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Victims' Needs and
Victim Services:

Final Report to the National
Institute of Justice

by

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ABSTRACT

Victims' Needs and Victim Services

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This report describes the needs of victims and the responses of local victim assistance programs. It examines four questions: what are the needs of victims; where do they seek help; what kinds of help do they get; and which of their problems do -- and do not -- get solved? The answers to these questions are based on interviews with crime victims in four areas: Evanston, Illinois, Rochester, New York, Pima County, Arizona, and Fayette County, Kentucky. Interviews were conducted with 470 victims of burglary, robbery, and assault, distributed about equally across the four cities.

The most frequently expressed need was for advice or counselling, followed by a number of security-related concerns. Most of the assistance that victims received came from family and friends. The strongest correlate of contact with the program was being told about it by police, prosecutors, family members and friends, and in the media. The survey pointed to a substantial mis-match between the needs of victims and the kinds of services they actually received. Although the programs focused on counselling, many victims faced more mundane problems. Victims were generally satisfied with the assistance that they did receive. When asked what help they needed that the programs could not deliver, more than half mentioned financial problems or frustration in arranging victim compensation. The survey identified rather dramatic levels of unassisted need. Many of the problems facing victims were typically solved in the end, often through self-help. But a substantial minority of victims had problems that were not resolved and did not seem to be on the road to solution.

Preface

This study could not have been conducted without the active assistance of Victim Assistance Programs sponsored by the Evanston, Illinois, and Rochester, New York, Police Departments, and by the Attorney's Offices for Pima County, Arizona, and Fayette County, Kentucky. They agreed to open their files and provide us with access to victims they had served. We collaborated in this research in the hope that it would shed some light on the match between the kinds of services that Victim Assistance Programs typically offer and the needs expressed by crime victims. This report to the National Institute of Justice is the first of a series of articles in which we will present the findings of our research.

We are deeply indebted to the directors of the four programs that participated in this study: Vicky Sharp of the Pima County Attorney's Victim-Witness Program; Debra Sundblad of the Victim-Witness/Youth Outreach Bureau of the Evanston Police Department; Janet Vega of the Rochester Police Department's Comprehensive Victim Service Program; and Gail Whitt of the Commonwealth Attorney's Victim Assistance Program in Fayette County.

This project was conducted by Northwestern University's Center for Urban Affairs and Public Policy. Arthur J. Lurigio of Loyola University of Chicago is also a Research Associate at Northwestern University, where Wesley G. Skogan is a Professor. They took principal responsibility for developing the survey of victims and analyzing the data. Robert C. Davis is Director of Research at the New York City Victim Services Agency. He took principal responsibility for conducting the site visits, designing the sampling plan, and drawing the samples for the surveys. He also provided his expertise in drafting the needs assessment part of the questionnaire. All of the co-investigators contributed to this final report.

The surveys were conducted by the Survey Research Laboratory at Northwestern University. There we would like to thank Susan Hartnett, Research Associate, who managed the surveys, and Paul J. Lavrakas, Director of the Survey Lab, who lent his expertise to the questionnaire development phase of the project. Thanks also to Madeline Henley of the New York City Victim Services Agency, who conducted supplemental interviews in one of the cities.

We would also like to thank Dr. Richard Titus of the National Institute of Justice for his support as monitor of the research grant which supported this study.

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1. Introduction

This report examines the needs of victims and the responses of local victim assistance programs. It looks in detail at four questions: what are the needs of victims; where do they seek help; what kinds of help do they get; and which of their problems do -- and do not -- get solved?

Our answers to these questions are based on interviews with crime victims in four metropolitan areas: Evanston, Illinois, Rochester, New York, Pima County, Arizona (Tucson and its suburbs), and Fayette County, Kentucky (Lexington and its suburbs). In these areas we had the cooperation of the principal local victim assistance programs. They opened their files and allowed us to sample and interview their clients, and they also smoothed the way when we needed to sample victims from police files. All the programs make extensive outreach efforts, but we devised a research plan that enabled us to interview victims with little or no contact with the programs as well as victims who had received program assistance. Interviews were conducted with 470 victims of burglary, robbery, and assault, distributed about equally across the four cities.

This report is organized as follows. The remainder of this section describes the principal Victim Assistance Programs in each of the four cities, based on site visits conducted by Robert C. Davis of the New York City Victim Services Agency. The next

section describes a survey of crime victims in these four communities. The third section examines victims' needs and the variety of ways that they sought assistance. It describes victims' needs and their social and economic status, and contrasts the roles of family or friends and other groups or agencies with the Victim Assistance Programs that we studied in each of the four communities. The fourth section looks at victims who came into contact with the programs; it describes how victims learned of the programs, the kinds of problems that prompted them to seek help, and the kinds of assistance that they received. A brief conclusion summarizes the findings of the research.

A Description of the Programs

Lexington, KY. Lexington's Crime Victim's Assistance Program is run by the Fayette County Commonwealth Attorney's Office, and serves the entire county. It is staffed by four paid full-time employees, one paid part-time employee, and one volunteer, and has a personnel budget of \$67,000 per year (no figure is readily available for non-personnel expenses). From October, 1988 through September, 1989, the program provided services to victims in 2,213 pre-sentence felony cases. Compared with the other programs examined here, Lexington gave a great deal of attention to burglary; nearly three-quarters of the victims served were involved in burglaries. Robberies and assaults each accounted for another 10 percent of cases. In contrast to the other programs we visited, spouse abuse cases -- counted separately from assaults in Lexington -- were few in number, accounting for only 1 percent of cases served.

Although the Lexington program is prosecution-based and receives many court referrals, it does not confine itself to cases in which an arrest is made; it also reaches out to all victims who report violent crimes and burglaries to the police. The first outreach effort is by telephone, and if that fails, by letter. Home visits are made to rape victims. Because of the program's policy of reaching out to all victims, 75 percent of its work load consists of cases in which no arrest was made.

The program describes itself as providing "comprehensive" services to victims. In fact, because arrests are not made in most burglaries, Lexington's focus on burglary cases precludes it from being highly court-service oriented. The services it provides are practical in nature. For non-arrest cases, these services consist largely of crisis intervention and security surveys for burglary victims and assistance with filing compensation claims for victims of violent crimes. For arrest cases, the program provides case information, transportation, court accompaniment, preparation of victim impact statements, and assistance in collecting restitution.

Rochester, NY. The comprehensive Victim Service Program of the Rochester Police Department is a relatively large program, with a budget of \$373,000 for 1990. The program has 10 full-time and 8 part-time paid staff, as well as volunteer interns. During 1988 the program provided services to 4,200 victims. Like the Evanston program (see below), Rochester places an emphasis on domestic violence victims. Forty-nine percent of its caseload is comprised of assaults, and another 5 percent are incidents of

harassment. Robberies make up 16 percent of Rochester's caseload, and burglaries 7 percent.

The program actively reaches out to victims who report crimes to the police via phone calls or letters. Major exclusions from the program include misdemeanor assault cases, commercial robberies, and burglaries where the victim is not a senior citizen and no arrest has been made in the case.

The program's orientation is to provide brief, practical assistance to victims. Program statistics indicate that information about police or court procedures is by far the most frequent service provided, comprising 63 percent of all services. Assistance with state compensation forms or property release makes up another 17 percent of cases. In contrast, counselling makes up a small proportion of services rendered, accounting for only 8 percent of the total. The small percentage of burglaries in Rochester's caseload suggests that arrests are made in a relatively large percentage of the cases it handles.

Evanston, IL. The Evanston Victim-Witness/Youth Outreach Bureau is part of the Evanston Police Department. It is a relatively small program, with 5 full-time paid staff and a budget of \$185,000. The Bureau has a heavy emphasis on domestic violence victims, and is active in the Chicago Metropolitan Battered Womens' Network and the Evanston Shelter Advisory Board. One staff person estimated that 85 percent of those served by the Bureau are domestic violence victims, a distribution that our study (which deliberately sampled robbery and burglary cases as

well as assault victims) cannot verify. The estimate is supported by Bureau data -- of 888 crime victims in 1988, 46 percent were victims of assault and another 11 percent were victims of harassment. (In contrast, robberies and burglaries together comprised only 10 percent of the victim caseload.) The Bureau also provided services to 638 non-crime clients in 1988, the vast majority of whom were involved in domestic disturbances.

The Bureau actively recruits clients from police crime report logs. Program policy is to call all persons reporting felony crimes other than burglary and larceny. Victims not reached by telephone receive a letter describing services or, in some cases, a home visit.

Bureau statistics indicate that counselling and emotional support make up nearly half of services provided. Providing information makes up about a quarter of the services; court services and transportation assistance each comprise about a tenth of the services provided by Evanston's program. Emergency assistance and referrals together make up less than 5 percent of services provided by the Bureau.

Tucson, AZ. Tucson's Victim Witness Program is based in the Pima County Attorney's Office. The program involves a staff of 15 full-time and 6 part-time paid employees, and has a budget of \$450,000. One of the unique aspects of this program is its heavy use of volunteers; currently the program has 110 volunteers who deliver crisis intervention services. Volunteers must pass a rigorous training program and selection process. The proof that

volunteerism has its rewards is evidenced by their longevity: 50 percent of the volunteers have worked with the program for at least two years, and in some cases for more than ten years.

In 1988, the program served 9,888 clients, about three-quarters of whom were identified as crime victims. Prominent among the remaining cases were those involving neighborhood disputes and death notifications. The program maintains its case records in individual client files, so there are no further breakdowns available of Pima County's workload. A second unusual feature of the program is that it provides on-scene crisis services. In fact, the program has received significant national recognition for this component, and has been the subject of numerous TV and print news stories and a docu-drama. Crisis workers patrol the city in two police vehicles and assist at crime scenes when summoned by the city police or county sheriff's office. About one-third of the program's cases stem from these on-scene calls. About 10 percent of its cases come from outreach calls and letters made to persons filing crime reports with the county sheriff's office. (No outreach efforts are made to victims who report crimes to the city police.) The bulk of program cases, however, come from outreach letters to county attorney cases and from referrals from staff of the county attorney's office.

Summary. In summary, all four of these programs were proactive in nature -- they generally attempted to contact all crime victims in their jurisdictions, within the constraints set by their sponsoring organizations. Tucson's efforts most clearly reflected its sponsorship by a prosecutor's office; it took cases from city

police only when an arrest had been made, and its outreach efforts were confined largely to cases being handled by the County Attorney's office. Although Lexington's program also is sponsored by a prosecutor's office, it attempted to contact victims of all of the violent crime and burglary cases reported to the police. In that respect it resembled Evanston and Rochester, where police-sponsored programs encompassed virtually all reported crimes. Three of the programs -- Evanston, Rochester, and Lexington -- generally provided practical services, whereas the program in Tucson was more counselling oriented.

2. Surveying Victims' Needs

The files of the four programs provided detailed information about the nature of the services that they offered. However, the focus of this study was on victim's needs, where they seek help, and the kinds of assistance that they receive. Therefore, we were interested also in victims who were not served by these agencies, and in the needs of all victims independent of the kinds of services that the programs offered them. To examine victim services from the perspective of victims, it was necessary to interview them directly, using a sample that would include some victims who received assistance from other agencies or organizations, some from their families or friends, and some receiving (perhaps) no assistance at all.

Sampling Procedures

At each site we attempted to complete 60 interviews with victims served by the program and 60 interviews with victims not served by the program. We stratified each planned sample of 60 respondents into 30 robbery victims, 20 assault victims, and 10 burglary victims. This stratification was based upon our guess about the mix of clients we were likely to encounter at each program. As it turned out, however, assaults rather than robberies were the dominant types of cases serviced by the programs in our study, and our sample therefore over-represented robberies. In any case, the nature of the sample means that one

cannot generalize from it to the population of victims being served by each of the programs; the number and mix of interviews that were conducted reflects our research program, not their overall effort. The utility of the sample was that (a) it focused attention on victims of serious offenses with a variety of needs, (b) it ensured that the mix of cases was similar across the four jurisdictions, and (c) it helped us design a common survey questionnaire that would make sense to all of the persons we interviewed.

At each site, we had to tailor our sampling plan to fit the particular outreach procedures and case filing systems that we encountered. The methods used at each site are described in this section of the report. In order to guarantee that we would complete 120 interviews at each site, we over-sampled from local program and police files by a factor of 2.5 (for Lexington -- our first site -- we used a factor of 2.0). We knew from past research that crime victims can be very difficult to track down for subsequent interviews: they are wary of strangers, and many move as a result of their experience. Therefore, at each site we attempted to select 150 victims who had used program services and 150 who had not. Moreover, because the interviews were conducted by telephone, we included in our sample only victims with telephone numbers that were recorded in program or police files. Our decision to conduct telephone interviews was cost-driven; we recognize that eliminating victims without telephones leads to some sample bias, but the cost and logistical difficulty of

conducting door-to-door interviews in four cities was prohibitive.

We had initially planned to define "contact cases" as persons who sought program services and "non-contact cases" as victims who did not seek services. In practice, all four programs in this study featured proactive outreach policies; they tried to a varying extent to establish contact with all persons who reported crimes to the police within our target categories of robbery, assault, and burglary. (Exceptions to this rule were discussed in the description of the programs.) Recognizing this, we operationally defined contact and non-contact cases in the following manner: contact cases included (a) persons who had exactly one telephone contact with program staff ("one contact") or (b) persons who had at least two phone contacts with the program or at least one in-person contact ("repeated contact"). Non-contact cases were defined as (c) persons whose only possible encounter with the program consisted of a letter or phone message left with a third party ("indirect contact") or (d) persons with no contact whatsoever with the program ("no contact"). (This most often occurred when programs were overwhelmed with crime reports, and let some go by with no outreach effort.) We coded these distinctions in extent of program contact in the data, in order to use it in the analysis. Table A-1, which is included in the appendix to this report, presents a breakdown of the final sample, excluding victims who refused to participate.

Lexington. In Lexington, the program receives copies of crime incident reports from the police department. Within our targeted

crime categories, the program attempted to contact all victims (except assault victims who were themselves culpable, according to the police report) and to enter into a computerized database all cases in which contact was attempted.

After consulting with Lexington's program staff, we estimated that we would require about 9 months of cases to fill our sampling quotas. It became apparent that not all cases were entered in the computer, so we sampled directly from crime reports rather than from computer entries. This was a relatively easy job because crime reports were organized chronologically in a single file, with a record of outreach disposition.

Within this 9-month sampling frame, we took all robbery, assault, and burglary cases that we encountered. In categories where this method yielded more than our quota of victims, we randomly deleted cases to reduce the cell count. Once the sample had been drawn, local program staff sent letters to victims describing the study and asking them to contact the program if they did not wish to participate. (A copy of this letter is included in Appendix B of this report.) Six percent of the initial Lexington sample indicated they did not wish to participate, and they were withdrawn from the pool of eligible respondents. Quota cell sizes for the final sample are displayed in Table A-1 in Appendix A.

Rochester. Our sampling procedure was more complicated in Rochester because crime reports there were kept in a variety of different files after outreach attempts had been made. There were chronological files for cases in which no outreach had been

attempted (see the program description for Rochester for details) and for cases in which a letter had been sent, but no other contact had been established with the victim. Cases in which contact had been established with victims wound up in a file organized alphabetically by victims' names. There was an entirely separate filing system for domestic violence cases -- all such crime reports wound up in a single alphabetical file, regardless of outreach success.

For the non-contact sample, we first drew all available victims from the file for cases in which no contact had been attempted (these cases are retained for only two months). We then completed our non-contact quotas by drawing (a) from the most recent three months in the file of cases in which letters had been sent, but no phone or in-person contact had been established, and (b) from 1989 cases in the domestic violence file in which no contact had been established. At the time the sample was selected, 1989 cases could be no more than three months old.

For the sample of contact cases, we also wanted to obtain a mix of domestic violence and other cases. Therefore, we first selected all cases from the program client file in which the victim's last name began with the letters A-F and the crime date was in 1989. Then we selected 1989 cases from the domestic violence file (starting with "A") until the assault quota was filled. Finally, we completed our robbery and burglary quotas by selecting through those whose names begin with "I" from the program client file.

All sampled victims were sent letters describing the study, and asking them to contact Rochester's program staff if they did not wish to participate in the study. Five percent of the sample requested to not be interviewed.

Evanston. We developed yet another sampling procedure for Evanston, where crime reports are not kept on file if contact is not established with victims. As a result, different methods had to be used to obtain samples of contact and non-contact cases.

To sample non-contact cases, we obtained from the Evanston police computer a list of all robbery, assault, and burglary complaints from the past six months (October, 1988 through March, 1989).

Beginning with the most recent cases in each category, we selected every tenth case until our non-contact quotas were filled for each type of crime. Then the victim program director examined the list and deleted the names of victims she recognized as program clients. The remaining victims were -- in theory -- non-contact cases, but there likely are some to whom that label does not apply. Because we had no record of outreach efforts in Evanston, we could not subdivide the non-contact sample into minimal contact (letters or phone message) and no-contact groups.

In Evanston, program client files were maintained by individual counselors, and we were not permitted access to them. Rather, the counselors were requested to provide lists of names, contact information, and services provided to clients whose cases had entered their files within the past six months (October, 1988 through March, 1989). (Ten program "clients" identified by

counselors had no contact with program staff other than letters sent or messages left with third parties; these 10 cases were reclassified as minimal contact cases.)

Evanston's program staff then sent letters to the selected victims asking them to notify the program if they did not wish to be interviewed. In contrast to Lexington and Rochester, we encountered a high rate of refusals in Evanston. Because of the high refusal rate, we subsequently drew a supplementary sample of service users, consisting of 43 victims who become program clients between April and June, 1989. This supplemental sample accounted for a total of 17 additional completed interviews.

Tucson. Tucson was the only one of the four programs that systematically excludes a large group of robbery, burglary, and assault victims from its outreach process. The program responds to calls for on-scene crisis intervention from both the Tucson Police and the Pima County Sheriff, and does outreach for county victims who report crimes, but it only does outreach for city victims in cases in which an arrest is made. Therefore, we were able to draw from Tucson police complaint files a non-contact sample that consisted of victims who had no contact (not even a letter or message) with the program. We selected all of the cases we encountered, beginning in May of 1989 and working backwards for four months, to February of 1989 (or until our quota for a particular crime type had been filled).

Contact cases were sampled from program client files, which were organized alphabetically within each year. Beginning with "A" we

selected all of the cases we encountered until our crime category quotas were filled. Because we did not fill our quota of robberies with 1989 cases, we repeated the procedure for 1988, taking only robberies that occurred during the last half of that year. Our oldest program cases were ones where the crime occurred about 11 months prior to our site visit.

The Tucson program did not require that victims be offered a chance to refuse to participate in the survey, so all of the victims in the initial sampled were eligible for interviewing.

Conducting the Survey

The survey was conducted by the Survey Research Laboratory at Northwestern University. A draft questionnaire was first pre-tested by some of the Laboratory's most experienced interviewers and supervisors, and the interviewers were trained in a half-day session. Twelve interviewers were involved in conducting the survey, which took place in the early Summer of 1989.

Table 1 presents a summary of the disposition of the 1026 sample telephone numbers processed in various ways by the Survey Laboratory. As shown, a number of things can happen when interviewers start dialing lists of telephone numbers. The number might not work; no one may ever answer; whoever answers may disavow any knowledge of the person listed on the call sheet; or either the target respondent or other people who answer the phone may simply refuse to cooperate. Table 1 classifies the sample numbers into 17 different disposition categories.

Table 1
Disposition of Sample Telephone Numbers

Disposition	Number
Non-working telephone number	168
Name/number does not verify; cannot locate respondent . . .	122
Told respondent has moved, no forwarding telephone number ..	44
Number changed to unpublished/unlisted	11
Respondent could not be reached at number listed	4
Non-contact (ring, no answer after 10-20 calls)	28
Non-contact (answering machine after 10-20 calls	9
Non-English speaking household	6
Respondent not available after 10-20 calls	63
Respondent out of town for entire survey period	18
Respondent ill for entire survey period	3
Respondent in jail section of a hospital	1
Respondent claimed not to be a crime victim	35
Household refusal	8
Respondent refusal	38
Partial interview	14
(respondent ill, out of town or refused to finish)	
Non English-speaking respondent	1
Completed Interview	453
TOTAL	1026

NOTE: does not include 17 supplemental Evanston interviews made from New York.

The data presented in Table 1 indicate that the overall completion rate for the survey (completed interviews divided by the number of sample cases) was about 44 percent. This is significantly higher than the completion rate for a comparable in-person survey conducted by New York City's Victim Services Agency in 1980; they paid recent crime victims for participating, and completed interviews with 15 percent of the sample (Friedman, et. al, 1982). It is lower than interviews with crime victims

conducted by the US Census Bureau, however. Between 1970 and 1972, the Census Bureau conducted interviews with samples of crime victims selected from police files in San Jose, Washington, D.C., Baltimore, and San Diego. The Bureau's completion rates in these surveys were 63 percent, 67 percent, 69 percent, and 64 percent, respectively (Skogan, 1981). On the other hand, our figure is quite close to the 45 percent completion rate obtained for a survey of known victims in London (Sparks, et al., 1977).

A relatively small percentage of the non-completions (only 8 percent) can be attributed to outright refusals by victims to cooperate in the interview. Most of the problems in contacting victims came from getting to them in the first place. One common response to victimization is to move, and this often involves a change in telephone number. When threats and continued harassment are involved, another common strategy is to change one's telephone number and "unlist" the new one. Also, victims without telephones (and this is quite common) often give the police or service agencies the number of a friend or relative through whom they can be reached, but this two-step communication channel can easily break down. The top of Figure 1 documents the large percentage of all non-completed cases (61 percent) in which respondents simply could not be reached by telephone. There were also a significant number of telephone numbers at which no one was ever home, despite the fact that at least 10 calls (and often as many as 20 calls) were made to each of them.

The over-all completion rate did not vary much by city, ranging from 41 to 48 percent. As indicated in the discussion of the

sampling procedures, the refusal rate was higher in Evanston (18 percent) than elsewhere; it was also high in Tucson (12 percent), while it was very low in Rochester and Lexington (both 6 percent).

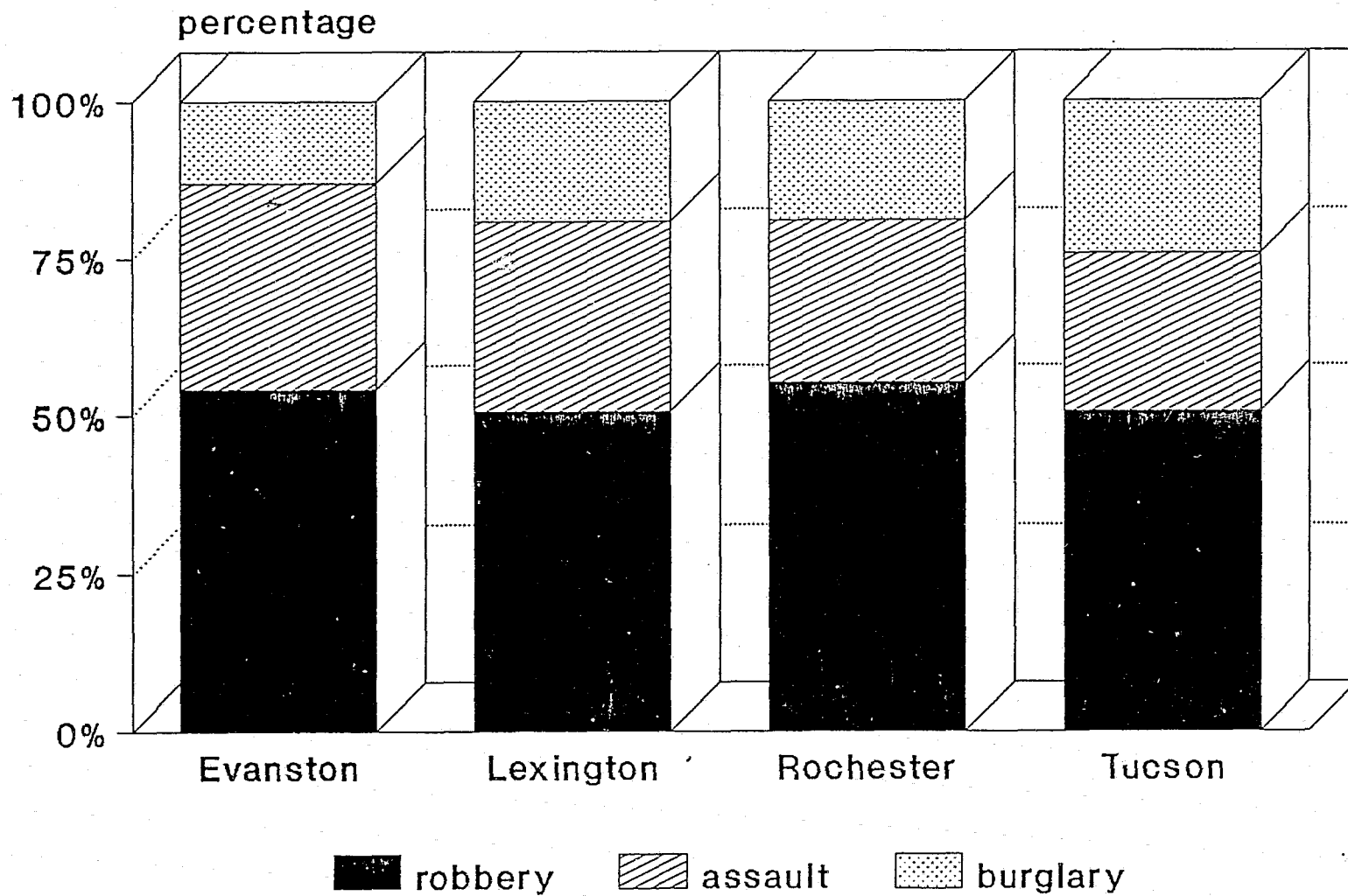
Results of the Interviewing

Figure 1 presents some of the results of this sampling and interviewing process. As it illustrates, the distribution of completed interviews by type of crime was remarkably similar across the four sites. The percentage of respondents who were robbery victims ranged from 50 to 54 percent, assault victims from 25 to 33 percent, and burglary victims from 13 to 24 percent. Again, these are analytic samples reflecting our research design, and do not reflect the actual distribution of the workload of the four agencies. However, the similarity of these distributions implies that useful comparisons of the cities can be made without controlling in every case for type of crime; the similar mix of robbery, assault, and burglary largely "cancels out" the effects of type of crime on other factors of interest.

Figure 1 goes here

One of our goals was to complete the interviews before people's memories of what had happened began to fade; this is why we always selected the most recent case files first, and went back in time only as required to fill our sample quotas. Among the 470

Figure 1: Victims by Type of Crime



Based on 470 respondents

completed interviews, the average elapsed time between the day the victimization occurred and the day that we interviewed the victim was 5.4 months. (The median was 4.6 months; this indicates there is a skew in the data, with a few "old" cases pulling up the mean.) There were no significant differences in this span of time across types of crime, but cases from Evanston had a longer elapsed time (7.6 months) than the others (4.7 months).

However, the general similarity of the four city samples breaks down somewhat when we look at the demographic profile of victims. To generalize (and overstate the case a bit), the program in Tucson served more young and Hispanic victims; Evanston and Rochester served more blacks, but victims in Rochester were distinctively poorer than elsewhere while Evanston's were more often elderly; and by a slight margin, victims in Evanston were more likely to be female.

All of these comparisons are based on survey statistics summarized in Figure 2. Like Figure 1, it divides respondents into slices of "100 percent bars"; in each case, victims who generally are considered more vulnerable or disadvantaged are arrayed near the top of the bar. Perhaps the most dramatic comparison presented in Figure 2 is for income; fully 43 percent of those interviewed in Rochester reported household incomes under \$10,000 per year, while the comparable figure in the other three cities was about 25 percent. A parallel difference (which is not shown) was apparent for education; in the other three cities, about 50 percent of all respondents reported having at

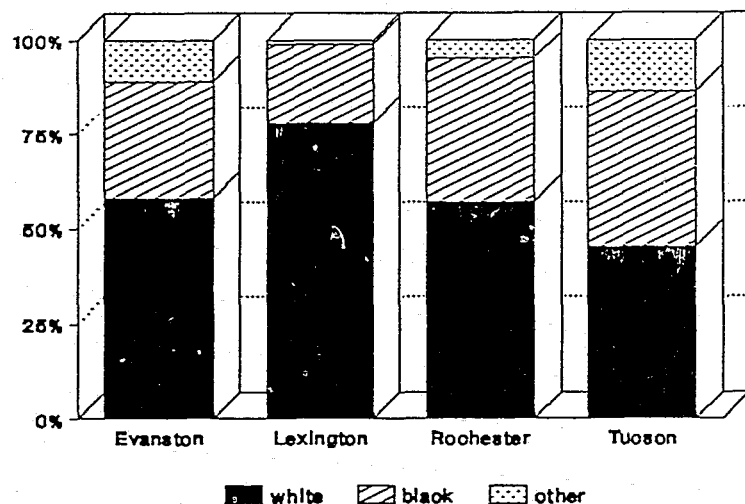
least some college education, whereas in Rochester the figure was 29 percent.

Figure 2 goes here

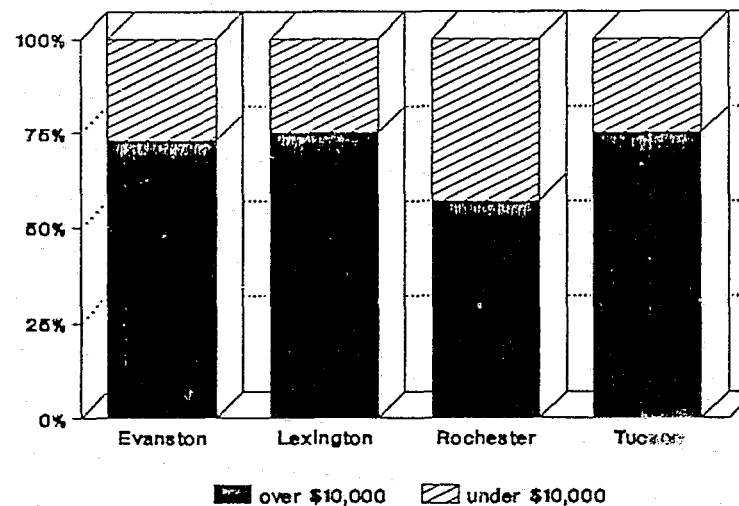
Tucson's larger Hispanic victim population (20 percent of the total) is also illustrated in Figure 2, along with the very small percentage of Tucson victims (7 percent) who were 60 years of age or older. Evanston victims included a number of Asians as well as Hispanics, and 23 percent were age 60 or older.

Figure 2: Victims by Social Categories

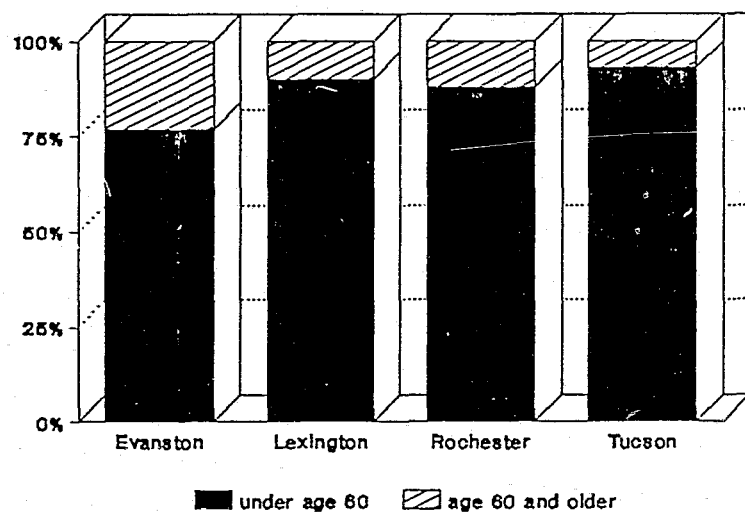
Victims by Race



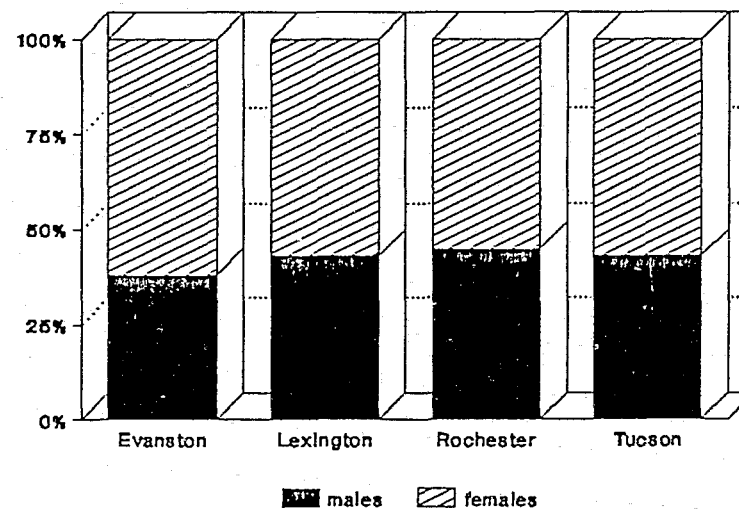
Victims by Income



Victims by Age



Victims by Gender



3. Victims' Needs

There have been few rigorous examinations of the kinds of needs people have after victimization. A report by Friedman, Bischoff, Davis and Person (1982) provides the most comprehensive look at specific victim needs. They examined the post-crime adjustment of 274 New York residents who had reported burglaries, robberies, or assaults to the police. Friedman, et.al. tallied the proportion of victims who needed each of twelve forms of assistance, from borrowing money to psychological counselling, to finding a temporary place to stay. They found that improving security (repairing or upgrading locks and doors) and borrowing money were the types of help most needed by victims. A study of English crime victims by Maguire and Corbett (1987) came to a relatively similar conclusion with respect to the proportion of victims who needed help with improving security and making ends meet, but did not receive assistance from friends, family, or neighbors.

Our study also queried victims about their needs, with some improvements over previous work. We asked about seventeen categories of assistance that victims might potentially need, introducing some items not previously asked (most notably, "Did you need information about how to avoid becoming a victim again?"). In addition, we clarified some items that might not have been well-understood by respondents in earlier research. For example, where the Friedman, et.al. study asked if victims

needed "counselling", we asked whether they needed "someone to talk to about feelings that were troubling you." That particular change seemed important because only 10% of Friedman, et.al.'s sample gave an affirmative response to this problem -- a surprisingly low proportion. In this study, this turned out to be the most prevalent need.

Frequent Needs

Figure 3 illustrates the proportion of victims in our sample who answered, "yes" to questions concerning each of the seventeen needs enumerated in the questionnaire. While most of the discussion of this figure focuses on those who reported experiencing these problems, Figure 3 also makes it clear that most victims did not have most of them; the very large number of "no" responses to almost all of the specific need questions is actually the predominant finding presented there. In total, 39 percent of victims reported that they did not face any of these problems, and an additional 20 percent reported having only one of them. These figures did not vary much by city, but assault and burglary victims were more likely than robbery victims to mention one or more problems.

The top five needs on this list of problems, those mentioned by more than 10 percent of victims, were:

- "Someone to talk to about feelings that were troubling you." (28%)
- "Information about how to avoid becoming a victim again." (18%)
- "Protecting yourself from offenders." (14%)

- "Repairing a broken door or lock." (13%)
- "Installing better locks or improving security." (13%)

 Figure 3 goes here

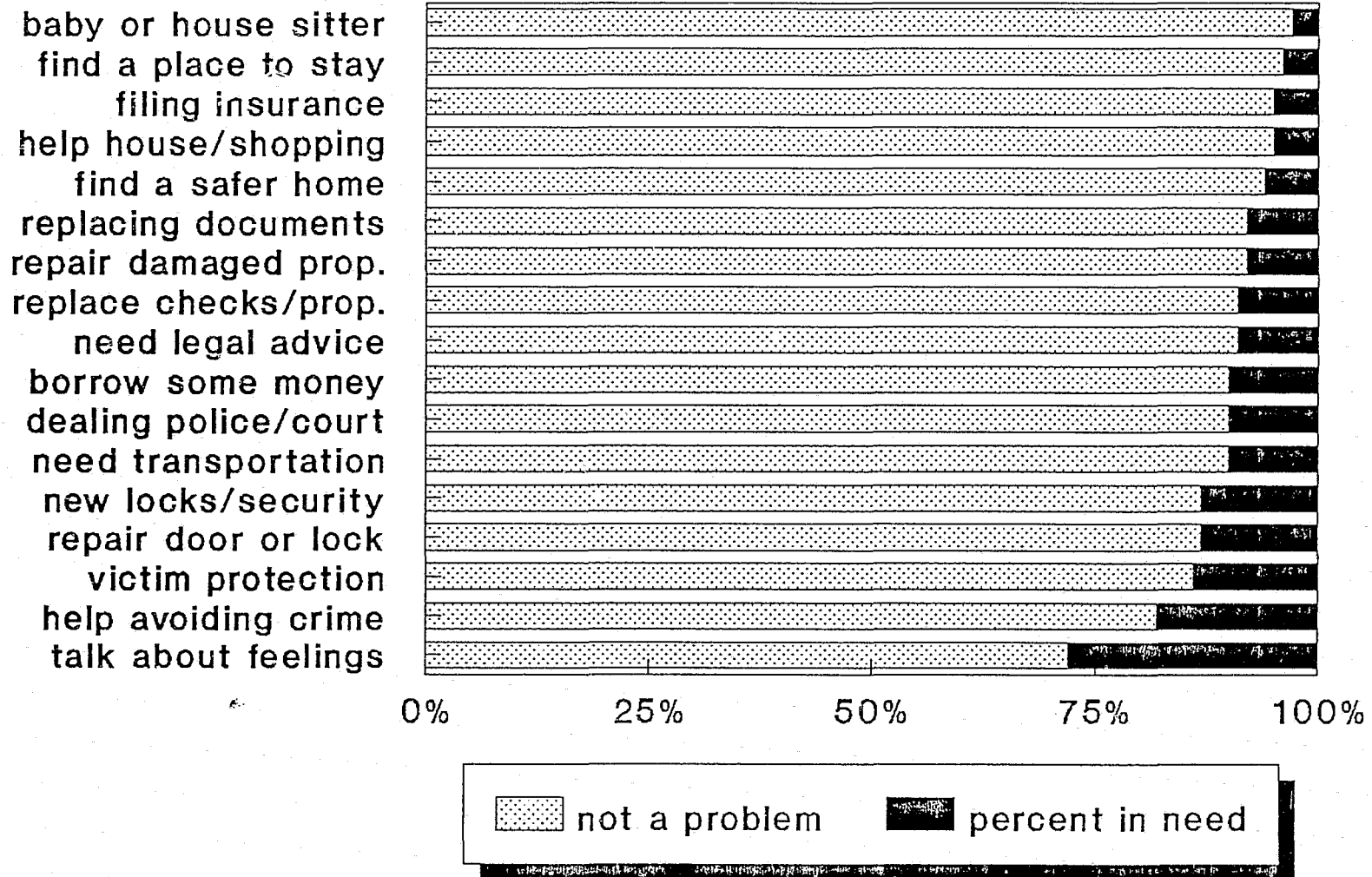
It is interesting to note that counselling -- here defined as "someone to talk to" -- headed the list in this survey, while it was near the bottom in Friedman, et.al's study of victims in New York City. Either the wording change in our study made a big difference, or residents of New York City are far more stoic than victims elsewhere!

It is also important to note that the next four problems identified by victims all involved security-related concerns: they wanted to upgrade the defensibility of their homes, be protected from the offenders in their case, and avoid future victimization. The importance of these problems is further magnified by the finding -- reported below -- that these are among the needs of victims that are least likely to be met.

Problem Clusters

The previous figure was useful for understanding the frequency of specific kinds of problems. However, taken individually, many of them were not very common; this was illustrated by the length of the "not a problem" segment of each of the bars in Figure 3. When we move to issues like "what kinds of victims have distinctive problems?", many specific concerns were reported too infrequently to be of much analytic use. Hence it was necessary to reduce this

Figure 3: Problems Facing Victims



Based on all respondents

long list of problems to a few summary measures that could be examined more closely.

It turns out that almost all of the problems described above fall into five clusters. A statistical clustering of the list reveals that some sets of problems went together very consistently; i.e., those who reported one of them tended to report the others as well. These underlying clusters of problems are summarized in Table 2. Many of our analyses of the distribution of problems combine the responses to questions in each of the clusters, so that those who reported having any of them are classified together. Table 2 also reports the percentage of all victims who reported having any of the problems listed for each of the clusters.

The only problems not summarized by the five clusters identified in Table 2 were needing help to file insurance claims (5 percent), needing protection from offenders (14 percent), and needing help notifying or dealing with police or court officials (10 percent). These will be examined separately in some of the analyses that follow.

Distribution of Victims' Needs

Using these clusters of needs, we were able to examine more easily the distribution of needs across different types of victims, as defined by type of crime, their socioeconomic status, and other demographic factors. The results are presented in Table

Table 2
Clusters of Common Problems Facing Victims

Need Counselling or Advice (36 percent)

legal advice	9%
someone to talk to about feelings	28%
information about how to avoid victimization ..	18%

Need Household Repair/Security Upgrade (22 percent)

repair a broken lock or door	13%
repair damaged property	8%
install better locks or improving security	13%

Need Financial or Housing Assistance (16 percent)

borrow money	10%
find a temporary place to stay	4%
find home in a safer area	6%

Need Household Logistical Support (13 percent)

help with household work or shopping	5%
finding a housesitter/babysitter	3%
transport to doctor, police station, or court .	10%

Need Document/Property Replacement (13 percent)

replacing stolen documents	8%
replacing stolen checks or property	9%

3. Asterisks in Table 3 indicate statistically significant relationships between needs and background.

Looking at victimization by crime categories, burglary victims were most concerned with repairs or improved security and with recovering lost documents or property. Assault victims were most likely to need advice, financial aid, and household logistical

support. These needs make sense, for it turns out that most assault victims were female victims of spouse abuse.

Table 3 goes here

Women generally reported more needs than men, especially for the "need advice" category and for repairs or improved security. Victims with children at home were also concerned with getting advice, a finding that may reflect sex differences in the distribution of victimization.

Some reported needs increased with age. The need for repairs or improved security, and for document or property replacement, was most predominant among senior citizens. This may be attributable, in large measure, to the concentration of burglaries among older victims in the sample.

There was little difference in needs in relation to marital status. However, single victims were three times more likely than married victims to report needing financial help.

Length of residence was significantly related to three clusters of needs: victims who had not resided in their homes for very long were more likely to report needing advice, financial help, and household logistical support. These differences may result from their receiving less support from neighbors, as compared to long-term residents.

TABLE 3
VICTIM NEEDS BY DEMOGRAPHIC MEASURES

Types of Victim Needs
(% who answered 'yes')

	<u>Talk/ Advice</u>	<u>Financial Aid</u>	<u>Repairs/ Improved Security</u>	<u>Household Logistical Support</u>	<u>Document/ Property Replacement</u>
<u>Crime</u>					
Assault	50**	23*	20**	18**	5**
Robbery	33	14	13	12	19
Burglary	27	10	50	6	11
<u>Sex</u>					
Male	25**	14	16**	10	11
Female	45	18	27	15	15
<u>Victim Age</u>					
9-19	39	11	8**	14	11**
20-29	37	17	21	10	10
30-39	42	21	21	15	12
40-59	36	15	26	14	14
60 +	24	12	29	14	26
<u>Children at Home?</u>					
NO	30**	14	20	12	15
Yes	44	18	25	14	11
<u>Marital Status</u>					
Married	37	6**	22	11	15
Single	25	22	22	13	12
<u>Time at Address</u>					
Under 1 yr.	45**	26**	24	19**	10
1-2 yrs	35	19	21	13	8
3-4 yrs	38	17	19	14	20
5-12 yrs	33	11	22	12	11
Over 12yrs	28	8	24	6	17
<u>Income</u>					
Under \$10,000	40	29**	28	21**	18
Over \$10,000	35	11	20	10	11
<u>Education</u>					
Not H.S. grad	38	25**	19	17	12
H.S. grad	36	14	23	12	14

	<u>Talk/ Advice</u>	<u>Financial Aid</u>	<u>Repairs/ Improved Security</u>	<u>Household Logistical Support</u>	<u>Document/ Property Replacement</u>
<u>Own/Rent Home</u>					
Own	37	8**	24	8	14
Rent	37	23	21	17	13
<u>Race</u>					
Black	37	27**	19	19**	11
White	36	12	24	11	15
Hispanic	42	19	23	7	7
Other	17	17	25	0	0

Indicators of socioeconomic status (SES) -- income, education, home ownership, and race -- exhibited a fairly consistent relationship to the clusters of victim needs. Low SES victims were more likely to report having financial problems. Also, low SES victims were more likely to report needing household logistical support, primarily for transportation to a doctor, police station, or court.

Where Victims Sought Help

There are a variety of sources of aid for victims. The next major section of this report examines participation in the activities of the local Victim Assistance programs that we investigated, but the survey makes it clear that most victims got the help they needed from other sources. In the survey, we asked respondents whether they had received help for any of the problems they reported, and where that help had come from. Victims needing help were asked if they had received any assistance from their local Victim Assistance Program, from other agencies or groups, or from friends or family members. Figure 4 describes the sources of help victims received from each of these sources for all five of the problem clusters identified above, plus the two most common isolated problems -- needing protection from offenders and help in dealing with criminal justice officials.

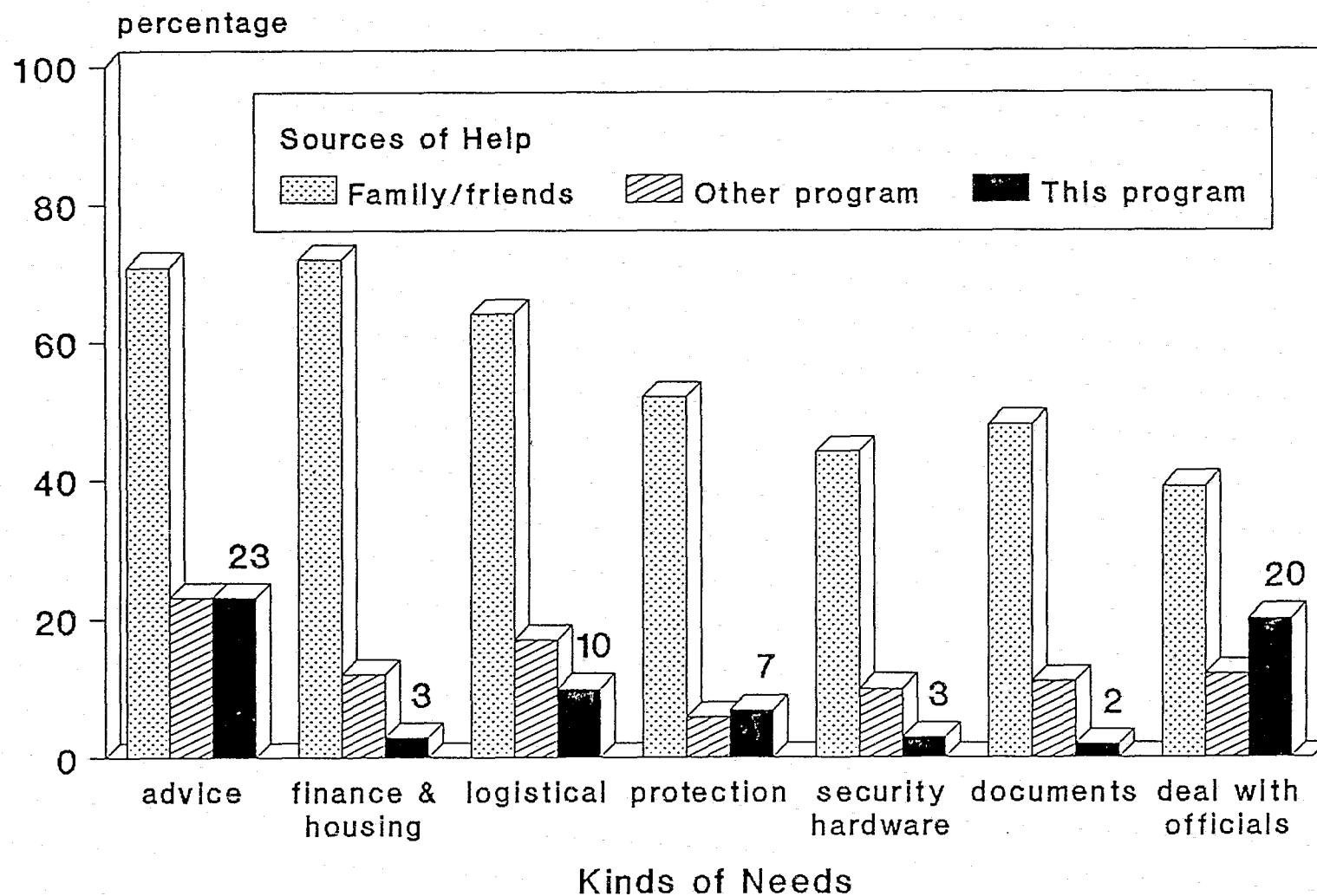
Figure 4 goes here

Figure 4 clearly illustrates the important role played by family and friends in providing assistance to victims. More than two-thirds of those with problems in the "need advice," "need financial or housing assistance," and "need logistical help" categories got such help from family and friends, and in every case more than 40 percent were helped in this way. Groups and agencies other than the local Victim Assistance Programs we examined also played a role in supporting victims, often more frequently than the official local programs. The Victim Assistance Programs were most prominent in providing assistance in dealing with police and court officials (20 percent of victims who needed help with this problem got it from them), and in providing counselling advice (23 percent). Otherwise, 10 percent or less of those needing help received it from their local Victim Assistance Program.

Unmet Needs

One limitation of Figure 4 is that it does not clearly indicate which problems were not addressed at all by the local Victim Assistance Programs, by other agencies or groups, or by family and friends. One of the purposes of this study was to document the kind and extent of "unmet needs," or problems which were not addressed by any of these sources of victim support and that remained unsolved.

Figure 4: Where Victims Got Help



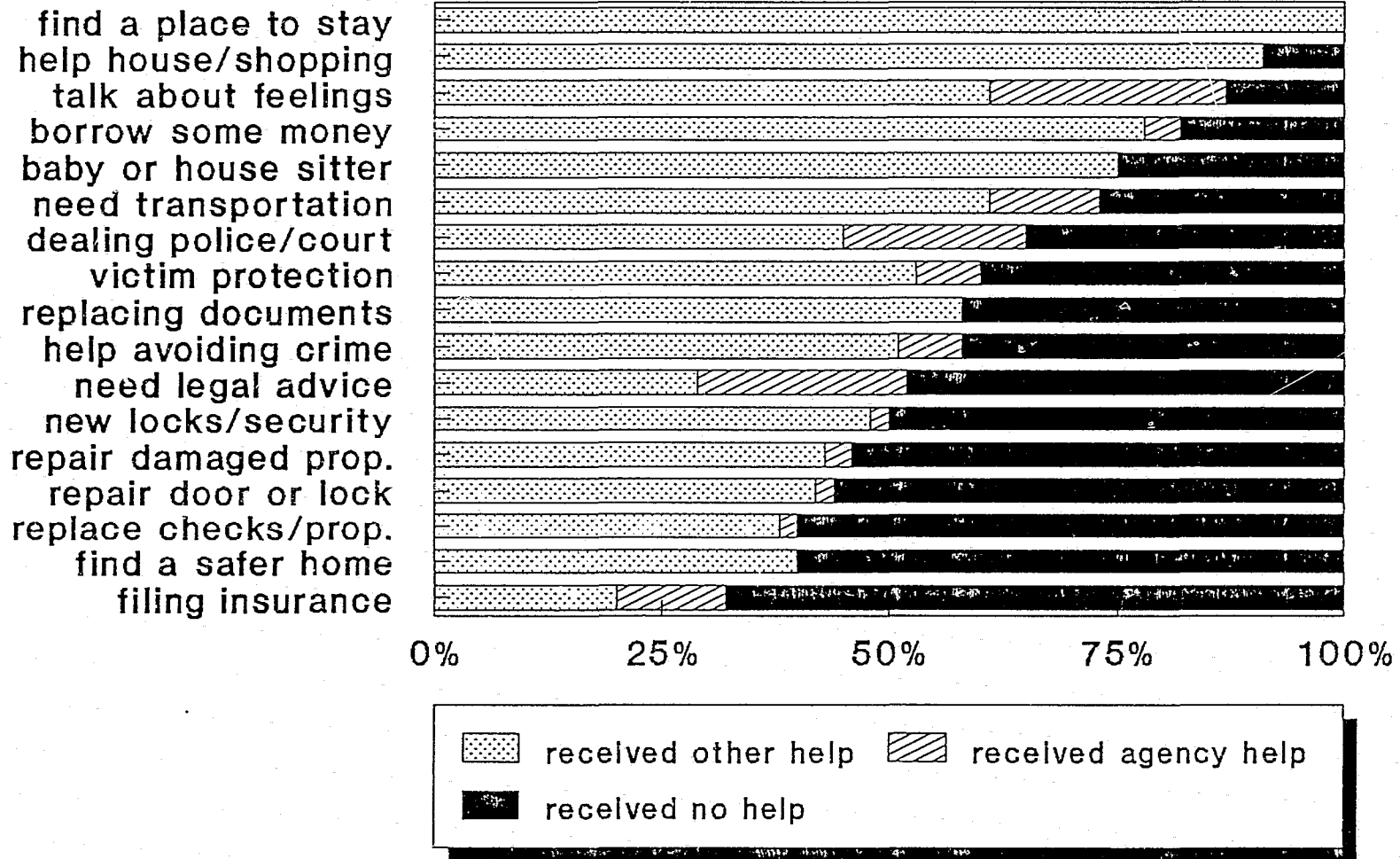
Based on those needing each kind of help
Totals may sum to more than 100 percent

The extent (as opposed to sources) of assistance that victims in these four cities received is more clearly depicted in Figure 5. As above, it divides the assistance that victims needing help could receive into categories: (a) that provided by the local Victim Assistance Programs, (b) that provided exclusively by other groups or by families and friends (victims in this category who were also assisted by their local Victim Assistance Program were put in the first category), and (c) problems for which victims did not receive any assistance at all. The percentage of victims in this category are darkly shaded and clustered on the right-hand side of Figure 5; the problems are ordered from high to low in terms of the extent to which they were addressed in some fashion.

Figure 5 goes here

The extent of unassisted need depicted in Figure 5 is fairly dramatic. The problem with which victims got the least assistance involved making insurance claims (68 percent of those who had problems with this received no help). A number of security-related matters stood near the top, including the need to find a safer place to live (60 percent received no help), get damaged doors or locks repaired (56 percent), and to get new locks and other security hardware installed (50 percent). More than 50 percent of those with problems getting stolen checks or property replaced and getting damaged property repaired also went without assistance. Victims received help more than 75 percent of the

Figure 5: Victims Receiving No Help



Based on victims needing help

time (and remember that this includes from family and friends) in only three problem areas: finding a temporary place to stay (none of this assistance came from their local Victim Assistance Programs), help around the house, and finding someone to talk to about their problems.

Victims' Assessments of the Programs

The final assessment of the match between victims' needs and the services available to them was rendered by the survey respondents themselves. They were asked a series of questions about contacts that they had with the staff of these Victim Assistance programs and the kinds of help they received. The survey suggests that, for this group, the match between their general service needs and the help they got was generally appropriate, and that most victims who came into contact with these programs were satisfied with the service that they received.

To assess the general match between needs and services, we asked victims if they initially wanted to "talk over feelings that were troubling you," if they needed "help with practical problems," or both. Later, we asked them to describe the help they actually received from the Victim Assistance program, using the same categories. A total of about 15 percent of those we interviewed were mis-matches; that is, they reported either getting help that did not match their initial need, or that they not "no help at all." About 12 percent were in the latter category, indicating that the general style of service that they did receive was appropriate most of the time. Also, almost all of these victims

were either "very satisfied" (62 percent) or "somewhat satisfied" with the help they got from the programs. The small number of cases involved makes it difficult to break down these figures any further, but robbery victims were generally the most satisfied, and burglary and assault victims were less satisfied. When asked why they were dissatisfied, problems we classified as "poor follow-through or slipshod operations" accounted for 58 percent of the total. Some examples:

They had him fill out forms and he never received any feedback. When he contacted them again they had him fill out the same forms again.

She talked to them on the phone. They promised to help and then never called back or followed through with help.

Always has to contact them. They did not keep him informed about the arrest.

The person he needed to speak with wasn't there and never returned his call.

Didn't help me much besides telling me to talk to the DA, but didn't tell me how to reach him, and the DA she told me to speak to was the wrong one.

Our informants were also asked if there was "any kind of help that you needed that the PROGRAM NAME couldn't give you?" Most (71 percent) said no. By this measure, assault victims were more likely to have been dissatisfied, but so few victims thought this was a problem is difficult to break them down in any detail. When asked what those unmet needs were, the largest category (56 percent) involved victims' financial problems. Some examples:

[After being assaulted at work.] She did not receive Workman's Comp or pay for sick days; she had to return to work prematurely because she has two kids, is pregnant, and needs the money. PROGRAM NAME did not get her any compensation.

Needed emergency funds, but had to wait six months and fill out all kinds of forms.

Needed help getting a loan.

Needed help getting food stamps released.

The most common single complaint concerned difficulties in securing state victim compensation, a unmet need that was coded in the "financial" category.

Discussion

The biggest problem people have after victimization is the need for someone to talk to -- for advice, information, and emotional support. They seem to be quite successful at finding that kind of help, whether through family and friends, or through victim service programs of a variety of kinds.

The other common set of needs that victims report have little to do with recovering from the present crime and problems it brought on. Rather, it has to do with their heightened sensitivity or concern about the possibility of future crime. For rape victims, survivors of homicide and people traumatized by a few other very serious crimes, the focus may well be on recovering from their current situation. But for other victims, the major emphasis seems to be less on adjusting to the effects of the crime than on securing themselves against the risks around them; this was the case for the robbery, assault, and burglary victims we interviewed in four cities. This concern about security manifests itself in their expressed need for door and lock repairs, improved household security, protection from offenders,

finding a home in a safer area, and receiving information about crime prevention. Unfortunately, while security concerns are paramount for many victims, security-related problems turned out to be among the most difficult to find help for.

4. Program Participation

This section of the report examines several issues. First, it looks at how victims heard of the Victim Assistance Programs that we investigated, and some of the reasons why they got into contact with them. Then it looks at the match between the kinds of problems victims brought to the programs and the kinds of services they received. It also looks closely at the subset of victims in the four sites who had heard of the programs but choose to not get involved. It closes with a summary analysis of the kinds of victims' problems ultimately resolved in one way or another, and describes the remaining pool of unmet victim's needs.

How Victims Heard of the Programs

For victims, the police are "first in aid" (Waller, 1990). They are the first to come to the scene, to provide emergency assistance or protection, take reports, and (perhaps) to give advice. Among the many services they can provide is to pass along information to victims about the services that may be available to them. Police were the one component of the criminal justice system with which all of our respondents had some experience, for all had reported their victimization to the police. The survey asked two questions of all victims concerning the police "informational" function:

- Did the police tell you about any agencies or groups you could contact for assistance as a victim?

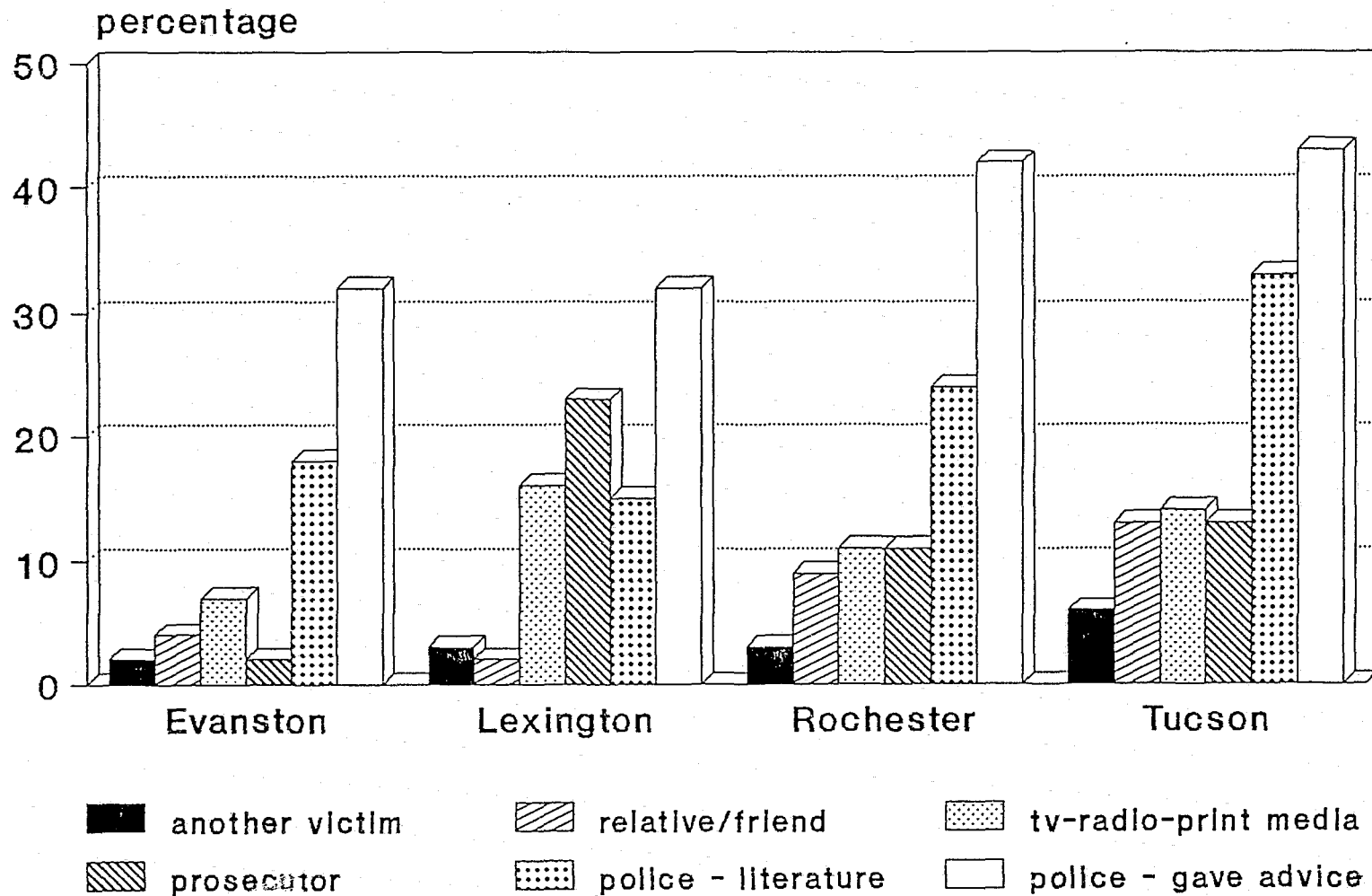
- Did the police give you any brochures or information about assistance you could get, or about your rights as a victim?

Figure 6 summarizes the frequency of each of these kinds of police assistance for each city. Overall, about one-third of all respondents indicated that the police had informed them about victim services. They were more likely to do this in Tucson and Rochester; in Tucson, 43 percent of victims recalled being given advice by the police about victim programs, and in Rochester the figure was 42 percent. It was less common for the police to give victims leaflets or brochures, but this was again more common in Tucson (33 percent) and Rochester (24 percent).

Figure 6 goes here

A second source of information for victims is the prosecutor's office. These offices may be more relevant for some kinds of victims than others, and for some kinds of programs. In cities where victim service programs are not conducted under the auspices of the prosecutor, victims may only come into contact with the prosecutor's staff if an arrest has been made in their case and a court appearance is pending. (In this sample, arrests were made in 36 percent of cases.) On the other hand, many victim service agencies are sponsored by prosecutors' offices, and they may be involved in outreach efforts. Our questionnaire tried to find common ground on the role of the prosecutor's office by asking victims about advice they might have received only when an arrest had been made and when they indicated they had "talked to

Figure 6: How Victims Heard of Programs



Based on all respondents

anyone from the prosecutor's office about the case." (In this sample, victims talked with a prosecutor 31 percent of the time.) Those victims (a total of 149 respondents) were then asked, "did anyone from the prosecutor's office tell you about any agencies or groups you could contact for assistance as a victim?" Of this group, 41 percent indicated that they had been given such advice; they constituted 13 percent of all victims. This over-all percentage is displayed for each city in Figure 6.

In a related sequence of questions later in the questionnaire, victims who indicated that they had heard of their local Victim Assistance Program also were asked about several other potential sources of information about that program:

- Did you hear about the PROGRAM NAME on television or radio, from the newspaper, or from seeing a poster describing the program?
- Did you hear about the PROGRAM NAME from a relative or friend?
- Did you hear about the PROGRAM NAME from another victim of crime?

The results of these questions are also presented in Figure 6. Across the four sites, about 12 percent of all victims heard about their local program on television or radio, or via the print media. Victims in Lexington were most likely (38 percent) to hear about the program through the media, whereas victims in Rochester were the least likely (20 percent) to hear about their program in this way. About 7 percent of all victims recalled hearing about their local program from friends or family members, and 4 percent recalled hearing about it from another victim.

Who Came in Contact with the Programs

As the descriptions of the various sampling designs used at the four sites indicated, the survey included victims with a variety of levels of contact with the Victim Assistance Program serving their areas. Some had received multiple telephone calls and home visits, whereas others did not have any contact with the program at all. This arrangement enables us to examine factors related to program contact or non-contact, in order to assess the "market opportunities" for victim programs. It also enables us to examine the kinds of problems facing victims who do not come into contact with the program, and the kinds of problems that do not get resolved even when victims come into contact with programs. These "unmet needs" are also of central importance to local victim service agencies.

Program contact was measured in two stages. First, respondents were questioned to determine if they knew about the Victim Assistance Program. They were asked, "after the crime, did you go to any groups or agencies for assistance, or did they offer assistance to you?" If they said "no," they were also asked if they knew about any agencies or groups they could have gone to. In both cases, respondents were then asked to name the groups they had in mind, and the interviewers were instructed to probe continuously for the names of any further groups. The purpose of all of this was simply to give them several opportunities to recall knowing of their local Victim Assistance Program. Finally, if the interviewers (who knew the name of the program) were still uncertain if the respondent knew of the Victim Assistance

Program, they were to ask the follow-up question, "Have you heard of the PROGRAM NAME, which is the victim services agency serving your area?"

The second step in measuring program contact was to determine if victims were contacted. All respondents who recognized the program were asked if they had received a telephone call, gotten anything in the mail, or had received a personal visit from the Victim Assistance Program. To allow for "self-starters," the questionnaire also probed if they had themselves initiated contact with the program.

These two sets of questions enabled us to categorize victims into contact and non-contact groups. It is important to repeat that this is a recall measure of contact; it is only as good as our respondents' memories and our questionnaire. Another reason to interview victims shortly after their experience was to maximize our chances of questioning them before they had forgotten about any contact with the Victim Assistance Programs we were studying. This was especially important in light of the fact that many of those who were selected as "contact" cases received only a single telephone call, which may not have been a very memorable experience to begin with. In addition, the respondents may have been confused about which program in their community we were referring to in the questionnaire, or they may never have been familiar enough with the exact name of the Victim Assistance Program for our interviewers to identify them as a contactee, even if they were.

Table 4
Information, Problem, and Program Contact

Count	Sources of Information		Number of Problems	
	Percent Contact	(N)	Percent Contact	(N)
0	13	(213)	26	(183)
1	35	(127)	38	(95)
2	59	(81)	38	(77)
3	84	(45)	43	(37)
4+	100	(4)	43	(78)

by this measure, 34 percent of those we interviewed recalled that they had come into contact with their local Victim Assistance Program. This and the next section will look at differences between contactees and non-contactees in some detail. The questioning procedure outlined above also enabled us to isolate victims who had heard of the program but did not get into contact with it. They are examined later in the report.

Two factors stand out which differentiate between victims who were in contact with the program and those who were not: victims got in touch with the program when they heard or were told about it, and they were in contact with the program when they had particular problems which needed solving. The effects of these factors on program contact is documented in Table 4.

The first column in Table 4 counts across the sources of information about victim programs described above: advice and literature from police; advice from the prosecutor; and hearing

about the program in the media, from family and friends, or from other victims. It documents how mounting sources of information lead more and more victims into contact with their Victim Assistance Program. Those who remained isolated from these sources of information had little contact with programs. A statistical analysis (which is not shown) indicated that all of the sources of information except the least frequent -- hearing about the program from other victims -- were independently important factors explaining program contact.

The second column of Table 4 presents the relationship between program contact and a simple count of the number of problems victims recalled. The differences displayed there are less dramatic, but those with fewer problems were less likely to come into contact with the program. A separate analysis of the effects of particular problem clusters (which is not shown) indicated that three of them were quite strongly related to being in contact with the program: needing counselling or advice, needing logistical help, and needing help dealing with criminal justice officials.

Program contact also varied somewhat by city -- Evanston had the lowest level of recalled contact. Contact did not vary significantly by type of crime, and was virtually unrelated to any of the many demographic factors we measured in the survey. Rather, victims' needs and program marketing seemed to be the dominant factors explaining the extent of program outreach among assault, burglary, and robbery victims in these four sites.

Many other factors that could have been related to program contact were not. One hypothesis we examined was that victims of the most serious crimes in these category would more often be in contact with the programs. However, measures of such factors as the extent of physical injury and financial loss, whether victims felt that their life was threatened, and their own rating of the seriousness of the crime, were not related (in statistically significant fashion) to program contact. Another hypothesis we tested was that victims of crimes with the most impact would more often be in contact with the programs. To examine this, we developed multiple-question measures of the emotional upset and frustration these crimes engendered, and of their impact on victims' family relations and day-to-day activities. Reports of how serious these problems at the time of the incident also were not significantly related to being in program contact, however. Another hypothesis was that victims under stress would be more likely to turn to the programs for help. To assess this, we developed a measure of victims' general life stress (if they also faced several family problems, a divorce, the loss of a job, personal illness or the death of a person close to them), but this measure was also unrelated to program contact. There was also no relationship between the strength of informal social support recalled by these victims and whether or not they sought aid, and contact was unrelated to being multiply victimized.

Some of these (non) relationships might seem unexpected. However, it is important to recall that all of the agencies we examined made extensive outreach efforts. Under that circumstance, it is

not just "self motivators" who get into contact with the programs; rather, agency efforts -- and as we have seen, advice given by family, friends, police, and the media -- explain a great deal of it. The effects of these factors may not be particularly related to the seriousness, impact, stress, and other factors described above, thus blunting their impact upon program participation. Also, by some measure these crimes were all serious. In part we guaranteed this by selecting only robbery, assault, and burglary victims from agency files. But in addition, these crimes all had been reported by the police and examined by them, and incident seriousness is by far the strongest determinant of victim reporting to the police in the first place. Further, sampling comparable victims of just a few types of crime had the effect of making them similar, which would further dampen the apparent effects of differences among them on factors affecting program contact.

In the end, the absence of any effects of the many factors described here simply reinforces our initial observation about the importance of knowledge of the programs in explaining who came into contact with them. The police stand out in this regard, as they did in Figure 6. The significant role played by friends or relatives and the media suggests the importance of program marketing in widening the constituency for victim services, but in addition these data highlight the importance of marketing the programs among police officers as well. They are, at the end of the day, "first in aid."

What Help Did They Get?

Thus far we have seen that about 60 percent of victims recalled having one or more problems as a result of their experience, and that 34 percent of victims recalled having contact with their local Victim Assistance Program. This section examines in detail the relationship between victims' problems, their contact with the program, and the kind of assistance that they received. About 11 percent of all victims reported getting some kind of assistance from their local Victim Assistance Program. However, this figure might be higher, for -- as we shall see -- the kinds of services that local Victim Assistance Programs are delivering often do not correspond well with the problems that victims are experiencing.

To examine the match between victims' needs and agency response, Table 5 summarizes the needs that victims reported and the problems for which they received assistance. The selection of problems described in Table 5 is based on the services most frequently delivered by the programs; that is, of the specific needs that our sample of victims reported being helped with by their local Victim Assistance Program, 42 percent of that help involved counselling, 12 percent involved helping them deal with criminal justice officials, and 12 percent involved providing them with legal advice. These were the only kinds of assistance accounting for more than 10 percent of the program's activities, and together they accounted for two thirds of all the help they delivered. (A much more detailed breakdown of the frequency of

Table 5
Victims' Needs and Program Activity

Major Activities	Needs of All Victims	Needs of Victims With With Contact	Help Received
counselling assistance	16	18	42
dealing with officials	6	7	12
providing legal advice	5	6	12
Subtotal	27%	31%	66%
combined security needs	37	34	16
Total	64%	65%	82%

NOTE: combined security needs includes installing or replacing locks or doors, protection from offenders, crime prevention information, and safer housing.

needs and assistance by the programs is presented in Appendix Table A-2).

However, the profile of needs that were addressed does not match very closely the profile of the needs of all victims, nor of the subset of victims who came into contact with the programs. This is also documented in Table 5. The most frequent kinds of help received accounted for 66 percent of all assistance, but only 27 percent of the kinds of problems facing victims, and just 31 percent of the problems facing the subset of victim who came into contact with the programs. The top two-thirds of services rendered accounted for less than one-third of the needs expressed by victims. In contrast, Table 5 also includes the sum of the security needs expressed by victims; these accounted for more

than one-third of the problems they faced, but only 16 percent of services rendered.

By this accounting, there was not a very good match between victims' needs and victim services. Even when we focus just on victims who came into contact with the program, they were as likely to need assistance with their security concerns as they were to need counselling or advice; the programs, on the other hand, principally provided counselling and did not do much with regard to their personal or household security needs.

Why Victims Did Not Use the Programs

Nearly one-third of the victims interviewed (a total of 149 respondents) were aware of the Victim Assistance Program in their area, but chose to not use their services or to participate in their activities. An important purpose of this study was to examine who these victims were, and why they choose to remain uninvolved. A number of questions in the survey asked about their perceptions of the agencies and programs, and other reasons why they may have stayed away. These questions were prefaced by the following introduction:

There may be several reasons why a person may choose not to use the assistance offered by a victim services agency like PROGRAM NAME. I am going to read you some of these reasons, and I would like you to tell me if any explain why you did not go to the PROGRAM NAME.

The survey respondents were then presented with ten potential reasons for their non-involvement. Responses to two of them will not be examined any further, for virtually no one chose them:

- I had a bad experience when I talked to someone from the program, and decided not to follow through. (0.7 percent "yes")
- I heard from other people that the program did not do a good job. (0.7 percent "yes")

 Figure 7 goes here

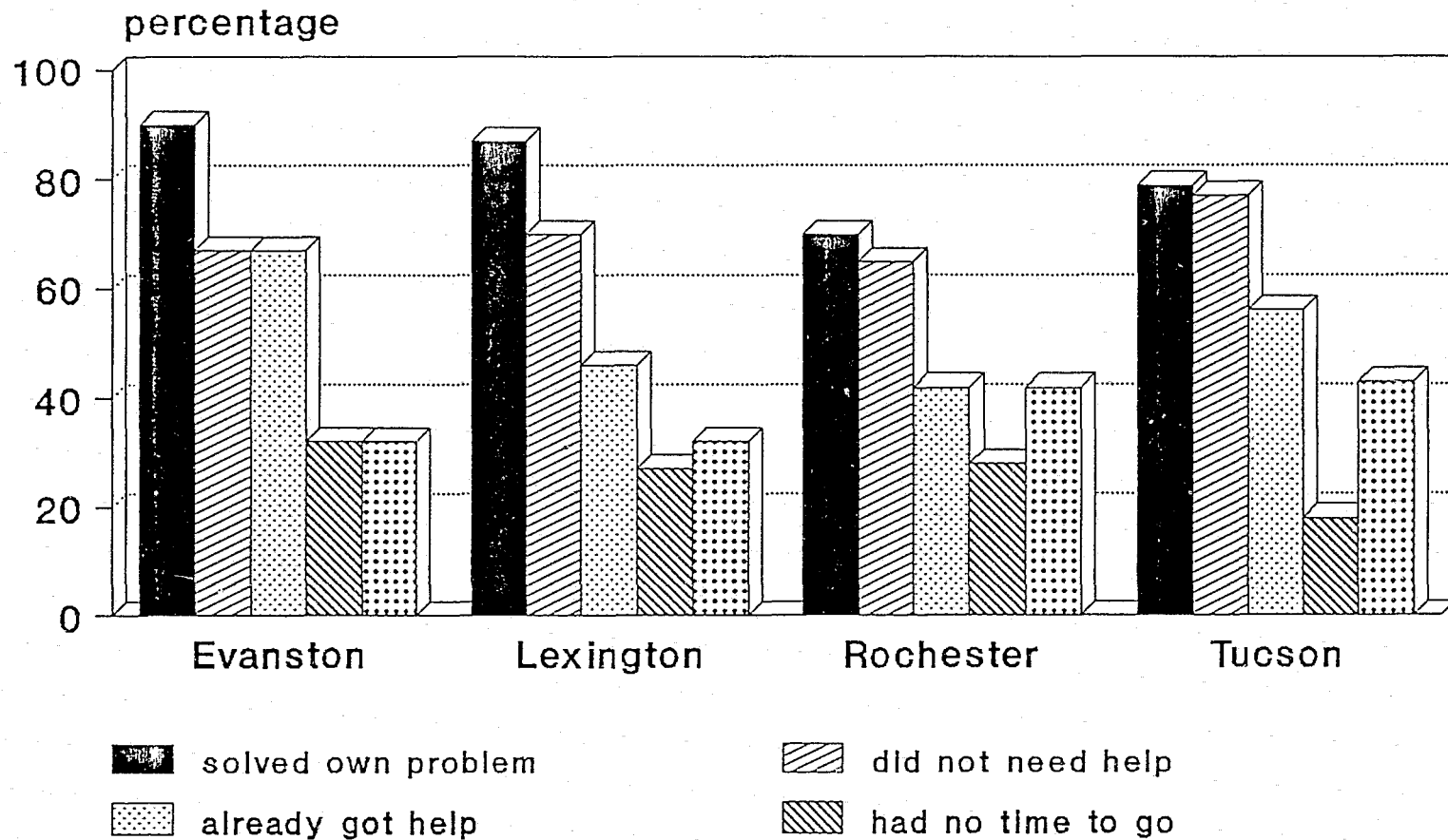
More respondents mentioned one or more of the remaining reasons. They are summarized in Figure 7 and Figure 8. The first figure reports on the most common reasons for non-involvement, and the second on the less common reasons.

Across the four sites, the most common reason for non-involvement endorsed by these victims was that they were able to solve their own problems; fully 80 percent indicated that this was a factor in their decision making. Victims in Evanston were the most likely (90 percent) to indicate this was a reason for their non-participation, whereas the fewest chose this option in Rochester (70 percent). Another frequent response was that people felt they did not need any help. As Figure 7 documents, "not needing help" was reported most frequently by victims in Tucson (77 percent) and least frequently by victims in Rochester (65 percent).

Overall, one-half of all respondents reported that they received whatever help they needed from somewhere else; this figure varied considerably from place-to-place, ranging from 67 percent of the respondents in Evanston to 42 percent of those in Rochester.

Finally, about one-quarter of all respondents explained that they did not seek assistance because they did not have time to go to

Figure 7: Why Victims Didn't Use Program
Most Common Reasons



Based on approximately 147 victims
who knew of program but did not use it

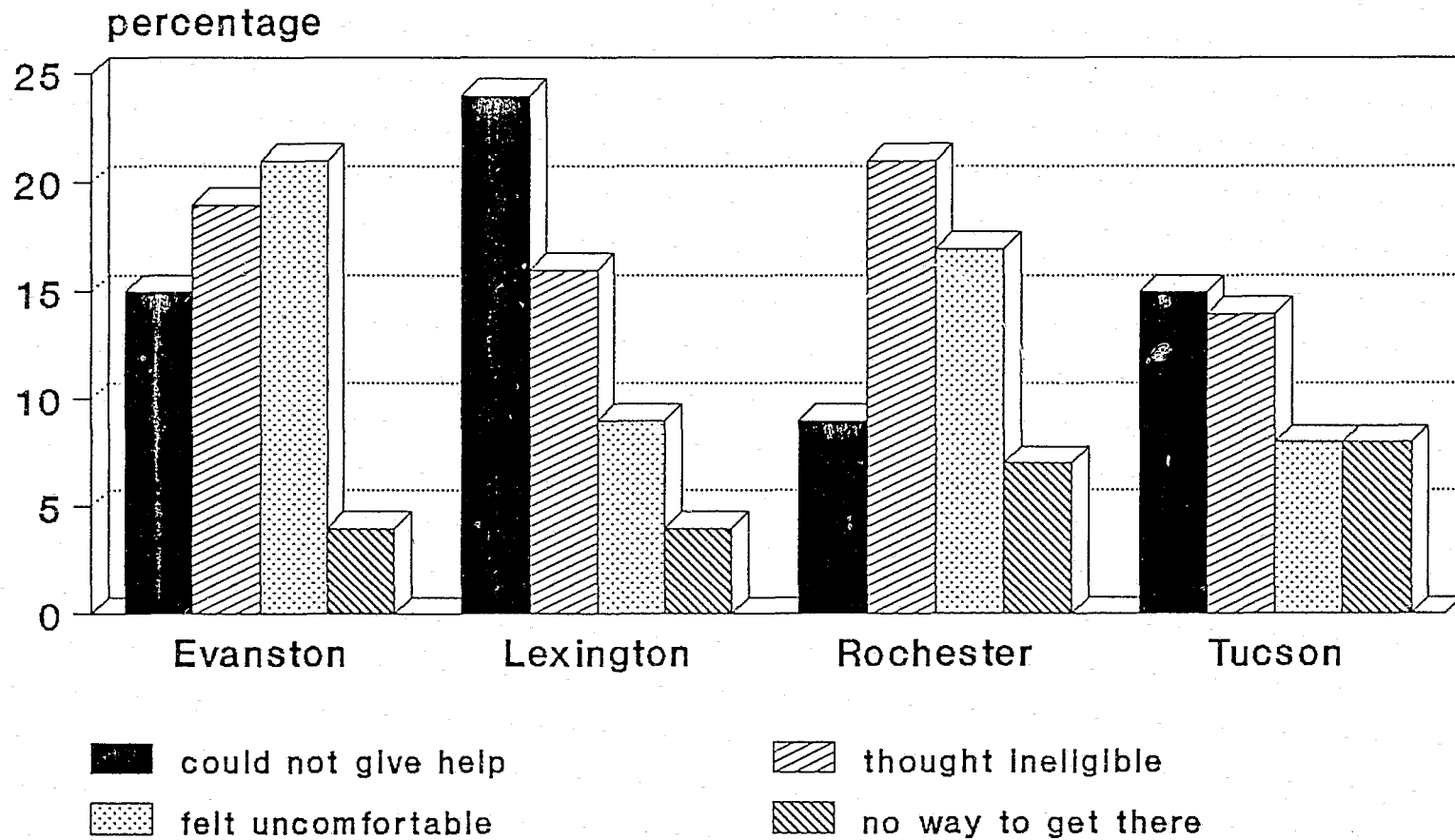
the program. This figure was also the highest in Evanston (32 percent), and it was the lowest in Tucson (18 percent).

All of the more frequent reasons given by victims for their non-involvement in the Victim Assistance Program for their area were relatively benign, and would not seem to be a source of concern for the programs. If victims do not need help, get it readily elsewhere, solve their own problems, or are so little impacted that they cannot take time to seek assistance, a larger role for the Victim Assistance Programs is not called for in their cases. However, the set of less frequently cited reasons for non-participation do point to some definite "marketing" problems for these agencies. These reasons are depicted in Figure 8.

Figure 8 goes here

Across the four cities, 16 percent of victims reported that they did not seek assistance from their local Victim Assistance Program because they thought the program "could not give me the help I really needed." This percentage ranged from 24 percent in Lexington to only 9 percent in Rochester. Figure 8 also presents the fraction of non-participants who reported they "felt uncomfortable with participating in the program's programs and activities." Victims in Evanston (21 percent) and Rochester (17 percent) most frequently reported feeling uncomfortable with their programs, while these figures were lower in Lexington (9 percent) and Tucson (8 percent).

Figure 8: Why Victims Didn't Use Program
Less Common Reasons



Based on approximately 147 victims
who knew of program but did not use it

The remaining sections of Figure 8 point to informational and logistical problems facing the Victim Assistance Programs in these four areas. About 17 percent of non-participants felt that they were ineligible to participate. This percentage varied only a little from site-to-site, despite the substantial variation in program eligibility described at the outset of this report. Finally, it can be seen in Figure 8 that transportation to the program was a problem for about 6 percent of all non-participants, and that this problem was most frequently mentioned in Rochester and Tucson.

Solving Victims' Problems

This section examines our final measure of unmet needs. The finding reported above that local Victim Assistance Programs (and other agencies or groups) assisted with a relatively small percentage of victims' problems is only an issue if a significant number of needs remain unmet. To assess this, the survey also probed whether or not victims' problems actually were being solved. This may have been because of aid they had received from some source, or because they dealt with their problems themselves. In addition to asking respondents whether they had received help and where that help had come from, victims reporting having needed aid were asked if their problems had been solved or partially solved, if they were still being helped with a problem (which might be true if their's was a recent case), or if the problem had not been solved.

What kinds of problems were solved and which needs were less frequently addressed by any of these sources of assistance? That question is examined in Figure 9. It divides each identified need into the fractions which were fully or partially solved, still being worked on, and not addressed at all. The darkest, right-most segments of Figure 9 flag victims' needs that most frequently fall through the cracks.

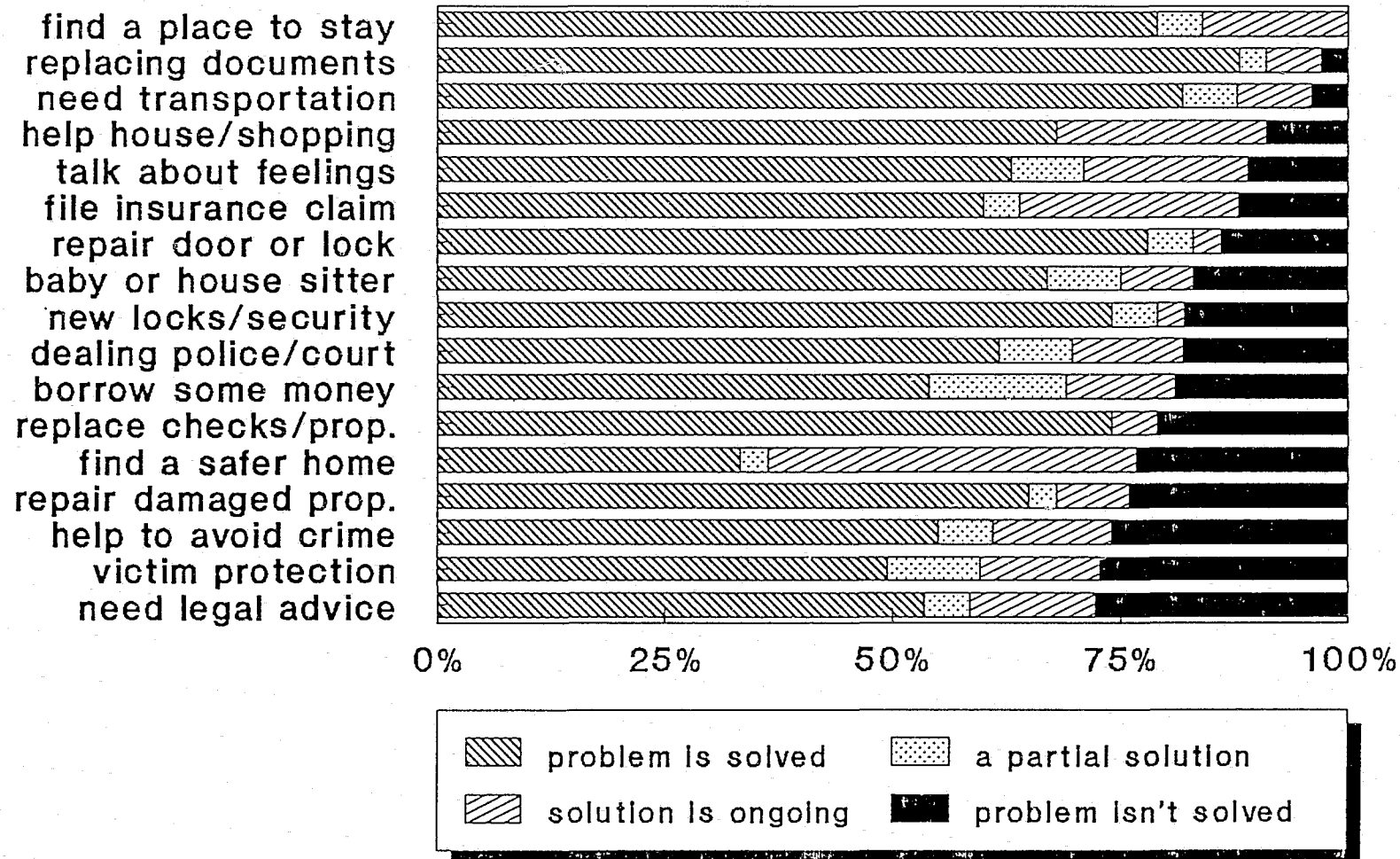
The problems that were most likely to have been resolved (those near the top of Figure 9) included finding a temporary place to stay, replacing stolen documents, and getting transportation to doctors, police stations, or courts; fewer than five percent of the respondents who reported these needs had not found some way to take care of them. Victims were also quite successful at finding help with household chores (only 9 percent did not), finding someone to talk with (11 percent did not), and finding help with filing an insurance claim (12 percent did not).

Figure 9 goes here

In contrast, victims' problems that were least likely to be solved are clustered near the bottom of Figure 9. The problems that more than 20 percent of victims reported were not solved at all include:

- Needing legal advice (28 percent did not get help)
- Needing protection from offenders (27 percent did not get solved)

Figure 9: Problems Remaining Unsolved



Based on victims needing help

- Needing information on avoiding crime (26 percent did not get solved)
- Needing repairs to damaged property (24 percent did not get solved)
- Needing a safer place to live (23 percent did not get solved)
- Replacing stolen checks or property (21 percent did not get solved)

There was not much of a spread between the top six unresolved problems facing these victims. Three of the six problems involved security concerns; the others involved repairing or replacing documents or property, and getting legal advice. In terms of unmet needs, these problems were followed closely by several others, including needing to borrow money (19 percent), dealing with criminal justice officials (18 percent), and needing better locks and improved household security (also 18 percent).

5. Conclusions

This report examined the relationship between victims' needs and the kinds of assistance they received. To assess this, recent victims of burglary, robbery and assault were questioned about a list of problems that they may have encountered as a result of their experience, the sources of help they received in dealing with them, and whether or not the problems they identified were somehow solved. The survey also included questions about the seriousness of the incidents, their physical, financial, and emotional impact, victims' interactions with police and prosecutors, how victims learned about local assistance programs,

and victims' assessments of the quality of the help they received.

The most frequently expressed need was for advice or counselling. This was followed by a number of security-related concerns, including needing the repair or installation of secure locks and doors, needing advice about how to avoid future victimization, and needing protection from offenders in their case. Assault victims were more likely to identify the need for counselling, while burglary victims stressed security. Another common cluster of problems involved the need for financial and housing assistance. Victims also indicated that they needed help handling household logistics (sitting; shopping; transportation) and with replacing stolen documents, checks, and property. The survey also revealed that a large minority of victims did not face any of the problems on the list, and about 60 percent reported none or only one problem.

Most of the assistance that victims received came from family and friends; this was by far the largest source of assistance in every need category. The local Victim Assistance Programs that we focused on most commonly helped them in the counselling and advice category, and provided assistance in dealing with criminal justice officials.

About one-third of those who were interviewed recalled being in contact with the one of the four local Victim Assistance Programs that we were examining. This is fewer than suggested by agency records, but many of the contacts were only in passing (involving

only a telephone call, or even just sending a letter) and involved victims without serious needs, and thus easily could be forgotten. The strongest correlate of recalling coming into contact with the program was being told about it by others. This could happen in a number of ways -- victims heard about the programs from police, prosecutors, family members and friends, and other victims (although this was not frequent enough to be significant). They also frequently heard or read about their local Victim Assistance Program in the media. They also tended to be in contact with the programs if they had problems to be resolved, with the biggest differences reserved for those with problems as compared to those with no problems to report. Program contact was not significantly related to victims' education, race, or gender, and it was not linked to measures of crime seriousness or impact, or to other stresses these victims were experiencing in their lives. Rather, the efforts of the programs to market their services to the community and to the police seemed to be the key factor in explaining program participation.

The survey pointed to a substantial mis-match between the needs of victims and the kinds of services they actually received. Although the programs focused on counselling, many victims faced more mundane problems. In particular, a cluster of security-related concerns affected a substantial number of victims, but these were not reflected in the kinds of services that the programs typically acted upon. The second through fifth most commonly identified needs were in the area of security, but these were not commonly acted upon. Victims were generally satisfied

with the assistance that they did receive. When asked what help they needed that the programs could not deliver, more than half mentioned financial problems or frustration in arranging victim compensation.

The survey identified rather dramatic levels of unassisted need. The problem with which victims got the least assistance involved, making insurance claims; 68 percent of those with difficulties in this regard received no help from any source. Security-related needs also stood near the bottom in terms of assistance; between 50 and 60 percent of those with security problems received no help with them of any kind. Victims received help most of the time in only three problem areas: finding temporary shelter, help around the house, and someone to talk to about their problems.

Many of the problems facing victims were typically solved in the end, often through self-help. But a substantial minority of victims had problems that were not resolved and did not seem to be on the road to solution. The six problems that stood out as seemingly unresolvable were: needing legal advice, protection from offenders, information about crime prevention, a safer place to live, repair of damaged property, and the replacement or stolen checks or property.

Citations

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Skogan, Wesley G. 1981. Issues in the Measurement of Victimization. Washington, DC: Bureau of Justice Statistics, US Department of Justice.

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Waller, Irvin. 1990. "The Police: First in Aid." In Arthur J. Lurigio, Wesley G. Skogan, and Robert C. Davis (eds.), Victims of Crime: Problems, Policies, and Programs. Newbury Park, CA: Sage Publications (in press).

Appendix 1

Detailed Tabulations

Table A-1
Initial Samples, by Site and Type of Crime

	Multiple Contact	Single Contact	Indirect Contact	No Contact
Lexington				
robbery	23	43	21	36
assault	13	25	12	34
burglary	12	17	17	0
Rochester				
robbery	34	35	41	31
assault	14	10	8	15
burglary	28	22	10	39
Tucson				
robbery	55	15	-	75
assault	40	10	-	50
burglary	18	7	-	25
Evanston				
robbery	23	12	-	37
assault	1	5	1	23
burglary	19	18	6	54

Note: 17 supplemental interview cases for Evanston did not have a service contact classification.

Table A-2
Victims' Needs, the Needs of Victims with Program Contact, and
the Kinds of Assistance Provided by the Programs

Nature of Problem	Victims With Need		Had Contact And Need		Assistance Received	
	Number	Pcnt.	Number	Pcnt.	Number	Pcnt.
replacing documents	36		17		0	
replacing door/lock	59		20		1	
repairing damage	37		16		1	
install locks/security	62		23		1	
file insurance claim	25		7		3	
protect from offenders	68		28		5	
deal with police/courts	49	6%	25	7%	10	12%
need to borrow money	49		17		2	
replace checks/property	42		15		1	
need legal advice	43	5%	22	6%	10	12%
finding a place to stay	19		4		0	
find safer place to live	30		14		0	
help with household work	22		9		0	
housesitting/babysitting	12		7		0	
need transportation	48		27		6	
someone to talk to	131	16%	61	18%	34	42%
information-avoid crime	84		33		6	
	---	---	---	---	---	---
Totals	816	27%	345	31%	80	66%

NOTE: only selective column percentages are given, based on the most frequently rendered forms of assistance. The 470 victims interviewed mentioned 816 problems; victims in contact with the programs mentioned 345 problems; and victims indicated that they were assisted with 80 problems by their local Victim Assistance Program

Appendix B:

Survey Documents



RAY LARSON
FAYETTE COMMONWEALTH'S ATTORNEY

116 N. UPPER STREET, SUITE 300
LEXINGTON, KENTUCKY 40507
AREA CODE 606
TELEPHONE 252-3571

ASSISTANT COMMONWEALTH'S ATTORNEYS

PATRICK MICHAEL MALONE
JOSEPH T. BOUVIER
SALLY MANNING BAUSCH
JEFFREY A. DARLING
LOU ANNA DARLING
JENNIFER L. TODD
R. CHRISTOPHER GOLDSMITH

VICTIMS SERVICES DIRECTOR
GAIL A. WHITT

May 9, 1989

Dear :

Northwestern University is conducting an evaluation of selected crime victims programs. I am pleased that our Crime Victim's Assistance Program has been selected as one of those to be evaluated. The purpose of this evaluation will be to suggest additional programs by which more innocent victims of crime may be contacted and assisted.

In order for Northwestern to complete their evaluation, it is necessary for them to contact victims who made use of our services as well as a number of victims who did not use our services.

We have agreed to participate in this research project. However, prior to suggesting that representatives of Northwestern University contact you, we wanted to notify you first.

IF YOU DO NOT WISH TO BE CONTACTED, PLEASE ADVISE US BY MAY 15, 1989. If you do not call or write to us by then, you will be called by Northwestern for an interview sometime during the next two months. The interview will take about one-half hour, and all information you give will be used only for the purpose of statistical tabulations.

Thank you for your help and if you have any questions, please do not hesitate to call.

Sincerely,

Ray Larson
Commonwealth's Attorney

RL:gaw



Police Department
Ernest A. Jacobi
Chief of Police

1454 Elmwood Avenue
Evanston, Illinois
60204

Telephone
312/866-5000

City of Evanston

April 28, 1989

The Evanston Police Department has agreed to assist Northwestern University in conducting a research project. This project will focus on crime victims and their use of service programs. Northwestern University personnel want to speak with recent crime victims who have utilized services from the Evanston Police Department's Victim-Witness Bureau, to find out what their needs were and whether their needs were met. They also want to talk to victims who did not use services from the Victim-Witness Bureau to find out what services were available to them.

The Evanston Police Department has agreed to participate in this research but is extremely concerned about the confidentiality of our victims of crime. Therefore, if you do not wish to be contacted by someone from Northwestern University, please let us know by contacting our Victim-Witness Bureau at 866-5018 by May 10, 1989. If you do not call or write to us by that date, we will give your name and telephone number to Northwestern University personnel, so they can call you for an interview within the next two months. The interview will take about one-half hour, and all information you give will be used only for the purpose of statistical tabulation.

This research is extremely important because the results will assist us in providing better services to victims of crime. We can not do this without your help.

Sincerely,

Ernest A. Jacobi
Chief of Police

VICTIM SERVICES AGENCY

June 1, 1989

Dear ,

Victim Services Agency of New York City is conducting a study of crime victims' use of service programs. We would like to talk to victims who have used service programs to ask them what their needs were and if their needs were taken care of. We also would like to talk to victims who did not use services, in order to find out if they knew that services were available. Our research will help service programs to plan better services and thereby to reach more victims in need.

The Rochester Police Department's Victim Program has agreed to participate in the project but is concerned about its clients' privacy. Therefore, if you do not wish to be interviewed, please call Janet Vega of the Rochester Police Department at (716) 428-6630 by June 15. If you do not call or write to her by then, you will be contacted for an interview sometime during the next two months. The interview will take about one-half hour, and all the information you give will be used only for the purpose of statistical tabulations.

Thank you for your help.

Sincerely,

Robert C. Davis
Director of Research
Victim Services Agency

VICTIM SERVICES STUDY

Hello, is this _____ (VICTIM NAME) ?

My name is _____, and I'm calling from Northwestern University. That's near Chicago.

IF NOT SPEAKING TO CORRECT RESPONDENT
REPEAT INTRO WHEN HE/SHE COMES TO THE PHONE

We are doing interviews with crime victims to find out about their problems and the kinds of help they needed.

NOTE THAT FOR PIMA COUNTY THERE WAS NO ADVANCE LETTER

ROCHESTER: You should have gotten a letter saying we would be calling you.

Basically, we just need to know some things about your crime problems and what you may have done to get help. This is being done in your city so that crime victims can get better help in the future.

We have your phone number, but you can be certain that we will not release anything that you tell us; it will all be confidential. Your cooperation is voluntary, but talking with us would help represent the experiences that you have had.

IF SUSPICIOUS, ENCOURAGE TO CALL FOR VERIFICATION (during the day)

Pima County Attorney's Victim-Witness Program
contact: Vicky Sharp (Director) at 740-5525

Rochester Police Department Comprehensive Victim Service Program
contact: Janet Vega at 428-6630

intro.v2

VICTIM SERVICES STUDY FALLBACK STATEMENTS

Purpose of the Survey

The purpose of this survey is to determine the kinds of problems that crime victims have, and the kinds of help they may have gotten.

This survey is being done for Northwestern University. It is being paid for by a part of the Justice Department in Washington, DC.

The goal of the survey is to find out if people got the right kinds of help, if they needed any new kinds of help, and if any of the help they got didn't turn out to be of much use.

Use of Survey Results

The results of the survey will be used in a report on victim services in several cities, including yours. The results of the survey will be published in a variety of ways, and should help improve services for victims of crime.

How did you get my name and number?

We selected the names of people to be called from police department files and from the files of programs offering services to victims. Your name was selected at random from one of those lists.

Confidentiality

All of your answers will be strictly confidential. We have your name and number on a separate sheet, but we will not let that out. Nothing you say can be traced back to you. What we need to know is what a variety of victims in your city think of their problems and how they feel about the services available to them.

Of course, your cooperation in this study is voluntary, but we would greatly appreciate your help in answering the questions.

Check-Up

The project director is Prof. Wesley Skogan of Northwestern University. You can call him collect at 312-491-8731, during the day in Chicago.

A local contact person in your city who knows about this survey and can answer your questions is:

Pima County Attorney's Victim-Witness Program
contact: Vicky Sharp (Director) at 740-5525

Rochester Police Department Comprehensive Victim Service Program
contact: Janet Vega at 428-6630

NOTES TO INTERVIEWERS FOR THE VICTIM SERVICES SURVEY

- 1) There are four versions of the questionnaire, depending upon where you are calling. Three things will vary: (a) the name of the specific victim services agency we are studying, (2) what they call the prosecutor in that state, and (3) the name of the local contact person who can be called if there are questions about the survey. Watch for differences in the questionnaires for the first two. For the first round of interviews, the contact persons are:

For Evanston:

program: Evanston's Victim-Witness Outreach Bureau
prosecutor: State's Attorney
contact: Debra Sundblad at 866-5015 (in Evanston)

For Frankfort County, KY

program: Frankfort County Victim Services
prosecutor: Commonwealth Attorney
contact: Gail Whitt at 252-3571 (in Frankfort)

- 2) Question 1 is not about identifying who did the crime. It is to establish whether or not the victim and offender actually came into contact. The questions about weapon use and injury are intended for personal crimes in which they at least saw one another. Most burglaries will not involve any contact, and will skip over Q4-Q12.
- 3) Questions 36 and 38 ask respondents for the names of agencies they have/could have contacted. Many will not know the names, or will just guess. Others will know where they went, or the street it was on, or just that it was "the place for victims." That's ok; just briefly put down the best you can get.

What is crucial is that we are trying to determine if they were in contact with the specific agencies listed above. If you think they were, check Box A just after Q38. You will be in a better position to guess than we will, so do the best you can.

If you are sure they were in contact with our agency, check Box A and skip to Q36, which asks about it. If it was pretty probable, but they were not specific, check Box A and then ask Q35. If it is not clear or if they clearly did not mention our agency, do not check Box A and ask Q35.

The real object of everything between Q35 thru Q39 is just to identify those who have been in contact with the specific local agency. We are just giving them several chances to remember.

PIMA COUNTY VICTIM SERVICES STUDY - JUNE 1989

CITY NUMBER	<u>4</u>	1
CASE ID NUMBER	<u> </u>	2-4
DAY	<u> </u>	5-6
MONTH	<u> </u>	7-8
INTERVIEWER ID	<u> </u>	9-10

I am going to begin by asking you a few questions about the
(CRIME - CIRCLE ONE) that you recently experienced.

assault	1	11
robbery	2	
burglary	3	

According to our records it took place on

(dd/mm/yy)

DAY	12-13
MONTH	14-15
YEAR	16-17

Q1. Did you see the offender at all, or have any contact with him?

NO	0	18
YES	1 [SKIP TO Q4]	
DK	8	

Q2. Do you have any idea who did it?

NO	0 [SKIP TO Q13]	19
YES	1	
DK	8 [SKIP TO Q13]	

Q3. Was this person a relative, a friend, or someone you recognize?

RELATIVE	6 [SKIP TO Q13]	20
BOYFRIEND/GIRLFRIEND ..	5 [SKIP TO Q13]	
FRIEND	4 [SKIP TO Q13]	
ACQUAINTANCE	3 [SKIP TO Q13]	
JUST RECOGNIZE	2 [SKIP TO Q13]	
OTHER	1 [SKIP TO Q13]	
DK	8 [SKIP TO Q13]	

Q4. Was this person a relative, a friend, an acquaintance, or was he a stranger?

RELATIVE	6	21
BOYFRIEND/GIRLFRIEND ..	5	
FRIEND	4	
ACQUAINTANCE	3	
JUST RECOGNIZE	2	
STRANGER	1	
DK	8	

Q5. Did the offender(s) have a weapon, such as a gun or a knife, or something that was used as a weapon?

NO	0	22
YES	1	
DK	8	

Q6. Did the offender(s) actually attack you?

NO	0	23
YES	1	
DK	8	

Q7. While the crime was being committed did you feel that your life was in danger?

NO	0	24
YES	1	
DK	8	

Q8. Were you injured during the incident?

NO	0 (SKIP TO Q13)	25
YES	1	
DK	8 (SKIP TO Q13)	

Q9. How would you describe the seriousness of your injuries? Would you say they were...

very serious,	4	26
somewhat serious,	3	
not very serious, or	2	
not at all serious?	1	
DK	8	

Q10. Did you receive any medical treatment for your injuries?

NO	0	27
YES	1	
DK	8	

Q11. Were you hospitalized as a result of your injuries?

NO	0	28
YES	1	
DK	8	

Q12. Do you still have any medical expenses that you will have trouble paying?

NO.....	0	29
YES.....	1	
DK	8	

Q13. Was anything stolen or damaged?

YES.....	1	30
NO.....	0 (SKIP TO Q17)	
DK	8 (SKIP TO Q17)	

Q14. Was your purse or wallet taken?

NO.....	0	31
YES.....	1	
DK	8	

Q15. What was the approximate value of the items stolen or damaged?
(If you are not sure, just give your best guess)

\$		[SUPERVISOR: RECODE MIDPOINT
\$9,998 OR MORE 9998	OF A RANGE]
DK	9999	32-35

Q16. Are you having any problems right now because of your property being stolen or damaged?

NO.....	0	36
YES.....	1	
DK	8	

Q17. Did you miss any days of pay because of this incident?

NO.....	0	37
YES.....	1	
DID NOT HAVE A JOB...	7 [SKIP TO Q19]	
DK	8	

Q18. Did you have any problems with your employer because of the crime?

NO	0	38
YES	1	
DK	8	

Q19. Thinking back to the time of the crime, how upset were you about it at the time? Were you ...

extremely upset,	4	39
moderately upset,	3	
a bit upset, or	2	
not at all upset?	1	
DK	8	

Q19a. How frustrated were you by the situation? Were you ...

extremely frustrated,	4	40
moderately frustrated,	3	
a little frustrated, or ...	2	
not at all frustrated?	1	
DK	8	

Q20. At the time, did being a victim cause you to stop going to certain places, leaving the house at night, or keep you from doing things you enjoyed doing?

NO	0	41
YES	1	
NEVER WENT OUT/NEVER DID THINGS ...	7	
DK	8	

Q21. How about your ability to get on with your life normally. At the time, did your experience cause you ...

a lot of difficulty,	4	42
a moderate amount of difficulty, ..	3	
a little difficulty, or	2	
no difficulty at all	1	
DK	8	

Q22. What about your relationship with members of your family? At the time, did being a victim cause ...

a great deal of difficulty,	4	43
a moderate amount of difficulty, ...	3	
some difficulty, or	2	
no difficulty?	1	
NO CLOSE FAMILY MEMBERS	7	
DK	8	

Q23. Overall, how serious was this crime in your opinion? Was it..

very serious,.....	4	44
somewhat serious,.....	3	
not very serious, or.....	2	
not at all serious?.....	1	
DK	8	

Q24. Do you think there was anything you could have done which would have prevented the crime from happening?

NO	0	45
YES	1	
DK	8	

Q25. When you dealt with the police, did you find them ...

very helpful,	4	46
somewhat helpful,	3	
not very helpful, or ..	2	
not at all helpful? ...	1	
DK	8	

Q26. Were the police ...

very sympathetic with you,	3	47
somewhat sympathetic, or	2	
not very sympathetic with you	1	
DK	8	

Q27. Overall, how satisfied were you with the way the police responded? Were you...

very satisfied,.....	4	48
somewhat satisfied,.....	3	
somewhat dissatisfied, or....	2	
very dissatisfied?.....	1	
DK	8	

Q28. Did the police tell you about any agencies or groups you could contact for assistance as a victim?

NO	0	49
YES	1	
DK	8	

Q29. Did the police give you any brochures or information about assistance you could get, or about your rights as a victim?

NO	0	50
YES	1	
DK	8	

Q30. How well have you been kept informed by the police or other officials about progress on your case? Would you say you have been kept ...

very well informed,.....	1	51
somewhat well informed, or ...	2	
not at all informed?.....	3	
DK	8	

Q31. Has anyone been arrested for this crime?

NO.....	0	52
YES.....	1	
DK	8	

Q32. Did you talk to anyone from the County Attorney's office about this case?

INCLUDES PROSECUTOR 53

NO.....	0	[SKIP TO Q35]
YES.....	1	
DK	8	[SKIP TO Q35]

Q33. Did you appear in court about this case?

NO	0	54
YES	1	
DK	8	

Q34. Did anyone from the County Attorney's office tell you about any agencies or groups you could contact for assistance as a victim?

NO	0	55
YES	1	
DK	8	

Q35. After the crime, did you go to any groups or agencies for assistance, or did they offer assistance to you?

NO	0	(SKIP TO Q37)	56
YES	1		
DK	8	(SKIP TO Q37)	

Q36. Which ones did you contact? (FOLLOW-UP: Were there any other groups or agencies that you contacted?) [ASK R TO SPELL IF NECESSARY]

(LIST BEST DESCRIPTION OF FIRST 5 ONLY)

no
codes

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

Q37. Did you know about any groups or agencies you could have gone to for assistance, even if you did not go to them?

NO 0 (SKIP TO BOX A)
YES 1
DK 8 (SKIP TO BOX A)

57

Q38. Which ones could you have gone to? (FOLLOW-UP: Were there any other groups or agencies that you knew about?)

(LIST BEST DESCRIPTION OF FIRST 5 ONLY)

no
codes

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

BOX A. THE SURVEY IS PARTICULARLY INTERESTED IN THE
Pima County Attorney's Victim-Witness Program

IF THIS AGENCY WAS MENTIONED ABOVE IN Q36-38 CHECK BOX A
AND SKIP TO Q40

BOX A

code 1

58

IF AGENCY NOT IDENTIFIED OR YOU ARE NOT SURE, ASK Q39

Q39. Have you heard of the Pima County Attorney's Victim Program, which is the victim services agency serving your area?

NO 0 [SKIP TO FIRST Q ON THE GOLD PAGE] 59
MAYBE/PERHAPS 1
YES 2
DK 8 [SKIP TO FIRST Q ON THE GOLD PAGE]

Q40. Did you hear about the Pima County Victim Program on television, or radio, from the newspaper or from seeing a poster describing the program?

NO 0 60
YES 1
DK 8

Q41. Did you hear about the Pima County Victim Program from a relative or friend?

NO 0 61
YES 1
DK 8

Q42. Did you hear about the Pima County Victim Program from another victim of crime?

NO 0 62
YES 1
DK 8

Q43. Did you hear about the Program from the police, the prosecutor, or from a crime victim's advocate?

NO 0 63
YES 1
DK 8

Q44. Did you receive a telephone call from them telling you about their services?

NO 0 64
YES 1
DK 8

Q45. Did you get anything in the mail from them telling you about their services?

NO 0 65
YES 1
DK 8

Q46. Did you get a personal visit from someone to tell you about the Pima County Victim Program?

NO 0
YES 1
DK 8

66

Q47. Did you contact the Pima County Victim Program for any aid or assistance, or did they offer you any assistance?

NO 0
YES 1 [SKIP TO Q58 ON THE FIRST BLUE PAGE]
DK 8

67

THESE QUESTIONS ARE FOR RS WHO DID NOT TALK TO Pima County Victim Program

Q48. There may be several reasons why a person may choose not to use the assistance offered by a victim services agency like Pima County Victim Program. I am going to read you some of these reasons, and I would like you to tell me if any explain why you did not go to Pima County Victim Program.

Please answer YES or NO for each reason I read. The first one is ...

I did not have the time to go to the Program.

68

NO 0
YES 1
DK 8

Q49. I did not think I needed any help.

NO 0
YES 1
DK 8

69

Q50. I already got the help I needed from somewhere else.

NO 0
YES 1
DK 8

70

Q51. The Program could not give me the help I really needed.

NO 0
YES 1
DK 8

71

Q52. I did not have any way to get to the Program.

NO 0
YES 1
DK 8

72

Q53. I had a bad experience when I talked to someone from the Program, and decided not to follow through.

NO 0
YES 1
DK 8

73

Q54. I heard from other people that the Program did not do a good job.

NO 0
YES 1
DK 8

74

Q55. I was able to solve my own problems.

NO 0
YES 1
DK 8

75

Q56. I felt uncomfortable with participating in the Program's programs and activities.

NO 0
YES 1
DK 8

76

Q57. I didn't think I was eligible to get help from the Program.

NO 0 [SKIP TO FIRST QUESTION ON THE GOLD PAGE]
YES 1 [SKIP TO FIRST QUESTION ON THE GOLD PAGE]
DK 8 [SKIP TO FIRST QUESTION ON THE GOLD PAGE]

77

Q58. What was the problem you wanted help with when you first went to the Pima County Victim Program. Did you ...

want to talk over feelings that were troubling you,	1	78
did you need help with practical problems, or	2	
both want to talk and need practical help?	3	
DK	8	

Q59. How many times did you meet with Pima County Victim Program staff at their offices:

	(RECORD NUMBER OF MEETINGS)	79-80
NEVER	00	
DK	88	

Q60. How many times did you meet with Pima County Victim Program staff in your home?

	(RECORD NUMBER OF MEETINGS)	81-82
NEVER	00	
DK	88	

Q61. How many times did you meet with Pima County Victim Program staff at the scene of the crime or in the police station?

	(RECORD NUMBER OF MEETINGS)	83-84
NEVER	00	
DK	88	

Q62. How many times did you get help or advice from the Pima County Victim Program staff over the phone?

	(RECORD NUMBER OF TIMES)	85-86
NEVER	00	
DK	88	

Q63. Would you describe the help you got from the Pima County Victim Program as ...

talking over feelings that were troubling you, ...	1	87
helping with practical problems, or	2	
both kinds of help?	3	
NO HELP AT ALL	4	
DK	8	

Q64. Was there any kind of help that you needed that the Pima County Victim Program couldn't give you?

NO 0 [SKIP TO Q66]
 YES 1
 DK 8 [SKIP TO Q66]

88

Q65. What help couldn't they give you?

no
codes

Q66. How satisfied were you with the help you did get from the Pima County Victim Program? Were you ...

very satisfied,..... 4 [SKIP TO FIRST Q ON GOLD PAGE]
 somewhat satisfied,..... 3 [SKIP TO FIRST Q ON GOLD PAGE]
 somewhat dissatisfied, or .. 2
 very dissatisfied?..... 1
 DK 8 [SKIP TO FIRST Q ON GOLD PAGE]

89

Q67. Why weren't you satisfied? RECORD ONLY IF DIFFERENT FROM ABOVE

no
codes

After a person has been the victim of a crime, they sometimes need assistance in a number of different ways. I'm going to read a list of things that victims may need, and ask you whether those were things that you needed after becoming a victim. For each item you say "yes" to, I will ask you whether that need was taken care of, and whether you had help taking care of it.

	IF YES, FOLLOW UP		ASK ONLY IF HAD CONTACT, "BLUE PAGE" Did you get any help from Pima Co. Victim Program	Did you get help from friends/family?		How about help from other agencies or groups?		Did you take care of this on your own?		Was the help you needed taken care of?				
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	Partial	Ongoing	No
Did you need help...														
Replacing stolen documents?	12		12		12		12		12		1342			
Repairing a broken door or lock?	12		12		12		12		12		1342			
Repairing other damaged property?	12		12		12		12		12		1342			
Installing better locks or Improving security?	12		12		12		12		12		1342			
Filing Insurance claims?	12		12		12		12		12		1342			
Protecting yourself from offenders?	12		12		12		12		12		1342			
Notifying or dealing with police or court officials?	12		12		12		12		12		1342			
Borrowing money?	12		12		12		12		12		1342			
Replacing stolen checks/property?	12		12		12		12		12		1342			
Legal advice?	12		12		12		12		12		1342			
Finding a temporary place to stay?	12		12		12		12		12		1342			
Finding a home in a safer area?	12		12		12		12		12		1342			
With household work or shopping?	12		12		12		12		12		1342			
Finding a housesitter/babysitter?	12		12		12		12		12		1342			
Transportation to doctor, police station, or court?	12		12		12		12		12		1342			
Someone to talk to about feelings that were troubling you?	12		12		12		12		12		1342			
Information about how to avoid becoming a victim again?	12		12		12		12		12		1342			
	1-17		18-34		35-51		52-68		69-85		86-102			

Q68. Now I have a few more questions about things that may have happened as a result of you're being a victim. Has being a crime victim caused you to change your job or your work hours?

NO	0	1
YES	1	
DOES NOT WORK .	7	
DK	8	

Q69. Has being a victim of crime caused you to install an alarm system, window bars, or special locks to help prevent break-ins at your home?

NO	0	2
YES	1	
DK	8	

Q70. Has being a victim of this crime caused you to purchase a gun, a watch dog, or some other weapon for protection?

NO	0	3
YES	1	
DK	8	

Q71. Has being a victim of crime caused you to change your phone number?

NO	0	4
YES	1	
DK	8	

Q72. What about your relationship with members of your family right now? Does being a victim caused...

a lot of difficulty,	4	5
a moderate amount of difficulty, ...	3	
some difficulty, or	2	
no difficulty?.....	1	
NO CLOSE FAMILY MEMBERS	7	
DK.....	8	

Q73. Does being a crime victim now cause you to stop going to certain places, leave the house at night, or do things you used to enjoy?

NO	0	6
YES	1	
NEVER WENT OUT/NEVER DID THINGS ...	7	
DK	8	

Q74. How safe would you feel now outside in your neighborhood at night? Would you feel ...

very safe, 1
somewhat safe, 2
somewhat unsafe, or 3
very unsafe? 4
DON'T GO OUT AT NIGHT .. 5
DK 8

7

Q75. When you leave your house or apartment now, how often do you think about being robbed or physically assaulted? Do you think about it ...

very often, 1
sometimes, 2
rarely, or 3
never?..... 4
NOT LEFT SINCE CRIME .. 7
DK 8

8

Q76. Now how often do you worry that someone will try to break into your home when no one is there? Do you worry about it ...

very often, 1
sometimes, 2
rarely, or 3
never?..... 4
SOMEONE ALWAYS HOME 7
DK 8

9

Q77. When you think about your experience as a crime victim, how do you feel right now. For example, do you now feel ...

extremely upset, 4
moderately upset, 3
a bit upset, or 2
not at all upset? 1
DK 8

10

Q78. When you think about your experience now, do you feel

extremely frustrated, 4
moderately frustrated, 3
a little frustrated, or ... 2
not at all frustrated? 1
DK 8

11

Q79. Do you feel ...

extremely unsure of yourself,	4	12
moderately unsure of yourself,	3	
a little unsure of yourself, or	2	
not at all unsure of yourself?	1	
DK	8	

Q80. When you think about your experience now, do you feel ...

extremely tense ,	4	13
moderately tense ,	3	
a little bit tense, or	2	
not at all tense?	1	
DK	8	

Q81. How about your ability to get on with your life normally.
Does your experience still cause you ...

a lot of difficulty,	4	14
a moderate amount of difficulty, ..	3	
a little difficulty, or	2	
no difficulty at all?	1	
DK	8	

Q82. If you needed an emergency loan of \$100, is there ...

someone you definitely could get it from,	1	15
someone you probably could get it from, or	2	
would you have difficulty getting it?	3	
DK	8	

Q83. If you needed a ride somewhere during the day, is there ...

someone you definitely could get it from,	1	16
someone you probably could get it from, or	2	
would you have difficulty getting it?	3	
DK	8	

Q84. If you needed someone to help you solve your problems,
is there ...

someone you definitely could get help from,	1	17
someone you probably could get help from, or	2	
would you have difficulty getting help?	3	
DK	8	

Q96. During the past year, have you been seriously ill, injured, or hospitalized (except for the crime we have been talking about)?

NO	0	29
YES	1	
REF	7	
DK	8	

Q97. During the past year, have you lost your job or experienced serious financial problems?

NO	0	30
YES	1	
RF	7	
DK	8	

Q98. During the past year, have you been divorced or experienced serious problems with your spouse or lover?

NO	0	31
YES	1	
RF	7	
DK	8	

Q99. During the past year, has any member of your family been arrested or on drugs?

NO	0	32
YES	1	
RF	7	
DK	8	

Now I just have a few final questions.

Q100. How many years and months have you lived at this address?

YEARS	_____	33-34
MONTHS	_____	35-36
REFUSED.....	77	
DK	88	
IF EXACT YEARS/MONTHS CODE OTHER 00		

Q101. Do you own or rent your home?

OWN (includes still paying).....	1	37
RENT.....	2	
REFUSED.....	7	
DK	8	

Q102. In what year were you born?

YEAR _____
 REFUSED..... 7777
 DK 8888

38-41

Q103. Are you currently.....

married,	1	42
living with someone as a couple, ..	2	
widowed,	3	
divorced,	4	
separated, or were you	5	
never married?	6	
REFUSED	7	
DK	8	

Q104. How many children under 18 years old live with you?

# OF CHILDREN _____		43-44
REFUSED.....	77	
DK	88	

Q105. How many adults 18 years and older live with you?

# OF ADULTS _____		45-46
REFUSED	77	
DK	88	

Q106. What is your racial or ethnic background? Are you...

black,	1	47
white,	2	
hispanic, or	3	
some other race?	4	
REFUSED	7	
DK	8	

Q107. What is your work status now? PROBE AS NECESSARY

WORKING FULL-TIME (EVEN IF ON STRIKE)	0	48
WORKING PART-TIME (LESS THAN 30 HRS/WK).....	1	
UNEMPLOYED	2	
HOMEMAKER (NOT WORKING OR A DEGREE STUDENT)...	3	
STUDENT (AND NOT EMPLOYED IN PERMANENT JOB)...	4	
LAID OFF,	5	
RETIRED.....	6	
OTHER (SUCH AS DISABLED).....	7	
DK	8	
REFUSED.....	9	

Q108. What is the highest grade or year of school that you have

completed? (DON'T READ CATEGORIES, CIRCLE ONE RESPONSE).

0-4 GRADE	01	49-50
5-8 GRADE	02	
SOME HIGH SCHOOL.....	03	
COMPLETED TECHNICAL SCHOOL INSTEAD OF HIGH SCHOOL	04	
COMPLETED HIGH SCHOOL(12 yrs)	05	
POST-HIGH SCHOOL, BUSINESS OR TRADE SCHOOL	06	
1-3 YEARS OF COLLEGE	07	
COMPLETED COLLEGE	08	
COMPLETED ADVANCED DEGREE	09	
REFUSED	77	
DK	88	

Q109. We would also like to have an idea about the total income of all the people living in your household. I will read a list; please just stop me when I come to your total household income category.

Under \$5,000 per year	1 [SKIP TO Q111]	51
From \$5,000 to \$10,000 per year	2 [SKIP TO Q111]	
From \$10,000 to \$15,000 per year	3 [SKIP TO Q111]	
From \$15,000 to \$20,000 per year	4 [SKIP TO Q111]	
Over \$20,000 per year	5 [SKIP TO Q111]	
REFUSED	7	
DK INCOME	8	

Q110. Could you just tell us if it was under or over \$10,000 last year?

UNDER \$10,000	0	52
OVER \$10,000	1	
REFUSED	7	
DK	8	

Q111. RESPONDENT GENDER -- ASK IF NOT CERTAIN

MALE	0	53
FEMALE	1	
NA, REFUSED	7	

That completes our survey. I want to thank you for your time and cooperation.

nij\pimaco