

TESTING NEBRASKA'S VICTIM SERVICES NEEDS ASSESSMENT INSTRUMENTS

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I. Overview

This report provides information on the outcome of research efforts aimed at testing data collection instruments and methodologies having potential use for assessing state and local victim services. Valid and reliable instruments and methodologies can provide data for use in identifying victim services needs and gaps. Additionally, such data has the potential for improving the effectiveness and efficiency of such services by identifying program overlap and problems with service coordination.

The origin of the project reported on dates back to July of 1993 when it was determined by the Nebraska Crime Commission that it was necessary to conduct a comprehensive needs assessment of services available to victims of crime. The concern was for making sure that federal VOCA funds were being put to the best possible use. The Crime Commission began a search for a comprehensive victim services assessment tool that could be used, but quickly learned that such a tool did not exist. A request was made to the Bureau of Justice Assistance for technical assistance to develop such a tool. BJA provided technical assistance through Community Research Associates (CRA) who provided the services of Dr. William Pelfrey, a criminologist from Virginia Commonwealth University. Dr. Pelfrey, along with VCU victimologist Dr. Laura Moriarity, began to develop the assessment tool in March of 1994. The process they used included a literature review, matrix development, and the development of proposed models. This part of the process was concluded in March of 1994. In June and July of 1994, Dr. Pelfrey conducted focus groups with representatives from several Nebraska victim services agencies and with representatives of the Nebraska Crime Commission. A multi-site focus group was conducted

in February of 1995 to further refine the assessment instruments. The actual testing of the instruments was delayed until the necessary funding was secured. Discussions were held with representatives of the University of Nebraska at Omaha's criminal justice department, and that department agreed to test the instruments.

The project that was finally implemented in early 1996 and is reported on here had three major goals.

- ▶ To test the Nebraska Victim Services Needs Assessment Tool
- ▶ To provide data that could be used to assess the effectiveness and utility of different assessment methodologies
- ▶ To provide data that could be used by service providers to improve victim services.

Three different project components were developed to meet these goals: (1) a Nebraska Crime and Victimization Survey; (2) an Inventory of Victim Assistance Programs; and (3) a Victim Assistance Client Survey. The first two of these components were successfully implemented and some detailed findings are presented in this report. Implementing the third component proved problematic, and the resulting experience gained should prove useful to future efforts aimed at surveying victim service clients.

The remainder of this report is organized along the following lines. First, the two methodologies used in the Nebraska Victimization Survey (mail survey and telephone survey) are described and selected findings from them are compared. Next detailed findings from the telephone survey, the more representative of the two, are presented. Findings from the Inventory of Victim Assistance Programs are then presented, and then the efforts to implement the Client

Survey are discussed. The final section contains several recommendations for assessing victim services.

II. Nebraska Crime and Victimization Survey Test Methodologies

The Nebraska Crime and Victimization Survey was designed to assess several different dimensions of the experience of Nebraskans with crime. These included fear of crime and attitudes toward crime, citizen attitudes toward the criminal justice system, experience as crime victims, awareness of victim services, and experience with victim services. Two different survey methodologies were tested; a mail survey and a telephone survey. These two different survey methodologies were used in order to generate information about cost, feasibility, representativeness, and usefulness of different approaches for administering the crime and victim survey.

The Mail Crime and Victimization Survey

The mail version of the Nebraska Crime and Victimization Survey was developed and recommended by Dr. William Pelfrey, a consultant to Community Resource Associates and to the Nebraska Crime Commission. A copy of that survey instrument (as revised by UNO) can be found in Appendix A of this report. The sampling plan used in the mail survey relies on motor vehicle driver license holders. The Nebraska Department of Motor Vehicles provided the Nebraska Crime Commission with a sample of 3,500 Nebraska driver license holders 18 years of age and older. This was the source of the sample used by UNO researchers in testing the mail version of the victimization instrument.

The mail version of the Nebraska Victimization Survey used a multi-wave survey process: Alert, Survey, and Reminder. This is a modified version of what is know as the "Dillman

Technique." Approximately one week before the actual mailing of the survey took place, an "alert" postcard was sent to each of the 3,500 license holders in the sample, informing them that they were part of the sample and that the survey was forthcoming. A copy of the survey alert is included in Appendix B. The next step in the process was the actual mailing of the survey followed by a postcard reminding license holders to return their completed surveys. A copy of the reminder postcard is included in Appendix B. Of the 3,500 that were sent, 1,488 were completed and returned for a 43 percent return rate. The cost of the mail survey was about \$6.00 per survey returned. This includes printing, postage, pre-testing, the actual survey and data entry. It does not include costs related to survey coordination and data analysis.

The Telephone Crime and Victimization Survey

The telephone survey instrument used was nearly identical to the mail survey instrument. Where appropriate, wording modifications were made due to the conversational nature of the telephone interview. The sample used in the telephone survey consisted of a random sample of Nebraskans 18 years of age and older. The protocol for the telephone survey included up to 3 call backs in order to try to maximize the participation rate which reached about 83 percent and resulted in 500 usable surveys. The margin of sampling error for the telephone survey is approximately plus or minus 4 percent. Cost for the telephone survey ran about \$12.00 per completed interview. A copy of the telephone survey instrument can be found in Appendix C.

Comparison of Mail and Telephone Surveys

Table 1 provides comparisons of percentage distributions for key demographic characteristics of respondents in the mail and telephone surveys. In general the respondents in the two samples are remarkably similar: there are few substantial percentage differences in the distributions of key demographic characteristics of respondents between the two samples.

Table 1. Percentage Comparisons of Telephone and Mail Survey Respondent Characteristics

	Telephone Survey Percent (n=1,488)	Mail Survey Percent (n=500)
Gender		
Male	43.8	40.1
Female	56.2	59.5
Race/Ethnic Group		
White	96.4	95.4
African American	1.4	2.6
Asian	.4	.3
Native American	.6	.4
Hispanic	.2	.5
Marital Status		
Married	70.8	70.9
Single	14.2	11.0
Divorced/Separated	5.2	10.7
Widowed	9.4	7.4
Income		
Under \$10,000	6.6	4.9

	Telephone Survey Percent	Mail Survey Percent
\$10,000-\$19,999	15.0	14.1
\$20,000-\$39,999	31.2	33.5
\$40,000-\$59,999	20.0	22.4
\$60,000 or More	17.6	19.2

Tables 2 and 3 provide another means for comparing the two samples. Table 2 gives percentage of positive responses to a series of victimization measures. Again, the differences are small: about the same percentage of respondents in both samples reported victimization on most of the various measures. One exception is that mail survey respondents reported being victimized *while living in Nebraska* at a higher rate than did telephone survey respondents.

Table 2. Responses to Victimization Items

1995	Telephone Survey Percent	Mail Survey Percent
<u>Victimization</u>		
Anyone take something from you by force or threat	1.2	1.1
Anyone threaten you with a weapon	5.0	3.6
Anyone attack, hit, or beat you up	2.0	1.6
Anyone force or attempt to force sexual intercourse	.6	.7
Anyone force or attempt to force unwanted sexual activity	.6	.9
Anyone attack you in some other way	3.6	2.0
Anyone break into your car or home or attempt to break in	14.0	18.2

1995	Telephone Survey	Mail Survey
Anyone damage or steal something	22.6	28.3
Were you the victim of a drunk driver	1.8	1.9
Were any close relatives homicide victims	1.4	1.9
Ever		
<u>Victimization</u>		
Have you been a victim of crime since living in Nebraska	29.6	40.8

Table 3 compares the two samples on survey items related to awareness of victim services. The response pattern for the two samples is nearly the same when the survey respondents were asked about their awareness of programs and agencies. There are some obvious differences when the response pattern for specific agencies and programs are considered. Mail survey respondents were much more likely than telephone survey respondents to report being aware of domestic violence related programs (39.9% versus 23.4%), shelters (35.6% versus 9.2%), and church-based programs (19.0% versus 4.6%).

Table 3. Awareness of Victim Services

	Telephone Survey	Mail Survey
	Percent	Percent
Awareness of Programs/Agencies You could Contact as a Victim	56.8	54.6
Victim Assistance Agency	23.4	20.6
Domestic Violence Program	23.4	39.9
Sexual Assault Program	23.4	21.3
Shelter	9.2	35.6

	Telephone Survey	Mail Survey
	Percent	Percent
Police-based Program	15.0	16.1
Church-based Program	4.6	19.0
Fire Station-based Program	1.6	3.6
School-based Program	2.8	7.9
Other type Program	19.2	1.8

The data that was used to make comparisons between the two samples was chosen for purposes of illustration. Comparisons could be made using any of a number of the victimization survey items, but the primary interest is in determining if there are any systematic differences between the two samples that would suggest that one survey approach is more desirable than the other. As previously noted, the findings from the two samples, and the characteristics of the respondents in the two samples are quite similar. It is unlikely that one sample would lead one to arrive at substantially different conclusions than the other except for the "while living in Nebraska" victimization rates. The mail survey probably over-represents respondents who report being victimized. Both surveys appear to have advantages and disadvantages. Both the telephone and mail survey worked well; they were easy to administer and to manage. The telephone survey was quicker, has a relatively high sample participation rate, and from a statistical point of view, was more representative of the Nebraska population age 18 and older, a point that will be discussed in greater detail later in the section that follows. At the same time it was more costly on a per response basis, and yielded a very small number of cases of "serious" victimizations such as sexual assault.

The disadvantages in using the mail survey are that it takes longer to complete the survey process and statistically speaking, has a participation rate that is considerably lower than the telephone survey and is probably less representative of the population. In addition, like the telephone survey, it yielded a small number of cases of "serious" victimizations. One advantage of the mail survey is its lower cost and its educational value. In the case of the mail survey, 3,500 Nebraskans were made aware of the victimization survey versus about 600 Nebraskans contacted as part of the telephone survey process. The mail survey resulted in nearly 1,500 Nebraskans being made aware of crime and victimization issues and victim services versus the 500 who participated in the telephone survey. If one goal of the victim assessment survey is to increase awareness, then the mail survey has an advantage over the telephone survey.

The statistical characteristics of the samples are important when it comes to assessing the desirability of the two methods. Here the telephone survey has the advantage. The telephone sample has more random qualities and has a higher participation rate than the mail survey, which increases our confidence that it is more representative of the population sampled. The lower participation rate for the mail survey plus concern about the use of the license holders to make estimates about the general population results in the conclusion that the mail survey sample and survey results may not be as representative as the telephone survey. More than half of the mail sample did not participate and the possibility of systematic differences between participants and non-participants can not be ruled out.

As noted above, both samples and surveys pose base rate problems for rare event victimizations. Sexual assault victims provide a clear example of this problem. The telephone survey resulted in 3 sexual assaults being reported (5 per 1,000), and the mail survey resulted in 4

sexual assaults being reported (4+ per 1,000). Assume that we are interested in determining if sexual assault victims are aware of services and that we want responses from a minimum of 25 such victims, which is still a very small number. The size of the telephone survey would have to be increased to 5,000 (\$60,000) to yield responses from 25 sexual assault victims. The size of the mail survey would have to be increased to 12,000 (\$72,000) to yield responses from 25 victims.

In sum, both surveys produce useful data with relatively small samples when the concern is with describing general citizen-held perceptions of crime, victimization, and awareness of victim services. However, even very large samples would provide little opportunity to analyze the perceptions and experiences of specific types of victims. Given these limitations, the recommended preference for sample/survey method is the telephone survey. It is more representative, provides a better estimate of sample error, results in greater confidence in findings, it is quick to do, and the costs are reasonable (especially when the increase in participation rates over those of the mail survey are considered). Consequently, the next section reports detailed findings from the Nebraska Crime and Victimization Survey using the telephone survey sample.

III. Findings From The Nebraska Crime and Victimization Survey

This section reports the principal findings from the state-wide telephone victimization survey. A copy of the survey instrument used in the survey can be found in Appendix C and complete frequency findings can be found in Appendix F of the report.

Fear of Crime

Table 4 summarizes findings related to Nebraskan's fear of crime. About 29 percent of those surveyed indicated that there were areas around their home where they were afraid to walk alone at night. Just over 33 percent indicated that fear of crime prevented them from doing things they would like to do (i.e., responded "very much" or "somewhat"). Conversely, 67 percent indicated that fear of crime "rarely" or "never" prevented them from doing things they would like to do.

Table 4. Fear of Crime

	Number	Percent
Afraid to walk alone at night	146	29.2
How much does fear of crime prevent you from doing things		
Very much	25	5.0
Somewhat	140	28.0
Rarely	202	40.4
Never	133	26.6

	Number	Percent
How often do you think about being robbed or assaulted		
Very often	43	8.6
Sometimes	88	17.6
Rarely	199	39.8
Never	170	34.0
How often do you think about your home being vandalized		
Very often	55	11.0
Sometimes	150	30.0
Rarely	203	40.6
Never	92	18.4
How much do you worry about loved ones being hurt by criminals		
Very much	76	15.2
Somewhat	190	38.0
Rarely	165	33.0
Never	69	13.8
While at home, how often do you think about being robbed or assaulted		
Very often	13	2.6
Sometimes	66	13.2
Rarely	184	36.8
Never	237	47.4
How fearful are you of being a victim of violent crime		
Very much	27	5.4

	Number	Percent
Somewhat	99	19.8
Very little	254	50.8
Never	120	24.0

With regard to fear of specific types of victimization, about 26 percent of those surveyed responded that they "very often" or "sometimes" thought about being robbed or physically assaulted, and about 41 percent gave the same response when asked how often they thought about their home being vandalized in their absence. Just over 53 percent of those surveyed responded that they "very often" or "sometimes" worried about their loved ones being hurt by criminals, and just under 16 percent indicated that they worried about being attacked or assaulted "very often" or "sometimes." Finally, about one-fourth (25.2%) of the respondents indicated that they were "very much" or "somewhat" fearful of being a victim of a violent crime.

Table 5 gives the findings for 8 additional indicators of fear of crime. As the table shows, the Nebraskans surveyed reported being the most fearful of someone stealing their property (44.2%) and someone taking their vehicle (37.6%). About 26 percent indicated that they were afraid of someone breaking into their home, and about 25 percent reported being afraid of being threatened by someone. Just over 18 percent reported being afraid of having someone take something from them by force, and 17 percent indicated that they were afraid of having someone beat or attack them with a weapon. About 9 percent reported being afraid of someone forcing them to engage in sexual intercourse, and just under 3 percent reported being afraid of being beaten or attacked by a family member.

Table 5. Nebraskan's Fear of Crime

	Number	Percent
Afraid of someone breaking in your home and taking something	132	26.4
Afraid of someone stealing your vehicle	188	37.6
Afraid of someone stealing your property	221	44.2
Afraid of someone taking something by force	92	18.4
Afraid of someone beating or attacking you with a weapon	85	17.0
Afraid of someone threatening you	123	24.6
Afraid of someone forcing you to have sexual intercourse	43	8.6
Afraid of being beaten or attacked by a family member	14	2.8

Respondent's views of the change in violent crime levels in their community are summarized in Table 6. Respondents were asked if they believed that the violent crime problem in their community had... "Gotten better," "Stayed about the same," or "Gotten worse" over the past three years. Just over 3 percent responded that the problem had "Gotten better," where as nearly 52 percent indicated that they believed that it had "Gotten worse." About 44 percent indicated that the problem had "Stayed about the same."

Table 6. Respondents View of Changes in Violent Crime in their Community

	Number	Percent
In the Past Three Years		
Gotten Better	16	3.2
Stayed about the Same	221	44.2
Gotten Worse	259	51.8

	Number	Percent
In the Next Three Years		
Get Better	44	8.8
Stay about the Same	206	41.2
Become Worse	247	49.4

As the data in Table 6 indicates, relatively few of those surveyed showed much optimism about the problem getting better in the short-term future. Only about 9 percent indicated that they believed the violent crime problem would "Get better" during the next three years, and nearly 50 percent indicated that they believed it would "Become worse." About 41 percent indicated that they believed the problem would stay about the same.

In sum, Nebraskans, as indicated by the state-wide telephone survey, have what might best be described as "moderate" levels of fear of crime. Although a substantial proportion of those surveyed indicated that they worried about being a victim of crime, the data appear to suggest that the majority of Nebraskans are not pre-occupied with or "paralyzed" by fear of crime. However, few Nebraskans perceive any improvement in the violent crime problem over the past few years or anticipate any improvement during the next few years. Nearly half of those surveyed indicated that the problem became worse during the past three years and will continue to become worse during the next three years.

Perceptions of the Criminal Justice System and Causes of Crime

The survey included several items designed to provide information about Nebraskan's perceptions of the criminal justice system and the beliefs about the causes of crime. One of the

survey items asked respondents to rate the job being done by law enforcement in their community. The responses to that item are summarized in Table 7. Just about three-fourths of the respondents rated law enforcement as doing an "excellent" or "good" job (19 and 55 percent respectively). About 20 percent rated law enforcement as doing a "fair" job and about 5 percent rated them as doing a "poor job."

Table 7. Ratings of Law Enforcements Work in Community

Rating	Number	Percent
Excellent	95	19.0
Good	275	55.0
Fair	102	20.4
Poor Job	27	5.4

Survey respondents were asked about their beliefs regarding a number of possible contributors to crime (Table 8). Use of drugs (89.8%) and breakdown of family life (88.8%) were two of the items most frequently selected. Other items selected frequently by the respondents were: parental discipline (84.8%), moral decay (85.0%), gangs (83.4%), and use of alcohol (81.4%).

Those items selected least frequently were: too much leisure time (49.8%), the economy (50.2%), and population increase (50.2%). Items such as domestic violence (78.4%), the criminal justice system (77.0%), television and movie violence (72.0%), and guns (66.6%) were selected by two-thirds to just over three-fourths of the respondents.

Table 8. Nebraskan's Beliefs About Contributors to the Violent Crime Problem

Contributors	Number	Percent
Criminal Justice System too Easy	385	77.0
Breakdown of Family Life	444	88.8
Population Increase	251	50.2
Moral Decay	425	85.0
Use of Drugs	449	89.8
Domestic Violence	392	78.4
Television and Movie Violence	360	72.0
Guns	333	66.6
The Economy	251	50.2
Too Much Leisure Time	259	49.8
Gangs	417	83.4
Use of Alcohol	407	81.4
Parental Discipline	424	84.8
Other Causes	30	6.0

Survey respondents were given a list for substances and asked to indicate their beliefs about which substances contribute the most to violent crime in their community. Table 9 summarizes their responses. The substance selected most frequently was alcohol (73.0%) followed by marijuana (35.2%), crack cocaine (29.8%), cocaine (28.8%), and heroin (20.0%). Other drugs such as methamphetamines were selected by less than two percent of the respondents.

Table 9. Substances that Contribute Most to Violent Crime

	Number	Percent
Cocaine	144	28.8
Crack Cocaine	149	29.8
Heroin	100	20.0
Marijuana	176	35.2
Alcohol	365	73.0
Other Drugs		
Methamphetamines	8	1.6
Inhalants	2	.4
Prescription Drugs	1	.2

In sum, Nebraskans tend to give positive ratings to the job that law enforcement is doing in their community. There is considerable consensus among Nebraskans about the factors contributing to crime. The use of drugs and the breakdown of family life are viewed as contributing to the crime problem by nearly 90 percent of all those surveyed. Nearly three-fourths of those surveyed selected alcohol as one of the substances contributing most to the violent crime problem in their community.

Victimization

The survey measures victimization in two ways. First survey respondents were asked to respond whether or not they were victimized during the period January 1, 1995 to December 31, 1995. They were read a list of several different types of victimizations and asked if they had

experienced that form of victimization. Second, they were asked about their experience as a victim during the time that they lived in Nebraska.

Table 10 summarizes the data for victimization. Overall, the proportion of Nebraskans surveyed who report being victims in 1995 was fairly low, especially for victimizations for violent crimes. Two percent or less of the respondents reported being victimized for each of the violent crime types with two exceptions. Five percent reported that they had been threatened with a weapon, and just under 4 percent responded that they have been attacked in some other way.

Table 10. Reported Victimization In Nebraska, 1995

	Number	Percent
Anyone take something from you by force or threat	6	1.2
Anyone threaten you with a weapon	25	5.0
Anyone attack, hit, or beat you up	10	2.0
Anyone force or attempt to force sexual intercourse	3	.6
Anyone force or attempt to force unwanted sexual activity	3	.6
Anyone attack you in some other way	18	3.6
Anyone break into car or home or attempt to break in	70	14.0
Anyone damage or steal something	113	22.6
Were you the victim of a drunk driver	9	1.8
Were any close relatives homicide victims	7	1.4
Have you been a victim of crime since living in Nebraska	148	29.6

Victimizations for property offenses were more frequently reported by survey respondents. Nearly 23 percent reported that someone had stolen or tried to steal something from them, and 14 percent indicated that they were the victim of an attempted break-in (home or auto).

Two other items included in the survey and summarized in Table 10, provide additional information on the extent and nature of victimization in Nebraska in 1995. Just under 2 percent of the respondents indicated that they had been the victim of an automobile crash involving a drunk driver, and just over 1 percent indicated that they had close relatives who were homicide victims in 1995.

As the data in Table 10 indicates, nearly 30 percent of those surveyed responded that they had been the victim of a crime since living in Nebraska. Although not shown in the table, these victims reported the most common locations of victimizations to be a home/apartment (49.0%). About 22 percent indicated that they thought the offender had been using alcohol or drugs and about 86 percent indicated that they had reported their most recent victimization. About 21 percent indicated they knew that the crime had been prosecuted.

In sum, compared to the nation, victimization levels in Nebraska during 1995 were relatively low, especially for violent crimes. Nevertheless, a significant number of Nebraskans report being the victims of property crimes, and nearly one-third report being victimized since living in Nebraska.

Awareness of Victim Services

One of the goals of the survey was to determine the extent of awareness of victim services in Nebraska. Both victims and non-victims were asked about their awareness of such services,

and victims were asked a series of questions about their use of victim-services. Table 11 summarizes the data on awareness of victim services for both victims and non-victims. It indicates that nearly 57 percent of survey respondents report being aware of a victim witness program, a domestic violence program, or a sexual assault program where they could go if they needed help or services. As indicated in Table 11, just over 23 percent reported that they could go to a victim assistance/domestic violence/or sexual assault program or agency for services. Fifteen percent indicated that they could go to the police, 9.2% to a shelter, 4.6% to a church, 2.8% to a school, 1.6% to a fire station, and 8.2 % indicated they could go to "other programs" for services.

Table 11. Awareness of Victim Services

	Number	Percent
Awareness of Programs/Agencies You could Contact as a Victim	284	56.8
Victim Assistance Agency	117	23.4
Domestic Violence Program	117	23.4
Sexual Assault Program	117	23.4
Shelter	46	9.2
Police-based Program	75	15.0
Church-based Program	23	4.6
Fire Station-based Program	8	1.6
School-based Program	14	2.8
Other type Program	91	19.2

Those Nebraskans surveyed who indicated that they had been a victim since living in Nebraska were asked if they were aware of victim assistance programs that could provide them with help after they became a victim. As Table 12 shows, about 38 percent of those victim/respondents reported that they were aware of victim services available to them after they became victims. The table also shows that only 1.4% of the Nebraska victims report having received victim services in Nebraska.

Table 12. Victimization and Awareness of Services

	Number	Percent
Been a Victim in Nebraska	148	29.6
As a Victim Were You Aware of Victim Services	56	37.8
Have You Ever Received Help in Nebraska	7	1.4

In regard to the awareness of victim services, a substantial percentage of Nebraskans report being aware of such services, which is an encouraging finding. It is more difficult to assess the low percentage of victims who reported having used victim services. Since the "while living in Nebraska" victimization question is not specific with regard to year of victimization, it may be that some victimizations occurred prior to the availability of services. In addition, it may be that many of the victims who participated in the survey simply did not need or want services, especially since most were victims of non-violent offenses. In sum, the low percentage of respondents reporting use may not necessarily be problematic. Unfortunately, the low base rate of victimization in the survey renders additional analysis meaningless. There were simply too few victims in the sample

who used victim services (7), and there is inadequate data to be useful for describing the types of services used and the types of services needed.

III. Inventory of Nebraska Victim Assistance Programs

The Inventory of Nebraska Victim Assistance Programs was designed to collect basic information on the characteristics of victim assistance and domestic violence programs, including such variables as sources of funding, level of staffing, services provided and number of clients served. It was hoped that this information would be useful in identifying service gaps and problems of duplication and coordination. A survey was mailed to a total of 33 victim assistance and domestic violence agencies programs. Several follow-up mailing and calls were conducted in order to maximize agency/program participation, and a total of 30 agencies/programs completed the survey. The remainder of this section of the report summarizes the findings from that survey. A copy of the survey can be found in Appendix D.

Agency and Program Characteristics

Table 13 summarizes several of the major characteristics of the victim serving agencies and programs that participated in the survey. As the table shows, about three-fourths (73.3%) of the agencies reported having mission statements, and about 63 percent reported have formal goals and objectives. The table also shows that the most common location of the agencies/programs is in a private organizational setting (54.8 %).

Table 13. Characteristics of Victim Serving Agencies/Programs

	Number	Percent
Have Mission Statement	22	71.0
Have Stated Goals and Objectives	15	48.4

	Number	Percent
Program Location		
Police Department	3	9.7
Sheriffs Office	0	0.0
Attorneys' Office	5	16.1
Education Institution	0	0.0
Private Organization	17	54.8
Other Location	7	22.6
Number of Staff (full-time)		
1	14	45.2
2	5	16.1
3 or more	12	38.7
Number of Staff (Part-time)		
1	7	23.3
2	7	23.3
3 or more	8	36.4
Number of Volunteers		
1-3	5	19.2
4-6	3	11.5
7 or more	18	69.2

The staff size for most agencies/programs is small, with about 45 percent having one person on staff. The use of part-time staff ranges from 0 to 3 or more with most agencies reporting the use of at least some part-time staff. The use of volunteers varies considerably from one agency to the next, although nearly all agencies report the use of volunteers. Nearly 70 percent of the agencies report using 7 or more volunteers to help deliver client services.

The sources of funding for the victim serving agencies/programs is described in Table 14. As the table shows, most of the victim serving agencies/programs report relying on a combination of federal, state, and local funds. About 61 percent of the agencies reported that 30 percent or less of their funds were from the federal government, another 23 percent indicated that between 31 and 60 percent of their funds were federal, and about 6 percent indicated that 61 percent or more of their funds were from federal sources. Just under 13 percent of the agencies reported that 30 percent or less of their funds were from state sources, about 39 percent reported receiving between 31 and 60 percent of their funds from the state, and about 26 percent reported that 61 percent or more of their funds were from the state. About 23 percent of the agencies reported that 30 percent or less of their funds were from the city, and just over 3 percent reported that between 31 and 60 percent of their funds were from the city. County, private, and other sources of funding made up 30 percent or less of funding sources for 39 to 55 percent of the agencies/programs. It is likely that in some cases the agency/program respondents are unaware of the actual source of funding, and the data in Table 14 should be interpreted carefully. For example, it is quite possible that some agency/program directors report federal funds to the state as state funds, and other directors as federal funds.

Table 14. Funding Sources of Victim Serving Agencies/Programs

% of Funds	Federal Gov	State Gov	City Gov	County Gov	Private Source	Other Source
30 % or less	(14) 60.9%	(4) 12.9%	(7) 22.6%	(13) 41.9%	(17) 54.9%	(12) 38.7%
31%-60%	(7) 22.6%	(12) 38.7%	(1) 3.2%	(1) 3.2%	(4) 12.9%	(3) 9.6%
61% or more	(2) 6.4%	(8) 25.9%	(0)	(2) 6.4%	(0)	(0)

Victim Services and Program Delivery

The agencies/programs surveyed were asked to indicate the type of services that they provided. This information is summarized in Table 15. Paralegal assistance, witness alerts, hot lines, shelters, public education, counseling and child care are some of the most frequently reported services provided by the victim serving agencies/programs. Landlord intervention, personal or childrens advocates, and court orientation are some of the least frequently reported services.

Table 15. Types of Services Provided

	Number	Percent
Domestic Violence Support Groups	23	76.7
Self-help Groups	4	13.3
Support Groups	17	56.7
Counseling	24	80.0
24 Hour Hot Line	29	96.7
Referrals	14	46.7
Crisis Intervention	17	56.7
On-Scene comfort	15	50.0
Mediation	11	36.7
Financial Assistance	15	50.0
Witness Fee Assistance	27	90.0
Compensation Assistance	9	30.0
Restitution Claims	23	76.7
Insurance Claims	22	73.3

	Number	Percent
Witness Alert	30	100.0
Victim Impact Statement	18	60.0
Court Orientation	7	23.3
Escort to Court	11	36.7
Paralegal Assistance	30	100.0
Protection Order Assistance	14	46.7
Property Return	26	86.7
Child Care	28	93.3
Personal Advocate	6	20.0
Children's Advocate	7	23.3
Landlord Intervention	4	13.3
Employer Intervention	15	50.0
Transportation	19	63.3
Public Education	26	86.7
Medical Care	12	40.0
Shelter	26	86.7
Other Services	0	0.0

Table 16 summarizes the findings on the sources of client referrals to the agencies surveyed. Nearly two-thirds of the agencies reported that 30 percent or less of their referrals were from the courts, and about 3 percent indicated that 61 percent or more of their referrals were from that source. About 64 percent reported that 30 percent or less of their referrals were from the police, just under 7 percent reported that between 31 and 60 percent were from the police, and about 17 percent reported that 61 percent or more of their referrals were from the

police. About 73 percent of the agencies reported that 30 percent or less of their referrals came from social service agencies, just over 3 percent reported that between 31 and 60 percent came from social service agencies, and about another 3 percent reported that 61 percent or more were from that source. Counselors and attorneys were the source of 30 percent or less of the referrals for about 74 percent of the agencies/programs. Self-referrals stand out as an important source of clients for the victim serving agencies and programs. Sixty percent reported that 30 percent or less or fewer of their referrals came from self-referrals, about 17 percent reported that between 31 and 60 percent came from self-referrals, and another 10 percent reported that 61 percent or more of their referrals were self-referrals.

Table 16. Source of Referrals

% of Referrals	Courts		Police		Social Services		Counselor		Attorney		Self-Referred	
	n	%	n	%	n	%	n	%	n	%	n	%
30% or less	(20)	66.7	(19)	63.4	(22)	73.3	(21)	70.0	(22)	73.3	(18)	60.0
31% - 60%	(0)		(2)	6.6	(1)	3.3	(0)		(0)		(5)	16.7
61% or more	(1)	3.3	(5)	16.7	(1)	3.3	(0)		(2)	6.6	(3)	10.0

The average number of agency/program client contacts is presented in Table 17. The first column in the table gives the total average per month for each of the client contact categories and the second column gives the average number of new clients per month. The most common form of reported client contact is through telephone, followed by mail, in-office, and then in-court contact. Since the average number can be mis-leading due to extreme numbers of contact for one

or two agencies, the range of numbers of each type of contact is worth noting. For example, the number of clients in-office contacts reported ranged from 3 to 943 and the average number of new contacts ranged from 2 to 180. Total in-court contacts ranged from 0 for one agency to 94 for two agencies, and the number of new in-court contacts ranged from 0 to 80. Total telephone contacts ranged from 5 for one agency to 494 to one other agency. Even more extreme is the range for total mail contacts which ranged from 0 for 8 agencies to 1025 for one agency. This extreme variability in client contacts across agencies has several important implications for assessing client services-a point that will receive additional attention later in this report.

Table 17. Average Number of Agency/Program Client Contacts

Face-to-Face	Total Per Month	New Clients Per Month
In Office	105	24
In Court	20	15
Telephone	155	101
Mail	107	13

Table 18 summarizes the gender characteristics of clients as reported by the victim-serving agencies and programs. As the table shows, females make up a far greater percentage of clients than males for most agencies.

Table 18. Gender Distribution of Clients

	Male Clients		Female Clients	
	Number	Percent	Number	Percent
30% or less	25	83.3	0	0.0
30%-60%	3	10.0	1	3.3
60% or more	0	0.0	27	90.0

Some of the other program service characteristics are described in Table 19. In terms of service area, about 16 percent of the agencies reported neighborhoods as their primary service area about 36 percent reported serving a city-wide area, about 55 percent reported serving a county-wide area, and about 42 percent reported serving a regional area. Obviously these percentages total more than 100 percent: several agencies reported counties, cities within counties, and counties within regions as their primary service area.

Table 19 also shows that only a one-fourth (25.8%) of the agencies/programs place time limits on their services and that about 80 percent provide services free of charge to their clients. About 94 percent have staff on call after regular office hours, and nearly 39 percent report that staff speak a language other than English.

Table 19. Agency Characteristics

	Number	Percent
Service Areas		
Neighborhood	5	16.1
City	11	35.5
County	17	54.8
Region	13	41.9

	Number	Percent
State	1	3.2
Time Limits on Services	8	25.8
Charge Clients Fees	6	19.4
Staff on 24 hour call	29	93.5
Languages Spoken other than English	12	38.7

Table 20 summarizes findings on the various methods that the agencies report using to publicize their programs. Brochures, "word of mouth" and personal contact with criminal justice system officials are the methods most frequently reported.

Table 20. Methods are used for Publicizing Programs

	Number	Percent
Radio Announcements	23	76.7
TV Announcements	16	53.3
Newspaper Ads	19	63.3
Brochures in Offices	30	100.0
Informational Letters	26	86.7
"Word of Mouth"	30	100.0
Personal Contact w/Police	29	96.7
Personal Contact w/County Attorney	27	90.0
Other	7	23.3

In sum, perhaps the most fundamental finding from the Inventory of Victim Assistance Programs is that they vary extensively. This variability is reflected in the organizational and

programmatic characteristics of the agencies/programs. In terms of assessing the Inventory itself, at best it provides a very general description of victim services agencies in Nebraska. It tells us little about how victims come into or leave an agency, and it tells us little about what happens to victims who come into contact with an agency. It provides little information about how victim-clients are counted, and very nothing about case management practices. Most importantly, it tells us nothing about the needs of the clients served. This sort of information is extremely important in developing and providing effective and efficient victim services. The implications of not having more detailed information about victim services agencies and programs will be discussed in greater detail in the next section of the report.

IV. The Client Survey

A Client Survey was proposed as the third component of the original victim services assessment. The objective was to have victims who received services identify services received, rate the quality of these services, and identify their unmet service needs in order to identify the "strengths and weaknesses of individual victim assistance agencies." The idea was to survey victims at agencies across the state during two different 14 day periods, using the client survey instrument that had been developed with BJA technical assistance during 1994 and 1995. A copy of that survey instrument can be found in Appendix E. Early in the testing process, it became clear that the implementation of the client survey would be problematic. Although a major implementation issue had to do with the time frame for the contract for testing the survey, several other substantive and methodological issues proved to be even more problematic. These issues and problems are discussed in greater detail in the following section.

Problems In Implementing The Client Survey

One of the assumptions in the development of the Client Survey was that a common assessment instrument and methodology could be developed that could be used for all victim-serving agencies in Nebraska. The development of a single assessment instrument and a common methodology appears to be highly desirable since it would make inter-agency comparisons possible and it would be cost effective. However, for a variety of reasons, the development of such an assessment involves a series of trade-offs between generality and specificity. The instrument as originally developed approximates a "customer satisfaction" survey. Although such

a survey can provide an organization with some measure of client satisfaction, it is really not adequate for use by a funding agency to evaluate the quality of services and subsequently the strengths and weaknesses of victim-services providing agencies. The information collected is very general and the survey rests on an assumption of uniformity in agency/practices - an assumption that is not very realistic, given the variability in what it is that agencies actually do. In other words, the survey may be too general to do much more than "scratch the surface" of agency practice and client experience with that practice. In addition to the content of the survey, the development of a common methodology for administering it is also problematic. Some of the issues related to methodology are detailed below.

1. **Case Load/Flow.** As originally conceptualized, the client survey was to be administered during two 14 day periods through interviews with victims, or self-administered by a victim as they terminated services and mailed to assessment project staff. As the Agency Inventory shows, some agencies appear to have relatively few new clients on a monthly basis, and this makes it nearly impossible to generate enough completed surveys to produce reliable information on small agency services. Using interviewers to conduct the client survey would have resulted in excessive cost, especially since very limited information would be generated by the survey. To a large extent, this problem results from Nebraska's unequal population dispersion which results in different levels of victimization across the state.
2. **Victim Protection and Confidentiality.** An important issue in having clients assess victim services is client safety. The potential harm to client/victims is especially great in situations such as domestic violence where the victim may be at risk if the perpetrator becomes aware of the victims participation in a victim assistance program. Being sensitive to this issue places severe constraints on typical survey techniques. Surveys that use direct mailings or telephone calls might trigger a hostile/dangerous reaction if intercepted or observed by a victim's perpetrator. Consequently, client assessments either have to take place in the agency setting or use other techniques that minimize potential harm to the victim.
3. **Inadequate Information About Agency Processes.** The Client Survey as originally conceptualized is based on a model where clients come to a victim-serving agency, receive services, services are completed or terminated, and the client completes the assessment. This model assumes uniformity in practice and operations among victim services agencies.

However, data collected as part of the agency inventory suggests that Nebraska's victim severing agencies operate in a variety of different ways and provide services through in-person contact, over the telephone, and through the mail. Different client assessment methods and different assessment methods are required for different types of agencies.

4. **Inadequate Information About Agencies**. Detailed information about actual agency services, caseload counting practices, and case management was lacking and did not inform the development of the Client Survey. It appears that some agencies count as client-victims someone who receives a single mailing or telephone in the same way that other agencies count someone who progresses through, and completes a series of counseling sessions as a client. Having both types of clients make assessments using the same assessment instrument is not realistic. The extreme range in number of clients from one agency to the next poses problems for client assessment as well. One agency reported over 2,000 total clients while another reported less than a dozen. Part of this difference may be a client-counting or reporting artifact, or it may be reality. The point is that there is insufficient information about the victim-serving agencies that can be used to determine the quantity and scope of services provided, and inform the development and implementation of an appropriate client assessment instrument and methodology.

The Proposed Client Survey Assessment

Three different client survey methodologies were proposed for testing. It was hoped that one or more of the different methods would address some of the problems discussed above, especially that of providing adequate safeguards to victim/clients. The three methodologies proposed included: 1) a self-administered direct mail survey; 2) an in-person, on-site interview; and 3) the self-initiated use of an 800 telephone number.

The *self-administered direct mail* survey would have involved agency staff giving a client, who was terminating services, a survey to complete on-site. The client would be requested to place the completed survey into an envelope that would be sealed by the client and mailed directly to the research staff. This method assumes that clients come into the agency setting for services, that there is a clear point in time at which services are terminated, and that the survey can be given to the client at that point in time.

The *in-person interview method* would involve a professional interviewer conducting a client interview on-site. Like the mail survey, it assumes that a client comes into an agency for services, those services are complete and terminated at some point, and that the client and interviewer are available for the assessment interview.

The 800 telephone number method, would involve having the client use an 800 number to contact a professional interviewer for a telephone assessment when it was safe to do so. The client would choose the location of the telephone and the time of the interview. Like the other methods, it assumes a termination point in services followed by the client assessment. It also assumes that clients would be motivated to participate in the assessment once services are terminated and they are off-site.

The test of the client assessment survey methodologies described above was postponed for several reasons. One of the most important reasons was the lack of information about actual agencies practices, case loads, operating procedures, and other basic information required for sampling clients and implementing a realistic and valid client assessment process. Without this information, it was impossible to develop the protocols and informed consent documents required for review and approval by the Institutional Review Board for the Protection of Human Services within the time frame of the testing period. Still another reason for postponing the test of client assessment survey methodologies had to do with concerns about the Client Survey Instrument itself. As a part of pretesting, the instrument was subjected to additional review by researchers and practitioners who generally saw it as a general assessment platform in need of additional revision and greater detail in order to make it more sensitive to different types of victim services agencies. Several recommendations concerning the client survey are made in the next section.

VI. Recommendations

This section includes several recommendations drawn from the experience of testing the different victim service assessment methodologies described in this report. Although one of the goals of this project was to provide substantive knowledge about victimization and victim services in Nebraska, the primary goal was to develop information about the feasibility of different methods of conducting victim services and related assessments. The recommendations that follow are based on this information.

Crime and Victimization Survey

It was previously noted that both the mail and telephone versions of the Nebraska Crime and Victimization Survey worked well for gathering attitudinal data on crime and victimization, and that each had advantages and disadvantages. The following recommendations concerning future surveys are offered.

1. Future crime and victimization surveys should rely on telephone survey methodology in order to maximize their representativeness and generalizability to the larger Nebraska population and maximize the accuracy of survey findings.
2. The mail version of the Nebraska Crime and Victimization should be used when one of the primary purposes of the survey is to educate Nebraskans about victimization-related services. The mail survey lends itself to reaching a larger number of Nebraskans at a fairly low cost.
3. Telephone or mail surveys using general population samples should not be used when the primary purpose of the survey is to collect data on the experience of victims with victim services. For such surveys to be useful, the samples would have to be very large and the cost would be excessive. Information on victims experiences with victim services should be collected through studies that use samples of crime victims.

Inventory of Victim Assistance Programs

The Inventory of Victim Assistance Programs was designed to gather basic data about services provided, levels of client contact, and other organizational characteristics. Although the findings from the survey that tested the inventory showed considerable variability among the agencies and programs that responded, the type of data gathered is very general and has limited utility for identifying programs gaps, duplication of services, or making comparisons of agencies. Furthermore, the data have little utility for informing the development and implementation of the client assessment. The following recommendations concern the Inventory of Victim Assistance Programs.

1. The Inventory of Victim Assistance Programs needs considerable refinement before it is used again. Refinements to the inventory should include clarification of service/program categories, rules for defining and counting client contacts, more precise methods for disaggregating budget sources, and additional measures of caseloads and levels of program activity.
2. A survey might not be the best way of obtaining the kind of information that the Inventory of Victim Assistance Programs was intended to collect. Consideration should be given to requiring that such information be provided as part of the funding application process or as an annual grant/funding condition.

Victim Client Survey

A number of issues related to the Client Survey have already been discussed. Several recommendations for improving and implementing such a survey are presented below.

1. Consideration should be given to converting the existing client survey into a customer satisfaction survey that would be administered by the victim services agencies. The survey should be shortened and formatted so that completion is easy. The purpose of the survey would help each agency know the extent to which their customers/clients are satisfied with agency performance. The agency administering the survey should be the principal beneficiary of the information generated by the customer satisfaction survey. The survey

should only be used on-site, and each agency should determine the appropriate point in time when clients are asked to complete the survey.

2. The customer satisfaction survey should be implemented as a matter of good management practice and not for purposes of program evaluation by an external agency.
3. Client Surveys that are more than customer satisfaction surveys need to more closely reflect the type of agency whose clients will be surveyed. Beyond providing general information, it is unlikely that one survey/assessment instrument will have utility for assessing the services of different types of agencies (e.g. domestic violence agency versus victim-witness assistance unit).

Other Recommendations

There are substantial needs for more detailed information on victim services agencies and on victims and their needs. The following recommendations address these informational needs.

1. An in-depth study of the major victim services agencies in Nebraska needs to be undertaken. Such a study would combine data from staff and client interviews and observations with records data to determine more precisely just how Nebraska's victims service agencies are structured, the types and levels of services they are providing, how services are provided, the number of clients and how the agency defines and counts clients. This information gained would be used to identify agency needs, service duplication, and coordination issues. In addition, the information could be used to help develop a realistic client-based assessment system.
2. A separate study of victims needs should be undertaken independently of the study of the in-depth study of victim services. This study involving representative samples of different types of victims would be best, but it would be difficult to draw representative samples of victims. Instead, purposive samples and focus groups of clients from the major agencies in both urban and rural settings should be used to identify the array of victims needs. The data resulting from this effort would be compared with the services being provided in order to identify unmet needs. This data could also be used to plan new services and service delivery systems.
3. Consideration should be given to developing a victim needs assessment instrument and process that could be used by agencies and administered to victims as part of an intake process. This instrument/process would be used to determine and prioritize the victims needs for different types of services. Overtime, analysis of the data produced by the intake assessment could also be used to help identify and plan victim services.

In sum, the experience to date in testing the Nebraska Victims Services Needs Assessment Instrument suggests that additional development needs to take place. The development effort to date has been extremely valuable in building a foundation, but some additional work needs to be done. More in-depth information about victim services agencies is needed to inform the continued development of both the Agency Inventory and the Client Survey. Probably one of the best ways to do this is to work with a small number of agencies that represent the basic types of victim services agencies, study those agencies intensely, and then modify the existing Client Survey to fit each agency. Agency client/victim input should be used to inform the development of the client surveys. This effort could result in a menu of assessment instruments for use in assessing different types of victim services agencies. Evaluators/assessors would be able to choose an assessment instrument from the menu that matches the type of agency being evaluated.

Appendix A: Mail Survey

NEBRASKA CRIME AND VICTIMIZATION SURVEY 1996

Dear Nebraskan:

This booklet contains questions about your opinions on crime, the criminal justice system in Nebraska, and your experiences with crime. This survey is being conducted for the Nebraska Crime Commission by the Department of Criminal Justice at the University of Nebraska at Omaha, with assistance from the Center for Public Affairs Research.

Your cooperation in answering these questions will help in the fight against crime in Nebraska.

Your answers will be treated confidentially. This booklet is numbered so we can keep track of the information that you provide without using your name on the booklet.

Please answer every question. Some questions may have more than one answer that applies to you. If so, please check all the answers that apply to you.

If you need additional space to answer a question, or if you have any comments you would like to make, please use the last page of the booklet to do so. If you want to verify the sponsorship or use of this information, please call the Nebraska Crime and Victimization Project at (402) 595-2311 or write:

*Nebraska Crime and Victimization Project
Center for Public Affairs Research/Department of Criminal Justice
PKCC
1313 Farnam on the Mall
Omaha, NE 68182*

Please take a few minutes to read and answer these questions and return it in the postage paid return envelope. Thank you for your cooperation.



University of
Nebraska at
Omaha

Conducted for the Nebraska Crime Commission by
the Center for Public Affairs Research -
Department of Criminal Justice, University of
Nebraska at Omaha, Omaha, Nebraska

1. Is there any area right around your home--that is, within a mile--where you would be afraid to walk alone at night?
 - 1 No
 - 2 Yes

2. How much does fear of crime prevent you from doing things you would like to do?
 - 1 Very much
 - 2 Somewhat
 - 3 Rarely, or
 - 4 Never [not at all]

3. When you leave your home or apartment how often do you think about being robbed or physically assaulted?
 - 1 Very often
 - 2 Sometimes
 - 3 Rarely, or
 - 4 Never [not at all]

4. When you leave your home, how often do you think about it being broken into or vandalized while you're away?
 - 1 Very often
 - 2 Sometimes
 - 3 Rarely, or
 - 4 Never [not at all]

5. How much do you worry that your loved ones will be hurt by criminals?
 - 1 Very much
 - 2 Somewhat
 - 3 Rarely, or
 - 4 Never [not at all]

6. When you're in your home, how often do you feel afraid of being attacked or assaulted?
 - 1 Very often
 - 2 Sometimes
 - 3 Rarely, or
 - 4 Never [not at all]

7. How fearful are you of being the victim of a violent crime?

- 1 Very much
- 2 Somewhat
- 3 Rarely, or
- 4 Never [not at all]

8. How likely do you think it is that each of the following will happen to you during the next year?

- | | Not | Not | |
|--------|------|--------|--|
| Likely | Sure | Likely | |
| 1 | 2 | 3 | Someone breaking into your home and taking something or attempting to take something |
| 1 | 2 | 3 | Someone stealing or attempting to steal a motor vehicle belonging to you |
| 1 | 2 | 3 | Someone stealing other property or valuable things belonging to you |
| 1 | 2 | 3 | Someone taking something from you by force or threat of force |
| 1 | 2 | 3 | Someone beating or attacking you with a knife, gun, club or other weapon |
| 1 | 2 | 3 | Someone threatening you with their fist, feet or other bodily attack |
| 1 | 2 | 3 | Someone forcing you to have unwanted sexual contact or intercourse with them against your will |
| 1 | 2 | 3 | Being beaten or attacked by a member of your family or someone in your household |

9. Over the past three years, do you believe that violent crime in your community has:

- 1 Decreased
- 2 Stayed about the same
- 3 Increased

10. During the next three years, do you believe that violent crime in your community will:

- 1 Decrease
- 2 Stay about the same
- 3 Increase

11. How would you rate the job being done by law enforcement in your community?
- 1 Excellent
 - 2 Good
 - 3 Fair
 - 4 Poor
12. Which of the following do you believe are responsible for violent crime? (Check all that apply.)
- 1 Criminal justice system is too easy on offenders
 - 1 Breakdown of family life
 - 1 Population increase
 - 1 Moral decay
 - 1 Use of drugs
 - 1 Domestic violence
 - 1 Television and movie violence
 - 1 Availability of guns
 - 1 The economy
 - 1 Too much leisure time
 - 1 Gangs
 - 1 Use of alcohol
 - 1 Lack of parental discipline
 - 1 Other, specify _____
13. Which substances, if any, do you feel contribute most to violent crime in your community? (Check all that apply.)
- 1 Cocaine
 - 1 Crack cocaine
 - 1 Heroin
 - 1 Marijuana
 - 1 Alcohol
 - 1 Other drugs, specify _____

Questions 14 through 23 refer only to things that happened to you in Nebraska, between January 1 and December 31, 1995:

14. Did anyone take something directly from you by using force, such as by a stick-up, mugging or threat?
- 1 No (skip to question 15)
 - 2 Yes
- For this incident, or the most recent of these incidents, was it done by
- 1 A stranger or unknown person
 - 2 A casual acquaintance
 - 3 A person well known to you (but not a family member)
 - 4 A family member

15. Did anyone threaten to beat you up or threaten you with a knife or some other weapon (NOT including telephone threats other than any incident already mentioned)?

- 1 No (skip to question 16)
- 2 Yes

For this incident, or the most recent of these incidents, was it done by

- 1 A stranger or unknown person
- 2 A casual acquaintance
- 3 A person well known to you (but not a family member)
- 4 A family member

16. Did anyone hit you, attack you or beat you up (other than any incident already mentioned)?

- 1 No (skip to question 17)
- 2 Yes

For this incident, or the most recent of these incidents, was it done by

- 1 A stranger or unknown person
- 2 A casual acquaintance
- 3 A person well known to you (but not a family member)
- 4 A family member

17. Did anyone force you, or attempt to force you, to have sexual intercourse with them?

- 1 No (skip to question 18)
- 2 Yes

For this incident, or the most recent of these incidents, was it done by

- 1 A stranger or unknown person
- 2 A casual acquaintance
- 3 A person well known to you (but not a family member)
- 4 A family member

18. Did anyone force you, or attempt to force you, to engage in any unwanted sexual activity (other than any incident already mentioned)?

- 1 No (skip to question 19)
- 2 Yes

For this incident, or the most recent of these incidents, was it done by

- 1 A stranger or unknown person
- 2 A casual acquaintance
- 3 A person well known to you (but not a family member)
- 4 A family member

19. Did anyone try to attack you in some other way (other than any incident already mentioned)?

- 1 No (skip to question 20)
- 2 Yes

For this incident, or the most recent of these incidents, was it done by

- 1 A stranger or unknown person
- 2 A casual acquaintance
- 3 A person well known to you (but not a family member)
- 4 A family member

20. Did anyone break in or try to break into your car or truck, home or some other building on your property?

- 1 No
- 2 Yes

21. Did anyone deliberately damage or vandalize, steal or try to steal something that belonged to you?

- 1 No
- 2 Yes

22. Were you the victim of an automobile crash involving a drunk driver?

- 1 No
- 2 Yes

23. Were any of your close relatives, living in Nebraska, homicide victims?

- 1 No
- 2 Yes

In Nebraska, there are agencies designed specifically to help victims of crime. These victim assistance agencies are sometimes known as Victim/Witness Units, Domestic Violence Programs, Sexual Assault Programs or may have other names. These agencies may provide services such as explanations of the criminal justice system and how each victim's case will be handled, they may accompany a victim or witness to court, they may provide shelter for victims, or they may provide many other services. The next series of questions seek your opinion and insight regarding victim assistance agencies in Nebraska.

24. Are you aware of any Victim/Witness Units, Domestic Violence Programs, or Sexual Assault Programs in your area that you could contact or where you could go when you need help or services as a victim of crime?

- 1 No
- 2 Yes

25. If yes, which programs or agencies are these? (Check all that apply.)

- 1 Victim assistance agency
- 1 Domestic violence program
- 1 Sexual assault program
- 1 Shelter
- 1 Police-based program
- 1 Church-based program
- 1 Fire station-based program
- 1 School-based program
- 1 Other _____

If you have been a victim of crime since living in Nebraska, please answer the following questions. If you have not been a victim, go to the "Your Characteristics" section, question 37.

26. After you became a victim, did you know that there were victim assistance programs which could help you?

- 1 No
- 2 Yes

27. Have you ever received help from a victim assistance agency in Nebraska?

- 1 No (skip to question 29)
- 2 Yes

Which Agencies?

28. How did you find out about the victim assistance agency?

- 1 Law Enforcement
- 1 County Attorney
- 1 Doctor
- 1 Hospital
- 1 Friend or Relative
- 1 Newspaper
- 1 Television or Radio
- 1 Victim assistance agency contacted you
- 1 Other means (Please Describe) _____
- 1 Did not find out about a victim assistance agency

29. Below is a list of services offered by many victim programs throughout the state. Check all that were provided to you when you were a crime victim.

- 1 Emergency help through a telephone crisis line
- 1 Counseling through a telephone crisis line
- 1 On-scene help
- 1 Group counseling
- 1 Individual counseling
- 1 Support group
- 1 Supportive listening
- 1 Referral to other service agencies for help (such as food bank, social services, medical facilities, etc.)

- 1 Helped get repairs to home or office
- 1 Financial help
- 1 Helped filing insurance forms
- 1 Helped with claims for Crime Victims' Compensation Program

- 1 Legal assistance
- 1 Property return
- 1 Helped in preparing or filing a Protection Order
- 1 Explanation of court proceedings
- 1 Accompanied you to court
- 1 Accompanied you to County Attorney's Office
- 1 Explained how the criminal justice system works and how the case would be handled
- 1 Information about the status of the case

- 1 Employer intervention
- 1 Intervention with landlord, utility company or other debts

- 1 Provided shelter
- 1 Transportation

- 1 Helped complete Victim Impact Statement
- 1 Notification about offender's Parole hearing

Are there any other services that were provided to you?

- 1. _____
- 2. _____

30. Overall, how would you rate the services you were provided by the victim assistance agency?

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor

31. What services do you believe were needed but were not provided?

- 1 Emergency help through a telephone crisis line
- 1 Counseling through a telephone crisis line
- 1 On-scene help
- 1 Group counseling
- 1 Individual counseling
- 1 Support group
- 1 Supportive listening
- 1 Referral to other service agencies for help (such as food bank, social services, medical facilities, etc.)

- 1 Helped get repairs to home or office
- 1 Financial help
- 1 Helped filing insurance forms
- 1 Helped with claims for Crime Victims' Compensation Program

- 1 Legal assistance
- 1 Property return
- 1 Helped in preparing or filing a Protection Order
- 1 Explanation of court proceedings
- 1 Accompanied you to court
- 1 Accompanied you to county Attorney's Office
- 1 Explained how the criminal justice system works and how the case would be handled
- 1 Information about the status of the case

- 1 Employer intervention
- 1 Intervention with landlord, utility company or other debts

- 1 Transportation
- 1 Provided shelter

- 1 Helped complete Victim Impact Statement
- 1 Notification about offender's Parole hearing

Are there any other services that would have been needed?

- 1. _____
- 2. _____

For these next set of questions, think about the last time you were a victim of crime anywhere in Nebraska.

32. Where did the victimization occur? (Check the most appropriate description.)

- 1 Your home or apartment
- 2 Offender's home or apartment
- 3 Some other residence
- 4 On the street
- 5 In a parking lot
- 6 At a business location
- 7 Bar
- 8 Other, specify _____

33. Did you think the offender was under the influence of alcohol or drugs?

- 1 No
- 2 Yes
- 3 Don't Know

34. Did you report this crime to a law enforcement agency?

- 1 No
- 2 Yes

35. If you did not report the crime to law enforcement, what was the primary reason for not reporting it? (Check only one)

- 1 Afraid of offender
- 2 Dealt with another way
- 3 Not important enough - minor offense
- 4 Felt sorry for the offender
- 5 Crime due to my own carelessness
- 6 Did not want to get involved
- 7 Police couldn't or wouldn't do anything
- 8 No confidence in the justice system
- 9 Did not know how to report the crime
- 10 Did not have a telephone or available transportation
- 11 Other, specify _____

36. Do you know if the crime was prosecuted, in other words, did the offender go to court?

- 1 No
- 2 Yes
- 3 Don't Know

Your Characteristics (will be used for statistical analysis only):

37. In what year were you born? _____

38. What is your gender?

- 1 Male
- 2 Female

39. To what racial or ethnic group do you belong? Are you...

- 1 White
- 2 African American/Black
- 3 Asian (Oriental)
- 4 Native American
- 5 Hispanic
- 6 Other

40. What was the last grade, or year of school that you completed?

- 1 Grade 8 or less
- 2 Grade 9 through Grade 11
- 3 High School Graduate or GED
- 4 Some college but no degree
- 5 Bachelors completed
- 6 Masters completed
- 7 Doctorate or Professional School (Law, Medicine, etc.)
- 8 Technical or Associate Degree
- 9 Other (please specify) _____

41. Which best describes where you live? (Check only one.)

- 1 Rural area
- 2 Town away from an urban area
- 3 Suburb of urban area
- 4 In a city but not in the central area
- 5 Central area of a city

42. What is your present marital status?

- 1 Now Married
- 2 Single, never married
- 3 Divorced/Separated
- 4 Widowed

43. Besides yourself, how many people live with you in your home or apartment?

- 1 Live alone
- 2 1
- 3 2
- 4 3
- 5 4 or more

44. Of these categories, which best describes your total household income?

- 1 Under \$10,000
- 2 \$10,000 to \$19,999
- 3 \$20,000 to \$39,999
- 4 \$40,000 to \$59,999
- 5 \$60,000 or more

45. Which category best describes your present employment status (Check only one.)

- 1 Employed full-time
- 2 Employed part-time
- 3 Employed, on temporary layoff
- 4 Unemployed, looking for work
- 5 Not employed, not looking for work (check one)
 - 6 Homemaker
 - 7 Student
 - 8 Retired
 - 9 Other

47. What is your zip code? _ _ _ _ _

48. What county do you live in? _____

Thank you for completing this survey. Your cooperation in answering these questions will help in the fight against crime in Nebraska.

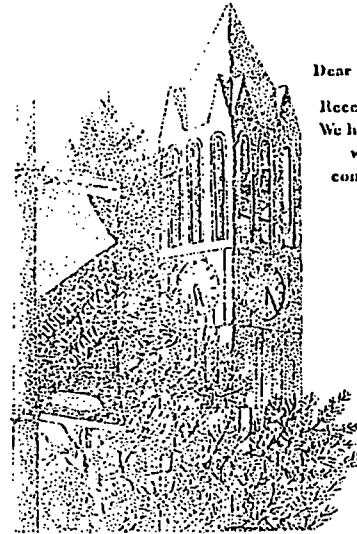
Appendix B: Survey Alert and Reminder

 University of
Nebraska at
Omaha
Center for Public Affairs Research
Peter Kiewit Conference Center
Omaha, Nebraska 68182

**The Nebraska Crime
and
Victimization Survey
Reminder!**

The University of Nebraska does not discriminate
in its academic, employment, or admissions policies
and abides by all federal, state, and regional
regulations pertaining to same.

NON-PROFIT ORG.
U.S. Postage
PAID
Omaha, Nebraska
Permit No. 301



Dear Nebraskan,

Recently, we sent you a Nebraska Crime and Victimization Survey. We have not yet received your completed survey, and we hope you will return it within the next few days. Your cooperation in completing and returning the survey will help to assess crime in Nebraska and to improve services for victims of crime.

For more information about the survey contact:

The Nebraska Crime and Victimization Survey
Center for Public Affairs Research
Department of Criminal Justice
The University of Nebraska at Omaha
1313 Farnam-on-the-Mall
Omaha, Nebraska 68182

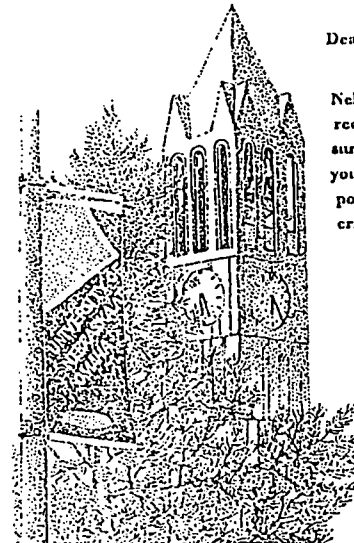
Telephone (402) 595-2311

 University of
Nebraska at
Omaha
Center for Public Affairs Research
Peter Kiewit Conference Center
Omaha, Nebraska 68182

**The Nebraska Crime
and
Victimization Survey
Alert!**

The University of Nebraska does not discriminate
in its academic, employment, or admissions policies
and abides by all federal, state, and regional
regulations pertaining to same.

NON-PROFIT ORG.
U.S. Postage
PAID
Omaha, Nebraska
Permit No. 301



Dear Nebraskan,

You have been selected at random to participate in the 1996 Nebraska Crime and Victimization Survey. In a few days you will be receiving a Nebraska Crime and Victimization Survey booklet. The survey will take about 20 to 30 minutes for you to complete. When you receive the survey, please complete and return it just as soon as possible. The results of this important survey will be used to assess crime in Nebraska and to help improve services for crime victims.

For more information about the survey contact:

The Nebraska Crime and Victimization Survey
Center for Public Affairs Research
Department of Criminal Justice
The University of Nebraska at Omaha
1313 Farnam-on-the-Mall
Omaha, Nebraska 68182

Telephone (402) 595-2311

Appendix C: Telephone Survey

Interviewer Initials: _____
Interview #: _____
Telephone #: _____

[...]---Notes for Interviewer

NA --Not Applicable

DK --Don't Know

NC --Not Codeable

NR --No Response

A. [To person answering the phone, say]

Hello, my name is _____. I'm working with the University of Nebraska at Omaha's Department of Criminal Justice in conjunction with the Nebraska Crime Commission. We are surveying citizens across the state in order to assess their opinions and attitudes on crime. Would you be able to tell me if I have reached _____.
[REPEAT PHONE NUMBER]

Are you 18 years of age or older? [IF NOT, IS THERE SOMEONE WHO IS 18 YEARS OR OLDER THAT I COULD SPEAK WITH?] [IF YES, REPEAT INTRODUCTION. IF NO, THANK AND TERMINATE INTERVIEW.] Your phone number has been randomly selected. Let me assure you that your responses will be confidential and anonymous--as by law they must. The interview will only take about 10-15 minutes. Feel free to ask questions at any time.

B. May I ask what county this residence is in?

01	ADAMS	32	FRONTIER	63	NANCE
02	ANTELOPE	33	FURNAS	64	NEMAHA
03	ARTHUR	34	GAGE	65	NUCKOLLS
04	BANNER	35	GARDEN	66	OTOE
05	BLAINE	36	GARFIELD	67	PAWNEE
06	BOONE	37	GOSPER	68	PERKINS
07	BOX BUTTE	38	GRANT	69	PHELPS
08	BOYD	39	GREELEY	70	PIERCE
09	BROWN	40	HALL	71	PLATTE
10	BUFFALO	41	HAMILTON	72	POLK
11	BURT	42	HARLAN	73	RED WILLOW
12	BUTLER	43	HAYES	74	RICHARDSON
13	CASS	44	HITCHCOCK	75	ROCK
14	CEDAR	45	HOLT	76	SALINE
15	CHASE	46	HOOKER	77	SARPY
16	CHERRY	47	HOWARD	78	SAUNDERS
17	CHEYENNE	48	JEFFERSON	79	SCOTTS BLUFF
18	CLAY	49	JOHNSON	80	SEWARD
19	COLFAX	50	KEARNEY	81	SHERIDAN
20	CUMING	51	KEITH	82	SHERMAN
21	CUSTER	52	KEYAPAHA	83	SIOUX
22	DAKOTA	53	KIMBALL	84	STANTON
23	DAWES	54	KNOX	85	THAYER
24	DAWSON	55	LANCASTER	86	THOMAS
25	DEUEL	56	LINCOLN	87	THURSTON
26	DIXON	57	LOGAN	88	VALLEY
27	DODGE	58	LOUP	89	WASHINGTON
28	DOUGLAS	59	MCPHERSON	90	WAYNE
29	DUNDY	60	MADISON	91	WEBSTER
30	FILLMORE	61	MERRICK	92	WHEELER
31	FRANKLIN	62	MORRILL	93	YORK

OTHER [SAY]: That's outside the area we're studying, but thanks for your time. [SAY GOODBYE, HANG UP; YOU ARE DONE.]

DON'T KNOW, NO ANSWER [SAY]: Well, thanks for your time. [SAY GOODBYE, HANG UP; YOU ARE DONE.]

1. Is there any area right around your home--that is, within a mile--where you would be afraid to walk alone at night?
 - 1... No
 - 2... Yes

2. How much does fear of crime prevent you from doing things you would like to do? Would you say...[READ LIST]
 - 1... Very Much
 - 2... Somewhat
 - 3... Rarely, or
 - 4... Never [not at all]

3. When you leave your home or apartment, how often do you think about being robbed or physically assaulted? Would you say... [READ LIST]
 - 1... Very often
 - 2... Sometimes
 - 3... Rarely, or
 - 4... Never [not at all]

4. When you leave your home, how often do you think about it being broken into or vandalized while you're away? Would you say... [READ LIST]
 - 1... Very often
 - 2... Sometimes
 - 3... Rarely, or
 - 4.. Never [not at all]

5. How much do you worry that your loved ones will be hurt by criminals? Would you say...[READ LIST]
 - 1... Very much
 - 2... Somewhat
 - 3... Rarely, or
 - 4... Never [not at all]

6. When you're in your home, how often do you feel afraid of being attacked or assaulted? Would you say...[READ LIST]
 - 1... Very often
 - 2... Sometimes
 - 3... Rarely, or
 - 4... Never [not at all]

7. How fearful are you of being the victim of a violent crime?
Would you say...[READ LIST]

- 1... Very much
- 2... Somewhat
- 3... Very little, or
- 4... Never [not at all]

8. Answering Yes or NO, do you think any of the following are likely to happen to you during the next year?

Yes No

- | | | |
|---|---|---|
| 1 | 2 | Someone breaking into your home and taking something or attempting to take something. |
| 1 | 2 | Someone stealing or attempting to steal a motor vehicle belonging to you. |
| 1 | 2 | Someone stealing other property or valuable things belonging to you. |
| 1 | 2 | Someone taking something from you by force or threat of force. |
| 1 | 2 | Someone beating or attacking you with a knife, gun, club or other weapon. |
| 1 | 2 | Someone threatening you with their fist, feet or other bodily attack. |
| 1 | 2 | Someone forcing you to have sexual intercourse with them against your will. |
| 1 | 2 | Being beaten or attacked by a member of your family or someone in your household. |

9. Over the past three years, do you believe the violent crime problem in your community has...[READ LIST]

- 1... Gotten better
- 2... Stayed about the same
- 3... Gotten worse

10. During the next three years, do you believe the violent crime problem in your community will...[READ LIST]

- 1... Get better
- 2... Stay about the same
- 3... Become worse

11. How would you rate the job being done by law enforcement in your community? Would you say they are doing an...[READ LIST]

- 1... Excellent
- 2... Good
- 3... Fair, or
- 4... Poor job

12. Which of the following do you believe are responsible for our violent crime problem? [READ LIST AND CIRCLE ALL THAT APPLY]

- 1... Criminal justice system is too easy
- 2... Breakdown of family life
- 3... population increase
- 4... Moral decay
- 5... Use of drugs
- 6... Domestic violence
- 7... Television and movie violence
- 8... Availability of guns
- 9... The economy
- 10.. Too much leisure time
- 11.. Gangs
- 12.. Use of alcohol
- 13.. Parental discipline
- 14.. Other, specify _____

13. Which substances do you feel contribute most to the violent crime problem in your community? [READ LIST AND CIRCLE ALL THAT APPLY]

- 1... Cocaine
- 2... Crack cocaine
- 3... Heroin
- 4... Marijuana
- 5... Alcohol
- 6... Other drugs, specify _____

The following questions refer only to things that happened to you during 1995 in Nebraska, between January 1 and December 31, 1995:

14. Did anyone take something directly from you by using force, such as by a stick-up, mugging or threat?

- 1... No [IF NO, SKIP TO Q#15]
- 2... Yes

14a. For this incident, or the most recent of these incidents, was it done by...[READ LIST]

- 1... A stranger or unknown person
- 2... A casual acquaintance
- 3... A person well know to you (but not a family member)
- 4... A family member

15. Other than any incidents already mentioned...Did anyone threaten to beat you up or threaten you with a knife or some other weapon NOT including telephone threats.

- 1... No [IF NO, SKIP TO Q#16]
- 2... Yes

15a. For this incident, or the most recent of these incidents, was it done by...[READ LIST]

- 1... A stranger or unknown person
- 2... A casual acquaintance
- 3... A person well know to you (but not a family member)
- 4... A family member

16. Other than any incident already mentioned...Did anyone hit you, attack you or beat you up?

- 1... No [IF NO, SKIP TO Q#17]
- 2... Yes

16a. For this incident, or the most recent of these incidents, was it done by...[READ LIST]

- 1... A stranger or unknown person
- 2... A casual acquaintance
- 3... A person well know to you (but not a family member)
- 4... A family member

17. Did anyone force you, or attempt to force you, to have sexual intercourse with them?

- 1... No [IF NO, SKIP TO Q#18]
- 2... Yes

17a. For this incident, or the most recent of these incidents, was it done by...[READ LIST]

- 1... A stranger or unknown person
- 2... A casual acquaintance
- 3... A person well known to you (but not a family member)
- 4... A family member

18. Other than those incidents already mentioned...Did anyone force you, or attempt to force you, to engage in any unwanted sexual activity?
- 1... No [IF NO, SKIP TO Q#19]
 - 2... Yes
- 18a. For this incident, or the most recent of these incidents, was it done by...[READ LIST]
- 1... A stranger or unknown person
 - 2... A casual acquaintance
 - 3... A person well known to you (but not a family member)
 - 4... A family member
19. Other than any incident already mentioned...Did anyone try to attack you in some other way?
- 1... No [IF NO, SKIP TO Q#20]
 - 2... Yes
- 19a. For this incident, or the most recent of these incidents, was it done by...[READ LIST]
- 1... A stranger or unknown person
 - 2... A casual acquaintance
 - 3... A person well known to you (but not a family member)
 - 4... A family member
20. Did anyone break in or try to break into your car or truck, home or some other building on your property?
- 1... No
 - 2... Yes
21. Did anyone damage, steal or try to steal something that belonged to you?
- 1... No
 - 2... Yes
22. Were you the victim of an automobile crash involving a drunk driver?
- 1... No
 - 2... Yes
23. Were any of your close relatives homicide victims?
- 1... No
 - 2... Yes

In Nebraska, there are agencies designed specifically to help victims of crime. These victim assistance agencies are sometimes known as Victim/Witness Units, Domestic Violence Programs, Sexual Assault Programs or perhaps other names. These agencies may provide services such as explanations of the criminal justice system and how each victim's case will be handled, they may accompany a victim or witness to court, they may provide shelter for victims, or they may provide many other services. The next series of questions seek your opinion and insight regarding victim assistance agencies in Nebraska.

24. Are you aware of any Victim/Witness Units, Domestic Violence Programs, or Sexual Assault Programs whom you could contact or where you could go when you need help or services as a victim of crime?

- 1... No [IF NO, SKIP TO Q#26]
- 2... Yes

25. And where would that be? [CIRCLE ALL THAT APPLY]

- 1... Victim Assistance agency/Domestic Violence program, or Sexual Assault program
- 2... Shelter
- 3... Police
- 4... Church
- 5... Fire station
- 6... Schools
- 7... Other [LIST] _____

26. Have you been a victim of crime since living in Nebraska?

- 1... Yes [CONTINUE]
- 2... No [SKIP TO Q#38]

27. After you became a victim, did you know that there were victim assistant programs which could help you?

- 1... No
- 2... Yes

28. Have you ever received help from a victim assistance agency in Nebraska?

- 1... No
- 2... Yes

Which Agencies: 1. _____
2. _____
3. _____
4. _____

29. How did you find out about the victim assistance agency? [DON'T READ]
- 1... Law enforcement
 - 2... County attorney
 - 3... Doctor
 - 4... Hospital
 - 5... Friend or relative
 - 6... Newspaper
 - 7... Television or radio
 - 8... Victim assistance agency contacted you
 - 9... Other means (Please Describe) _____
 - 10.. Did not find out about a victim assistance agency

30. Below is a list of services offered by many victim programs throughout the state. Please tell me which ones were provided to you when you were a crime victim. [READ LIST AND CIRCLE ALL MENTIONS]

- 1... Emergency help through a telephone crisis line
- 2... Provided shelter
- 3... On-scene help
- 4... Helped get repairs to home or office
- 5... Financial help
- 6... Counseling through a telephone crisis line
- 7... Group counseling
- 8... Individual counseling
- 9... Support group
- 10.. Referral to other service agencies for help (such as food bank, social services, medical facilities, etc.)
- 11.. Supportive listening
- 12.. Accompanied you to county Attorney's office
- 13.. Property return
- 14.. Employer intervention
- 15.. Legal assistance
- 16.. Transportation
- 17.. Helped in preparing or filing a Protection Order
- 18.. Explained how the criminal justice system works and how the case would be handled
- 19.. Information about the status of the case
- 20.. Intervention with landlord, utility company or other debts
- 21.. Helped filing insurance forms
- 22.. Helped with claims for Crime Victims' compensation program
- 23.. Explanation of court proceedings
- 24.. Accompanied to court
- 25.. Helped complete Victim Impact Statement
- 26.. Notification about offender's Parole hearing
- 27.. Any other services provided I haven't mentioned? [LIST]
 - a. _____
 - b. _____
 - c. _____

31. Overall, how would you rate the services you were provided by the victim assistance agency? Would you say...[READ LIST]

- 1... Excellent
- 2... Good
- 3... Fair, or
- 4... Poor

32. What services do you believe were needed but were not provided? [READ LIST AND CIRCLE ALL MENTIONS]

- 1... Emergency help through a telephone crisis line
- 2... Provided shelter
- 3... On-scene help
- 4... Helped get repairs to home or office
- 5... Financial help
- 6... Counseling through a telephone crisis line
- 7... Group counseling
- 8... Individual counseling
- 9... Support group
- 10.. Referral to other service agencies for help (such as food bank, social services, medical facilities, etc.)
- 11.. Supportive listening
- 12.. Accompanied you to county Attorney's office
- 13.. Property return
- 14.. Employer intervention
- 15.. Legal assistance
- 16.. Transportation
- 17.. Helped in preparing or filing a Protection Order
- 18.. Explained how the criminal justice system works and how the case would be handled
- 19.. Information about the status of the case
- 20.. Intervention with landlord, utility company or other debts
- 21.. Helped filing insurance forms
- 22.. Helped with claims for Crime Victims' compensation program
- 23.. Explanation of court proceedings
- 24.. Accompanied to court
- 25.. Helped complete Victim Impact Statement
- 26.. Notification about offender's Parole hearing
- 27.. Any other services provided you that I haven't mentioned?

[LIST]

- a. _____
- b. _____
- c. _____

For these next set of questions, think about the last time you were victimized.

33. Where did the victimization occur? [DON'T READ BUT CIRCLE MOST APPROPRIATE DESCRIPTION]
- 1... Your home or apartment
 - 2... Offender's home or apartment
 - 3... Some other residence
 - 4... On the street
 - 5... In a parking lot
 - 6... At a business location
 - 7... At a bar
 - 8... Other specify _____
34. Did you think the offender was under the influence of alcohol or drugs?
- 1... No
 - 2... Yes
 - 3... Don't Know
35. If you did not report the crime to law enforcement, what was the primary reason for not reporting it? [DON'T READ]
- 1... Afraid of offender
 - 2... Dealt with another way
 - 3... Not important enough - minor offense
 - 4... Felt sorry for the offender
 - 5... Crime due to my own carelessness
 - 6... Did not want to get involved
 - 7... Police couldn't or wouldn't do anything
 - 8... No confidence in the justice system
 - 9... Did not know how to report the crime
 - 10.. Did not have a telephone or available transportation
 - 11.. Other, specify _____
36. Do you know if the crime was prosecuted, in other words, did the offender go to court?
- 1... No
 - 2... Yes

Now I have just a few final questions for classification purposes only:

38. In what year were you born? _ _ _ _
39. What is your gender?
- 1... Male
 - 2... Female
40. To what racial or ethnic group do you belong? Are you...[READ]
- 1... White
 - 2... African American/Black
 - 3... Asian (Oriental)
 - 4... Native American
 - 5... Hispanic
 - 6... Refused [DON'T READ]
 - 7... NC/NA
41. What was the last grade, or year of school that you completed? [DON'T READ]
- 1... Grade 8 or less
 - 2... High school, High school graduate
 - 3... Undergraduate, Undergraduate degree
 - 4... Graduate, Graduate degree
 - 5... Professional School (Law, Medicine, etc.)
 - 6... Technical or Associate Degree
 - 7... Other, specify _____
42. Which best describes where you live? Would you say..[READ LIST]
- 1... Rural area
 - 2... Town away from an urban area
 - 3... Suburb of urban area
 - 4... In a city but not in the central area
 - 5... Central area of a city
43. What is your present marital status? [DON'T READ]
- 1... Married
 - 2... Single, never married
 - 3... Divorced/Separated
 - 4... Widowed
 - 5... Refused

44. How many people live in your home or apartment?

- 1... Live alone
- 2... one
- 3... two
- 4... three
- 5... four or more

45. Of these categories, which best describes your total family income? [READ LIST]

- 1... Under \$10,000
- 2... \$10,001 to \$20,000
- 3... \$20,001 to \$40,000
- 4... \$40,001 to \$60,000
- 5... Over \$60,000

46. What is your present employment status? Are you... [READ LIST AND CIRCLE ONLY ONE]

- 1... Employed full time
- 2... Employed part time
- 3... Homemaker
- 4... Student
- 5... Unemployed
- 6... Retired
- 7... Other

47. What is your zip code? _____

Thank you for completing this survey. Your cooperation in answering these questions will help in the fight against crime in Nebraska.

Appendix D: Inventory of Victim Assistance Agencies

INVENTORY OF VICTIM ASSISTANCE

PROGRAMS IN NEBRASKA 1996



Department of Criminal Justice
University of Nebraska at Omaha
Omaha, Nebraska

This booklet contains questions about your Victim Assistance Program. We, the Criminal Justice Department at the University of Nebraska at Omaha, are attempting to develop a comprehensive inventory of programs so that we can better address the needs of victims in Nebraska.

Your cooperation in answering these questions will help in the development of the best, most effective victim assistance system for our citizens.

Please take a few minutes to read and answer these questions. If you have questions or need additional information on any of the items in this booklet, please contact Vince Webb or Melissa Megerson at (402) 554-2610.

Thank you for your cooperation.

(To be completed by the Director of the program being inventoried)

1. Name of program _____

2. Address and telephone numbers of Program _____

3. Director's name _____

4. Date program began operating _____

5. What is the purpose of the program? _____

Please mark the appropriate box or fill in the blanks (numbers are for internal coding purposes).

6. Does your program have a mission statement?

- No (1)
- Yes (2)

[If there is a mission statement, please send it with this questionnaire when it is returned.]

7. Does your program have written goals and objectives?

- No (1)
- Yes (2)

[If there are written goals and objectives, please send them with this questionnaire when it is returned.]

8. What is the origin and distribution of funds supporting your program?

<u>Source</u>	<u>Percent</u>
Federal	_____
State	_____
City	_____
County	_____
Private	_____
Other	_____

9. Is your program located in a:

- Police department (1/2)
- Sheriff's office (1/2)
- County attorney office (1/2)
- Educational institution (1/2)
- Private organization (1/2)
- Other _____

10. What is the number of staff (including the Director) in your program?

Full-time _____
Part-time _____
Volunteer _____

11. What are the minimum educational requirements for full-time staff?

- High school (1/2)
- Some College (1/2)
- College degree (1/2)
- Advanced degree (1/2)
- Other _____

12. What types of services are provided by your program?

- Domestic violence support groups (1/2)
- Self-help groups (1/2)
- Support groups (1/2)
- Counseling (1/2)
- 24 hour hot lines (1/2)
- Referrals (1/2)
- Crisis intervention (1/2)
- On-scene comfort (1/2)
- Mediation (1/2)

- Financial assistance (1/2)
- Witness fee assistance (1/2)
- Compensation assistance (1/2)
- Restitution claims (1/2)
- Insurance claims (1/2)

- Witness alert (1/2)
- Victim impact statement (1/2)

- Court orientation (1/2)
- Escort to court (1/2)
- Paralegal assistance (1/2)
- Protection order assistance (1/2)
- Property return (1/2)
- Child care (1/2)

- Personal advocate (1/2)
- Children's advocate (1/2)

- Landlord intervention (1/2)
- Employer intervention (1/2)

- Transportation (1/2)
- Public education (1/2)
- Medical care (1/2)
- Shelter (1/2)
- Other _____

13. How many client-contacts does your program have in an average month in the Following categories? (The Per Month column is the total and includes new clients. Indicate the number of new clients separately).

	<u>Per Month</u>	<u>New Clients</u>
<u>Face-to-face</u>		
In Office	_____	_____
In Court	_____	_____
Other	_____	_____
Telephone	_____	_____
Mail	_____	_____

14. What is the gender distribution of your clients?

	<u>Percent</u>
Male	_____
Female	_____

15. How do you publicize your program?

- | | |
|--|-------|
| <input type="checkbox"/> Radio announcements | (1/2) |
| <input type="checkbox"/> TV announcements | (1/2) |
| <input type="checkbox"/> Newspaper ads | (1/2) |
| <input type="checkbox"/> Brochures in offices | (1/2) |
| <input type="checkbox"/> Informational letter | (1/2) |
| <input type="checkbox"/> "Word of mouth" | (1/2) |
| <input type="checkbox"/> Personal contact with police | (1/2) |
| <input type="checkbox"/> Personal contact with county attorney | (1/2) |
| <input type="checkbox"/> Other _____ | |

16. Approximately How many of your clients come to your program from the following sources?

<u>Source</u>	<u>Percent</u>
Referral	
from Courts	_____
from Police	_____
from Social Service Agencies	_____
from Counselor	_____
from Attorney	_____
Self-referred	_____
Other	_____

17. What is the approximate racial or ethnic distribution of the clients served by your program?

	<u>Percent</u>
White	_____
Black	_____
Hispanic	_____
Asian	_____
Native American	_____
Other	_____

18. What is the approximate age distribution of your clients?

	<u>Percent</u>
Under 18	_____
18-25	_____
26-30	_____
31-40	_____
41-50	_____
51-60	_____
Over 61	_____

19. What is the primary geographic area your program serves?

<input type="checkbox"/> Neighborhood	(1/2)
<input type="checkbox"/> City	(1/2)
<input type="checkbox"/> County	(1/2)
<input type="checkbox"/> Region of State	(1/2)
<input type="checkbox"/> State	(1/2)
<input type="checkbox"/> Other, Specify _____	(1/2)

20. Is there a limit on the length of time services that can be provided to a client?

<input type="checkbox"/> No	(1/2)
<input type="checkbox"/> Yes	(1/2)

If so, please provide the time limit for each service _____

21. Are there fees charged to clients for services?

<input type="checkbox"/> No	(1/2)
<input type="checkbox"/> Yes	(1/2)

If so, please provide the fees charged (if any) for each service and any relevant policy information. _____

22. Generally, what are the hours your program office is open?

Monday _____ to _____
Tuesday _____ to _____
Wednesday _____ to _____
Thursday _____ to _____
Friday _____ to _____
Saturday _____ to _____
Sunday _____ to _____

23. Is your staff on call during other hours?

No (1/2)
 Yes (1/2)

If yes, what hours _____

24. Are languages other than English spoken by staff in your program?

No (1/2)
 Yes (1/2)

Which languages? _____

Thank you for completing this questionnaire! Please return this questionnaire along with any additional documentation using the enclosed envelope or by mailing to the below address:

*Victim Assistance Project
University of Nebraska at Omaha
Department of Criminal Justice
Annex 37
Omaha, NE 68182-0149
Telephone (402) 554-2610
Fax (402) 554-2326*

Please use the space below to provide any additional comments or attach materials to this questionnaire when you mail it.

Appendix E: Client Survey

VICTIM ASSISTANCE PROGRAM

CLIENT SURVEY 1996



Department of Criminal Justice
University of Nebraska at Omaha
Omaha, Nebraska

This booklet contains questions about services you received from a Victim Assistance Program. We, the Criminal Justice Department at the University of Nebraska at Omaha, are attempting to develop a comprehensive inventory of programs so that we can better address the needs of victims in Nebraska.

Your cooperation in answering these questions will help in the development of the best, most effective Victim assistance system for our citizens.

Please take a few minutes to read and answer these questions. All information will be treated in strictest confidence.

Thank You for your cooperation

1. What specific services available through the Victim Assistance Program have you used? (Check all that apply)

- Referrals to other agencies (1/2)
- Crisis intervention (1/2)
- On-scene comfort (1/2)
- Crisis hot lines (1/2)
- Counseling (1/2)
- Mediation (1/2)

- Witness fee assistance (1/2)
- Compensation assistance (1/2)
- Financial assistance (1/2)
- Insurance claims (1/2)
- Restitution claims (1/2)

- Witness alert (1/2)
- Victim impact statement (1/2)

- Court orientation (1/2)
- Escort to Court (1/2)
- Protection order assistance (1/2)
- Property return (1/2)
- Child care (1/2)

- Personal advocate (1/2)

- Landlord intervention (1/2)
- Employer intervention (1/2)

- Transportation (1/2)
- Public education (1/2)
- Medical care (1/2)
- Shelter (1/2)
- Other _____

2. What services (other than those provided) did you expect but did not receive from the program? (Check all that apply)

- Referrals to other agencies (1/2)
- Crisis intervention (1/2)
- On-scene comfort (1/2)
- Crisis hot lines (1/2)
- Counseling (1/2)
- Mediation (1/2)

- Witness fee assistance (1/2)
- Compensation assistance (1/2)
- Financial assistance (1/2)
- Insurance claims (1/2)
- Restitution claims (1/2)

- Witness alert (1/2)
- Victim impact statement (1/2)

- Court orientation (1/2)
- Escort to Court (1/2)
- Protection order assistance (1/2)
- Property return (1/2)
- Child care (1/2)

- Personal advocate (1/2)

- Landlord intervention (1/2)
- Employer intervention (1/2)

- Transportation (1/2)
- Public education (1/2)
- Medical care (1/2)
- Shelter (1/2)
- Other _____ (1/2)

3. How much time did you spend with Victim Assistance staff while the services were provided?

- 1 hour or less (1)
- 1 to 2 hours (2)
- 2 to 6 hours (3)
- One to two days (4)
- More than two days (5)

PLEASE RATE THE AGENCY PERSONNEL IN TERMS OF THE FOLLOWING:

EMPATHY - that is, how sensitive were the agency personnel to your problems? Were they able to see your point of view?

4. I would say the agency personnel were:

- Very Empathic (1)
- Somewhat Empathic (2)
- No Opinion (3)
- Somewhat Unemphatic (4)
- Very Unemphatic (5)

SUPPORT - that is, did the staff provide sympathy and encouragement during your experience?

5. I would say the staff were:

- Very Supportive (1)
- Somewhat Supportive (2)
- No Opinion (3)
- Somewhat Unsupportive (4)
- Very Unsupportive (5)

PROFESSIONALISM - that is, did you get the feeling you were being taken care of by a group of confident, well-trained individuals who knew a great deal about victims?

6. I would say the staff are:

- Very Professional (1)
- Somewhat Professional (2)
- No Opinion (3)
- Somewhat Unprofessional (4)
- Very Unprofessional (5)

7. What, if any, agency-provided counseling sessions did you attend?

- None (1)
- One (2)
- Two (3)
- Three (4)
- Four or more (5)

8. How would you rate the overall effectiveness of the sessions?

- Very Effective (1)
- Somewhat Effective (2)
- No Opinion (3)
- Somewhat Ineffective (4)
- Very Ineffective (5)
- Not Applicable (6)

9. Did the Victim Assistance personnel refer you to any other agency for assistance?

- No (1)
- Yes (2)

Please identify the agency you were referred to

10. How would you rate the overall appropriateness of the referral(s)?

- Very Appropriate (1)
- Somewhat Appropriate (2)
- No Opinion (3)
- Somewhat Inappropriate (4)
- Very Inappropriate (5)
- Not Applicable (6)

11. Would you feel comfortable referring others in need to this Victim Assistance program?

- No (1)
- Yes (2)
- Don't Know (3)

12. How many times have you used the services provided by this Victim Assistance program in the last year?

- Once (1)
- Twice (2)
- Three times (3)
- Four or more (4)

13. How did you find out about this program?

- Radio announcements (1/2)
- TV announcements (1/2)
- Newspaper ads (1/2)
- Brochures in offices (1/2)
- Informational letter (1/2)
- "Word of mouth" (1/2)
- Referred by police (1/2)
- Referred by county attorney office (1/2)
- Other _____ (1/2)

14. Did you go to any other programs besides this one?

- No (1)
- Yes (2)

15. What type of victimization prompted you to seek assistance?

- Personal or assaultive crime (1)
- Property crime or theft (2)

YOUR CHARACTERISTICS (will be used for statistical analysis only):

17. In what year were you born? _____

18. What is your sex?

- Male (1)
- Female (2)

19. What is your race or ethnic background?

- White (1)
- African American/Black (2)
- Asian (oriental) (3)
- Hispanic (4)
- Other (5)

20. Please check the category which describes your highest level of education:

- 6th grade or less (1)
- 7th-11th grade (2)
- High school graduate or GED (3)
- Some college (4)
- College degree (5)
- Advanced college degree (6)

21. Are you:

- Single (1)
- Married (2)
- Divorced (3)
- Widowed (4)
- Separated (5)

22. How many people live with you in your home or apartment?

- Live alone (1)
- 1 other person (2)
- 2 other people (3)
- 3 or more other people (4)

23. Of these categories, which describes your total family income?

- Under \$10,000 (1)
- \$10,001 to \$20,000 (2)
- \$20,000 to \$40,000 (3)
- Over \$40,000 (4)

24. What is your zip code?

Thank you for completing this survey.

Please return this form right away.