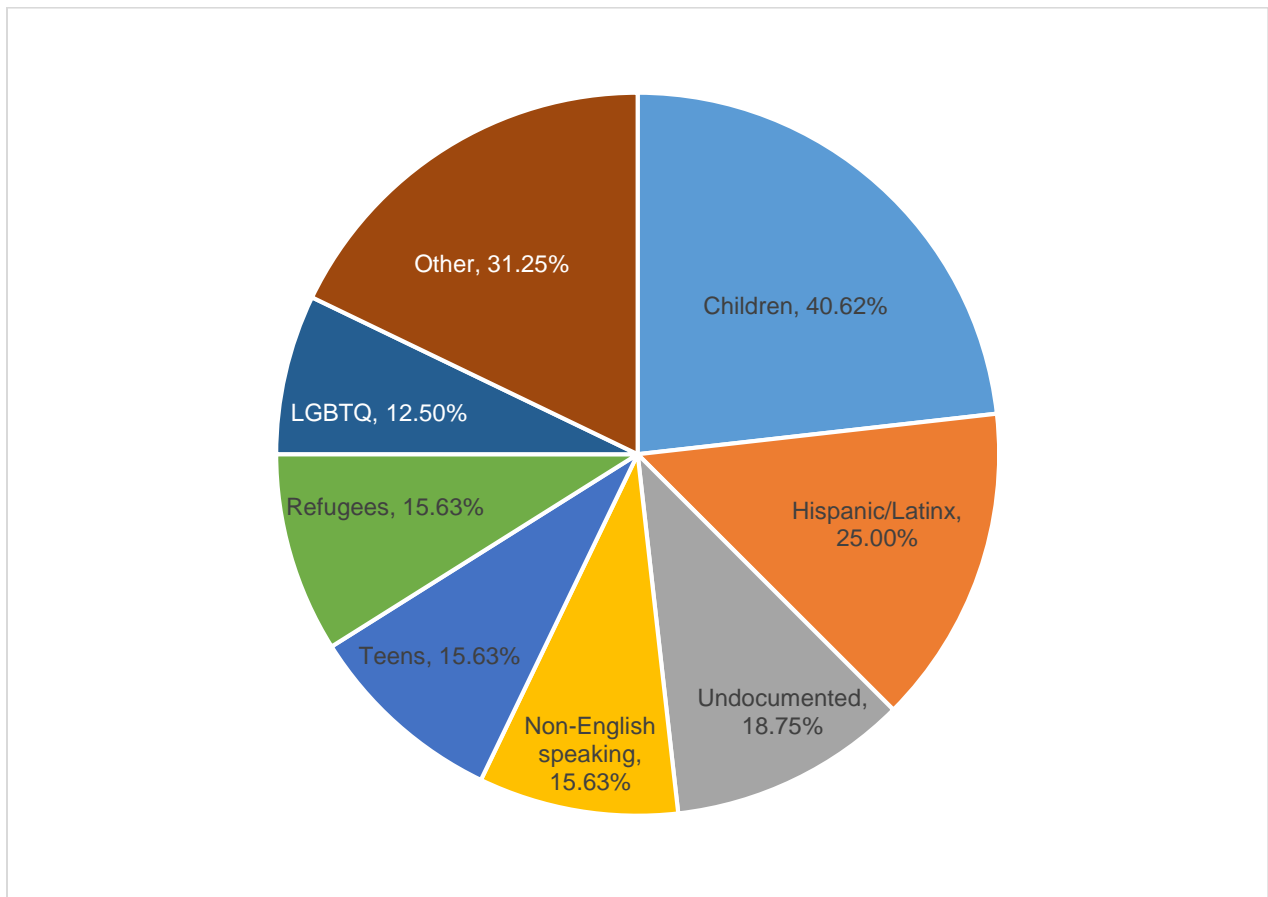
<sup>3</sup> Missing: 6 (16.7%)

<sup>4</sup> One agency indicated they do not track whether contacts are initial or follow-ups.

<sup>5</sup> Percentages do not total 100% as respondents were able to select more than one answer.

Participants were asked, via an open-ended question, which types of underserved and vulnerable populations they served most frequently (see Figure 6)<sup>6</sup>. Forty percent of respondents reported most often serving children. The ‘other’ category elicited a variety of responses including migrant workers, victims in rural areas, the elderly, victims living in poverty, people with mental health issues, college students, and people with disabilities. Several respondents also indicated Hispanic/Latinx, undocumented, and non-English speaking victims. Similar issues with these often overlapping populations were described: difficulty finding a translator and fear of authorities. Teens, refugees, or LGBTQ individuals were each reported by 4-5 respondents.

Figure 6  
*Most Frequently Served Vulnerable and Underserved Populations in 2019*



## Service Provision and Other Agency Activities

Participants were asked to indicate which services their agency provided in 2019. The number of services provided ranged from 2-17 with an average of 10.67. The most frequently provided services, indicated by more than 70% of respondents, included referral to other services including legal assistance, providing information about crime victims’ rights, and accompaniment to court or other legal proceedings (see Table 6)<sup>6</sup>. Less than 50% of respondents selected accompaniment to hospital/medical services, shelter/temporary housing, individual

<sup>6</sup> Percentages do not total 100% as respondents were able to select more than one answer.

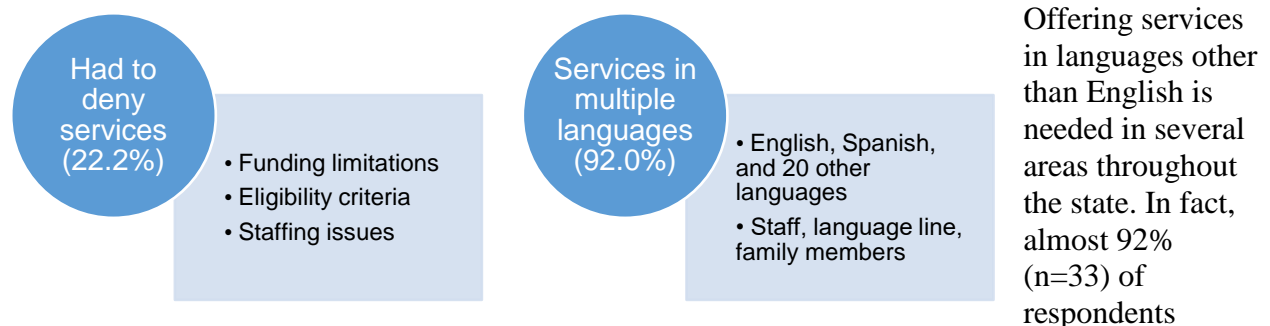
counseling, child care, hotlines, medical care/services, and assistance obtaining restitution. Participants who indicated ‘other’ described services such as property repair, home security, child forensic interviews, child protection, paralegal assistance, and provision of legal services.

Table 6  
*Services Provided in 2019*

Category	Frequency	Valid Percent
Referral to other services including legal assistance	34	87.2
Information about crime victims’ rights	32	82.1
Accompaniment to court or other legal proceedings	28	71.8
Emergency services (e.g., food, clothing)	27	69.2
Crisis intervention	26	66.7
Assistance obtaining victim compensation	25	64.1
Assistance filing protection/restraining orders	24	61.5
Orientation to the criminal justice system	24	61.5
Accompaniment to interviews with law enforcement	21	53.8
Group counseling/programs	21	53.8
Transportation	20	51.3
Accompaniment to hospital/medical services	18	46.2
Shelter/temporary housing	17	43.6
Individual counseling	15	38.5
Child care	14	35.9
Hotlines	12	30.8
Medical care/services	11	28.2
Assistance obtaining restitution	9	23.1
Other	6	15.4

Eight respondents (22.2%) reported that their agency had to deny services to a victim last year (see Figure 7). The reasons for denial of services revolved around funding and eligibility requirements (e.g., did not meet requirements for emergency shelter, funding criteria, or benefits) while others noted staffing issues (e.g., lack of volunteers, unable to establish mentor).

Figure 7  
*Denial of Services and Multilingual Services Offered*



indicated that their agency offers services in other languages (see Figure 7). The most frequently reported language other than English was Spanish. Others included American Sign Language, Amharic, Arabic, Bosnian, Burmese, Dari, Farsi, French, Japanese, Karen, Kinyarwanda,

Korean, Mandarin, Nepalese, Romanian, Russian, Swahili, Tigrinya, Ukrainian, and Vietnamese. When asked how they provide these services, participants listed in-house employees/volunteers, language line, and family members.

Engagement in activities outside of service provision was common (see Table 7)<sup>7</sup>. The most frequently indicated was providing community education events or materials.

Table 7  
*Other Agency Activities in 2019*

Category	Frequency	Valid %	
Provided community education events/materials	32	82.1	This was followed by attending victimization-related conferences, engaging in community
Attended victimization-related conferences	31	79.5	
Engaged in community prevention efforts	31	79.5	
Provided training for personnel outside of agency	28	71.8	
None of these	1	2.6	
Other	1	2.6	

prevention efforts, and providing training for personnel outside of the agency. Only one respondent indicated that their agency does not engage in any of these activities and one listed animal assistance as an additional activity.

Respondents were asked to describe, via an open-ended question, their agency's greatest achievement(s) in 2019 (see Figure 8).

Figure 8  
*Greatest Achievement in 2019*



Participants described a variety of successes including community engagement (e.g., advertising, community events including trainings), the addition of new programs or services (e.g., support group, expansion of services to other areas, increasing the number of available shelter beds, providing services to more crime victims) effective collaboration with other

agencies, acquisition of additional resources (e.g., increasing the number of volunteers or staff, securing additional funding sources, increasing donations) and expanded outreach to marginalized populations (e.g., Indigenous, Latinx).

<sup>7</sup> Percentages do not total 100% as respondents were able to select more than one answer.

## Needs and Barriers

In addition to services that were provided in 2019, respondents were asked if there were any services they would have liked to provide, but were unable to due to limited resources or other barriers. The number of needed services ranged from 0-7 (average=0.75) with 36.1% of participants reporting one or more needed services. Among these agencies (n=13), the number of needed services ranged from 1-7 with an average of 2.08. In terms of the types of services needed, the ‘other’ category was the most frequently and included responses of safe housing for minors, transitional housing, permanent housing, and the same services to more people (see Table 8)<sup>8</sup>. Three agencies each indicated a need for emergency services, shelter/temporary housing, and individual counseling. One to two respondents selected accompaniment to court or other legal proceedings, assistance obtaining victim compensation, medical care/services, referral to other services including legal assistance, crisis intervention, accompaniment to interviews with law enforcement, group counseling/programs, transportation, accompaniment to hospital/medical services, and hotlines.

Table 8  
*Needed Services but Unable to Provide in 2019*

Category	Frequency	Valid % <sup>1</sup>
Other	5	12.8
Emergency services (e.g., food, clothing)	3	7.7
Shelter/temporary housing	3	7.7
Individual counseling	3	7.7
Accompaniment to court or other legal proceedings	2	5.1
Assistance obtaining victim compensation	2	5.1
Medical care/services	2	5.1
Referral to other services including legal assistance	1	2.6
Crisis intervention	1	2.6
Accompaniment to interviews with law enforcement	1	2.6
Group counseling/programs	1	2.6
Transportation	1	2.6
Accompaniment to hospital/medical services	1	2.6
Hotlines	1	2.6

Participants were asked several questions about specific service provision barriers faced by their agency. The first provided a list of barriers from which to choose. Across all agencies, the number of barriers ranged from 0-6 with an average of 2.64. Almost 42% of respondents selected three or more barriers. Among these agencies (n=15), the number ranged from 3-6 with an average of 5.00. Nearly half of all respondents selected lack of community awareness of services as a barrier faced by their agency (see Table 9)<sup>8</sup>. Fourteen participants indicated restrictions on use of funding and 11 selected rurality or geographic isolation.

<sup>8</sup> Percentages do not total 100% as agencies were able to select more than one answer.

Table 9  
Barriers in 2019

Category	Frequency	Valid %
Lack of community awareness of services	17	43.6
Restrictions on use of funding	14	35.9
Rurality/geographic isolation	11	28.2
Non-English speaking victims	9	23.1
Lack of referrals from law enforcement	8	20.5
Lack or shortage of volunteers	8	20.5
Employee/volunteer training needs	6	15.4
Lack of referrals from other service providers	5	12.8
Other	5	12.8
Lack or shortage of employees	4	10.3
Lack of community support	4	10.3
Victim legal/immigration status	4	10.3

Six to nine participants each selected non-English speaking victims, lack of referrals from law enforcement, lack or shortage of volunteers, and employee or volunteer training needs. Additional barriers, selected by four to five respondents each, included lack of

referral from other service providers, other (e.g., housing, lack of community resources, transportation), lack or shortage of employees, lack of community support, and victim legal/immigration status.

Next, respondents were asked which barrier(s) impacted their agency the most in 2019 (see Figure 9). The most frequently indicated was funding issues (n=9), including restrictions on what monies can be used for, access to funding sources, and information about funding sources.

Figure 9  
Most Impactful Barriers in 2019



reported by seven participants and six described issues related to rurality and geographic isolation. The remaining barriers (n=5) related to referrals and resources including lack of referrals from law enforcement and medical providers, decrease in refugee arrivals, and non-English speaking victims.

Additional analyses were run to examine relationships among variables. More specifically, we sought to determine if there were any significant relationships among agency type, county location, service area, needed services, and barriers faced. These variables were

chosen based on the findings of previous research on victim service provision in Idaho (Growette Bostaph et al., 2015). Recall that the average number of barriers reported was 2.64. Thus, we examined agencies with less than three barriers compared to those with three or more barriers (approximately above and below the average). A number of relationships were found to be significant (see Table 10).

Table 10  
*Cross-Tabulation of Agency Type, Location, Service Area, and Barriers*

	Reported 3+ Barriers	Statistic
Agency Type	90.0% of community-based agencies 23.0% of all other types of agencies	$\chi^2 = 13.308^{**}$
Agency Location	83.3% of agencies in non-metro areas 56.3% of agencies in metro areas	$\chi^2 = 4.377^*$
Service Area	58.8% of agencies whose service area is $\geq 50\%$ non-metro 25.0% of agencies whose service area is $< 50\%$ non-metro	$\chi^2 = 3.860^*$

\*p<.05, \*\*p<.001

Agencies that were identified as community-based victim service agencies were significantly more likely to report facing three or more barriers. Across all community based-agencies, 90.0% reported three or more barriers compared to only 23.0% of all other agency types. Agency location was also significant such that 83.3% of agencies located in non-metro counties reported three or more barriers compared to 56.3% of agencies in metro counties. In terms of service area, 58.5% of agencies whose service area is comprised of 50% or more non-metro counties reported three or more barriers, compared to 25.0% of agencies whose service area is less than 50% non-metro. These analyses suggest that community-based agencies, agencies located in non-metro counties, and agencies whose service area includes primarily non-metro counties experience more barriers to service provision.



## Summary and Recommendations

The purpose of this study was to gather information from crime victim service providers across Idaho. To that end, an online survey was administered to examine agency characteristics, populations served, services provided, and needs and barriers in 2019. Based on information provided by the Idaho Council on Domestic Violence and Victim Assistance (ICDVVA) and the Idaho Coalition Against Sexual and Domestic Violence (ICASDV), and internet searches of victim witness programs, survey invitations were sent to 103 email addresses. After several months of data collection, there were 36 surveys appropriate for analysis. While this response rate is consistent with online survey research, it is unfortunate that more agencies across the state did not participate in the study. Nevertheless, the findings provide important insight into crime victim service provision in Idaho and point to several recommendations. With few exceptions, the findings and recommendations are similar to those offered in an earlier assessment of crime victim services in Idaho (Growette Bostaph et al., 2015).

### Funding

Across survey responses, issues related to funding were mentioned quite often. These issues revolved around two main areas: restrictions on how monies can be used and information about funding sources. In regard to the former, respondents described that restrictions on how funds can be used (e.g., only for certain types of crime victims or specific services) hindered their ability to effectively serve victims. In some cases, these restrictions resulted in the agency having to deny services. This begs the question of whether these victims were able to receive the services they needed elsewhere. Second, a few participants noted that they were not aware of funding provided by the ICDVVA and other entities and a few mentioned confusion about eligibility requirements. Thus, the following recommendations are offered:

**Recommendation #1:** Provide state-appropriated funding for crime victim services in Idaho which could offer flexibility in how monies are used in order to address restriction barriers routinely encountered with federal funds and promote the delivery of timely and appropriate services to all crime victims in Idaho.

**Recommendation #2:** Collaborate with crime victim service agencies across the state to gain a better understanding of specific fund restrictions in order to identify proactive strategies to reduce these barriers.

**Recommendation #3:** Enhance the advertisement of funding opportunities to reach victim service providers across the state and clarify eligibility requirements.

### Training

The majority of respondents indicated that training was required for staff members who provide direct services to crime victims. While the specifics of these training requirements varied, many indicated a need for *additional* training opportunities. These needs related to both how training is offered, in addition to which training is offered. Suggestions included offering free multidisciplinary training opportunities across the state (e.g., not just in Boise); increasing the availability of self-paced, online trainings; and varying the content of those trainings to include topics such as advanced training, coordinated community response, human trafficking, meeting the needs of marginalized communities, self-care, strategic planning, system processes, requirements of other agencies and services (e.g., crime victim compensation, civil protection

orders), male victimization, and trauma-informed services. These findings resulted in three main recommendations:

**Recommendation #4:** The primary training providers in the state (e.g., ICDVVA, ICASDV, Idaho Victim Witness Association [IVWA]) should work together to expand upon the variety of ways in which training is offered to include free trainings; in-person opportunities across the state; and self-paced, online training modules.

**Recommendation #5:** Training providers should coordinate to promote the availability of training on a variety of topics based on agency needs. Sending out a short survey on an annual or biennial basis to assess agency training needs would help to provide direction on what topics should be covered.

**Recommendation #6:** Gather and disseminate information to service providers about the availability of online training opportunities through organizations such as the Office for Victims of Crime and the National Organization for Victim Assistance.

## Evaluation

Periodic evaluation of services and processes is important for any agency in order to identify areas for improvement and expand upon services as needed. Evaluations can be conducted in many forms and can include self-evaluations, as well as assessments provided by others. For victim service agencies, assessments provided by others (e.g., crime victims served) are crucial to ensure that services are being provided appropriately and needs are being met. While the majority of respondents who completed this survey indicated that their agency administers victim satisfaction surveys, a little over one-third did not. In addition, only about one-third of participants indicated that their agency conducts any other type of evaluation. As such, the following recommendations are offered:

**Recommendation #7:** Crime victim service providers should be encouraged, or required where appropriate, to administer satisfaction surveys on an on-going basis. Reports of the results should be assessed in conjunction with other required reporting in order to determine whether changes are needed to improve service provision and use of resources.

**Recommendation #8:** Encourage service providers to utilize the online crime victim survey currently being administered as a part of the *Biennial Report on Victimization & Victim Services*. The benefits of this are two-fold: (1) the use of one, on-going survey instrument enhances the generalizability of the findings across the state and enables the analysis of trends over time; and (2) a report of survey results for victims who received services from any given agency can be provided which removes the onus of data collection and analysis from agencies.

**Recommendation #9:** Provide crime victim service agencies with information and resources to conduct evaluations, which can help to improve services, as well as promote the efficient use of valuable agency resources. The ICDVVA and other entities should provide information, such as a series of webinars, on conducting in-house evaluations and partnering with institutions of higher education or independent researchers for assistance.

## Populations Served

The survey assessed which populations agencies served in 2019 in terms of crime type, underserved/vulnerable status, and geographic area. As expected based on previous research (e.g., Growette Bostaph et al., 2015), the most frequently served crime victim types included domestic/intimate partner violence, child abuse, and adult sexual assault. However, several

agencies served a variety of other crime victims (e.g., stalking, homicide survivors, economic/property crimes, DUI, human trafficking). In addition, providing services to underserved and vulnerable populations was quite common with most agencies serving an average of 10 of these populations (e.g., children, Hispanic/Latinx, LGBTQ, non-English speaking, undocumented, refugees, people with disabilities). The wide range of populations served highlights the need for a diverse array of services and innovative ways to meet the needs of all crime victims. In terms of service area, many agencies serve counties that are more rural, which results in a host of additional challenges such as the distance needed to travel for services and availability of public transportation and other community resources. These findings point to a number of important recommendations:

**Recommendation #10:** Continue to provide appropriate services to crime victims who most frequently seek assistance (e.g., domestic/intimate partner violence, child abuse, adult sexual assault).

**Recommendation #11:** Expand outreach and service provision to other crime victims who may have unique needs or be less aware of services (e.g., stalking, elder abuse, teen dating violence, homicide survivors, non-intimate partner assault, economic or property crimes, DUI, human trafficking, hate crime). Partnering with and encouraging referrals from criminal justice and other social service agencies would be helpful in this regard.

**Recommendation #12:** Continue efforts to reach vulnerable and underserved communities across the state including children and teens, Hispanic/Latinx, non-English speaking, people with disabilities, LGBTQ, elderly, people with mental health issues, college students, Indigenous, and other marginalized groups.

**Recommendation #13:** Expand efforts to reach migrant, refugee, and undocumented communities. Evaluate innovative ways to provide outreach to these populations that are often fearful of seeking services.

**Recommendation #14:** Continue outreach to rural communities and consider ways to mitigate the obstacles of geographic isolation such as distance from service providers and lack of public transportation and other community resources.

**Recommendation #15:** Organize a summit of stakeholders (e.g., ICDVVA, ICASDV, IVWA, victim service agencies) to evaluate potential solutions to reaching and serving migrant, refugee, undocumented, and rural communities.

## Service Provision and Needs

Crime victim service agencies often provide a wide range of services, many of which would not be available to crime victims anywhere else. The participants in this survey were no exception with most reporting that their agency provides 10 or more different services, the most common of which included referral to other services including legal assistance, providing information about crime victims' rights, accompaniment to court or other legal proceedings, emergency services, crisis intervention, and assistance obtaining restitution. In addition, the majority of respondents (92%) indicated that their agency provides services in other languages besides English. However, there were a number of other services which were less frequently provided but are often needed by crime victims. These include shelter/housing, individual counseling, and child care. Shelter/housing and child care are often important needs for crime victims, particularly those affected by domestic/intimate partner violence. Individual counseling can be crucial for recovery from trauma and has been cited as one of the most needed services by Idaho crime victims (Growette Bostaph et al., 2015). In fact, in terms of services that were

needed in 2019 but unable to be offered, the most frequently indicated included housing, emergency services, and individual counseling. Two recommendations stem from these findings:

**Recommendation #16:** Continue to provide valuable services to victims of crime and periodically assess services to ensure that resources are being used to provide the most needed, evidence-based, and trauma-informed services.

**Recommendation #17:** Investigate funding and/or agency collaboration opportunities to expand the availability of shelter/housing resources, child care, and individual counseling services where needed.

## Barriers

One of the most important topics examined was barriers faced in serving crime victims. Participants reported a number of barriers to service provision with the most frequent being restrictions on funding, community awareness and support, staffing shortages, rurality and geographic isolation, and referrals from other providers. The first of these was addressed in Recommendation #1 above and again in Recommendation #20 below. Further analysis revealed that agencies were more likely to experience three or more barriers if they were a community-based victim service agency, located in a non-metro county, or included a service area which was 50% or more non-metro. Thus, these findings suggest that barriers to crime victim service provision are common across Idaho (only seven respondents indicated that their agency did not face any of the listed barriers), but disproportionately affect community-based service agencies and agencies whose locations or service areas are in more rural regions. In response to these findings, the following recommendations are offered:

**Recommendation #18:** Promote interagency collaboration through the formation of Community Coordinated Response teams or other initiatives in order to enable information and resource sharing among agencies, and bolster community awareness and support.

**Recommendation #19:** Gather and disseminate information to crime victim service agencies about funding resources and innovative ways to compensate, attract, and retain high quality personnel.

**Recommendation #20:** Provide additional funding and support to agencies impacted by service provision barriers, particularly community-based victim service agencies and agencies located in, or serving, more rural areas.

## Conclusion

In 2019, it is estimated that there were over 5.8 million violent crime victimizations and nearly 13 million property crime victimizations in the United States (Bureau of Justice Statistics, 2020). While only a portion of those occurred in Idaho, the need for high quality crime victim service provision is clear. The services provided by these agencies are paramount in helping victims to heal from trauma. The results of this survey, as well as *Crime Victims in Idaho: An Assessment of Needs and Services* (Growette Bostaph et al., 2015), reveal the successes of agencies across the state, but also the barriers faced in providing high quality services to crime victims. The recommendations provided in this report are meant to highlight these challenges and offer suggestions for how crime victim service provision could be improved to better address the needs of all crime victims in Idaho.

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