

**SUPPORTING STATEMENT FOR  
2023 NATIONAL CENSUS OF VICTIM SERVICE PROVIDERS**

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National Census of Victim Service Providers  
OMB Control Number 1121-0355  
OMB Expiration Date: 05/31/2019

Attachment 1: Title 34, United States Code, Section 10132 of the Justice Systems Improvement  
Act of 1979

## **34 USC 10132**

### **TITLE 34 – CRIME CONTROL AND LAW ENFORCEMENT**

#### **Subtitle I – Comprehensive Acts**

#### **CHAPTER 101 – JUSTICE SYSTEM IMPROVEMENT**

#### **SUBCHAPTER III – BUREAU OF JUSTICE STATISTICS**

#### **§10132. Bureau of Justice Statistics**

##### **(a) Establishment**

There is established within the Department of Justice, under the general authority of the Attorney General, a Bureau of Justice Statistics (hereinafter referred to in this subchapter as "Bureau").

##### **(b) Appointment of Director; experience; authority; restrictions**

The Bureau shall be headed by a Director appointed by the President. The Director shall have had experience in statistical programs. The Director shall have final authority for all grants, cooperative agreements, and contracts awarded by the Bureau. The Director shall be responsible for the integrity of data and statistics and shall protect against improper or illegal use or disclosure. The Director shall report to the Attorney General through the Assistant Attorney General. The Director shall not engage in any other employment than that of serving as Director; nor shall the Director hold any office in, or act in any capacity for, any organization, agency, or institution with which the Bureau makes any contract or other arrangement under this Act.

##### **(c) Duties and functions of Bureau**

The Bureau is authorized to-

(1) make grants to, or enter into cooperative agreements or contracts with public agencies, institutions of higher education, private organizations, or private individuals for purposes related to this subchapter; grants shall be made subject to continuing compliance with standards for gathering justice statistics set forth in rules and regulations promulgated by the Director;

(2) collect and analyze information concerning criminal victimization, including crimes against the elderly, and civil disputes;

(3) collect and analyze data that will serve as a continuous and comparable national social indication of the prevalence, incidence, rates, extent, distribution, and attributes of crime, juvenile delinquency, civil disputes, and other statistical factors related to crime, civil disputes, and juvenile delinquency, in support of national, State, tribal, and local justice policy and decisionmaking;

(4) collect and analyze statistical information, concerning the operations of the criminal justice system at the Federal, State, tribal, and local levels;

(5) collect and analyze statistical information concerning the prevalence, incidence, rates, extent, distribution, and attributes of crime, and juvenile delinquency, at the Federal, State, tribal, and local levels;

(6) analyze the correlates of crime, civil disputes and juvenile delinquency, by the use of statistical information, about criminal and civil justice systems at the Federal, State, tribal, and local levels, and about the extent, distribution and attributes of crime, and juvenile delinquency, in the Nation and at the Federal, State, tribal, and local levels;

(7) compile, collate, analyze, publish, and disseminate uniform national statistics concerning all aspects of criminal justice and related aspects of civil justice, crime, including crimes against the elderly, juvenile delinquency, criminal offenders, juvenile delinquents, and civil disputes in the various States and in Indian country;

(8) recommend national standards for justice statistics and for insuring the reliability and validity of justice statistics supplied pursuant to this chapter;

(9) maintain liaison with the judicial branches of the Federal Government and State and tribal governments in matters relating to justice statistics, and cooperate with the judicial branch in assuring as much uniformity as feasible in statistical systems of the executive and judicial branches;

(10) provide information to the President, the Congress, the judiciary, State, tribal, and local governments, and the general public on justice statistics;

(11) establish or assist in the establishment of a system to provide State, tribal, and local governments with access to Federal informational resources useful in the planning, implementation, and evaluation of programs under this Act;

(12) conduct or support research relating to methods of gathering or analyzing justice statistics;

(13) provide for the development of justice information systems programs and assistance to the States, Indian tribes, and units of local government relating to collection, analysis, or dissemination of justice statistics;

(14) develop and maintain a data processing capability to support the collection, aggregation, analysis and dissemination of information on the incidence of crime and the operation of the criminal justice system;

(15) collect, analyze and disseminate comprehensive Federal justice transaction statistics (including statistics on issues of Federal justice interest such as public fraud and high technology crime) and to provide technical assistance to and work jointly with other Federal agencies to improve the availability and quality of Federal justice data;

(16) provide for the collection, compilation, analysis, publication and dissemination of information and statistics about the prevalence, incidence, rates, extent, distribution and attributes of drug offenses, drug related offenses and drug dependent offenders and further provide for the establishment of a national clearinghouse to maintain and update a comprehensive and timely data base on all criminal justice aspects of the drug crisis and to disseminate such information;

(17) provide for the collection, analysis, dissemination and publication of statistics on the condition and progress of drug control activities at the Federal, State, tribal, and local levels with particular attention to programs and intervention efforts demonstrated to be of value in the overall national anti-drug strategy and to provide for the establishment of a national clearinghouse for the gathering of data generated by Federal, State, tribal, and local criminal justice agencies on their drug enforcement activities;

(18) provide for the development and enhancement of State, tribal, and local criminal justice information systems, and the standardization of data reporting relating to the collection, analysis or dissemination of data and statistics about drug offenses, drug related offenses, or drug dependent offenders;

(19) provide for improvements in the accuracy, quality, timeliness, immediate accessibility, and integration of State and tribal criminal history and related records, support the development and enhancement of national systems of criminal history and related records including the National Instant Criminal Background Check System, the National Incident-Based Reporting System, and the records of the National Crime Information Center, facilitate State and tribal participation in national records and information systems, and support statistical research for critical analysis of the improvement and utilization of criminal history records;

(20) maintain liaison with State, tribal, and local governments and governments of other nations concerning justice statistics;

(21) cooperate in and participate with national and international organizations in the development of uniform justice statistics;

(22) ensure conformance with security and privacy requirement of [section 10231 of this title](#) and identify, analyze, and participate in the development and implementation of privacy, security and information policies which impact on Federal, tribal, and State criminal justice operations and related statistical activities; and

(23) exercise the powers and functions set out in subchapter VII.

#### **(d) Justice statistical collection, analysis, and dissemination**

##### **(1) In general**

To ensure that all justice statistical collection, analysis, and dissemination is carried out in a coordinated manner, the Director is authorized to-

(A) utilize, with their consent, the services, equipment, records, personnel, information, and facilities of other Federal, State, local, and private agencies and instrumentalities with or without reimbursement therefor, and to enter into agreements with such agencies and instrumentalities for purposes of data collection and analysis;

(B) confer and cooperate with State, municipal, and other local agencies;

(C) request such information, data, and reports from any Federal agency as may be required to carry out the purposes of this chapter;

(D) seek the cooperation of the judicial branch of the Federal Government in gathering data from criminal justice records;

(E) encourage replication, coordination and sharing among justice agencies regarding information systems, information policy, and data; and

(F) confer and cooperate with Federal statistical agencies as needed to carry out the purposes of this subchapter, including by entering into cooperative data sharing agreements in conformity with all laws and regulations applicable to the disclosure and use of data.

##### **(2) Consultation with Indian tribes**

The Director, acting jointly with the Assistant Secretary for Indian Affairs (acting through the Office of Justice Services) and the Director of the Federal Bureau of Investigation, shall work with Indian tribes and tribal law enforcement agencies to establish and implement such tribal data collection systems as the Director determines to be necessary to achieve the purposes of this section.

##### **(e) Furnishing of information, data, or reports by Federal agencies**

Federal agencies requested to furnish information, data, or reports pursuant to subsection (d)(1)(C) shall provide such information to the Bureau as is required to carry out the purposes of this section.

##### **(f) Consultation with representatives of State, tribal, and local government and judiciary**

In recommending standards for gathering justice statistics under this section, the Director shall consult with representatives of State, tribal, and local government, including, where appropriate, representatives of the judiciary.

##### **(g) Reports**

Not later than 1 year after July 29, 2010, and annually thereafter, the Director shall submit to Congress a report describing the data collected and analyzed under this section relating to crimes in Indian country.

(Pub. L. 90-351, title I, §302, as added [Pub. L. 96-157, §2, Dec. 27, 1979, 93 Stat. 1176](#); amended [Pub. L. 98-473, title II, §605\(b\), Oct. 12, 1984, 98 Stat. 2079](#); [Pub. L. 100-690, title VI, §6092\(a\), Nov. 18, 1988, 102 Stat. 4339](#); [Pub. L. 103-322, title XXXIII, §330001\(h\)\(2\), Sept. 13, 1994, 108 Stat. 2139](#); [Pub. L. 109-162, title XI, §1115\(a\), Jan. 5, 2006, 119 Stat. 3103](#); [Pub. L. 111-](#)

211, title II, §251(b), July 29, 2010, 124 Stat. 2297 ; Pub. L. 112–166, §2(h)(1), Aug. 10, 2012, 126 Stat. 1285 .)

Available at <http://uscode.house.gov/view.xhtml?req=granuleid:USC-prelim-title34-section10132&num=0&edition=prelim>

National Census of Victim Service Providers  
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## Attachment 2: 2023 NCVSP Canvassing Report

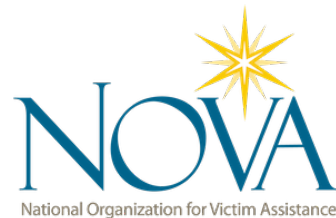


# 2023 National Census of Victim Service Providers (NCVSP) Canvassing Report

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May 5, 2023





## Introduction

The 2023 National Census of Victim Service Providers (NCVSP) will be a complete enumeration of the organizations and programs serving victims of crime or abuse in the United States. The key to a successful NCVSP starts with a thorough compilation of a roster of all organizations and programs operating in the country. While a roster was developed as part of the first NCVSP in 2017, the field of crime victim services is continually evolving, as the levels and focus areas of funding from government and private sources change. Victim service providers were also affected by disruptions caused by the Covid-19 pandemic. Many providers will have updated contact information, ceased operations, changed/added services, or changed structure since the 2017 NCVSP. New agencies have also been formed.

Given these changes, developing the roster for the 2023 NCVSP involved obtaining information from multiple sources: data from other relevant data collections administered by the Bureau of Justice Statistics (BJS), lists of grantees from federal funders of victim services, state and local directories submitted by agencies or gathered from the Internet, member lists of victim service providers (VSPs) submitted from associations, and lists resulting from outreach to individual providers through national organizations. This report describes the efforts used to obtain or create these lists. It also provides details about each of the lists or data collections.

## Lists Received from Federal Agencies

Staff from the BJS shared data sets from recent national data collections that identified agencies providing victim services. In addition, BJS staff reached out to federal colleagues to obtain lists of grantees under federal victim service programs. Federal datasets and grantee lists reviewed and incorporated are presented in Table 1.

**Table 1. Lists of victim service providers (VSPs) obtained through federal sources.**

Federal Department	Office	Description	Period	Number of VSPs
Department of Justice	Office for Victims of Crime	Discretionary Grantees, Human Trafficking Grantees, and Victims of Crime Act (VOCA) Victim Assistance Subgrantees	Oct 2021-Jan 2023	9,974
	Office on Violence Against Women (OVW)	OVW discretionary grantees	Current	3,926
		Services Training Officers and Prosecutors (STOP)	FY 2021	2,029
		Sexual Assault Services Program (SASP) Subgrantees	FY 2021	506
	Bureau of Justice Statistics	2018 Census of State and Local Law Enforcement Agencies	2018	3,854

		dataset (identifying LEAs with victim services)		
		2018 Census of State and Federal Adult Correctional Facilities dataset (identifying facilities with victim service programs)	2019	520
		2018 Census of Medical Examiner and Coroner Offices data set (identifying offices with victim service programs)	2018	199
		2020 National Survey of Prosecutors (identifying offices providing direct victim assistance or referrals)	2020	377
Department of Health and Human Services	Administration on Children and Families	Office on Trafficking in Persons (OTIP) grantees	Current	45
		Trafficking Victim Assistance Project (TVAP) grantees	FY 2022	153
		Administration for Native Americans grantees	Current	19
<b>TOTAL number of VSPs obtained through federal sources</b>				<b>21,602</b>

### Additional Lists Included in the Roster

Additional lists of victim service providers were obtained or created to build out the roster for the 2023 NCVSP. Strategies to obtain or create these lists included:

- Efforts to obtain lists through the 2023 NCVSP Subject Matter Expert (SME) advisory group;
- Efforts to engage key contacts in each state to provide lists or directories or otherwise offer guidance on existing lists;
- Efforts to identify or develop lists of providers from the Internet by project team members; and
- Outreach to communities of victim service providers through trusted intermediaries that encouraged providers to add themselves to the roster.

### Lists through project Subject Matter Experts

Additional lists were provided or obtained through members of the NCVSP SME advisory group. The first meeting of the SME advisory group on September 9, 2022, included a discussion of

strategies to complete the NCVSP roster. Suggestions of lists to collect were received at that meeting, and SMEs were invited to share additional lists and suggestions following the meeting. Four SMEs submitted lists.

Project staff requested lists in Excel wherever possible. Several of the Excel lists that were shared included combined fields that project staff separated into multiple fields; for example, all address elements were contained in a single field. Other lists were only available in the form of a PDF or Word document, which staff converted into Excel. Other lists were provided through Weblinks, which required staff to capture the information and create an Excel file. VSP lists obtained through project SMEs are presented in Table 2, below.

**Table 2. VSP lists obtained through SMEs**

SME Organization	List	Number of VSPs
National Children’s Alliance	Nationwide list of Children’s Advocacy Centers	998
National Association of Victim Assistance in Corrections	Post-Conviction Victim Services	60
Illinois Criminal Justice Information Authority	Illinois Victim Service Providers	513
National Network to End Domestic Violence	Requested Member Coalitions to provide lists. Lists received:	
	Alaska Network on Domestic Violence and Sexual Assault	23
	California Partnership to End Domestic Violence	174
	Kansas Coalition Against Sexual and Domestic Violence	25
	Maine Coalition to End Domestic Violence	8
	Violence Free Minnesota VSPs	82
	Minnesota Coalition Against Sexual Assault	99
	Missouri Coalition Against Domestic and Sexual Violence	62
	Nebraska Coalition to End Sexual and Domestic Violence	24
	North Carolina Coalition Against Domestic Violence	85
	New Jersey Coalition to End Domestic Violence	34
	Ohio Domestic Violence Network	76
	Oklahoma Coalition Against Domestic Violence and Sexual Assault	55
	Virginia Sexual and Domestic Violence Action Alliance	73
<b>TOTAL number of VSPs obtained through SME sources</b>		<b>2,391</b>

## Key state contacts and lists

Project staff at the National Organization for Victim Assistance (NOVA) worked to identify volunteer contacts in every state to assist in identifying and obtaining state and local provider lists. Initial outreach consisted of a personal letter that was emailed to NOVA's active network of victim assistance professionals. This list of 12,744 professionals was comprised of NOVA members, NOVA's network of credentialed advocates, and other victim service providers who have engaged in NOVA training. Of those 12,744 recipients, 33% of respondents opened the letter and 230 responded. Of the 230 responders, 43 uploaded a victim service provider list through a secure file upload provided by NOVA. The remaining respondents shared their contact information, opting to learn more about the program and assist in the future identification of state and local lists. NOVA set up webinars and meetings with those individuals. Following those meetings and webinars, another 35 people either compiled and shared a list or provided a link to a public directory of providers. These 78 lists are included in Table 3, below.

These provided lists were also received in various formats; while Excel lists were requested, responding providers shared the lists in whatever format they had. As with the lists provided through SMEs, project staff cleaned and converted these lists into Excel.

This engagement effort also enabled NOVA to develop an initial list of key contacts in each state, drawn from the pool of 230 interested individuals; this list was supplemented as needed with individuals identified through outreach to local experts. This state contact list (1– 3 per state; 198 in total) will later be tapped to encourage participation in the 2023 NCVSP.

## Lists compiled through additional outreach and Internet resources

To round out the state and local lists of providers received from programs, project staff engaged in additional outreach to provider organizations and conducted online research to identify state and local provider directories or to compile lists of providers. Those lists are also included in Table 3.

Project staff initially conducted online searches of the websites of organizations suggested by the SMEs to identify lists of providers. Staff then searched the websites of state VOCA Assistance Administrators, State Attorneys General Offices, and state coalitions of victim service providers to identify virtual directories or provider listings. These searches were supplemented by general Google searches using strings such as ["Missouri" AND "victim" AND ("assistance" OR "program" OR "association" OR "network" OR "coalition" or "service")]. Additional searches were conducted based on the initial results of the general search. Tailored searches were also conducted to identify subsets of service providers of interest, using search strings such as ["Missouri" AND "sexual" and ("SANE" or "FORENSIC")] to identify lists of sexual assault nurse

examiner programs, or [“Missouri” AND “victim” AND (“VWAP” OR “prosecutor” OR “attorney”)] to identify lists of prosecutor victim/witness coordinators.

When a list was identified, project staff reached out to the organization to request the information in an Excel format. If an Excel file was not available staff created an Excel file using the information provided. In the case of large lists (more than 30 providers) not available in Excel, staff compared the list to previously obtained lists of federal grantees; any unique providers were then entered into an Excel file. The numbers in Table 3 reflect the total number of providers on the list received.

**Table 3. Additional national and subnational lists of service providers**

<b>National Lists</b>	<b>Number of VSPs</b>
Mothers Against Drunk Driving	50
National Organization of Parents of Murdered Children	42
Anti-Violence Project Members	46
State Attorneys General, Victim/Witness Assistance Programs	19
U.S. Conference of Catholic Bishops, Victim Assistance Coordinators	195
Elder Abuse Service Providers additional listings nationwide	62
Tribal Service Providers	361
Additional National Victim Serving Organizations	13
<b>Subnational Lists</b>	
Alaska Additional VSPs	19
Alabama Victim Service Providers for Human Trafficking Victims	8
Alabama Additional VSPs	14
Arkansas Coalition Against Domestic Violence, Shelters by City	14
Victim Rights Arkansas	19
Arkansas Coalition Against Sexual Assault, Service Providers	19
Arizona Coalition to End Sexual & Domestic Violence, Program Resource List	125
California Additional VSPs	52
Colorado Coalition Against Sexual Assault, Providers	81
Colorado Additional VSPs	25
Connecticut Alliance to End Sexual Violence, Member List	13
Washington D.C. Victim Assistance Network	184
Delaware Victim Service Agencies	115
Florida Office of the Attorney General	343
Florida Additional VSPs	11
Prosecuting Attorney's Council of Georgia, Victim Witness Advocate Contacts	98
Georgia Additional VSPs	29
Hawaii Additional VSPs	8
Iowa Sexual Abuse Service Providers	63
Iowa Crime Victim Compensation Division Victim Service Providers	29

State of Iowa, Community-Based Victim Service Programs	56
Illinois Additional VSPs	4
Indiana Coalition Against Domestic Violence	44
Fayette County Domestic Violence Resources (Kentucky)	12
Louisiana District Attorney's Association, Children's Advocacy Centers	14
Massachusetts Office for Victim Assistance	82
Massachusetts Additional VSPs	6
Calvert County Sheriff's Office, Victim Service Providers (Maryland)	91
Maryland College and University Victim Services	6
Maryland SAFE Programs	22
Maryland Additional VSPs	6
Maryland Network Against Domestic Violence	21
Maine Office of the Attorney General, Victim Service Providers	29
Michigan Prosecuting Attorneys Association, Victim Advocates	83
Michigan Additional VSPs	5
Minnesota Alliance on Crime	55
Minnesota Office of Justice Programs, Victim Service Provider Directory	198
Minnesota Forensic Nurses	15
Mississippi Department of Corrections, Division of Victim Services	31
Montana State List of Victim Service Providers	70
Montana Board of Crime Control, Victim Service Providers	67
Montana Additional VSPs	15
Native Alliance Against Violence (Oklahoma)	26
North Carolina Additional VSPs	5
CAWS North Dakota, Advocacy Centers	24
Nebraska Crime Commission, Victim Advocacy Program	29
Justiceworks, UNH, New Hampshire Victim Services Directory	44
New Jersey Coalition Against Sexual Assault	31
New Mexico Coalition of Sexual Assault Programs	13
New Mexico Additional VSPs	50
Nevada Victim Service Providers	20
New York Office for the Prevention of Domestic Violence	181
New York Additional VSPs	23
Ohio Prosecutor-Based Victim Advocacy Programs	141
Oklahoma Additional VSPs	21
Pennsylvania Office of Victim Services	250
Pennsylvania Additional VSPs	29
Puerto Rico Coordinadora Paz para la Mujer VSP Directory	116
Rhode Island Helpline	11
South Carolina 2022 VSP List, Office of the Attorney General	122
South Carolina Additional VSPs	6
South Dakota Statewide Victim Service Provider List	50
South Dakota Network Against Family Violence & Sexual Assault	69

Tennessee Department of Corrections	33
TennesseeWorks Service Guide, Domestic Violence Services	77
Texas Department of Criminal Justice, Victim Resource Directory	1,139
Texas Department of Public Safety Victim Services Counselors	16
Utah Office for Victims of Crime, Victim Resource Connect Roster	183
ACTS Sexual Assault Services (Virginia)	19
Virginia Department of Criminal Justice Services, Victims Assistance Directory	136
Virginia Additional VSPs	8
Vermont SANE Programs	12
End Domestic Abuse Wisconsin, Tribal Programs	11
Wisconsin, Child Advocacy Centers, and CASA Programs	26
Wisconsin Department of Justice, Medical Forensics Programs	53
Wisconsin Sexual Assault Service Providers	68
Wisconsin Additional VSPs	6
West Virginia Foundation for Rape Information & Services	41
Wyoming Division of Victim Services, SANE, V/W, CASA, and More	49
Wyoming Coalition Against Domestic Violence and Sexual Assault	35
<b>TOTAL number of VSPs obtained through other lists received or created</b>	<b>6,162</b>

### Outreach to recruit individual providers

In addition to efforts to obtain lists of providers, project staff targeted special interest groups that would have access to networks across the country. The goal was to identify victim assistance programs that may not appear on existing provider lists because they are not federally funded, a part of a national network, or associated with networks of state victim assistance providers. A survey form, developed through Survey Monkey and approved by BJS, was designed, and provided to partnering organizations to send out to their community via listserv, allowing for individual victim service providers within those networks to add their programs to the NCVSP roster. Project staff identified key organizations with ties to specific victim assistance communities which may have been missing from the existing roster and lists. Project staff and BJS worked with these organizations and agencies, performing outreach and arranging meetings with all entities to explain the purpose and importance of the project. These efforts secured buy-in to engage the special-interest network and helped lay the foundation for future support in marketing and outreach once the 2023 NCVSP is launched. Once the special interest organization agreed to assist in recruitment, the organization was provided a template letter with the survey link to distribute through their large email lists, inviting individual victim service providers to add their programs to the NCVSP roster. (A copy of the survey form and template letter are attached as appendices.) Specifically, entities engaged in outreach to develop the 2023 roster were:

- The National Center on Elder Abuse (NCEA), to reach VSPs serving victims of elder abuse and neglect

- The National Association of Student Personnel Administrators (NASPA) and the Clery Center, to reach campus-based VSPs
- The International Association of Forensic Nurses (IAFN), to reach sexual assault nurse examiners and other forensic examination programs
- United Against Slavery, to reach those serving victims and survivors of human trafficking
- The Office for Victims of Crime (OVC), to reach new victim service providers and other interested providers

The result of these efforts was a new list of 1,184 victim assistance programs with recent contact information and addresses to be added to the roster. Given that information was submitted via an online survey, we don't know the number of total programs that signed up from each of these four entities.

## Final Results

The canvassing efforts outlined above resulted in an initial roster of 31,339 VSPs. All lists included in this roster were provided to project partner Westat, who will incorporate them into a master file and deduplicate listings to produce a final roster for the 2023 NCVSP.

**Table 4. Summary of Sources of VSP Information**

Source of VSP information	Number of VSPs Listed	Percentage of TOTAL
Federal agencies	21,602	69%
SMEs	2,391	7%
Other lists	6,162	20%
Individual recruitment	1,184	4%
<b>TOTAL</b>	<b>31,339</b>	<b>100%</b>



National Census of Victim Service Providers  
OMB Control Number 1121-0355  
OMB Expiration Date: 05/31/2019

Attachment 3: 2023 NCVSP survey instrument

# National Census of Victim Service Providers

*A study by the U.S. Bureau of Justice Statistics to better understand the range of services available for and provided to different types of crime victims.*



NATIONAL CENSUS OF VICTIM SERVICE PROVIDERS

Federal agencies may not conduct or sponsor an information collection, and a person is not required to respond to a collection of information, unless it displays a currently valid OMB Control Number. Public reporting burden for this collection of information is estimated to average 30 minutes per response, which includes time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate, or any other aspects of this collection of information, including suggestions for reducing this burden, to the Director, Bureau of Justice Statistics, 810 Seventh Street NW, Washington, DC 20531. The Omnibus Crime Control and Safe Streets Act of 1968, as amended (34 USC 10132), authorizes this information collection. This request for information is in accordance with the clearance requirement of the Paperwork Reduction Act of 1980, as amended (44 USC 3507). Although this survey is voluntary, we urgently need and appreciate your cooperation to make the results comprehensive, accurate, and timely.

OMB Number: 1121-0355

Approval Expires:

# National Census of Victim Service Providers

## SURVEY INSTRUCTIONS

### Survey Purpose and Sponsors

The National Census of Victim Service Providers (NCVSP) is designed to fill existing gaps in knowledge and information on the variety of organizations and programs that provide services to victims of crime or abuse, the types of victims served and services provided, and staffing and resources available for the provision of services. This survey is sponsored by the U.S. Department of Justice’s Bureau of Justice Statistics.

### Important Definitions

- 1) **CRIME** – An illegal act which if done by a competent adult or juvenile would be a criminal offense.
- 2) **ABUSE** – Includes physical, sexual, emotional, psychological, or economic actions or threats to control another.
- 3) **VICTIM** – Any person who comes to the attention of your organization because of concerns over past, ongoing, or potential future crimes and other abuse(s). This includes victims or survivors who are directly harmed or threatened by such crimes and abuse(s), but also their...
  - a) family or household members,
  - b) legal representatives, or
  - c) surviving family members, if deceased.
- 4) **SERVICE** - Efforts that...
  - a) assist victims with their safety and security;
  - b) assist victims to understand and participate in the criminal justice or other legal process;
  - c) assist victims in recovering from victimization and stabilizing their lives; or
  - d) respond to other needs of victims.

**General Instructions**  
(Including who should complete this survey)

Your organization is receiving this survey because it has been identified as providing at least some services or assistance to victims of crime. If your organization or a program within your organization does not provide services to victims of crime or abuse, you will be able to report this near the beginning of this survey.

- **This survey is best completed by someone with knowledge about the available services for victims of crime or abuse, victim service funding, and staffing for victim services within your organization.** Some organizations have specific programs or staff dedicated to working with victims of crime or abuse. In these instances, the survey is best completed by someone with direct knowledge of these programs or activities.
- **This survey will ask for information about your organization's operations. Unless otherwise noted, please answer questions using January 1, 2023 as a reference.** These questions will cover:
  - The services your organization provided to victims
  - The types of crimes for which victims sought services
  - The number of staff providing victim services
  - Your organization's victim services annual budget, funding sources, and estimated percentage of the budget covered by federal grants

**Burden Statement**

On average, it will take 30 minutes to complete this survey, including time for reviewing instructions, gathering and maintaining the data needed, and completing and reviewing the collection of information. This study is voluntary, you may discontinue participation at any time and decline to answer any questions. Send comments regarding any aspects of this collection of information, including suggestions for reducing this burden, to the Director, Bureau of Justice Statistics, 810 Seventh Street NW, Washington, DC 20531. Although this survey is voluntary, we urgently need and appreciate your cooperation to make the results comprehensive, accurate, and timely.

**Information about Your Organization**

**S1. Before you begin, please complete the following for your organization. If your organization is part of a multisite organization, please use the physical address of your site. If the physical address of your site or main office is confidential, please provide a mailing address.**

Organization Name: \_\_\_\_\_

Organization Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

ZIP: \_\_\_\_\_

Business Phone Number: \_\_\_\_\_

Organization Website: \_\_\_\_\_

**S1a. Please provide information about the individual who is completing this survey.**

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Work Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**S2. Has your organization provided services to victims or survivors of crime or abuse through specific program(s) or designated staff in the past six months? By 'services to victims or survivors of crime or abuse' we mean direct assistance, including - but not limited to - referrals, counseling, notices of court proceedings, legal assistance, shelter, and medical response.**

- Yes → Skip to A1
- No → Proceed to S2a

**The survey will use the term victim to mean victim or survivor from this point forward.**

**S2a. Does your organization maintain an active victim services referral program? *This includes, but is not limited to, hotlines.***

- Yes → Skip to A1
- No → Proceed to S2b

**S2b. Has your organization ever provided services to victims of crime or abuse through specific program(s) or designated staff?**

- Yes
- No

**S2c. Does your organization plan to provide services to victims of crime or abuse in the future, through specific program(s) or designated staff?**

- Yes
- No

**Indirect support**

<b>S2d. Does your organization <u>indirectly</u> support victims of crime or abuse in any of the following ways?</b>	<b>Yes</b>	<b>No</b>
<b>Providing grants or funding to support direct services to victims of crime or abuse.</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Formally contracting out all direct services to another organization.</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Providing training and technical assistance for direct service providers or engaging in issue advocacy.</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other indirect support</b> <i>(please specify)</i> _____	<input type="checkbox"/>	<input type="checkbox"/>

**S3. Which of the following best describes your organization? *Select one response.***

- Tribal government, tribal coalition, or other tribal organization
- Campus organization or other educational institution *(public or private)*
- Hospital, medical, or emergency facility *(public or private)*
- Government agency
- Nonprofit or faith-based organization *(501c3 status)*
- For-profit organization
- Informal organization *(for example, some other type of program or group, not formally a part of an organization, registered nonprofit, or business; independent survivor advocacy and support groups; volunteer, grassroots, or survivor network)*

If web/CATI → Skip to END

If paper, display:

*Thank you!*

*You do not need to complete the rest of this survey.*

## A. Organizational Structure

**A1. Which of the following best describes how your organization is structured to provide services to victims of crime or abuse?**

- The victim services program(s) is one component of the larger organization's activities (*for example, victim services program functions within a hospital, university, community center, multiservice agency, law enforcement agency, or prosecutor's office*) → **Proceed to A1a**
- The primary function of the organization as a whole is to provide services or programming for victims of crime → **Skip to A1.5**

**A1a. Does your organization have a specific program(s) or staff that is designated to provide services to victims of crime or abuse?**

- Yes → **Proceed to A1.5**
- No → **IF paper, display: "Thank you. You do not need to complete the rest of this survey." IF web/CATI, skip to END.**

**A1.5. Are your victim services activities fully virtual?** (*This means no direct victim services are offered from a physical location connected to the organization.*)

- Yes → **Skip to A2**
- No → **IF A1=2 (PRIMARY), proceed to A1.6a. IF A1=1 (EMBEDDED), skip to A1.6c.**

**[IF A1=2 (PRIMARY)]**

**A1.6a. An important goal of the National Census of Victim Service Providers is to create a total count of organizations that provide services to victims. Some organizations may have multiple sites providing victim services that are part of a larger umbrella organization (such as branch or satellite locations, chapters, or field offices; this does NOT refer to staff working from home or hybrid).**

**Please select the most appropriate description of your victim services organization.**

- Organization operating through one single site → **Skip to A1.10**
- Organization operating through multiple sites (*for example, branch or satellite locations, chapters, or field offices*) → **Proceed to A1.6b**

**A1.6b. What is the best description of your site, in relation to your organization’s other sites? Select one response.**

- The main office → **Skip to A1.8**
- One site or location that reports to a main office (*for example, branch or satellite locations, chapters, or field offices*) → **Skip to A1.7a**
- Other (*please specify*) \_\_\_\_\_ → **Skip to A1.10**

**[IF A1 = 1 (EMBEDDED)]**

**A1.6c. An important goal of the National Census of Victim Service Providers is to create a total count of organizations that provide services to victims. Some organizations may have multiple sites providing victim services that are part of a larger umbrella organization (such as branch or satellite locations, chapters, or field offices; this does NOT refer to staff working from home or hybrid).**

**Please select the most appropriate description of your victim services program(s).**

- Victim services program(s) operating through one single site → **Skip to A1.10**
- Victim services program(s) operating through multiple sites (*for example, branch or satellite locations, chapters, or field offices*) → **Proceed to A1.6d**

**A1.6d. What is the best description of your victim services site, in relation to your organization’s other victim services sites:**

- The main office for the victim services program(s) → **Skip to A1.8**
- One victim services site or location that reports to a main victim services program office (*for example, branch or satellite locations, chapters, or field offices*) → **Proceed to A1.7a**
- Other (*please specify*) \_\_\_\_\_ → **Skip to A1.10**

**A1.7a. Please provide the following contact information for your victim service program’s main office. Use the physical address unless that is confidential. If so, provide a mailing address.**

Organization Name: \_\_\_\_\_

Organization Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

ZIP: \_\_\_\_\_

**→ Skip to A1.10**



**[IF A1.6b=1 OR A1.6d=1 (MAIN)] A1.8. Please enter or upload a list of all the victim services locations for your organization that you would list in a directory or on your website. If the street address is confidential, please enter mailing address.**

If you have a web link to current site information, please paste the link here: \_\_\_\_\_

If you prefer to upload a list, please do so here (*only Excel and CSV files accepted*): \_\_\_\_\_

**Otherwise, please enter:**

Location or Site Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

ZIP: \_\_\_\_\_

*Add location?*

- Yes [Repeat prompts for org name, address, city or state or zip]
- No → **Proceed to A1.9**

**A1.9. This survey includes questions about the number of victims served, staffing, and basic funding information. Are you able to provide this information for all of your locations that provide direct victim services?**

- Yes → **Skip to A2**
- No → **Proceed to A1.9.5**

**A1.9.5. Do you offer direct services to victims of crime or abuse through your main office?**

- Yes → **“Please respond to the remainder of the survey as the questions relate to activities at your main office” → Proceed to A2**
- No → **IF paper, display: “Thank you. You do not need to complete the rest of this survey.” IF web/CATI, skip to END**

**A1.10. Is your victim services site physically located at the site of a different organization (for example, a nonprofit program operating out of the courthouse or a law enforcement agency, or a law enforcement victim services program operating out of a Family Justice Center)?**

- Yes → Display a message “For the next question, regarding organization type, please select the answer that best describes your own organization rather than the type of organization where you are physically located.” → Proceed to A2
- No → Proceed to A2

**A2. Which of the following best describes your victim services organization? Select one response.**

- Tribal government, tribal coalition, or other tribal organization → Proceed to Section B [Tribal]
- Campus organization or other educational institution (public or private) → Proceed to Section C [Campus]
- Hospital, medical, or emergency facility (public or private) → Proceed to Section G [Services for Victims]
- Government agency → Proceed to Section D [Government]
- Nonprofit or faith-based organization (501c3 status) → Proceed to Section E [Nonprofit or faith-based]
- For-profit organization → Proceed to Section F [For-profit]
- Informal organization (for example, some other type of program or group, not formally a part of an organization, registered nonprofit, or business; independent survivor advocacy and support groups; volunteer, grassroots, or survivor network) → Proceed to Section G [Services for Victims]

<b>B. Tribal Agencies and Organizations Only</b>
--

**B1. Which designation best describes your tribal agency or organization? Select one response.**

- Law enforcement agency
- Prosecutor’s Office
- Court
- Offender custody and supervision (for example, probation, parole, or corrections)
- Juvenile justice agency
- Social services or child or adult protective services agency
- Health services agency
- Advocacy program
- Tribal Coalition
- Multi-agency (for example, task force, responses team, Family Justice Center)
- Other (please specify) \_\_\_\_\_

**B2. In what service area or jurisdiction does your agency primarily operate in terms of victims served or services delivered? Select one response.**

- Nationwide → Skip to G2
- Reservation wide → Skip to G2
- Statewide → Skip to G2
- Regional or Multi-state or Multi-county or Multi-city → Skip to G1
- Multi-Tribe or Reservation and surrounding area → Skip to G1
- Countywide only → Skip to G1
- City-wide only → Skip to G1
- Village-wide only → Skip to G1
- Specific neighborhood(s) only → Skip to G1
- Other (please specify) \_\_\_\_\_ → Skip to G1

### C. Campus Organizations Only

**C1. Which designation best describes your campus organization? Select one response.**

- Law enforcement or campus security
- Campus disciplinary body or student conduct body (including Title IX office)
- Physical or mental health service program
- Victim services or advocacy group
- Other campus-based program (please specify) \_\_\_\_\_

**All responses → Proceed to section G [SERVICES FOR VICTIMS]**

### D. Government Agencies Only

**D1. Which designation best describes your government agency? Select one response.**

- Law enforcement agency → Skip to D2
- Prosecutor's Office (for example, District Attorney, County Attorney) → Skip to D2
- Public defender → Skip to D2
- Court → Skip to D2
- Offender custody and supervision agency (for example, probation, parole, corrections) → Skip to D2
- Juvenile justice agency → Skip to D2
- Social services or child or adult protective services agency → Skip to D2
- State or territory victim compensation program → Skip to D2
- State or territory victim funding administrator → Proceed to D1a
- Multi-agency (for example, task force, response team, Family Justice Center) → Skip to D2
- Other government agency (please specify) \_\_\_\_\_ → Skip to D2

**D1a. Does your organization provide any direct victim services itself, in addition to grantmaking?**

- Yes → [In completing the remainder of the survey, please confine your responses to your own direct victim services activities, not the grant-making and related functions.]
- No → IF paper, display: “Thank you. You do not need to complete the rest of this survey.”  
IF web/CATI, skip to END

**D2. In what service area or jurisdiction does your agency primarily operate in terms of victims served or services delivered? Select one response.**

- Nationwide → Skip to G2
- Statewide → Skip to G2
- Regional or Multi-state or Multi-county or Multi-city → Skip to G1
- Countywide only → Skip to G1
- City-wide only → Skip to G1
- Specific neighborhood(s) only → Skip to G1
- Other (please specify) \_\_\_\_\_ → Skip to G1

**E. Nonprofit or Faith-Based Organizations Only****E1. In what service area or jurisdiction does your nonprofit organization primarily operate? Select one response.**

- Nationwide → Skip to G2
- Statewide → Skip to G2
- Regional or Multi-state or Multi-county or Multi-city → Skip to G1
- Countywide only → Skip to G1
- City-wide only → Skip to G1
- Specific neighborhood(s) only → Skip to G1
- Other (please specify) \_\_\_\_\_ → Skip to G1

**F. For-Profit Organizations Only****F1. What designation best describes your for-profit organization? Select one response.**

- Private legal office or law firm
- Private counseling service or other mental health care provider
- Funeral home
- Other commercial or professional organization (please specify)  
\_\_\_\_\_

**F2. In what service area or jurisdiction does your for-profit organization primarily operate? Select one response.**

- Nationwide → Skip to G2
- Statewide → Skip to G2

- Regional or Multi-state or Multi-county or Multi-city → Skip to G1
- Countywide only → Skip to G1
- Citywide only → Skip to G1
- Specific neighborhood(s) only → Skip to G1
- Other (please specify) \_\_\_\_\_ → Skip to G1

**G. Services for Victims**

**G1. How would you describe your service area? Select all that apply.**

- Urban
- Suburban
- Rural

**G2. For the purposes of this survey, we would like our reference date to include January 1, 2023. Please let us know how you will answer questions with this reference date.**

- By calendar year (January 1, 2023–December 31, 2023) → Skip to G3
- By fiscal year which includes January 1, 2023 → Proceed to G2.1

**[For conditional displays, IF G2=1, display “calendar”. IF G2=2, display “fiscal”]**

**G2.1. What is the date of the beginning of the fiscal year at your organization? [MM and DD]**

**In this question series, please tell us whether your victim services activities included any of the following services.** *We recognize that victim service organizations provide a wide array of services to victims. For the purposes of this survey, we are asking about general categories of services your organization provided to victims, which may not capture your victim service offerings in detail. Do your best to place the services your organization provided within the general categories.*

**Information and referral services**

<b>G3. During the [fiscal/calendar] year that includes January 1, 2023, did your victim services include ...</b>	<b>Yes</b>	<b>No</b>
<b>Justice-related information and referrals?</b> <i>(for example, information about the justice system and the victim’s role, notification of events and proceedings, and justice referrals)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Service or victimization information and referrals?</b> <i>(for example, information about crime and victimization, medical referrals, legal referrals, financial counseling referral, and other referrals)</i>	<input type="checkbox"/>	<input type="checkbox"/>

**Financial and material assistance services**

<b>G4. During the [fiscal/calendar] year that includes January 1, 2023, did your victim services include ...</b>	<b>Yes</b>	<b>No</b>
<b>Monetary assistance?</b> <i>(for example, providing funds or offering assistance in seeking victim compensation, public benefits assistance, and other emergency funds assistance)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Shelter or housing assistance?</b> <i>(emergency or transitional)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Childcare services?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Job training, financial literacy, career services, or employment assistance?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other material assistance?</b> <i>(for example, food, clothing, utility, public assistance)</i>	<input type="checkbox"/>	<input type="checkbox"/>

**Mental health support and safety**

<b>G5. During the [fiscal/calendar] year that includes January 1, 2023, did your victim services include ...</b>	<b>Yes</b>	<b>No</b>
<b>Crisis Counseling?</b> <i>(whether by a licensed professional, advocate, or peer)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Emotional support services?</b> <i>(for example, peer or advocate-led support groups, and social programming for children)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Mental health services provided by a clinician?</b> <i>(for example, individual or group counseling or other therapy services by a licensed professional counselor)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Safety services?</b> <i>(for example, safety planning, witness protection, address confidentiality, and self-defense) (Does NOT include protective orders)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Substance use treatment?</b>	<input type="checkbox"/>	<input type="checkbox"/>

**Medical and health assistance**

<b>G6. During the [fiscal/calendar] year that includes January 1, 2023, did your victim services include ...</b>	<b>Yes</b>	<b>No</b>
<b>Accompaniment to medical care or forensic medical examinations?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Providing medical care?</b> <i>(emergency or follow-up)</i>	<input type="checkbox"/>	<input type="checkbox"/>

Providing forensic medical examinations?	<input type="checkbox"/>	<input type="checkbox"/>
Providing STD or HIV testing, prophylaxis, or treatment?	<input type="checkbox"/>	<input type="checkbox"/>

#### Legal and victims' rights assistance

G7. During the [fiscal/calendar] year that includes January 1, 2023, did your victim services include ...	Yes	No
Assistance navigating the justice system from a victim's perspective? <i>(for example, representation, advocacy, accompaniment, assistance in exercising victims' rights)</i>	<input type="checkbox"/>	<input type="checkbox"/>
Criminal legal support to victims who are defendants, including defense services?	<input type="checkbox"/>	<input type="checkbox"/>
Legal assistance with protective or restraining orders?	<input type="checkbox"/>	<input type="checkbox"/>
Civil legal assistance in family law, landlord or tenant, or employment matters?	<input type="checkbox"/>	<input type="checkbox"/>
Immigration assistance? <i>(for example, assistance seeking special visas, continued presence application, other immigration relief)</i>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other services

G8. During the [fiscal/calendar] year that includes January 1, 2023, did your victim services include ...	Yes	No
Case management? <i>(working individually with victims to assess their needs and create a service plan, and then support them in that plan)</i>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised child visitation?	<input type="checkbox"/>	<input type="checkbox"/>
Responding to the scene of the crime or abuse in coordination with other organizations?	<input type="checkbox"/>	<input type="checkbox"/>
Education of survivors regarding victimization dynamics? <i>(one-on-one or in group settings)</i>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation services? <i>(including direct transportation, bus tokens, arranging for ride-share)</i>	<input type="checkbox"/>	<input type="checkbox"/>
Language access? <i>(providing or arranging for translation or interpretation services, use of language line, or bilingual staff)</i>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance making funeral, burial, cremation, memorial, or other related arrangements for people who died as a result of violence?	<input type="checkbox"/>	<input type="checkbox"/>
Services designed and targeted specifically to meet the needs of culturally or ethnically specific populations?	<input type="checkbox"/>	<input type="checkbox"/>

**G9. Did your organization operate a hotline or helpline or crisis line at any time during the [calendar/fiscal] year that includes January 1, 2023?**

- Yes → Proceed to G9a
- No → Skip to G10.1

**G9a. How many hotline or helpline or crisis line calls did your organization receive from victims in the [calendar/fiscal] year that includes January 1, 2023?** *Estimates are acceptable.*

\_\_\_\_\_ select box if estimate

**G10. Excluding hotline or helpline or crisis line calls, how many unique victims received direct services from your organization during the [calendar/fiscal] year that includes January 1, 2023?** *Estimates are acceptable. (Exclude victims who only received information through the mail.)*

\_\_\_\_\_ select box if estimate  → Skip to G11

**G10.1. How many unique victims received direct services from your organization during the [calendar/fiscal] year that includes January 1, 2023?** *Estimates are acceptable. (Exclude victims who only received information through the mail.)*

\_\_\_\_\_ select box if estimate



**G11. Please report whether your organization provided services for victims of the following types of crime or abuse during the [calendar/fiscal] year that includes January 1, 2023.** (Include any crime types for which your organization provided services regardless of whether it was the crime for which the victim first sought services, or a crime that was identified later and for which your organization also provided services to the victim.)

<b>Youth</b> (under age 18; services to victim or nonoffending parent or caregiver)	<b>Yes</b>	<b>No</b>
Child physical abuse or neglect	<input type="checkbox"/>	<input type="checkbox"/>
Child rape or sexual assault or sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>
Child witness of violence	<input type="checkbox"/>	<input type="checkbox"/>
Child marriage or forced marriage	<input type="checkbox"/>	<input type="checkbox"/>
Adults molested or abused as children	<input type="checkbox"/>	<input type="checkbox"/>
<b>Adults</b>		
Domestic violence (DV) or dating violence or violation of DV protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Stalking or violation of stalking protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Rape or sexual assault or sexual abuse (other than against children)	<input type="checkbox"/>	<input type="checkbox"/>
Physical assault (other than domestic or dating violence, child or elder abuse, or rape or sexual assault or sexual abuse) (including attempted homicide, gun violence, strangulation, threat with a weapon)	<input type="checkbox"/>	<input type="checkbox"/>
Robbery	<input type="checkbox"/>	<input type="checkbox"/>
Elder physical abuse or neglect	<input type="checkbox"/>	<input type="checkbox"/>
Homicide (serving surviving family members) (including murder, non-negligent manslaughter)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Targeted crime types</b>		
Hate crimes (based on race, gender or gender identity, religion, disability, sexual orientation, or ethnicity)	<input type="checkbox"/>	<input type="checkbox"/>
Honor-related violence (physical violence or threats or retaliation in the name of family honor, female genital mutilation)	<input type="checkbox"/>	<input type="checkbox"/>
Human trafficking (labor)	<input type="checkbox"/>	<input type="checkbox"/>
Human trafficking (sex)	<input type="checkbox"/>	<input type="checkbox"/>
Victim witness intimidation	<input type="checkbox"/>	<input type="checkbox"/>
DUI or DWI crashes	<input type="checkbox"/>	<input type="checkbox"/>
Community violence or gang violence	<input type="checkbox"/>	<input type="checkbox"/>
Terrorism or mass violence	<input type="checkbox"/>	<input type="checkbox"/>
<b>Financial crimes</b>		
Identity theft	<input type="checkbox"/>	<input type="checkbox"/>
Financial fraud and exploitation (other than identity theft)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Property crimes</b>	<input type="checkbox"/>	<input type="checkbox"/>
Motor vehicle theft	<input type="checkbox"/>	<input type="checkbox"/>
Burglary		
<b>Other specify categories</b>		
Other violent crimes (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>
Other property crimes (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

**G12. Do your victim services focus on victims of particular types of crimes or abuse? For example, domestic violence, trafficking, family members of homicide victims.**

- Yes, our services focus on particular types of crime or abuse → **Proceed to G12.1**
- No, our services do not focus on particular types of crime or abuse → **Skip to G12.2**

**G12.1. Indicate the top type(s) of crime or abuse your victim services primarily target, though you may serve victims of other types of crimes as well. For example, you focus on victims who are seeking services because of domestic violence or sexual assault. Select up to 4. Please do your best to fit your response within the general categories provided.**

	Select up to 4
<b>Violent crimes</b>	
Domestic violence (DV) or dating violence	<input type="checkbox"/>
Stalking	<input type="checkbox"/>
Rape or sexual assault or sexual abuse ( <i>other than domestic or dating violence</i> )	<input type="checkbox"/>
Physical abuse or neglect ( <i>other than domestic or dating violence</i> )	<input type="checkbox"/>
Physical assault ( <i>other than domestic or dating violence, including attempted homicide, gun violence, strangulation, threat with a weapon</i> )	<input type="checkbox"/>
Survivors of homicide ( <i>including murder, non-negligent manslaughter</i> )	<input type="checkbox"/>
Any or all violent crime	<input type="checkbox"/>
<b>Targeted crime types</b>	
Hate crimes ( <i>based on race, gender or gender identity, religion, disability, sexual orientation, or ethnicity</i> )	<input type="checkbox"/>
Human trafficking ( <i>labor</i> )	<input type="checkbox"/>
Human trafficking ( <i>sex</i> )	<input type="checkbox"/>
DUI or DWI crashes	<input type="checkbox"/>
Community violence or gang violence	<input type="checkbox"/>
Terrorism or mass violence	<input type="checkbox"/>
Any or all felonies	<input type="checkbox"/>
<b>Financial crimes</b>	
Financial exploitation or identity theft or fraud ( <i>other than domestic or dating violence</i> )	<input type="checkbox"/>
<b>Other crime types</b>	
Other ( <i>please specify</i> ) _____	<input type="checkbox"/>

**G12.2. Do your victim services focus on specific populations of victims?** *For example, such as certain racial or ethnic groups of victims, victims with disabilities, and victims who are LGBTQ, elder victims.*

- Yes, our services focus on specific populations of victims → **Proceed to G12.3**
- No, our services do not focus on specific populations of victims → **Skip to Section H**

**G12.3. Indicate the top populations of victims your services primarily target, though you may serve victims from other groups as well.** *For example, you make specific efforts to serve victims who are part of the LGBTQ population. Select up to 4. Please do your best to fit your responses within the general categories provided.*

	Select up to 4
<b>Age-related populations</b>	
Adolescent or teens	<input type="checkbox"/>
Children	<input type="checkbox"/>
Elderly or dependent adults	<input type="checkbox"/>
<b>Gender or sexual orientation-related populations</b>	
Female	<input type="checkbox"/>
Male	<input type="checkbox"/>
LGBTQ	<input type="checkbox"/>
<b>Race or ethnicity-related populations</b>	
Indigenous, including Native American or Alaska Native	<input type="checkbox"/>
Another race or ethnicity	<input type="checkbox"/>
<b>Other populations</b>	
Deaf or hard-of-hearing	<input type="checkbox"/>
Formerly incarcerated	<input type="checkbox"/>
Incarcerated	<input type="checkbox"/>
Disabled	<input type="checkbox"/>
Immigrant or refugee or limited English proficiency	<input type="checkbox"/>
Other <i>(please specify)</i> _____	<input type="checkbox"/>

## H. Staffing

### [IF A1 = 2 (PRIMARY)]

**H1.1 During the pay period that includes January 1, 2023, how many paid staff dedicated to working with victims work at your organization full-time (35 hours or more per week)?** *Count each person only once. Include contractual workers in your counts. Estimates are acceptable.*

- No full-time staff
- 1 full-time staff person
- 2–3 full-time staff
- 4–10 full-time staff
- 11–20 full-time staff
- 21–30 full-time staff
- 31–100 full-time staff
- More than 100 full-time staff

→ Skip to H2.1

### [IF A1 = 1 (EMBEDDED)]

**H1.2 During the pay period that includes January 1, 2023, how many paid staff dedicated to working with victims work in your victim service program(s) full-time (35 hours or more per week)?** *Count each person only once. Include contractual workers in your counts. Estimates are acceptable.*

- No full-time staff
- 1 full-time staff person
- 2–3 full-time staff
- 4–10 full-time staff
- 11–20 full-time staff
- 21–30 full-time staff
- 31–100 full-time staff
- More than 100 full-time staff

→ Skip to H2.2

### [IF A1 = 2 (PRIMARY)]

**H2.1 During the pay period that includes January 1, 2023, how many paid staff dedicated to working with victims work at your organization part-time (less than 35 hours per week)?** *Count each person only once. Include contractual workers in your counts. Estimates are acceptable.*

- No part-time staff
- 1 part-time staff person
- 2–3 part-time staff
- 4–10 part-time staff
- 11–20 part-time staff
- 21–30 part-time staff
- 31–100 part-time staff
- More than 100 part-time staff

→ Skip to H3

**[IF A1 = 1 (EMBEDDED)]**

**H2.2 During the pay period that includes January 1, 2023, how many paid staff dedicated to working with victims work in your program part-time (less than 35 hours per week)?** *Count each person only once. Include contractual workers in your counts. Estimates are acceptable.*

- No part-time staff
- 1 part-time staff person
- 2–3 part-time staff
- 4–10 part-time staff
- 11–20 part-time staff
- 21–30 part-time staff
- 31–100 part-time staff
- More than 100 part-time staff

**H3. Did your organization use volunteers (for example, staff that are not paid) to provide direct services to victims during the [calendar/fiscal] year that includes January 1, 2023?**

- Yes
- No

<b>I. Funding</b>
-------------------

**[IF A1.6a or A1.6c = MULTISITE]**

**I1. These next questions refer to overall funding and funding sources during the [calendar/fiscal] year that includes January 1, 2023. Will you be answering the funding questions for your site or location only, or across the victim services programming for all locations?**

- My location
- All victim services programming across the organization

**I2. What was the estimated total annual funding for your victim services programming for the [calendar/fiscal] year that includes January 1, 2023?** *Estimates are acceptable. NOTE: this includes all costs, not only personnel.*

- Less than \$100,000 per year
- \$100,000 to \$499,999 per year
- \$500,000 to \$999,999 per year
- \$1 million to \$4,999,999 per year
- More than \$5 million per year

**I3. During the [calendar/fiscal] year that includes January 1, 2023, was your victim services programming supported by any grants?**

- Yes → **Proceed to I4**
- No → **Skip to section J**
- Unsure → **Skip to section J**

**I4. Which type of grant(s) supporting victim services did you receive during the [calendar/fiscal] year that includes January 1, 2023? Select all that apply.**

- Federal grants passed through a state or local agency (*for example, Victims of Crime Act (VOCA); Sexual Assault Services Program (SASP); Services, Training, Officers, and Prosecutors (STOP); Family Violence Prevention and Services Act (FVPSA); and Community Development Block Grants (CDBG)*) → **Proceed to I5**
- Other federal grants (*directly from the Office for Victims of Crime, Office on Violence Against Women, U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, or others*) → **Proceed to I5**
- State or local government grants that are NOT pass-through federal grants (*they are funded only with state or local dollars*) → **Skip to J1**
- Non-government grants, including from foundations, corporations, nonprofits, or other non-government source → **Skip to J1**

**[IF I4=1 OR 2 (THOSE SELECTING FEDERAL GRANTS)]**

**I5. Please estimate the percentage of your victim services budget supported by federal grants including those passed through a state or local government office for the {IF G2=1: calendar/IF G2=2: fiscal} year that includes January 1, 2023.**

- Less than 25%
- 25% to 49%
- 50% to 74%
- 75% to 100%

## J. Record Keeping

**J1. Does your organization use an electronic records system to maintain case files?**

- Yes
- No → **Skip to Section K**

**J2. Does your organization's electronic records system track individual cases?**

- Yes
- No

## K. Current Issues of Concern to Victim Service Providers

**K1. How concerned are you about vicarious trauma and staff burnout among victim service staff at your organization?** (*“Vicarious trauma” refers to staff exposure to the trauma of others that puts the staff at risk for a range of negative consequences.*)

- Very concerned
- Somewhat concerned
- A little concerned
- Not concerned at all

**K2. How concerned are you about the ability of your victim services program to reach and serve all victims equally?** (*This includes but is not limited to racial equity, gender identity or sexual orientation equity, equity for those with disabilities, and equity for those with limited English proficiency.*)

- Very concerned
- Somewhat concerned
- A little concerned
- Not concerned at all

## COVID-Related Organizational Impacts

*March 2020 is generally recognized as the start of the COVID-19 global pandemic. Many activities were affected, including victim services delivery.*

**K3. Did you make or experience any changes in your organization or the way you deliver services because of the COVID-19 pandemic?**

- Yes → **Proceed to table K3.a**
- No → **Skip to End**
- Not Applicable—our organization started after the COVID-19 pandemic began → **Skip to End**

**K3.a. Please indicate which of these organizational changes happened because of the COVID-19 pandemic.**

<b>FOR COVID-RELATED REASONS:</b>	<b>This change did not happen</b>	<b>This change happened temporarily</b>	<b>This change has continued through the present</b>
Victim services staff resigned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Victim services staff were laid-off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Victim service staff worked partially or fully remote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Some or all in-person meetings with victims were suspended	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Virtual and phone meetings with victims increased	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service needs changed as the numbers of some crimes went up or down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service needs changed as the levels or severity of violence used in crimes or abuse increased	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**END.**

***Thank you for taking the time to complete this important survey!***



National Census of Victim Service Providers  
OMB Control Number 1121-0355  
OMB Expiration Date: 05/31/2019

Attachment 4: Welcome screen for online instrument



NATIONAL CENSUS OF VICTIM SERVICE PROVIDERS

**Please Enter your PIN**

Federal agencies may not conduct or sponsor an information collection, and a person is not required to respond to a collection of information, unless it displays a currently valid OMB Control Number. Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate, or any other aspects of this collection of information, including suggestions for reducing this burden, to the Director, Bureau of Justice Statistics, 810 Seventh Street NW, Washington, DC 20531. The Omnibus Crime Control and Safe Streets Act of 1968, as amended (34 USC 10132), authorizes this information collection. This request for information is in accordance with the clearance requirement of the Paperwork Reduction Act of 1980, as amended (44 U.S.C. 3507). Although this survey is voluntary, we urgently need and appreciate your cooperation to make the results comprehensive, accurate, and timely.

**OMB Number: 1121-0355**

National Census of Victim Service Providers  
OMB Control Number 1121-0355  
OMB Expiration Date: 05/31/2019

## Attachment 5: 2023 NCVSP Cognitive Testing Report



*National Census of Victim Service Providers  
Cognitive Testing Report*

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April 26, 2023



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## Executive Summary

The National Census of Victim Service Providers (NCVSP) collection provides national data on all programs and organizations that served victims of crime or abuse within the six months prior to the survey. The NCVSP captures information related to the number of VSPs in the United States, where they are physically located, estimates of victims served, the types of services they provide, and estimates of staffing and funding. The NCVSP was first administered in 2017 and is being readministered to victim service providers (VSP) in 2023.

As part of readministering the NCVSP, the research team examined the 2017 NCVSP instrument, resulting data, and feedback to identify any issues. It became clear that the 2023 NCVSP needed new and revised questions to accurately capture information related to VSPs including VSP type and structure, the focus of programming including crime type or population served, and estimates of staffing and funding. In addition, minor changes to question wording and structure were made to better capture data from VSPs.

The research team conducted two rounds of cognitive interviews: testing questions revised from the 2017 NCVSP in the first round, revising questions based on findings from that round, and testing those revisions in the second round. VSPs were recruited for cognitive testing through subject matter experts who served as project advisors and through project staff at the National Organization for Victim Assistance (NOVA). A total of 30 individuals from VSPs participated in Round 1 of cognitive testing and 21 in Round 2.

New or substantially revised questions were drafted and tested in the following areas:

*Identification of VSPs.* The NCVSP is intended to gather data from those VSPs who are intentionally seeking to serve victims of crime and abuse—as opposed to the many social service and other entities that happen to serve victims among their clients without any special attention. The original language in item S2 was revised to make this distinction clearer. The question was initially revised to ask whether providers had “intentionally” provided victim services. Findings from cognitive testing revealed that respondents were somewhat confused by the word “intentionally.” The research team determined that the best approach is to mirror the language used in item A1.a, which asks whether respondents “provided services to victims or survivors of crime or abuse through specific program(s) or designated staff.”

*VSP structure and unit of analysis.* Section A of the NCVSP contains a series of questions intended to identify the structure of the responding VSPs (i.e., primary or embedded) as well as the organization type (e.g., non-profit, tribal, government). Several new questions were introduced in the 2023 NCVSP instrument to capture the unit of analysis more effectively, including identifying any parent-child relationships among responding VSPs. Major revisions were made to the new survey items after each round of cognitive testing. Respondents are now asked whether their victim service activities are fully virtual (item A1.5) and, if not, whether their organization (for primary VSPs) or program (for embedded VSPs) operates through a single site or multiple sites (A1.6a and A1.6b). VSPs who operate through multiple sites are then asked to best describe their victim service site: one site that reports to a main office (child), the main office (parent), or other (A1.6c and A1.6d). Child sites are asked to provide contact information for the parent site; parent sites are asked to provide contact information for their child sites. Respondents are then asked to provide contact information for those other sites via manual

entry or upload (A1.7-A1.8). Several other questions were added to this section to ensure that a parent site can report data and determine what level of data they report (items A1.9, A1.9.5). Child sites are also asked whether they are co-located in another organization (item A1.10 (primary) and A1.10a (embedded)).

*Service provision.* Section G captures information on the services provided to victims of crime or abuse of VSPs. One new survey item and one area of major revision were made to Section G based on the review of the 2017 NCVSP and cognitive testing for the 2023 NCVSP. Item G1 is new to the 2023 NCVSP and asks respondents to best describe their service area (i.e., rural, suburban, urban). Initially drafted to require respondents to choose one option that best describes their service area, the question was revised after cognitive testing to allow them to select more than one response. One area was revised: a series of questions that aims to determine whether VSPs have a limited target clientele (G12 and G13). The review of the 2017 NCVSP, in which VSPs were asked about whether it was their mission to serve victims of specific crimes or specific populations of victims, revealed that respondents had difficulty conceptualizing a limitation tied to their mission. The question was revised to ask whether VSPs could “only serve” victims of certain crime types or certain victim populations. Cognitive testing revealed that such a strict limitation did not work for VSPs, who often reflected on the minority of victims served outside those limitations. The questions were further revised to ask about focus of services, by crime type or victim population. Response options are limited to 4 or fewer categories.

*Staffing.* Section H gathers information on VSP staffing. The questions produced inaccurate estimates in the 2017 NCVSP, particularly for some embedded providers who responded with figures that could only apply to the larger organization. In addition, questions designed to capture turnover rates were missing a key element: the number of staff who had left the program during the previous year. Questions were revised to focus embedded providers on staff related to their program, and a new question was added to capture the numbers of staff who had departed. Cognitive testers for the 2023 NCVSP had difficulty responding to these items. It became evident that asking respondents to report actual numbers/estimates for staffing was overly burdensome; many wanted to seek accurate information from their HR departments which would cause a significant delay. This series of questions has been revised to only ask about current staffing, with question variation for primary VSPs

## Additional Items Tested, Minor wording or Formatting Changes Only

### S1. Organization Information

S2a – S2b. Questions for those screening out

A1. Whether respondent is a stand-alone VSP or embedded in another organization

A2. Organization type

B1. Tribal organization sub-type

B2. Geographic scope of tribal VSP

D1. Government organization sub-type

D2. Geographic scope of Government VSP (*identical to E1, Geographic scope of nonprofit VSP and F2, Geographic scope of for profit VSP*)

G5, G6, G8 (formerly G4, G5, G7). Types of services offered

G11. Crime types for which services were provided

and embedded VSPs. The response options are no longer open-ended but rather presented in multiple-choice format.

*Funding.* The series of questions that captures funding for VSPs (Section I) presented the most problems for respondents to the 2017 NCVSP. Some respondents were unable to provide accurate information or did not respond to these items at all. Some embedded respondents appeared to have provided budget information for their entire organization, rather than their victim service program. The section was revised to attempt to focus providers on their victim service budget by first asking about the organization's overall budget, and then the victim service budget. Open-ended questions related to particular federal grants were changed to a matrix of checkboxes asking about the types of grants received. Other funding sources remained as open-ended questions asking for dollar amounts. In cognitive testing, this section was found to be overly burdensome. Testing also revealed an uneven understanding among respondents regarding the sources of funding their organizations received. In response, this section was further streamlined to ask respondents to select an approximate budget total from a multiple-choice list (I2); whether their victim service budget is supported by grants (I3); if yes, which categories of grants they receive (I4); if those include federal grants, to select an approximate percentage of their victim service budget supported by federal grants, with response categories are listed in multiple-choice format (I5).

*Issues of concern.* Section K addresses current issues of concern to VSPs. The survey items included in the 2017 NCVSP were revised to better reflect the most pressing issues facing VSPs in 2023 based on feedback from the SME project advisors. Item K1 (new question) asks respondents to report their level of concern about vicarious trauma and staff burnout among victim service staff at their organization. Item K2 (new question) asks respondents about their organization's ability to reach and serve all victims equally. A new subset of questions has also been added to the 2023 NCVSP that addresses the organizational impacts of the COVID-19 pandemic.

The revisions to the 2023 NCVSP instrument highlighted in this report are aimed at improving the identification of embedded vs. primary VSPs and single site vs. multisite VSPs, as well as the accuracy of responses across the entire survey. The cognitive testing results indicate that respondents were better able to conceptualize the intent of the questions and provide more accurate responses. The cognitive testing report details the aforementioned revisions and additions in more depth as well as covers other formatting and wording changes made to the 2023 NCVSP instrument.



## Introduction

The National Census of Victim Service Providers (NCVSP) collection provides national data on all programs and organizations that served victims of crime or abuse within the six months prior to the survey. The NCVSP captures information related to the number of VSPs in the United States, where they are physically located, estimates of victims served, the types of services they provide, and estimates of staffing and funding. The NCVSP was first administered in 2017 and is being readministered to victim service providers (VSP) in 2023.

As part of readministering the NCVSP, the research team examined the 2017 NCVSP instrument, resulting data, and feedback from the first administration of the survey to identify any problematic areas. The project team details the recommended revisions to the 2017 NCVSP instrument in a separate forthcoming report. . The project team identified several areas of concern related to question wording and content as well as with the accuracy of responses. The majority of issues involved survey items in Section A (Organization Type and Structure), Section G (Services for Victims), and Section I (Funding). Based on the findings described in the instrument feedback report, the project team made recommendations to enhance the accuracy, validity, and reliability of responses in future administrations. The revised NCVSP instrument went through two rounds of cognitive interviews. These cognitive tests had two objectives:

1. To ensure that a wide variety of VSP types could understand and accurately answer the proposed questions.
2. To ensure that VSP answers to each question would facilitate an accurate count of VSPs across the United States. Questions of particular interest in this area were those capturing organizational type, especially among multi-site organizations of various structures.

## Methodology

The cognitive testing procedures for the 2023 NCVSP instrument were approved by the Office of Management and Budget (OMB) under BJS's Generic Clearance (OMB Control No. 1121-0339). OMB clearance was sought on December 7, 2022, and received on December 15, 2022.

VSPs were recruited for cognitive testing through subject matter expert (SME) project advisors and JRSA's project partner, the National Organization for Victim Assistance (NOVA). Ten SMEs, with networks of victim service providers, assisted in recruitment efforts. From the end of November through December of 2022, project staff contacted each SME with a description of the types of VSPs we wanted to include from their network (to include a range of sizes, locations, or areas of focus) to ensure a broad group of cognitive testers and asked them to begin identifying likely testers, and to start thinking about their recruitment.

In early January of 2023, each SME was asked to begin recruiting. Each was provided with sample language for email recruitment, explaining the project and the process for cognitive testing. Once a VSP responded to the SME expressing interest, the SME connected the VSP to project staff for follow-up. Staff at JRSA then emailed the VSP, thanking them for their interest and sending a link to Calendly, a scheduling software program that enabled VSPs to choose a convenient date and time for the cognitive interview. (Sample language of these emails is attached.) In each round of cognitive testing, NOVA recruited VSPs to fill gaps in the roster of testers.

Round 1 of Cognitive Testing was conducted from January 4 through February 6, 2023. Cognitive test interviews were conducted online, using GoToMeeting. Informed consent to participate in the interview, and consent to a video recording of the interview, were obtained at the beginning of each 1-hour interview. The interviewer displayed one question at a time, and interviewees were asked to read and respond to each question. Interviewers then asked probing questions to better understand their thought processes and interpretation of the survey questions.

At the conclusion of the cognitive test interviews in Round 1, VSPs were asked whether they would be interested in participating in a second round of testing. For those who agreed, project staff reached out to them directly for Round 2 to affirm their continued interest and to set a date and time for the interview, again using Calendly. To fill gaps, additional interviewees were recruited using the same methods as Round 1. Cognitive Testing Round 2 was conducted from February 15 through February 28, 2023.

Interview protocols for Round 1 and Round 2 are attached.

Table 1 provides a summary of the VSP types interviewed in Round 1 and Round 2.

**Table 1. Cognitive Interview VSP Types**

Organization Type	Organization Category*	Round 1 (n)	Round 2 (n)
State VOCA Assistance Funding Administrator - no direct services (testing screen out)	G	2	
State victim compensation program	G	1	
Law enforcement-based victim assistance program	G	3	2
Prosecutor’s victim witness program	G	1	
Corrections-based victim service program	G	3	1
Nonprofit social service organization without victim assistance program (testing screen out)	N	1	
Campus-based – large university	C	1	
Campus-based - community college/commuter	C	1	
Nonprofit with chapters, headquarters	N		1
Nonprofit, local chapter	N	1	
Nonprofit with satellite locations, main office	N		1
Nonprofit, stand-alone	N		1
Tribal coalition	T		1
Tribal program, small Tribe or Alaska Native program	T		2

Organization Type	Organization Category*	Round 1 (n)	Round 2 (n)
Program serving formerly incarcerated	N or G		2
Hospital-based program	H	1	1
Trafficking program, culturally-specific	N	1	1
Trafficking program, established	N	2	1
Domestic violence coalition	N	1	
Domestic violence program, established	N	2	1
Domestic violence program, culturally-specific	N	4	1
Family Justice Center	N or G	1	1
Sexual assault coalition	N	1	1
Sexual assault program, established	N	1	1
Children's Advocacy Centers (CACs), stand-alone	N or G	1	1
CAC, hospital-based	H	1	1
<b>Total</b>	--	<b>30</b>	<b>21</b>

\*Key: Tribal (T), Campus (C), Hospital (H), Government (G), Nonprofit (N).

Below, each initially-tested question section is displayed in the order it appears on the survey, followed by a summary of the feedback received during the Round 1 of cognitive testing, revisions tested in Round 2, and the results of Round 2 cognitive testing. Each question section concludes with recommendations for that section. The final recommended instrument is provided separately.

Table 2 below displays the NCVSP instrument section labels (first column) and names (second column). The third column provides a yes/no indicator of whether revisions were made to a section of the NCVSP instrument. No questions in Sections C (campus respondents), F (for-profit respondents), and J (recordkeeping) had issues in the 2017 NCVSP, so no revisions were tested. Section F (for-profit respondents) was not separately tested: the only change to that section was to question F2 regarding service area, which mirrored changes to questions D2 and E1 and was tested as part of those sections. For others, we tested multiple options to learn which was most easily understood and answered by the widest variety of respondents.

**Table 2. 2017 NCVSP Instrument Sections and Revisions**

Section	Title	Revisions (Y/N)
S	Screening Questions	Y
A	Organization Structure and Type	Y
B	Tribal Agencies and Organizations Only	Y
C	Campus Organizations Only	N
D	Government Agencies Only	Y
E	Non-Profit or Faith-Based Organizations Only	Y
F	For-Profit Organizations Only	Y
G	Services for Victims	Y
H	Staffing	Y
I	Funding	Y
J	Record Keeping	N
K	Current Issues of Concern to VSPs	Y

## Cognitive Interview Findings

### S. Screening Questions

#### Organization Contact Information

Item S1 captures contact information about the respondent’s organization.

**2017 NCVSP**

**S1. Before you begin, please complete the following pieces of information for your organization.**

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

Main business phone number: \_\_\_\_\_

Agency email address: \_\_\_\_\_

Agency web site: \_\_\_\_\_

Given some of the issues described in the NCVSP Instrument Feedback Report, the research team made several minor revisions to screener question S1. These changes included replacing the word “Agency” with “Organization” for each occurrence in the question as well as in the response fields and adding explanatory language for the respondents to only use the physical address of their location and not the address of the main or headquarters office. These revisions were only tested in Round 2 of the cognitive interviews.

**Round 2 Cognitive Test**

**S1. Before you begin, please complete the following pieces of information for your organization.**

*If your organization is part of a multisite organization, please use the physical address of your location and not the address of your main or headquarters office.*

Organization Name: \_\_\_\_\_

Organization Address: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

Business phone number: \_\_\_\_\_

Organization email address: \_\_\_\_\_

Organization web site: \_\_\_\_\_

*Findings from Cognitive Testing – Round 2*

This question was not tested in Round 1 but was tested with 21 respondents in Round 2.

- 8 respondents were able to answer the question as written.
- Those who are mostly virtual may struggle to determine which address to enter (n=1).
- Those working in multiple locations did not know which one to enter (i.e., they might work some days in one office and other days in a different one) (n=3).
- Organization has no general email address, or they’re unsure (n=6).
- Organization uses a contact form on its website instead of an email (n=2).
- Organizations may use a P.O. box for their address (n=1).
- 15 respondents said they would be willing to share their contact information in a directory; most of the others did not answer. For the few who hesitated, it was due to having only a personal email (since the organization did not have a general email) or a physical address if their location was confidential.

Organizations with more than one location had the most difficulty determining how to answer questions in this section regardless of organizational type.

### Final Recommendations

- Replace “*physical address of your location and not the address of your main or headquarters office.*” with “***physical address of your site. If the physical address of your site is confidential, please provide the mailing address.***” The objective is to clarify that we are asking for the general mailing address or location the respondent works from most of the time, excluding telework.
- Delete the request for an organizational email address.
- Make the organization website field optional.

S1a was unchanged from the 2017 NCVSP.

### Provided Services in the Past 6 Months

Item S2 is a screener question designed to capture whether VSPs provided services to victims of crime or abuse within the past six months.

#### 2017 NCVSP

**S2. Has your organization or any programs or staff within your organization provided services to victims of crime or abuse in the past six months?** *By ‘services to victims of crime or abuse’ we mean direct assistance, including - but not limited to - referrals, counseling, notices of court proceedings, legal assistance, shelter, medical response, etc.*

- Yes → **Go to A1**
- No → **Proceed to S2a**

The purpose of the NCVSP is to identify programs and organizations that intentionally provide services to victims of crime, which also includes programs that maintain an active victim service referral program. The original question language used in the 2017 NCVSP does not explicitly state that organizations or programs must intentionally provide services to victims of crime or abuse. The inclusion of this descriptor is important because almost every criminal justice agency, social service organization, health agency, and school will serve victims among all the individuals they serve, even if their mission or programming is not focused on serving victims of crime or abuse. The SMEs indicated that the question should be rephrased to be more inclusive to VSPs who provide direct services to non-justice system-involved victims, by using the word “survivor” rather than “victim.”

### Rounds 1 and 2 Cognitive Test

**S2. Has your organization or any programs/staff within your organization intentionally provided services to victims/survivors of crime or abuse in the past six months?** *By ‘services to victims/survivors of crime or abuse’ we mean direct assistance, including - but not limited to - referrals, counseling, notices of court proceedings, legal assistance, shelter, medical response, etc. This survey will use the term victim to mean victim or survivor from this point forward.*

- Yes → **Skip to A1**
- No → **Proceed to S2a**

### Findings from Cognitive Testing – Rounds 1 and 2

Because there were no changes to S2 between Rounds 1 and 2 of cognitive testing, findings from both rounds are presented together.

- The word “intentionally” struck respondents as odd, especially those from nonprofit organizations (n=10).
- Respondents were able to answer the question accurately to screen in or out (n=28).
  - One state-level organization that should have screened out answered “yes” because if someone does happen to reach out to them for help, they will make a referral for them.
  - Another state-level program, a funder, screened out under those same circumstances, reasoning that they didn’t maintain a program or even an active referral list.
- A few suggested additional services to note in the italics: advocacy (n=2), compensation (n=1), case management (n=2), and medical (n=1).

### Final Recommendations

- Change the wording from “intentionally provided services” to language mirroring A1.a, “provided services to victims or survivors of crime or abuse through specific program(s) or designated staff.”

### Questions for Those Who Screen Out

This series of questions is designed to capture organizational-related information for respondents who were screened out of the survey.

#### 2017 NCVSP

**S2a. Thank you. We received your organization's name from a list of entities that served victims of crime or abuse at some point in time. To help us update our records, please indicate which of the following options apply (check all that apply):**

- Our organization has never provided services to victims of crime or abuse
- Our organization functions primarily as a granting or funding agency and not as a direct provider of services
- Our organization has provided services to victims of crime or abuse, but not in the past 6 months
  - Does your organization plan to provide services to victims of crime or abuse in the future?
    - Yes
    - No
- Our organization contracts out all of our victim services and/or partners with an outside agency or agencies to provide services to victims of crime or abuse
- Our organization solely provides referrals for services for victims of crime and abuse
  - Do you maintain an active victim service referral program?
    - Yes → **We would still like for you to participate, please proceed to A1**
    - No → **Proceed to S2b**
- Our organization might serve victims of crime or abuse as part of our program, but there is no consistent way to identify whether persons are victims.
- Other (please provide brief description) \_\_\_\_\_

**S2b. Which of the following best describes your organization? Select one response.**

- a. Tribal government or other tribal organization or entity
- b. Campus organization or other educational institution (public or private)
- c. Hospital, medical, or emergency facility (public or private)
- d. Government agency
- e. Nonprofit or faith-based entity (501c3 status)
- f. For-profit entity
- g. Informal entity   
(e.g., some other type of program or group, not formally a part of an organization, registered nonprofit, or business; Independent survivor advocacy and support groups; volunteer, grassroots, or survivor network)

After initial review of the instrument, the S2 questions were streamlined and reordered to improve comprehension.



**Round 1 Cognitive Test**

**S2a. Does your organization maintain an active victim service referral program?** *This includes, but is not limited to, hotlines.*

- Yes → Skip to A1
- No → Proceed to S2a.5

**S2a.5. To help us update our records, please answer a few additional questions:**

**a. Has your organization ever provided services to victims of crime or abuse?**

- Yes
- No

**b. Does your organization plan to provide services to victims of crime or abuse in the future?**

- Yes
- No

**c. Does your organization indirectly support victims of crime or abuse in any of the following ways?**

**A. Contracting out all direct services to another organization.**

- Yes
- No

**B. Providing grants or funding to support direct services to victims of crime or abuse.**

- Yes
- No

**C. Providing training and technical assistance for direct service providers or engaging in issue advocacy.**

- Yes
- No

**D. Other**

- Yes
- No

[if yes] Please specify \_\_\_\_\_

**S2b. Which of the following best describes your organization?** *Select one response.*

- Tribal government or other tribal organization or entity
- Campus organization or other educational institution *(public or private)*
- Hospital, medical, or emergency facility *(public or private)*
- Government agency
- Nonprofit or faith-based entity *(501c3 status)*
- For-profit entity
- Informal entity *(e.g., some other type of program or group, not formally a part of an organization, registered nonprofit, or business; Independent survivor advocacy and support groups; volunteer, grassroots, or survivor network)*

*Findings from Cognitive Testing – Round 1*

- S2a (active referral program): 2 respondents had no difficulty; 1 wanted clarification because they list funded programs on their website but do not offer a referral line.
- S2a.5\_b (ever provided services): 2 respondents had no difficulty; 1 was unsure whether this would include ad hoc assistance.
- S2a.5\_c (plan to provide services): 2 respondents had no difficulty; 1 wanted to know whether this included ad hoc responses or referred to planned programming.
- S2a.5\_c (indirectly support victims): 1 respondent had no difficulty; 1 food bank would have said “yes” to contracting although their agreements with other providers are informal and relate to mutual referrals; 1 state funder wasn’t sure whether their VS grants were contracts until they saw the next question (re. funding) and then said “no” to contracting.
- S2b (Type of Organization): No respondents had difficulty.

*Revision for Round 2 Cognitive Testing*

Following Round 1, the order of the answer choices A and B for S2a.5\_c was changed to ask first about funding and then about contracting.

**Round 2 Cognitive Test**

**S2a. Does your organization maintain an active victim service referral program?** *This includes, but is not limited to, hotlines.*

- Yes → Skip to A1
- No → Proceed to S2a.5

**S2a.5. To help us update our records, please answer a few additional questions:**

**a. Has your organization ever provided services to victims of crime or abuse?**

- Yes
- No

**b. Does your organization plan to provide services to victims of crime or abuse in the future?**

- Yes
- No

**c. Does your organization indirectly support victims of crime or abuse in any of the following ways?**

**A. Providing grants or funding to support direct services to victims of crime or abuse.**

- Yes
- No

**B. Contracting out all direct services to another organization.**

- Yes
- No

**C. Providing training and technical assistance for direct service providers or engaging in issue advocacy.**

- Yes
- No

**D. Other**

- Yes
- No

[if yes] Please specify \_\_\_\_\_

**S2b. Which of the following best describes your organization?** *Select one response.*

- Tribal government or other tribal organization or entity
- Campus organization or other educational institution (*public or private*)
- Hospital, medical, or emergency facility (*public or private*)
- Government agency
- Nonprofit or faith-based entity (*501c3 status*)
- For-profit entity
- Informal entity (*e.g., some other type of program or group, not formally a part of an organization, registered nonprofit, or business; Independent survivor advocacy and support groups; volunteer, grassroots, or survivor network*)

Findings from Cognitive Testing – Round 2

- S2a (active referral program): 1 respondent understood this question, they make referrals but no formal program.
- S2a.5\_b (ever provided services): 1 respondent unsure about whether this referred to intentionally providing service or ad hoc assistance even one time.
- S2a.5\_c (indirectly support victims. All respondents understood and could answer.
- S2b (Type of Organization): 1 respondent had no difficulty; a Tribal respondent struggled with the available Tribal response.

Final Recommendations

- Change the language in S2a.5\_b and c (ever provided/plan to provide services) to mirror the final language for S2 to capture intentional or resourced efforts, rather than ad hoc or occasional.
- Change S2a.5\_c (indirectly support victims) contracting response option to say “Formally contracting out...”
- Change S2b (Organizational type) to ensure that response options mirror those in A2.

A. Organizational Type and Structure

This series of questions is intended to identify the structure of the responding VSPs (i.e., primary or embedded) as well as the organization type (e.g., non-profit, tribal, government).

Organizational Type: Primary vs. Embedded

**2017 NCVSP**

**A1. Which of the following best describes how your organization is structured to provide services to victims of crime or abuse?**

- The primary function of the organization is to provide services or programming for victims of crime. → **Skip to A2**
- Victim services or programming are one component of the larger organization (e.g., a hospital, university, community center, law enforcement agency, or prosecutors’ office)

→ **Proceed to A1a**

**A1a. Does your organization have a specific program(s) or staff that are dedicated to working with crime victims?**

- Yes
- No

This question was minimally revised to include the phrase “as a whole” in describing the organization’s function.

**Round 1 and 2 Cognitive Test**

**A1. Which of the following best describes how your organization is structured to provide services to victims of crime or abuse?**

- The primary function of the organization as a whole is to provide services or programming for victims of crime. → **Skip to A1.5**
- Victim services or programming are one component of the larger organization’s activities (*e.g., within a hospital, university, community center, law enforcement agency, or prosecutors’ office*)

→ **Proceed to A1a**

**A1a. Does your organization have a specific program(s) or staff that are designated to work with victims of crime or abuse?**

- Yes → **Proceed to A1.5**
- No → **“Thank you. You do not need to complete the rest of this survey.”**

*Findings from Cognitive Testing – Rounds 1 and 2*

While this question was easy for many testers, a few had difficulty:

- 1 nonprofit whose activities are split between direct service and issue advocacy.
- Programs that are embedded but think of themselves as separate (1 prosecutor-based, 1 campus-based) or weren’t sure how to identify (1 hospital-based).
- 1 DV program that just acquired or merged with a substance abuse program so now is not sure how to respond.
- 1 law enforcement (LE) based program hesitated to choose embedded because, in a way, all LE work is for victims.
- 2 state coalitions answered differently: one chose “primary” because everything they do including advocacy is about victims while the other said VS was just one component of the coalition’s activities.

Other reactions:

- Would rather see the words “intentional injury” or “abuse” than the word “crime” (n=1).
- Independent agencies co-located in the same facility as others may get confused (n=2).
- A “multiservice” option may be necessary for agencies in which VS is one of many services they offer, and they don’t consider any one service to be “primary” (n=6).
- No respondents expressed difficulty in answering A1a.

*Final Recommendations*

- Reword the second answer choice to include “multiservice agency.” This will also prevent confusion among agencies that are located in the same place, but unrelated.
- Switch the order of the response options, to ask about embedded before primary.

*A1a is unchanged from the 2017 NCVSP.*

### Organizational Type: Unit of Analysis (new)

A review of the 2017 NCVSP revealed some inconsistencies in responses for embedded VSPs, with some reporting at the parent level and others reporting at the site, or child, level. Moreover, multiple sites of the same organization were not always identified as such, resulting in an unknown degree of duplication. To improve the accuracy of responses for embedded VSPs, a new series of questions was created to better capture parent-child relationships among respondents.

### Multisite and Parent/Child

#### Round 1 Cognitive Test (New)

##### A1.5. Please check the most appropriate description of your organization.

- Organization operating through one single location → **Skip to A1.6**
- One sublocation of a multi-site organization (*such as a branch or satellite office, or a local chapter of a larger organization*) → **Proceed to A1.5a**
- The headquarters or main office of a multi-site organization (*i.e., an office that exercises operational control over other sites, not merely a membership organization*) → **Skip to A1.5b**

##### A1.5a. Please provide the following contact information for your organization's headquarters or main office:

Organization Name: \_\_\_\_\_

Organization Address: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

→ **Skip to A1.6**

##### A1.5b. Please provide the following contact information for each of your organization's sublocations:

Sublocation Name: \_\_\_\_\_

Organization Address: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

*Add location?*

- Yes [Repeat prompts for org name, address, city/state/zip]
- No → **Proceed to A1.7**

### Findings from Cognitive Testing – Round 1

- A1.5 is easy to understand (n=5).
- Use of “sublocation” terminology is confusing (n=5).

- Embedded respondents were not sure whether this was referring to the organization as a whole or the victim services component (n=7). Additionally, “program” would be clearer than “organization” for this group.
- Respondents struggled to consider this question when staff work remotely or are out on the road (i.e., mobile services) (n=4). Allowing organizations that are 100% virtual to skip the rest of this section may be beneficial.
- Even with multiple locations, one may not be HQ or the main office, at least in everyday understanding. Several respondents struggled with differentiating between the 2<sup>nd</sup> and 3<sup>rd</sup> response categories (i.e., one sublocation of a multi-site organization AND the headquarters or main office of a multi-site organization) (n=8).
- 2 interviewees had 2 locations that were both important. Might have been able to answer about where the program or executive director is based. However, is the executive director base the most significant factor in determining which is the main office? What if finance is in a different office? Or more operations are in a different office? Would we ask, “Which location is best designated as the one to receive important correspondence that applies to the organization or department as a whole?”
- Simplify language to help culturally-specific organizations understand the questions easier (n=1).
- Interviewees indicated various levels of burden related to A1.5a and A1.5b (listing main office or sublocations) ranging from a few minutes to several hours. Large organizations may prefer to enter a web link to their location’s directory.

#### *Revisions for Round 2 Cognitive Testing*

These questions were substantially revised for Round 2. A question was added to determine whether services were fully virtual (in which case questions regarding multiple sites would be irrelevant) and to clarify questions regarding multisite structure and parent-child relationships. Several questions were duplicated with slight variations in wording to better suit primary organizations and embedded programs.



## Round 2 Cognitive Testing

**A1.5 Are your victim service activities fully virtual?** (No direct victim services are offered from a physical location connected to the organization)

- Yes → **Skip to A2**
- No → **Proceed to A1.6a**

### [IF A1 = PRIMARY FUNCTION]

**A1.6a. An important goal of the National Census of Victim Service Providers is to create a total count of organizations that provide services to victims. Some organizations may have multiple sites providing victim services that are part of a larger umbrella organization** (such as branch or satellite locations, chapters, or field offices; this does NOT refer simply to staff working from home or hybrid). **Please check the most appropriate description of your victim services organization.**

- Organization operating through one single location → **Skip to A1.10**
- Organization operates through multiple sites (*including branch or satellite offices, or local chapters of a larger organization*) → **Proceed to A1.6c**

### [IF A1 = EMBEDDED PROGRAM]

**A1.6b. An important goal of the National Census of Victim Service Providers is to create a total count of organizations that provide services to victims. Some organizations may have multiple sites providing victim services that are part of a larger umbrella organization** (such as branch or satellite locations, chapters, or field offices; this does NOT refer simply to staff working from home or hybrid). **Please check the most appropriate description of your victim services programming.**

- Victim service programming operating through one single location → **Skip to A1.10**
- Victim services programming operates through multiple sites (*including branch or satellite offices, or local chapters of a larger organization*) → **Proceed to A1.6c**

**A1.6c. What is the BEST description of your victim service location or site, in relation to the other victim service sites:**

- One site or location that reports to a main office or administrative office** (such as a satellite location, branch office, chapter, etc.). → **proceed to A1.7**
- The main office, or administrative office** (including the location where a victim service director is located) → **skip to A1.8**
- Other (tell me more)** → **skip to A1.10**

*(Continued below)*

**Round 2 Cognitive Test (Cont.)**

**A1.7. Please provide the following contact information for your organization's headquarters, main office, or unit director location:**

**Organization Name:** \_\_\_\_\_

**Organization Address:** \_\_\_\_\_

**City, State, ZIP:** \_\_\_\_\_ **Skip to A.1.10a**

**For the remainder of this survey, please respond based only on the activities at your particular site/location.**

**A1.8. Please enter or upload a list of all the victim service locations you would list in a directory or on your website (if the street address is confidential, please use a P.O. Box):**

**Location/site Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City, State, ZIP:** \_\_\_\_\_

*Add location?*

- Yes [Repeat prompts for org name, address, city/state/zip]
- No → **Proceed to A1.9**

[if it is more convenient, you may upload a list HERE or provide a weblink to a list]

*Findings from Cognitive Testing – Round 2*

**A1.5a (Fully Virtual?)**

- 19 respondents found the question clear and easy to understand.
- 2 respondents mentioned that they work virtually but do home/community location visits.

**A1.6a or A1.6b (Single location or multisite?)**

- 17 respondents found this question clear and easy to understand.
- 3 respondents mentioned that they work virtually but do home/community location visits.
- Multisite but not all locations are publicly listed (n=1).
- Tribal organizations: individuals working/responding for these organizations may work from home and have multiple addresses or no address. Those with multiple addresses may receive mail at their home address or a P.O. box and those addresses may not be in the same city. Not sure all respondents will interpret this question the same (n=1).

**A1.6c (For multisite: best description of your site in relation to the other sites)**

- 5 respondents found this question clear and easy to understand.
- “Administrative office” was confusing (n=2).

- Alternatives “Parent” and/or “primary” do not make sense (n=4).
- Prefer “Main office” (n=3).
- Prefer “Primary” (n=2).
- 1 said that this should mirror A1.6 and say, “What is the BEST description of your site, in relation to *your agency’s/programs other victim service sites.*”
- Interpreted “your location” as where they, personally, were sitting right then rather than where their program/agency is located (n=1).
- 1 main office that only houses the administrative staff was confused by “your victim service location” since they don’t offer any services at the main office location.
- Tribal was generally confused by this and probes during testing were not helpful (n=1).
- Thought this question was about whether they were embedded or not again (n=1).
- Thought this question was in reference to other VS organizations in the state rather than sites within their organization (n=1).

#### A1.7 (Main Office Contact Information)

- Clarify that the physical address is wanted unless confidential for security reasons. If it is, please provide the mailing address.

#### A1.8 (All Locations Contact Information)

- Would manually enter this info (n=4).
- Would upload a list (n=2).
- Would provide a weblink (n=3).
- For weblinks, add “if the information is current” (n=1).
- Clarify “all VS locations of your agency/program” (n=1).
- Tribal: Clarify physical or mailing address. For many coalitions, the address will be the ED’s home (n=1).

### *Final Recommendations*

#### A1.6c:

- Create two versions of A1.6c and re-number, one for organizations whose primary purpose is victim services (new A1.6b), and the other for embedded programs (A1.6d), to more clearly identify the appropriate main office.
- Retain the term “main office” and delete other terms (like administrative or primary office).
- Change “your location” to “YOUR site.”
- Clarify that the question is asking, “in relation to your organization’s other sites” or “in relation to your other victim service sites” as appropriate.
- Change the order of the response options to ask about the main office first, then the other site or location.

#### A1.7:

- Create two versions of A1.7 and re-number, one for organizations whose primary purpose of victim services (A1.7), and the other for embedded programs (A1.7a), to more clearly identify the appropriate main office.

- Clarify that we are asking for the organization's physical address unless that's confidential. If so, then provide a mailing address.

A1.8:

- Clarify "If this information is current" for uploading a web link.

Multisite and Parent/Child (clarification of responses)

**Round 1 Cognitive Test (New)**

**A1.6. Is your organization physically located at the site of another organization (such as a nonprofit program operating out of the courthouse or a law enforcement agency; or a law enforcement victim service program operating out of a Family Justice Center; or a nonprofit with space in a commercial establishment)?**

- Yes → Display a message “For the next question, regarding organization type, please select the answer that best describes your own organization rather than the type of organization where you are physically located.” Skip to A2
- No → Skip to A2

**A1.7. In addition to support you provide to your sublocations, do you offer any direct services to victims of crime or abuse at your location/headquarters level? (This can include a helpline or hotline.)**

- Yes → Proceed to A1.8
- No → Skip to A1.9

**A1.8. This survey includes questions about services, persons served, staffing, and funding. Please indicate what your responses will encompass:**

- Responses relate ONLY to the main or headquarters location → Skip to A2
- Responses relate to all locations of this organization (headquarters plus all sublocations) → Skip to A2

**A1.9. Are you able to answer questions about services, persons served, staffing, and funding for all your organization’s sublocations?**

- Yes → “Please respond to the remainder of the survey as the questions relate to all of your organization’s sublocations” → Proceed to A2
- No → “Thank you. You may exit the survey.”

Findings from Cognitive Testing – Round 1

- QA1.6 was clear to all respondents who answered.
- QA1.7 was clear to all respondents, but 1 said to make sure only HQs/Main offices see this question.
- QA1.8 was a little more confusing. Of those who answered, 2 HQs said they would report aggregate numbers that included all locations, but without any sublocation breakdowns. They were not sure which one we were asking for. 1 said that the HQ would report staffing and funding to include all locations even though only some offer victim services.

- QA1.9: 1 hospital-based violence intervention program asked to specify “all locations that provide victim services” because not all hospitals in their system do.

Revisions for Round 2 Cognitive Testing

This question series was reordered, and the wording of questions was revised for further clarity.

**Round 2 Cognitive Test**

**A1.9. In addition to support you provide to the other sites, do you offer any direct services to victims of crime or abuse at your location (the main office or headquarters)? (This can include a formal helpline or hotline.)**

- Yes → Proceed to A1.9.5
- No → Skip to A1.9.7

**A1.9.5. This survey includes questions about the number of victims served, staffing, and funding. Will your answers relate to the victim services provided across the organization, or only those related to your main office location?**

- The victim services provided across the entire organization → skip to A2
- Only victim service activities at my site/location → skip to A2

**A1.9.7 Are you able to answer questions about services, persons served, staffing, and funding for all your organization’s victim service locations?**

- Yes → “Please respond to the remainder of the survey as the questions relate to all of your organization’s sublocations” → Proceed to A2
- No → “Thank you. You may exit the survey.”

**A1.10. Is your victim services organization physically located at the site of another organization (such as a nonprofit program operating out of the courthouse or a law enforcement agency; or a law enforcement victim service program operating out of a Family Justice Center; or a nonprofit with space in a commercial establishment)?**

- Yes → Display a message “For the next question, regarding organization type, please select the answer that best describes your own organization rather than the type of organization where you are physically located.” Proceed to A2
- No → Proceed to A2

**A1.10a. Is your particular victim services site physically located at the site of another organization (such as a nonprofit program operating out of the courthouse or a law enforcement agency; or a law enforcement victim service program operating out of a Family Justice Center; or a nonprofit with space in a commercial establishment)?**

- Yes → Display a message “For the next question, regarding organization type, please select the answer that best describes your own organization rather than the type of organization where you are physically located.” Proceed to A2
- No → Proceed to A2

*Findings from Cognitive Testing – Round 2*

A1.9 (Any Direct Services provided at Main Office?)

- 7 respondents thought this was clear.
- Forgot only the main office was receiving this question and got confused (2).
- Including “helpline” was confusing because they have a helpline, but it is not housed at the main office (1).
- Tribal: Most coalitions offer support but do not offer direct services. Those coalitions would still offer a referral for an identified need, though, and she considers that a direct service (1).

A1.9.5. (If A1.9=Yes, Answering about victims served, staffing, funding for entire org or main office?)

- 4 could answer this question easily.
- Specify which one we want because they could do both (4).

A1.9.7. (If A1.9=No, Can you answer questions about services, victims served, staffing, and funding for the entire org?)

- Only a couple of people were directed to answer this. 1 thought was clear and 1 said we should specify “BASIC questions.”

A1.10/A1.10a, depending on skip logic (Physically located at the site of another organization?)

- This question was clear to respondents
- 1 tribal respondent said that while the coalition is not part of another organization, it is part of the tribe. This may present a little confusion.

*Final Recommendations*

The objective of this question series is to ensure that a main office is able to report data and to determine what level of data they report. Because many respondents can report at either the organization-wide or site level, the instrument should direct respondents to provide organization-wide information if possible, and, if not, then site level only (if they provide services at the site level).

A1.9:

- Delete and renumber subsequent questions in this section.

A1.9.5:

- Renumber A1.9.
- Add the word “basic” regarding funding information.
- Ask whether the Main Offices can report for all locations. This is the preference. If they say they cannot, direct the respondent to A1.9.7 (renumber as A1.9.5)

A1.9.7

- Renumber A1.9.5.
- Ask whether they provide services at their location. If so, direct them to report on those. If not, they exit the survey.

A1.10.

- Make this question clearer by specifying Is YOUR victim services site physically located at the site of a different organization?

### Organization Type

<b>2017 NCVSP</b>	
<b>A2. Which of the following best describes your organization?</b> <i>Select one response.</i>	
<b>a. Tribal government or other tribal organization</b>	<input type="checkbox"/> → <b>Go to Section B</b> [Tribal]
<b>b. Campus organization or other educational institution</b> <i>(public or private)</i>	<input type="checkbox"/> → <b>Go to Section C</b> [Campus]
<b>c. Hospital, medical, or emergency facility</b> <i>(public or private)</i>	<input type="checkbox"/> → <b>Go to Section G</b> [Services for Victims]
<b>d. Government agency</b>	<input type="checkbox"/> → <b>Go to Section D</b> [Government]
<b>e. Nonprofit or faith-based entity</b> <i>(501c3 status)</i>	<input type="checkbox"/> → <b>Go to Section E</b> [Nonprofit or faith based]
<b>f. For profit entity</b>	<input type="checkbox"/> → <b>Go to Section F</b> [For profit]
<b>g. Informal entity</b> <i>(e.g., some other type of program or group, not formally a part of an organization, registered nonprofit, or business; Independent survivor advocacy and support groups; volunteer, grassroots, or survivor</i>	<input type="checkbox"/> → <b>Go to Section G</b> [Services for Victims]

### Findings from Cognitive Testing – Rounds 1 and 2

- Most respondents thought the question was clear.
- 4 respondents said the definition of “informal entity” was clear.
- 6 nonprofits paused when they were included in the same group with faith-based organizations or suggested those categories be separated.
- 1 quasi-non-governmental organization (i.e., hybrid government/nonprofit organization) struggled with which to choose.

### Final Recommendation

- Emphasize the inclusion of nonprofits and faith-based 501(c)(3)s by saying Nonprofit OR faith-based organization.

### B. Tribal Agencies

This series of questions is specific to VSPs who identify as a tribal organization. These items capture additional information about the tribal agency type and service area.



## Type of Organization

### 2017 NCVSP

**B1. Which designation best describes your tribal agency or organization? Select *one* response.**

- Law enforcement
- Prosecutor
- Court
- Juvenile justice
- Offender custody and supervision
- Advocacy program
- Coalition
- Other justice-based agency (*please specify*) \_\_\_\_\_
- Other agency that is NOT justice-based (*e.g., human services, health, education, etc.*) (*please specify*) \_\_\_\_\_

This item was minimally changed based on the instrument review and SME feedback. Two additional response categories were added and several minor wording changes were made to be more consistent with similar questions in other survey sections. This revision was only tested in Round 2 due to delays in recruiting Tribal VSPs.

### Round 2 Cognitive Test

**B1. Which designation best describes your tribal agency or organization? Select *one* response.**

- Law enforcement
- Prosecutor's Office
- Court
- Juvenile justice
- Offender custody and supervision (such as probation, parole, corrections)
- Multi-agency (such as task forces, response teams, etc.)
- Social services or child/adult protective services
- Health services
- Advocacy program
- Coalition
- Other (please specify) \_\_\_\_\_

**ALL RESPONSES: Go to section B2 [SERVICES FOR VICTIMS]**

Findings from Cognitive Testing—Round 2

- Answered the question without any problems (2).
- Might consider adding “Tribal” to response item “Coalition” (1).

Final Recommendations

- Change “Coalition” to “Tribal Coalition.”
- Make the response options easier to comprehend by reordering them so that criminal justice agencies appear first, followed by other government agencies, followed by multiagency, followed by non-governmental entities.

**Round 2 Cognitive Test (New)**

**B2. In what service area/jurisdiction does your agency primarily operate in terms of victims served or services delivered? Select *one* response.**

- Nationwide
- Reservation wide
- Statewide
- Regional/Multi-county/Multi-city/
- Countywide only
- Citywide only
- Specific neighborhood only
- Other (please specify) \_\_\_\_\_

**All responses → Go to section G [SERVICES FOR VICTIMS]**

Findings from Cognitive Testing—Round 2

- It may be more appropriate to use the terminology “Village-wide only” as opposed to “Citywide only” (1).
- The current list of response options does not capture tribal VSPs/coalitions who may provide services across several tribes (1).

Final Recommendations

- Add “Village-wide” after “Citywide”.
- Add a response for “Multiple Tribes or Reservation and Surrounding Area.”
- Add “Multi-State” to Regional.

C. Campus Organizations

*These questions presented no issues in 2017, so will remain unchanged.*

## D. Government Agencies

This series of questions is specific to VSPs who identify as a government agency. These items capture additional information about the government agency type and service area.

### Type of Organization

#### 2017 NCVSP

**D1. Which designation best describes your government agency? Select *one* response.**

- Law enforcement
- Prosecution
- Courts
- Juvenile justice
- Social services or child/adult protective services
- Offender custody and supervision
- Multi-agency (such as task forces, response teams, etc.)
- Other government agency (please specify)\_\_\_\_\_

After reviewing the 2017 open-ended responses, slight revisions were made to clarify the categories of agencies, and two categories were added: victim funding administrators, and victim compensation administrators.

A follow-up question, D1a, was added for victim funding administrators as a further screening question, asking whether they also provided direct services.

### Round 1 Cognitive Test

**D1. Which designation best describes your government agency? Select *one* response.**

- Law enforcement → **Skip to D2**
- Prosecutor’s Office (such as District Attorney, County Attorney, etc.) → **Skip to D2**
- Courts → **Skip to D2**
- Juvenile justice → **Skip to D2**
- Social services or child/adult protective services → **Skip to D2**
- Offender custody and supervision (such as probation, parole, corrections) → **Skip to D2**
- Multi-agency (such as task forces, response teams, etc.) → **Skip to D2**
- State or territory victim compensation program → **Skip to D2**
- State or territory victim funding administrator → **Proceed to D1a**
- Other government agency (please specify)\_\_\_\_\_ → **Skip to D2**

**D1a. Does your organization provide any direct victim services itself, in addition to grantmaking?**

- Yes → **“In completing the remainder of the survey, please confine your responses to your own direct victim service activities, not the grant-making and related functions.” → Go to section G [SERVICES FOR VICTIMS]**
- No → **“Thank you. You may exit the survey.”**

### Findings from Cognitive Testing – Round 1

- Question D1 worked for 6 of 8 respondents. *Note:* Question D1a was not tested (no VOCA programs or other funders, that engaged in cognitive testing, provide any victim services; they screened out earlier).
  - A family justice center working out of a Mayor’s office had difficulty selecting a response. They would have liked a local government option.
  - 2 respondents could have chosen more than one (a prosecutor’s office in AZ also offered victim compensation; a state compensation program had other programs) but were able to choose a BEST response.
  - 2 indicated that adding the term “agency” to the response options (i.e., “Juvenile justice agency” would be clearer, even if redundant).

### Revisions for Round 2 Cognitive Testing

Two changes were made: the term “agency” was added to response options (i.e., “Juvenile justice agency”), and Family Justice Center was added as an example for “Multiagency” for Round 2 testing. This question was tested with 3 respondents.

Findings from Cognitive Testing – Round 2

- The family justice center working out of a Mayor’s Office still had trouble selecting whether their VSP should be identified as multi-agency or city government. In the end, they chose multiagency as the most appropriate response choice.

Final Recommendations

No changes recommended.

Scope of Service

<p><b>2017 and Round 1 Cognitive Test</b></p> <p><b>D2. In what service area/jurisdiction does your agency operate in terms of victims served or services delivered? Select <i>one</i> response.</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Nationwide</li><li><input type="checkbox"/> Statewide</li><li><input type="checkbox"/> Regional/Multi-county/Multi-city</li><li><input type="checkbox"/> Countywide only</li><li><input type="checkbox"/> Citywide only</li><li><input type="checkbox"/> Specific neighborhood only</li><li><input type="checkbox"/> Other (please specify) _____</li></ul> <p><b>All responses → Go to section G [SERVICES FOR VICTIMS]</b></p>
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(NOTE: This question is identical to E1 and F2.)

D2 was tested both with Government and Nonprofit responders. The final survey instrument asks Government VSPs (item D2), Nonprofit VSPs (item E1), and For-Profit responders (F2) the same question.

Findings from Cognitive Testing – Round 1

- 17 respondents easily responded and or said the question was clear.
- 2 respondents stumbled because they may serve victims outside of their typical service area. A criminal justice agency may serve a victim who has moved out of the area or state; a nonprofit may occasionally serve someone from another state or even another country.
- 1 respondent who reported struggling with these cases suggested we ask about the “primary” service area, or area the agency “primarily” operates.
- 1 respondent suggested we ask people to “check all that apply.”

Revisions for Round 2 Cognitive Testing

The question was revised to ask about the area in which the agency primarily operates.

### Round 2 Cognitive Test

**D2. In what service area/jurisdiction does your agency primarily operate in terms of victims served or services delivered? Select *one* response.**

- Nationwide
- Statewide
- Regional/Multi-county/Multi-city
- Countywide only
- Citywide only
- Specific neighborhood only
- Other (please specify) \_\_\_\_\_

**All responses → Go to section G [SERVICES FOR VICTIMS]**

### Findings from Cognitive Testing – Round 2

- 13 respondents said this question was clear or were able to answer it without much difficulty.
- 1 would like “Regional” amended to include multistate.
- 1 sheriff’s office program struggled to choose county because they will help enforce a protective order from anywhere in the country. Chose “other.”

### Final Recommendations

- Clarify question to ask about the jurisdiction in which they “primarily” operate.
- Add “multistate” to the “regional” response.
- Mirror D2 changes in E1 and F2.

### E. Nonprofit Organizations

Addressed above under question D2.

### F. For-Profit Organizations

Addressed above under question D2.

## G. Services for Victims

### Service Area (new)

#### Round 1 Cognitive Test (New)

**G1. How would you best describe your service area?** (An **urban** area is within a principal city of a Metropolitan Statistical Area (MSA). A **suburban** area is within an MSA but not within the principal city of that MSA and a **rural** area is outside of an MSA. An MSA can generally be defined as an area with a city and surrounding communities closely linked to one another by social and economic factors.)

- Urban**
- Suburban**
- Rural**

#### Findings from Cognitive Testing – Round 1

**G1** was tested with all respondents who did not indicate their service area was nationwide or statewide.

- 8 respondents in Round 1 could answer with no difficulty.
- 15 would select 2 or more choices as they cover multiple cities or counties. One state coalition indicated their members serve entire counties which may include all 3 types of areas.
- 2 follow-up responses indicated that respondents were thinking about these classifications using their own conceptions rather than the provided definitions.
  - Some programs will select urban if they are serving a non-white population even if they are not located in a city.
  - Some will select based on their grants even if they cover a wider area.

*This was not retested in Round 2.*

#### Final Recommendation

- Change the instruction to ask respondents to “check all that apply.”

*G2 (original G1) was not problematic in 2017 and was not changed.*

## Services Offered

### 2017, Rounds 1 and 2 Cognitive Test

**Did your organization provide any of the following services to victims within the past calendar/fiscal year?** *We recognize that victim service organizations provide a wide array of services to victims. For the purposes of this survey, we are asking about general categories of services your organization provided to victims, which may not capture your victim service offerings in detail. Do your best to place the services your organization provided within the general categories.*

### Findings from Cognitive Testing – Round 1

While this introductory language to the series of questions regarding services did not change, it was so closely tied to tested service questions that it was included in cognitive testing.

During cognitive testing, several respondents were unsure about how to answer the service questions when services were provided by a contractor (some on-site, some off-site). Some said they included those contracted services in their PMT counts for the Office for Victims of Crime.

### Final Recommendation

- Clarify that the services can be provided through staff or contractors.

*G3 and G4 were not revised from the 2017 NCVSP and were not retested.*

### Emotional/Mental Health Support and Safety

2017 NCVSP		
Emotional support and safety		
G4. Did your organization provide (...)	Yes	No
<b>Mental health services?</b> (e.g., individual or group counseling; support groups; other therapy; social programming for children; etc.)		
<b>Crisis Counseling?</b>		
<b>Safety services?</b> (Safety planning; witness protection; address confidentiality; self-defense; etc.) (Does NOT include protective orders)		

Following an analysis of the responses from the 2019 National Survey of Victim Service Providers, this question was revised to include substance abuse treatment.



<b>Round 1 Cognitive Test</b>		
<b>Mental health support and safety</b>		
<b>G5. Did your organization provide (...)</b>	<b>Yes</b>	<b>No</b>
<b>Mental health services?</b> (e.g., individual or group counseling; support groups; other therapy; social programming for children; etc.)		
<b>Crisis Counseling?</b>		
<b>Substance abuse treatment?</b>		
<b>Safety services?</b> (Safety planning; witness protection; address confidentiality; self-defense; etc.) (Does NOT include protective orders)		

*Findings from Cognitive Testing – Round 1*

- 12 respondents were comfortable with the questions as written.
- 4 felt we should specify “directly provides... services” to differentiate from providing referrals to these services. This would apply to all types of services we ask about.
- 8 respondents spoke strongly about the need to limit the term “mental health services” to those provided by a licensed professional. 2 said the same about crisis counseling. One noted her main state funder is leading this struggle over when to call something “mental health services.”
  - One respondent assumed, since this was a BJS study, the question would be limited to professional counseling.
  - Many providers offer peer support or even advocate-led support, but 2 respondents stated that this is not mental health services because they do not involve a clinician. One specified that they considered peer support to be trauma-informed care instead. One thought saying “mental health services OR support” would better capture that. One suggested dividing into formal and informal, or clinician-led vs. peer-led, but 2 others found the terms “formal” and “informal” to be offensive.
  - A few extended this qualification regarding licensed professionals to “crisis counseling.”
- 1 respondent thought “crisis counseling” should be defined – they work with people in crisis over the phone but is that “counseling?” Or is it “crisis support?” Another felt “emotional support” was a separate category not requiring a clinician, as was other mental health support such as driving individuals to their mental health clinician appointments.
- 1 respondent felt that the terms “substance abuse” and “substance abuse disorder” were offensive. She wanted to see “substance use treatment” instead.
- There were no problems with safety services.

Revisions for Round 2 Cognitive Testing

G5 was revised to include mental health support with services and to specify that this included both clinician-led and advocate or peer-led services. Crisis counseling was also specified to include clinicians and others.

<b>Round 2 Cognitive Test</b>		
<b>Mental health support and safety</b>		
<b>G5. Did your victim services include (...)</b>	<b>Yes</b>	<b>No</b>
<b>Mental health services or support?</b> (including both services by a licensed professional counseling and peer or advocate-led support groups; other therapy; social programming for children; etc.)		
<b>Crisis Counseling?</b> (whether by a licensed professional, advocate, or peer)		
<b>Substance abuse treatment?</b>		
<b>Safety services?</b> (Safety planning; witness protection; address confidentiality; self-defense; etc.) (Does NOT include protective orders)		

Findings from Cognitive Testing – Round 2

- 15 respondents felt this version was clearer and easier to answer.
- 1 respondent wanted an “unsure” category.
- 2 respondents still felt that Mental Health must be provided by a clinician.
- 3 stated that the descriptions for mental health and safety planning helped them.
- Respondents who contract with a mental health provider responded to this question differently, with some identifying those services as being provided by their program and others unsure.

Final Recommendations

- Separate clinician-provided services from other services:
  - Mental health services provided by a clinician? (e.g., individual or group counseling or other therapy services by a licensed professional counselor)
  - Emotional support services provided by non-clinicians? (e.g., peer or advocate-led support groups, social programming for children, etc.)
- Change “substance abuse treatment” to “substance use treatment.”
- Reorder services to start with crisis counseling (which is often provided immediately following a crime), emotional support, mental health services provided by a clinician, safety services, and substance use treatment.

Medical and Health Assistance

<b>2017 NCVSP</b>		
<b><u>Medical and Health Assistance</u></b>		
<b>Did your organization provide (...)</b>	<b>Yes</b>	<b>No</b>
<b>Emergency medical care of accompaniment?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Medical forensic exam or accompaniment?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>STD/HIV testing?</b>	<input type="checkbox"/>	<input type="checkbox"/>

This section was updated to better capture the growth of non-hospital victim service programs offering forensic exams or other medical services.

<b>Round 1 Cognitive Test</b>		
<b><u>Medical and health assistance</u></b>		
<b>G6. Did your organization provide (...)</b>	<b>Yes</b>	<b>No</b>
<b>Accompaniment to medical care or forensic examinations?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Emergency or follow-up medical care (provision of care)?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Medical forensic exam or accompaniment (provision of care)?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>STD/HIV testing?</b>	<input type="checkbox"/>	<input type="checkbox"/>

*Findings from Cognitive Testing – Round 1*

- 22 respondents were able to answer this item as written in Round 1.
- 2 people in Round 1 weren't sure about the second option; they accompany people to the emergency room. Not focused on the term "provision of care." One person suggested it would be clearer if we said, "Accompaniment to..." and "Providing medical care, whether emergency or follow-up care."
  - 1 hospital program in Round 2 wanted to know whether we were asking about their program or the hospital they sit in.
- 1 respondent in Round 1 found this difficult. Their program has arranged for a Sexual Assault Nurse Examiner (SANE) program to occupy space at their location, but the staffs are in no way intertwined. They contract with the SANE but don't PAY for the services. They report the

number of SANE exams on their grant forms. It can FEEL like the SANE program’s services are the program’s services.

- 1 respondent in Round 1 noted they will provide emergency medical care on-site while waiting for the EMT. Another said they don’t “provide” but they call the ambulance. This one was particularly nuanced: they have a regular physician who comes to the shelter, pro bono, to ensure that clients are connected to appropriate medical care. After discussion, she agreed that the doctor is more of a medical liaison.

*Revisions for Round 2 Cognitive Testing*

Following Round 1, the question was revised to standardize the format of the response options.

<b>Round 2 Cognitive Test</b>		
<b>Medical and health assistance</b>		
<b>G6. Did your victim services include (...)</b>	<b>Yes</b>	<b>No</b>
<b>Accompanying victims to medical care or forensic examinations?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Providing emergency or follow-up medical care?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Providing forensic examinations?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Providing STD/HIV testing?</b>	<input type="checkbox"/>	<input type="checkbox"/>

*Findings from Cognitive Testing – Round 2*

- 14 respondents in Round 2 were able to answer the revised item without difficulty.
- 2 respondents in Round 2 initially responded “yes” to forensic exams, but then realized the question related to medical exams. They said the question should specify “forensic **medical** exams” so that forensic interviews do not get lumped in.

*Final Recommendations*

- Specify forensic medical exams to avoid confusion with forensic interviews.

*G7 was not revised from the 2017 NCVSP and was not retested.*

Other Services

<b>2017 NCVSP</b>		
<b>Other services</b>		
<b>G8. Did your organization provide (...)</b>	<b>Yes</b>	<b>No</b>
Case management?		
Supervised child visitation?		
On-scene coordinated response?		
Education classes for survivors regarding victimization dynamics?		
Services designed to meet the needs of culturally or ethnically-specific populations? <i>Specify</i> _____		

Following an analysis of 2017 open-ended responses and the 2019 NSVSP survey results, G8 was revised to include transportation services and separate language access services and other culturally or ethnically specific services.

<b>Round 1 Cognitive Test</b>		
<b>Other services</b>		
<b>G8. Did your organization provide (...)</b>	<b>Yes</b>	<b>No</b>
Case management?		
Supervised child visitation?		
On-scene coordinated response?		
Education classes for survivors regarding victimization dynamics?		
Transportation services?		
Language access? (e.g., translation or interpretation services, or bilingual staff)		
Services designed to meet the needs of culturally or ethnically-specific populations?		

*Findings from Cognitive Testing – Round 1*

*Case management*

The term “case management” was defined differently by different respondents:

- "Survivors who need continuous, ongoing support and ongoing systems navigation and referrals."
- Working with victims as individuals, and following up with them.
- Maintaining and updating each victim’s case file in their system.
- Working individually with each adult or child to assess their needs and create a service plan and goals, and then help ensure they get or are connected to the needed services.
- Serving the victim from the time they were a victim through the end of a prosecution. If she was thinking as a victim compensation person, she'd say "yes" because one coordinator manages the whole claim from start to finish.
- They have some victim-offender dialogue cases and victim wraparound services that they manage, over time adding to case files. But case management could also mean it's around a specific person regardless of the services.
- Defines as “peer-led” scope of services that follow a case management model, following a survivor for however long they need.
- Respondent from a homicide survivor support group did not understand case management; they work one-on-one and keep information re. survivors but not sure that's case management.
- Another said "case management" is a phrase they're moving away from because it is not trauma-informed or survivor-centered because it refers to the survivor as a case. It relates to helping survivors navigate systems. They use the phrase "survivor advocacy."

*On-scene coordinated response*

- Some respondents focused on “coordinated response” and said “yes” because they were part of a Sexual Assault Response Team (SART) or Family Justice Center (FJC).
- 6 respondents expressed confusion by this term.
- 1 Children’s Advocacy Center (CAC) hesitated because they provide a coordinated response, but do not go out to the scene.

*Education classes on victimization dynamics*

- 8 said one-on-one communication or embedded in other services, empowerment, rebuilding and rehabilitation education, workshops, individual activities, and/or peer support groups, but not formal classes. One of these said, “don’t call it education; it’s part of the conversation.” Each victim’s needs are so different and they want to avoid being prescriptive, as a formal class would be.
- When asked about rewording, one respondent really liked "helping survivors understand victimization dynamics."
- 1 campus program offers such a class to all incoming students (while there are some victims among those students, this is primarily a prevention or awareness activity).

### *Transportation*

- 1 respondent was not sure whether this was limited to driving people or also included offering bus passes or covering ride share (Uber/Lyft).

### *Language access*

- 1 respondent said no to language access, then said they have translator access and pamphlets in other languages. But she does not provide the language interpretation, so she said no.
- 1 respondent said language access was confusing because they don't provide it internally, but offer it through others; e.g., if they had a Spanish-speaking victim they would use an interpreter. She still said no, however. Maybe we could reword to say "use of translation service or bilingual staff ..."

### *Culturally-specific*

- 1 said "yes" to services for culturally-specific because they have pamphlets in multiple languages.

### *Overall (Round 1)*

- A FJC respondent noted that FJCs might have difficulty with this matrix. Since multiple agencies collaborate to provide services at one location, she struggled to think about what each of them offers (as opposed to what her staff provides).

### *Revisions for Round 2 Cognitive Testing*

G8 was modified to include a definition of case management, revise "on-scene response" to define the service, expand the definition of survivor education, provide examples of transportation services, and define language access to include arranging for as well as providing.

Round 2 Cognitive Test		
Other services		
G8. Did your victim services include (...)	Yes	No
Case management? (working individually with victims to assess their needs and create a service plan, and then support them in that plan)		
Supervised child visitation?		
Responding to the scene of the crime or abuse in coordination with other organizations?		
Education of survivors regarding victimization dynamics? (whether through one-on-one or group settings)		
Transportation services? (including direct transportation, bus tokens, arranging for ride-share, etc.)		
Language access? (e.g., providing or arranging for translation or interpretation services, language line, or bilingual staff)		
Services designed to meet the needs of culturally or ethnically-specific populations?		

*Findings from Cognitive Testing – Round 2*

*Overall*

- 14 respondents were able to easily answer the items in this version. Items with remaining challenges are mentioned below.

*Culturally-Specific*

- 5 respondents wanted a clearer definition of culturally-specific.
  - 2 wanted specific lists of groups as examples.
  - 1 wanted to know whether this had to include staff members belonging to each group.
  - 3 wanted “services designed **and targeted specifically** to meet the needs...” Otherwise,
    - there could be social desirability bias (they want to be seen to care about this and they do try to serve everyone); or
    - those who simply refer individuals out to organizations with these specific services will also say yes.

*Final Recommendation*

- Revise the culturally-specific item to read: “Services designed **and targeted specifically** to meet the needs of culturally or ethnically-specific populations?”



G9, G9a, and G10 were not problematic in 2017, so were not retested.

Victimizations Addressed

<b>2017 NCVSP</b>		
<b>G11. Please report whether your organization provided services for victims of the following types of crime or abuse during the past calendar/fiscal year. (Include any crime types for which your organization provided services regardless of whether it was the presenting crime type or a secondary crime type.)</b>		
<b>Crime types for which your organization provided services:</b>	<b>Yes</b>	<b>No</b>
Adults molested/abused as children	<input type="checkbox"/>	<input type="checkbox"/>
Child rape/sexual assault/sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>
Rape/Sexual Assault (Other than sexual victimizations against children)	<input type="checkbox"/>	<input type="checkbox"/>
Stalking	<input type="checkbox"/>	<input type="checkbox"/>
Child witness of violence	<input type="checkbox"/>	<input type="checkbox"/>
Child physical abuse or neglect	<input type="checkbox"/>	<input type="checkbox"/>
Elder physical abuse or neglect	<input type="checkbox"/>	<input type="checkbox"/>
Domestic violence/dating violence	<input type="checkbox"/>	<input type="checkbox"/>
Assault (other than domestic/dating violence or child/elder abuse)	<input type="checkbox"/>	<input type="checkbox"/>
Robbery	<input type="checkbox"/>	<input type="checkbox"/>
Survivors of homicide victims	<input type="checkbox"/>	<input type="checkbox"/>
Victim witness intimidation	<input type="checkbox"/>	<input type="checkbox"/>
DUI/DWI crashes	<input type="checkbox"/>	<input type="checkbox"/>
Identity theft	<input type="checkbox"/>	<input type="checkbox"/>
Financial fraud and exploitation (other than identity theft)	<input type="checkbox"/>	<input type="checkbox"/>
Motor vehicle theft	<input type="checkbox"/>	<input type="checkbox"/>
Burglary		
Other property crimes – specify _____	<input type="checkbox"/>	<input type="checkbox"/>
Hate crimes	<input type="checkbox"/>	<input type="checkbox"/>
Child marriage or forced marriage	<input type="checkbox"/>	<input type="checkbox"/>
Honor related violence (physical violence/threats/retaliation in the name of family honor, female genital mutilation)	<input type="checkbox"/>	<input type="checkbox"/>
Other violent crimes – specify _____	<input type="checkbox"/>	<input type="checkbox"/>
Other – specify _____	<input type="checkbox"/>	<input type="checkbox"/>

G11 was reorganized into categories of victimization to be more easily comprehended.

**Round 1 Cognitive Test**

**G 11. Please report whether your organization provided services for victims of the following types of crime or abuse during the past calendar/fiscal year. (Include any crime types for which your organization provided services regardless of whether it was the presenting or a secondary crime type.)**

<b>Youth (under age 18)</b>	<b>Yes</b>	<b>No</b>
Child physical abuse or neglect	<input type="checkbox"/>	<input type="checkbox"/>
Child rape/sexual assault/sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>
Child witness of violence	<input type="checkbox"/>	<input type="checkbox"/>
Child marriage or forced marriage	<input type="checkbox"/>	<input type="checkbox"/>
Adults molested/abused as children	<input type="checkbox"/>	<input type="checkbox"/>
<b>Adults</b>		
Domestic violence/dating violence/violation of DV protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Stalking/violation of stalking protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Rape/sexual assault/sexual abuse (other than against children)	<input type="checkbox"/>	<input type="checkbox"/>
Physical Assault (other than domestic/dating violence, child/elder abuse, or rape/sexual assault/sexual abuse) (including attempted homicide; gun violence; strangulation; threat with a weapon, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Robbery	<input type="checkbox"/>	<input type="checkbox"/>
Elder physical abuse or neglect	<input type="checkbox"/>	<input type="checkbox"/>
Survivors of homicide (including murder, non-negligent manslaughter)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Targeted crime types</b>		
Hate crimes (racial/religious/ethnic or national origin/disability/gender/sexual orientation)	<input type="checkbox"/>	<input type="checkbox"/>
Honor related violence (physical violence/threats/retaliation in the name of family honor, female genital mutilation)	<input type="checkbox"/>	<input type="checkbox"/>
Human trafficking (labor)	<input type="checkbox"/>	<input type="checkbox"/>
Human trafficking (sex)	<input type="checkbox"/>	<input type="checkbox"/>
Victim witness intimidation	<input type="checkbox"/>	<input type="checkbox"/>
DUI/DWI crashes	<input type="checkbox"/>	<input type="checkbox"/>
Community violence/gang violence	<input type="checkbox"/>	<input type="checkbox"/>
Terrorism/mass violence	<input type="checkbox"/>	<input type="checkbox"/>
<b>Financial crimes</b>		
Identity theft	<input type="checkbox"/>	<input type="checkbox"/>
Financial fraud and exploitation (other than identity theft)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Property crimes</b>	<input type="checkbox"/>	<input type="checkbox"/>
Motor vehicle theft	<input type="checkbox"/>	<input type="checkbox"/>
Burglary		
<b>Other specify categories</b>		
Other violent crimes – specify _____	<input type="checkbox"/>	<input type="checkbox"/>
Other property crimes – specify _____	<input type="checkbox"/>	<input type="checkbox"/>
Other – specify _____	<input type="checkbox"/>	<input type="checkbox"/>

*Findings from Cognitive Testing – Round 1*

*Youth crimes*

- 20 respondents answered these items without difficulty.
- 2 government agencies responded “no” to all forms of child victimization because they do not serve minors. They DO provide services in child victimization cases, but by law, those are provided to the nonoffending parent or caregiver.
- 1 respondent wasn’t sure “adults molested as children” should be combined with Youth crimes.
- Child witness of violence:
  - 1 government respondent was unsure about “child witness” because that’s not a crime. [NOTE DV programs often serve those victims]
  - 1 respondent suggested “child witness” be broken out into two categories: child witness to domestic violence and child witness to homicide.
  - 3 other respondents were also confused by how to count these.
- 1 respondent was unsure how to answer for some crimes where they may not provide the services but if someone they are serving discloses they would refer them elsewhere. Specifically, they serve child victims, but child victims of sexual abuse are referred to the CAC.

*Adult crimes*

- 14 respondents answered these items with no difficulty.
- 6 respondents were not sure what “homicide survivors” referred to. 2 thought it meant someone who survives a homicide attempt and 1 suggested “surviving family members of homicide victims.” 3 preferred “co-victims of homicide.”
- 1 respondent suggested we clarify that elder abuse, physical assault, and homicide do not include incidents that are part of domestic violence.

*Targeted crimes*

- 11 respondents had no issue with answering these categories.
- 4 respondents in Round 1 were unsure about hate crimes. One of these said that, while the victim may believe the offense was a hate crime, it may not fall within the legal definition; this person noted that this is a BJS survey so responses should be legally accurate.
- 9 respondents in Round 1 were unfamiliar with “honor-related violence.” One person who did not understand it would answer “yes” because she focused on the language in the parenthetical regarding threats and violence.
- 2 respondents did not understand what we meant by “community violence.”
- 1 respondent didn’t know what was meant by labor trafficking. “The people doing the trafficking?”
- 1 respondent was unsure what to put for DUI/DWI because they only served people where that crime results in death.

*Financial crimes*

- Respondents had no trouble understanding what was being asked.
- 1 respondent stated that these crimes can be hard to disentangle from other crimes in which they may be occurring, like human trafficking.

*Property crime*

- No respondents had difficulty answering these.

*Other crimes*

- Several other crime types were offered, including sexual harassment, attempted homicide where there wasn't a physical assault (hired a killer, etc.), tampering with a witness, arson, kidnapping, child pornography, child sexual exploitation, immigration-related threats, cyber-stalking or technology-facilitated abuse, international child abduction, families of victims of suicide or accidental death, missing persons, and officer-involved shootings.

*Overall*

- Several respondents were confused by the "primary/secondary" distinction that appears in the instruction prior to the matrix for G11, however, several others readily understood the distinction and referred to it in their responses.
- The list is not too long – breaking it up helps.
- Some respondents slipped into answering about crimes they *would* provide services for, not those they *did in the past year*.
- While most respondents could answer easily, a few wanted to check their records for some of the crimes (hate crimes, for example) to see whether they had had victims in the past year; also noted they don't track everything, such as honor-related violence and intimidation.

*Revisions for Round 2 Cognitive Testing*

The Youth section was amended to clarify that services can be provided to the victim or nonoffending parent or caregiver. "Survivors of homicide" was changed to "Homicide (serving surviving family members)". The phrase "in the name of family honor" was underlined to improve understanding. The term "community violence" was eliminated.

**Round 2 Cognitive Test**

**G 11. Please report whether your organization provided services for victims of the following types of crime or abuse during the past calendar/fiscal year.** (Include any crime types for which your organization provided services regardless of whether it was the presenting or a secondary crime type.)

	<b>Yes</b>	<b>No</b>
<b>Youth</b> (under age 18; services to victim or nonoffending parent or caregiver)		
Child physical abuse or neglect	<input type="checkbox"/>	<input type="checkbox"/>
Child rape/sexual assault/sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>
Child witness of violence	<input type="checkbox"/>	<input type="checkbox"/>
Child marriage or forced marriage	<input type="checkbox"/>	<input type="checkbox"/>
Adults molested/abused as children	<input type="checkbox"/>	<input type="checkbox"/>
<b>Adults</b>		
Domestic violence/dating violence/violation of DV protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Stalking/violation of stalking protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Rape/sexual assault/sexual abuse (other than against children)	<input type="checkbox"/>	<input type="checkbox"/>
Physical Assault (other than domestic/dating violence, child/elder abuse, or rape/sexual assault/sexual abuse) (including attempted homicide; gun violence; strangulation; threat with a weapon, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Robbery	<input type="checkbox"/>	<input type="checkbox"/>
Elder physical abuse or neglect	<input type="checkbox"/>	<input type="checkbox"/>
Homicide (serving surviving family members; includes murder, non-negligent manslaughter)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Targeted crime types</b>		
Hate crimes (racial/religious/ethnic or national origin/disability/gender/sexual orientation)	<input type="checkbox"/>	<input type="checkbox"/>
Honor related violence (physical violence/threats/retaliation <u>in the name of family honor</u> , female genital mutilation)	<input type="checkbox"/>	<input type="checkbox"/>
Human trafficking (labor)	<input type="checkbox"/>	<input type="checkbox"/>
Human trafficking (sex)	<input type="checkbox"/>	<input type="checkbox"/>
Victim witness intimidation	<input type="checkbox"/>	<input type="checkbox"/>
DUI/DWI crashes	<input type="checkbox"/>	<input type="checkbox"/>
Gang violence	<input type="checkbox"/>	<input type="checkbox"/>
Terrorism/mass violence	<input type="checkbox"/>	<input type="checkbox"/>
<b>Financial crimes</b>		
Identity theft	<input type="checkbox"/>	<input type="checkbox"/>
Financial fraud and exploitation (other than identity theft)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Property crimes</b>		
Motor vehicle theft	<input type="checkbox"/>	<input type="checkbox"/>
Burglary	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other specify categories</b>		
Other violent crimes – specify _____	<input type="checkbox"/>	<input type="checkbox"/>
Other property crimes – specify _____	<input type="checkbox"/>	<input type="checkbox"/>
Other – specify _____	<input type="checkbox"/>	<input type="checkbox"/>

*Findings from Cognitive Testing—Round 2*

*Youth crimes*

- 17 respondents answered these items without difficulty.
- 2 respondents weren't sure "adults molested as children" should be combined with Youth crimes.

*Adult crimes*

- 15 respondents answered these items with no difficulty.
- 1 respondent suggested we clarify that elder abuse, physical assault, and homicide do not include incidents that are part of domestic violence.
- 1 respondent considered referring individuals out as providing the service.

*Targeted crimes*

- 15 respondents understood these items clearly.
- 1 respondent was unfamiliar with "honor-related violence."
- 1 respondent wanted a definition of mass violence: 4 or more?

*Financial crimes*

- Respondents had no trouble understanding what was being asked.
- 1 respondent stated that these crimes can be hard to disentangle from other crimes in which they may be occurring.

*Property crime*

- One respondent was not sure what the difference was between robbery and burglary.

*Other crimes*

- Several other crime types were offered, including sexual harassment, car-jacking, attempted murder, conspiracy to commit murder, arson, community violence, child pornography, child sexual exploitation, bullying, electronic harassment, violation of protective orders, reckless driving, hit-and-run, distracted driving, motor vehicle collision, vehicular manslaughter from traffic crashes not related to DUI, and substance abuse-related offenses.

*Overall*

- One respondent noted they don't serve secondary crime types.
- All other respondents understood the instructions and thought the question worked overall.

*Final Recommendation*

- The phrase "regardless of whether it was the presenting or secondary crime" should be changed to "regardless of whether it was the crime for which the victim first sought services, or a crime that was identified later and for which your organization also provided services to the victim."

Focus of Services

**2017 NCVSP**

**G12. Is your organization’s mission to serve victims who have experienced specific types of crime or abuse?** (e.g., domestic violence, trafficking, rape or sexual assault, or some other specific type of crime or trauma)

**Yes → Proceed to G12.1**

**No → Skip to G13]**

**G12.1 Indicate the specific type(s) of crime or abuse:** (These are broad categories which may not reflect the detailed focus of some organizations. Please do your best to fit your organization within the general categories provided.)

<b>Check all that apply</b>	<b>Yes</b>	<b>No</b>
Rape/sexual assault/sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>
Domestic violence/dating violence	<input type="checkbox"/>	<input type="checkbox"/>
Physical abuse/neglect	<input type="checkbox"/>	<input type="checkbox"/>
Financial exploitation/identity theft/fraud	<input type="checkbox"/>	<input type="checkbox"/>
Community violence/gang violence	<input type="checkbox"/>	<input type="checkbox"/>
Survivors of homicide	<input type="checkbox"/>	<input type="checkbox"/>
Human trafficking (sex)	<input type="checkbox"/>	<input type="checkbox"/>
Human trafficking (labor)	<input type="checkbox"/>	<input type="checkbox"/>
Terrorism/mass violence	<input type="checkbox"/>	<input type="checkbox"/>
Hate crimes	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>

**(Continued below)**

**2017 NCVSP (Cont.)**

**G13. Is your organization’s mission to provide services to specific groups of victims?**

- Yes → Proceed to G13.1**
- No → Skip to H1]**

**G13.1 If specific group(s) please specify. (These are broad categories which may not reflect the detailed focus of some organizations. Please do your best to fit your organization within the general categories provided.)**

<b>Check all that apply</b>	<b>Yes</b>	<b>No</b>
Child victims	<input type="checkbox"/>	<input type="checkbox"/>
Adolescent/teen victims	<input type="checkbox"/>	<input type="checkbox"/>
Elder victims	<input type="checkbox"/>	<input type="checkbox"/>
Female victims	<input type="checkbox"/>	<input type="checkbox"/>
Male victims	<input type="checkbox"/>	<input type="checkbox"/>
Victims of color	<input type="checkbox"/>	<input type="checkbox"/>
Indigenous victims, including tribal	<input type="checkbox"/>	<input type="checkbox"/>
Immigrant/refugee/limited English proficiency victims	<input type="checkbox"/>	<input type="checkbox"/>
LGBTQ victims	<input type="checkbox"/>	<input type="checkbox"/>
Victims with disabilities	<input type="checkbox"/>	<input type="checkbox"/>
Deaf or hard-of-hearing victims	<input type="checkbox"/>	<input type="checkbox"/>
Incarcerated victims	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

While the intent of this question series had been to measure the VSPs who limit their services, a review of the 2017 NCVSP responses revealed that many respondents indicated their mission was tied to certain forms of victimization or types of victims, but then selected so many response categories it seemed unlikely their responses reflected their mission. The question was revised to highlight a limitation of services, to broaden the lists of victimizations and populations, and to better capture those providers who limit services to certain victims suffering certain forms of crime or abuse.



**Round 1 Cognitive Test**

**G12. Do any of the following statements describe the types of victims or survivors your organization serves? (select only one)**

- We only provide services to victims of particular types of crimes** (such as domestic violence, trafficking, identity theft, etc.) → **Proceed to G12.1**
- We only provide services to specific populations of victims, regardless of the type of crime** (such as children, immigrants, etc.) → **Skip to G12.2]**
- We only provide services to specific populations who have experienced specific types of crime or abuse** (such as child victims of sexual abuse, older adults who experienced identity theft, etc.) → **Proceed to G12.1 and G12.2**
- None of the above** → **Skip to Section H** [staffing]

**G12.1 Indicate the specific type(s) of crime or abuse you are able to serve:** (i.e., you could provide services to a victim of this crime, even if they had not suffered any other type of crime) Please do your best to fit your organization within the general categories provided.)

<b>Check all that apply</b>	<b>Yes</b>	<b>No</b>
Any/all felonies	<input type="checkbox"/>	<input type="checkbox"/>
Any/all violent crime	<input type="checkbox"/>	<input type="checkbox"/>
Community violence/gang violence	<input type="checkbox"/>	<input type="checkbox"/>
Domestic violence/dating violence	<input type="checkbox"/>	<input type="checkbox"/>
DUI/DWI crashes	<input type="checkbox"/>	<input type="checkbox"/>
Financial exploitation/identity theft/fraud	<input type="checkbox"/>	<input type="checkbox"/>
Hate crimes	<input type="checkbox"/>	<input type="checkbox"/>
Human trafficking (sex)	<input type="checkbox"/>	<input type="checkbox"/>
Human trafficking (labor)	<input type="checkbox"/>	<input type="checkbox"/>
Physical abuse/neglect	<input type="checkbox"/>	<input type="checkbox"/>
Physical assault (including attempted homicide; gun violence; strangulation; threat with a weapon, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Rape/sexual assault/sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>
Stalking	<input type="checkbox"/>	<input type="checkbox"/>
Survivors of homicide (including murder, non-negligent manslaughter)	<input type="checkbox"/>	<input type="checkbox"/>
Terrorism/mass violence	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>

**(Continued below)**

**Round 1 Cognitive Test (Cont.)**

**G12.2** Indicate the specific populations of victims you are able to serve: (i.e., you could provide services to a victim who was within this population) Please do your best to fit your organization within the general categories provided.)

<b>Check all that apply</b>	<b>Yes</b>	<b>No</b>
Child victims	<input type="checkbox"/>	<input type="checkbox"/>
Adolescent/teen victims	<input type="checkbox"/>	<input type="checkbox"/>
Elder victims/dependent adult victims	<input type="checkbox"/>	<input type="checkbox"/>
Female victims	<input type="checkbox"/>	<input type="checkbox"/>
Male victims	<input type="checkbox"/>	<input type="checkbox"/>
Victims of color OR victims of specific racial or ethnic groups please specify?	<input type="checkbox"/>	<input type="checkbox"/>
Indigenous victims, including Native American or Alaska Native	<input type="checkbox"/>	<input type="checkbox"/>
Immigrant/refugee/limited English proficiency victims	<input type="checkbox"/>	<input type="checkbox"/>
LGBTQ victims	<input type="checkbox"/>	<input type="checkbox"/>
Victims with disabilities	<input type="checkbox"/>	<input type="checkbox"/>
Deaf or hard-of-hearing victims	<input type="checkbox"/>	<input type="checkbox"/>
Formerly incarcerated victims		
Incarcerated victims	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

*Findings from Cognitive Testing – Round 1*

G12 (Focus on types of victims or survivors served Y/N)

- 16 respondents in Round 1 were able to answer the question easily or with some thought.
- 5 respondents did not understand the question generally; either it was too general or too wordy.
- 1 respondent stated that was hard to select just one choice because of different grants covering multiple VS programs. Some organizations have a main program that is directed to one group or crime, but another program that serves people more broadly, making it difficult to classify their agency.
- Several people say they serve anyone who comes to them, and so would select “none.” In some cases this is accurate, but one respondent was a DV/SA coalition that selected “none” because they will turn no one away.
- 2 individuals were confused by seeing the list of crimes in G12.1 on the same screen, thinking they needed to serve all of them to answer G12.

#### G12.1 (Crime types served)

- 7 respondents in Round 1 found this question clear OR could answer it after some thought.
- When suggested to narrow down to three choices during Round 1:
  - 2 respondents found that easy.
  - 2 respondents found that difficult.
- 1 respondent in Round 1 asked us not to lump community violence and gang violence together as that has racial undertones.
- 1 respondent in Round 1 stated they would like to see specified forms of violence other than domestic violence say “other than domestic violence” afterward, otherwise they will select all.

#### G12.2 (Victim subpopulations served)

- 2 respondents in Round 1 did not have difficulty answering this question.
- 2 respondents stated that their focus population encompasses all the others (one immigrant organization and one organization serving minors), so they would select all.
- Several respondents felt compelled to select “female” because it was listed, though they did not ordinarily identify them as a special population.
- 1 respondent during Round 1 stated that limiting their answer to three choices would be difficult.
- 1 respondent in Round 1 stated that Limited English Proficiency and immigrant/refugee should be separated, as it is in California regulations.

#### *Revisions for Round 2 Cognitive Testing*

The question series was revised from asking about limited services (“we only serve”) to “focused” services. The series was simplified by asking about different areas of focus (victimization vs. population) in separate questions.

## Round 2 Cognitive Test

**G12. In general, do your victim services focus on victims of particular crimes or abuse (such as domestic violence, trafficking, family members of homicide victims, etc.), or do you provide services to victims regardless of crime or abuse?**

- Our services focus on particular types of crime or abuse [move to G12.1]**
- Our services do not focus on particular types of crime or abuse → skip to G12.2**

**G12.1 Indicate the specific type(s) of crime or abuse your victim services focus on.** (i.e., you focus on victims who are seeking services because of this type of crime or abuse) Please do your best to fit your organization within the general categories provided.)

[list unchanged from Round 1]

**G12.2. In general, do your victim services focus on specific populations of victims** (such as certain racial or ethnic groups of victims, victims with disabilities, victims who are LGBTQ, etc.) **or do you provide services regardless of the victim's characteristics?**

- Our services focus on specific populations of victims [go to G12.3]**
- Our services do not focus on specific populations of victims → Skip to Section H.**

**G12.3 Indicate the specific populations of victims your victim services focus on:** (i.e., you focus services on victims who are part of this population) Please do your best to fit your organization within the general categories provided.)

[list unchanged from Round 1]

## Findings from Cognitive Testing – Round 2

### G12 (Focus on particular crimes? Y/N)

- 15 respondents in Round 2 could answer this question easily or after some thought.
- Organizations with some services focused on particular crimes and others that serve victims generally struggled (1).
- One respondent said they do not focus even though they are an impaired driving organization.
- One was confused by seeing the list of crimes on the same screen.
  - *NOTE: It appears there are some issues of questions throughout this section appearing on the same screen causing confusion that may be resolved by having them appear on separate screens. This will be addressed in the recommendations.*
- Simplify and shorten the wording of this question. *Note: See recommendations.*

### G12.1 (Crime Types of focus matrix)

- 7 respondents in Round 2 could answer this question easily or after some thought.

- 3 respondents forgot the question was asking about crime they focus on and started checking off every crime for which they have seen a victim.
- One respondent could limit their response to 3 choices when pressed.

G12.2 (Focus on particular subpopulations? Y/N)

- 14 respondents in Round 2 could answer this question easily or after some thought.
- One respondent confused crime types and sub-populations.
- One respondent would have answered G12.2 differently if she had known that G12.3 included women, children, elderly in addition to underrepresented groups.

G12.3 (Subpopulations of focus matrix)

- 3 respondents in Round 2 could answer this question easily or after some thought.
- 3 respondents could not narrow down to 3 choices when pressed for focus.
- 2 respondents appeared to get confused when they did not see all choices on one screen.

*Final Recommendations*

G12, G12.1, G12.2, and G12.3, which ask programs to specify which crime types and/or subpopulations they focus on (if any), presented particular difficulty in both rounds of testing. Some of these may be helped by rewording questions, and others may be helped by adjusting which questions are displayed together or separated on different screens.

Display recommendations:

- Do not split G12.1 between multiple screens for desktop. This may change for mobile.
- Do not split G12.3 between multiple screens. This may change for mobile.

Language recommendations:

- Simplify the language of G12 and G12.2
- Limit the number of response options to 4 or fewer.
- In the matrices (G12.1 and 12.3) reorder the response options and group them to make them easier to comprehend.
- Delete “community violence” from “gang violence” to match G11.
- For rape/sexual assault, physical abuse or neglect, physical assault, and financial exploitation or identity theft, specify “other than in domestic or dating violence.”

## H. Staffing

The 2017 NCVSP asked about the number of current staff, the number of staff employed at the beginning of the previous fiscal or calendar year, and the number of staff hired during the previous fiscal or calendar year. This information was intended to enable a calculation of the turnover rate of employees.

### 2017 NCVSP

**H2. How many paid staff dedicated to working with victims currently work at your organization full-time (35 hours or more/week)?** Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. ***Estimates are acceptable.***

\_\_\_\_\_ Check box if estimate

**H3. How many paid staff dedicated to working with victims currently work at your organization part-time (less than 35 hours/week)?** Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. ***Estimates are acceptable.***

\_\_\_\_\_ Check box if estimate

**H4. How many paid full-time staff dedicated to working with victims worked at your organization at the beginning of the past calendar/fiscal year?** Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. ***Estimates are acceptable.***

\_\_\_\_\_ Check box if estimate

**H5. How many paid part-time staff dedicated to working with victims worked at your organization at the beginning of the past calendar/fiscal year?** Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. ***Estimates are acceptable.***

\_\_\_\_\_ Check box if estimate

**H6. How many paid full-time staff dedicated to working with victims did your organization hire in the past calendar/fiscal year, whether to fill new positions or to fill vacancies?** Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. ***Estimates are acceptable.***

\_\_\_\_\_ Check box if estimate

**H7. How many paid part-time staff dedicated to working with victims did your organization hire in the past calendar/fiscal year, whether to fill new positions or to fill vacancies??** Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. ***Estimates are acceptable.***

\_\_\_\_\_ Check box if estimate

In an attempt to improve the calculation of a turnover rate, new questions were drafted and tested to capture the number of staff who had left their position during the previous fiscal or calendar year.

**Round 1 Cognitive Test (New)**

**H5. How many paid full-time staff (35 hours or more/week) dedicated to working with victims left their position with your organization during the past calendar/ fiscal year, whether dismissed, resigned, retired, transferred to a non-direct services position, etc.? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.****

\_\_\_\_\_ Check box if estimate

**H6. How many paid part-time staff (less than 35 hours/week) designated to work with victims left their position with your organization during the past calendar/fiscal year whether dismissed, resigned, retired, transferred to a non-direct services position, etc.? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.****

\_\_\_\_\_ Check box if estimate

*Findings from Cognitive Testing – Round 1*

- While smaller organizations (17) were able to answer this easily, 11 respondents indicated they would have to request this information from their HR department or pull several records or emails to determine, which could add response times ranging from 10 minutes to several days (if awaiting an email response).
- 1 respondent wasn't sure whether to count an employee who took extended leave.
- All respondents understood what was being asked. 11 organizations found accessing this data to answer a survey question challenging. While we did not retest other unchanged staffing questions (number of staff at beginning of previous calendar/fiscal year; number of staff at end of previous calendar/fiscal year), it is likely that those who found this question challenging would have the same issue with all staffing questions.
- It was also important to remind individuals whether they said they were:
  - answering for their whole organization or just their program if multiservice agency, and
  - answering for their whole organization or just their site if part of a multisite organization.

*Revisions for Round 2 Cognitive Testing*

After consulting with BJS on the level of detail required for their purposes, a simpler set of hiring questions was proposed and tested in Round 2. The purpose of this revision was to simplify the section and prevent potential attrition before the survey is complete and still provide meaningful information on VSP staffing. The revised section is presented below, followed by the cognitive testing results for this version and recommendations for the final instrument. Additionally, skip logic was used to direct respondents to versions of H1 and H2 worded to fit their organizational type.

**Round 2 Cognitive Test**

**[IF A1 = PRIMARY]**

**H1. How many paid staff dedicated to working with victims currently work at your organization full-time (35 hours or more/week)?** Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. *Estimates are acceptable.*

\_\_\_\_\_ Check box if estimate

**[IF A1 = EMBEDDED/MULTISITE]**

**H1. How many paid staff dedicated to working with victims currently work in your program full-time (35 hours or more/week)?** Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. *Estimates are acceptable.*

\_\_\_\_\_ Check box if estimate

**[IF A1 = PRIMARY]**

**H2. How many paid staff dedicated to working with victims currently work at your organization part-time (34 hours or less/week)?** Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. *Estimates are acceptable.*

\_\_\_\_\_ Check box if estimate

**[IF A1 = EMBEDDED/MULTISITE]**

**H2. How many paid staff dedicated to working with victims currently work in your program parttime (34 hours or less/week)?** Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. *Estimates are acceptable.*

\_\_\_\_\_ Check box if estimate

*Findings from Cognitive Testing – Round 2*

Respondents made similar comments for both H1 and H2.

- 17 found these questions clear and easy to understand.
- 4 stated that they would have to ask HR or another staff member for this information.
- 11 could easily answer these questions.
- 11 stated that these questions would be easier to answer if they were multiple choice and they could select a range.
- 3 would rather provide an exact number than answer a multiple-choice question.
- 1 respondent said it would be better to ask the overall FTE dedicated to the program. Additionally, are we asking whether these are full-time or part-time *employees* or whether they are dedicated to the program full-time or part-time. Few of her staff work on victim



services exclusively. Multiple-choice (categorical responses including ranges) would not help her more than giving an exact number. She also wanted to be able to say she is expecting a large cut in VOCA funding and is expecting to have to reduce staff as a result.

- 1 respondent said that we should clarify whether we are asking about staff that provide direct services only or staff numbers for the whole agency; specifically, she did not know whether she should include her fundraiser in the count.

*Final Recommendations:*

- Clarify that we are asking about total staff that directly serve victims.
- Include language in the invitation that we will be asking basic questions about current staff that directly serve victims.
- Ask H1 and H2 in multiple-choice format. Use a 7-choice scale:
  - 1
  - 2 – 3
  - 4 - 10
  - 11 – 20
  - 21 - 30
  - 31 – 100
  - More than 100
  - No full-time staff (or No part-time staff)

## I. Funding

### 2017 NCVSP

**I1. How much total funding did your organization receive for victim-related programming and services (including direct services, prevention, outreach, training, and education efforts) during the past calendar/fiscal year? Please include all sources of funding received for victim-related programming or services. *Estimates are acceptable.***

Amount \$ \_\_\_\_\_  Check box if estimate

**I2. Did your organization receive funding for victim-related programming and services from each of the following sources during the past calendar/fiscal year? If yes, enter the dollar amount. The total amount across all sources should equal the amount provided in item I1. *Estimates are acceptable.***

*Check box if information on amount of funding by source is not available*

#### Victims of Crime Act (VOCA) funding

Yes \$ \_\_\_\_\_  Check box if estimate

No

#### Other U.S. Office for Victims of Crime (OVC) funding

Yes \$ \_\_\_\_\_  Check box if estimate

No

#### Services, Training, Officers, and Prosecutors (STOP) funding

Yes \$ \_\_\_\_\_  Check box if estimate

No

#### Sexual Assault Services Program (SASP) funding

Yes \$ \_\_\_\_\_  Check box if estimate

No

#### Other Office of Violence Against Women (OVW) funding, Including all other grants funded under the Violence Against Women Act (VAWA)

Yes \$ \_\_\_\_\_  Check box if estimate

No

#### Family Violence Prevention Services Act (FVPSA) funding

Yes \$ \_\_\_\_\_  Check box if estimate

No

*(Continued below)*

**2017 NCVSP (Cont.)**

**Other federal funding** (*please specify*) \_\_\_\_\_

Yes \$ \_\_\_\_\_  Check box if estimate

No

**State government funding** (*NOT state disbursement of federal grant*)

Yes \$ \_\_\_\_\_  Check box if estimate

No

**Local government funding**

Yes \$ \_\_\_\_\_  Check box if estimate

No

**Tribal government funding**

Yes \$ \_\_\_\_\_  Check box if estimate

No

**Other funding sources** (*e.g., foundations, corporate funding, Individual donation, insurance reimbursements, etc.*)

Yes \$ \_\_\_\_\_  Check box if estimate

No

Funding questions presented several problems in the 2017 NCVSP. Many embedded programs asked about their total victim services budget often provided a figure more in line with the total agency budget. Many questions resulted in missing data. Different revisions were tested in Rounds 1 and 2 to see which respondents could more easily answer to provide meaningful data and prevent attrition.

**Round 1 Cognitive Test**

**[PROGRAMMING: remind people who are Parent/HQ organizations that they previously indicated they were responding either**

- a) for just their location OR**
- b) across all locations]**

**11. What was your organization's total annual budget for the past calendar/fiscal year?**

Amount \$ \_\_\_\_\_  Check box if estimate

**[FOR EMBEDDED PROGRAMS OTHER THAN NONPROFITS:]**

**12. Was all or part of your victim services programming supported by your organization's internal budget in the past calendar/fiscal year?**

- Yes
- No

Amount \$ \_\_\_\_\_  Check box if estimate

**13. What was your organization's total budget for victim-related programming and services during the past calendar/fiscal year? (Victim-related programming and services includes direct services, prevention, outreach, training, and education efforts.)**

Amount \$ \_\_\_\_\_  Check box if estimate

**[INSTRUCTION] The following questions ask about external sources of funding, and will help us better understand the mix of funding supporting victim-related programming and services.**

**Please indicate whether your victim services budget in the past calendar/fiscal year included funding from any of the following. If so, please provide an amount (estimates are acceptable).**

**14. Local government funding specifically for victim services?**

- Yes
- No

Amount \$ \_\_\_\_\_  Check box if estimate

**15. Tribal government funding specifically for victim services?**

- Yes
- No

Amount \$ \_\_\_\_\_  Check box if estimate

***(Continued below)***

**Round 1 Cognitive Test (Cont)**

**16. Foundations, private donations, and other fundraising specifically for victim services?**

- Yes
- No

Amount \$ \_\_\_\_\_  Check box if estimate

**17. Which of the following federal and state sources supported your victim services budget in the past calendar/fiscal year, if any?**

**Federal funding, including funding passed through a state administrator as a subgrant**

Victims of Crime Act (VOCA) Funding	Yes	No
Other funding from the Office for Victims of Crime Services, Training, Officers, and Prosecutors (STOP) grant	Yes	No
Sexual Assault Services Program (SASP) funding	Yes	No
Other funding from the Office on Violence Against Women	Yes	No
Family Violence Prevention Services Act (FVPSA) funding	Yes	No
Other federal funding	Yes	No

If yes, please specify \_\_\_\_\_

State funding Yes No

**18. Did you receive victim services funding from any additional sources in the past calendar/fiscal year?**

- Yes Please specify: \_\_\_\_\_

Amount \$ \_\_\_\_\_  Check box if estimate

- No

**19. Did your organization receive any federal funding for victim programming or services within the past 5 years? (This could include funding from VOCA grants; OVC grants; a STOP, SASP, or other VAWA grant; or some other funding coming from a federal agency.)**

- Yes
- No

*Findings from Cognitive Testing – Round 1*

- The entire section remains problematic and challenging. 12 respondents struggled with providing estimates and 3 others who gave estimates were not confident in them. Many embedded programs said “I have no idea” when asked about their overall organization’s budget (which was inserted as a way to help them focus on the next question, re. VS-specific budget).
- 1 stated, "It is difficult for nonprofits to isolate their funding estimates to a year. Their grants all run through different 12-month cycles."

- 13 indicated that they would not have an issue obtaining the information but that it may take several hours/days/weeks to gather.
- 3 expressed confusion over what to include in the VS budget. Even if they tried to calculate it, 1 did not know whether to include a salary and 2 did not include fringe benefits or indirect in their estimating.
- 4 were confused over the item related to local government funding, interpreting this to include state funding as well.
- 5 were confused by the meaning of “internal budget” in I3, particularly whether this meant from the agency of which the VS program is a part or grant-funded.
- 5 were confused over whether certain grants were federal or state.
- 4 multiservice agency respondents were confused over whether we wanted the entire agency budget or just the victim services division in some of the later questions.
- 1 suggested that information be included in the invitation to have basic budget numbers handy before answering the survey.
- 2 were not comfortable sharing budget numbers due to politics over government funding.
- 5 found reporting percentages of their budget made up of particular sources easier than dollar amounts during Round 1 testing.

*Revisions for Round 2 Cognitive Testing*

This section was significantly revamped and simplified to promote completion and provide meaningful information while reducing attrition. The revised section is presented below before the cognitive testing results for this version.

**Round 2 Cognitive Test**

**[IF A1.6 = MULTISITE**

**Reminder: you indicated you are responding for [your location only/the entire victim services programming] in your organization.**

**OR**

**This next question refers to overall funding and funding sources. Will you be responding for funding at your location only, or across the victim service programming for all locations?**

- My location**
- All victim service programming across the organization]**

**12. What is the estimated total annual funding for your victim service programming? Please make your best estimate.**

- Less than \$100,000
- \$100,000 to \$500,000
- \$500,000 to \$1 million
- \$1 million to \$5 million
- More than \$5 million

**13. Is your victim service programming currently supported by any grants?**

- Yes → proceed to I4
- No → skip to section K
- Unsure → skip to section K

**14. Which type of grant(s) are you currently receiving? Check all that apply.**

- Federal grants passed through a state or local agency (including but not limited to Victims of Crime (VOCA); Sexual Assault Services Program (SASP); Services, Training, Officers, and Prosecutors (STOP); Family Violence Prevention and Services Act (FVPSA); Community Development Block Grants (CDBG))
- Other federal grants (directly from the Office for Victims of Crime, Office on Violence Against Women, Health and Human Services, Centers for Disease Control, or others)
- State or local government grants that are NOT pass-through federal grants (they are funded only with state or local dollars)
- Non-government grants, including from foundations, corporations, non-profits, or other non-government source

***(Continued below)***

**Round 2 Cognitive Test (Cont.)**

**[FOR THOSE SELECTING FEDERAL GRANTS]**

**I5. Please estimate the percentage of your victim services budget supported by federal grants (including those passed through a state or local agency):**

- Less than 25%
- 25% to 49%
- 50% to 74%
- 75% - 100%

As part of Round 2, testers were asked whether the following information, provided in advance, would have helped them prepare for the questions in this section.

**Round 2 Cognitive Test**

(Potential language for the survey invitation to assist respondents)

“This questionnaire will include questions about your total victim services budget, the categories of grants you receive, and the estimated percentage of your budget supported by federal grants. We recommend you have basic budget information handy before starting the survey.”

*Findings from Cognitive Testing – Round 2*

- Instruction:
  - 10 respondents thought this was clear and could answer whom they were reporting for.
  - 1 thought we should specify whether we want total funding or victim services funding.
  - 1 thought we should specify “all sites/locations providing victim services” in the second choice.
- I2: Total annual funding for victim services programming (multiple choice)
  - 14 respondents found this question clear and could answer it.
  - 3 respondents still found estimating “annual” numbers difficult because of multiyear grants. One said we should specify “per year” in each answer choice as well.
  - 2 were still confused about what to include. While 1 individual in Round 1 did not know whether to include salaries and fringe, another individual in Round 2 did not know whether we wanted salaries *only*, and was unsure whether to include shelter costs.
  - Only 3 said this would take some time or they would have to ask someone.
  - 1 person asked whether we were asking what they had been *granted*, or what they had actually *received*.



- I3: Everyone could answer this. (Only one reported receiving no grants)
- I4 (Types of grants receiving):
  - 16 respondents found this question clear and could answer it.
  - 1 would have to ask someone for the information.
  - 1 wanted a choice for “Grants, but unsure of type,”
  - 2 noted that they have some grants that support other activities but not victim services; one of those suggested the question include “specifically funding victim services” to clarify.
- I5 (Percentage of victim services budget supported by federal grants):
  - 11 respondents found this question clear and could answer it.
  - 4 would have to ask someone for the information.
  - 1 respondent wanted an answer choice for “unsure.”
  - 1 said it was difficult to identify grants that were pass-through federal funding.
- Proposed language for the survey invitation:
  - 17 agreed that this language was helpful and clear.
  - 3 EDs stated that other EDs should know this.
  - 1 person noted that the last sentence should say “this” basic budget information because otherwise they would be tempted to gather much more information than they will actually need
  - 1 suggested we ask the respondent’s role at the beginning of the survey and not ask the funding questions if the respondent is an advocate.

#### *Final Recommendations*

- For multisite organizations ask again whether they are responding for funding for all victim services or just victim services at their location.
- Clarify I2 to note that it includes all costs, not only personnel.
- Amend choices in I2 to add “per year” for clarity.
- Add “supporting victim services” to the main question text of I4.
- Use the advance instruction, but either delete the second sentence or add the word “this” as in “this basic budget information”.

#### *J. Recordkeeping*

*These questions presented no problem in 2017, so will remain unchanged.*

## K. Issues of Concern to VSPs

This section of the instrument is designed to be topical. SME advisors discussed the 6 issue questions used in the 2017 NCVSP and suggested other questions that are of particular current interest.

Three new questions were drafted and tested, two general issue questions and one series of questions intended to capture the impact of COVID-19 on victim services.

### General Issues of Concern

#### **Round 1 Cognitive Test**

##### **K1. How concerned are you about vicarious trauma and staff burnout at your organization?**

("Vicarious trauma" refers to exposure to the trauma of others that puts people at risk for a range of negative consequences.)

- Very concerned
- Somewhat concerned
- A little concerned
- Not concerned at all

##### **K2. How concerned are you about your organization's ability to reach and serve all people equally?**

(This includes but is not limited to racial equity, gender identity/sexual orientation equity, equity for those with disabilities, and equity for those with limited English proficiency.)

- Very concerned
- Somewhat concerned
- A little concerned
- Not concerned at all

#### *Findings from Cognitive Testing – Round 1*

- K1: As re-written above, this question was clear and answerable by all respondents.
- K2 (reaching all people):
  - Embedded respondents were confused as to whether they should be answering for just victim services or their entire organization.
  - Some respondents wondered if "people" was broader than "survivors" and included offenders.

#### *Revisions for Round 2 Cognitive Testing*

K1 was not revised or retested.

K2 was re-worded to specify that it related to victim services and not the organization as a whole.

### **Round 2 Cognitive Test**

**K2. How concerned are you about the ability of your victim service program to reach and serve all victims equally?** (This includes but is not limited to racial or gender identity/sexual orientation equity, equity for those with disabilities, and equity for those with limited English proficiency.)

- Very concerned
- Somewhat concerned
- A little concerned
- Not concerned at all

### *Findings from Cognitive Test – Round 2*

- 13 respondents found the question clear and could answer.
- 2 were less concerned about specifically reaching marginalized communities as they were about reaching everyone.
- 1 interpreted “concern” as saying they could improve. Another felt that using the word “concern” made it sound like they were doing something wrong.
- 1 interpreted “concern” to mean prioritize and that they want to keep on doing what they’re doing to address it.

### *Final Recommendations*

- Keep K1 as tested in Round 1
- Keep K2 as tested in Round 2

### *COVID-19 Pandemic Effects*

This section also included a new question series to explore possible impacts of the COVID-19 pandemic on organizations and the provision of services.

**Round 1 Cognitive Test (New)**

**K.7 Have you made or experienced any changes in your organization or the way you deliver services because of the COVID-19 pandemic?**

- YES [Complete table]
- NO

	This change did not happen	This change happened temporarily	This change has continued through the present
Staff resigned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff were laid-off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff worked partially or fully remote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In-person meetings with victims were suspended	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Virtual and phone meetings with victims increased	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Psychological services or support groups were conducted via phone or online video platform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shelters were partially or fully closed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Court-services in our service area were partially or fully suspended	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Court proceedings were held virtually	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service needs changed as some crimes increased or decreased	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service needs changed due to increased levels or severity of violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**K.7a. If you had other changes in your services or service delivery, what were they? \_\_\_\_\_**

*Findings from Cognitive Testing – Round 1*

- Respondents in Round 1 were confused as to whether they were answering for their organization or location, all locations in their organization, or in their communities in general (4).
- At least 4 lost track that they were being asked about changes due to COVID rather than generally.
- 1 interviewee indicated that not all staff were required to work remotely as a result of the pandemic. This is particularly challenging to answer for organizations with essential workers (e.g., staff at DV shelters, DOC) where some staff may be asked to work remotely and others may not have an option.
- Others were unsure which staff to include. All mentions of “Staff” changed to “Victim Services

staff” for Round 2.

- Many of these service changes do not apply to particular types of providers, if the questions relate to their own services (not all providers offer shelter, for example).
- For suspended services (in-person meetings with victims), say “fully or partially suspended” to capture nuances where some meetings were still occurring in person, but not all (3).
- 1 respondent in Round 1 preferred that “court proceedings” be broadened to “criminal justice proceedings, while another in Round 1 preferred “court proceedings.”
- 2 interviewees who provided responses for the “Other” covid question indicated that dialogue between agencies was severely impacted.
- 2 individuals started at their organizations after COVID, so could not answer.

*Revisions for Round 2 Cognitive Testing*

The question was revised for Round 2. A column header, “For COVID-related Reasons” was added. The question about remote work was revised to read “Victim services staff worked partially or fully remote”. The questions regarding psychological services or support groups, shelters, and court services, were removed from the list in favor of broader categories.

**Round 2 Cognitive Test**

**K.7 Have you made or experienced any changes in your organization or the way you deliver services because of the COVID-19 pandemic?**

- YES [Complete table]
- NO

For COVID-related reasons...	This change did not happen	This change happened temporarily	This change has continued through the present
Victim services staff resigned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Victim services staff were laid-off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Victim services staff worked partially or fully remote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In-person meetings with victims were suspended	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Virtual and phone meetings with victims increased	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Court proceedings were held virtually	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service needs changed as some crimes increased or decreased	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service needs changed due to increased levels or severity of violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**K.7a. If you had other changes in your services or service delivery, what were they? \_\_\_\_\_**

*Findings from Cognitive Testing – Round 2*

- 11 respondents in Round 2 were able to easily answer the revised matrix items.
- 1 respondent noted that “Have you” implies ongoing changes, and recommended “Did you” which could relate to temporary or ongoing changes.
- 1 respondent in Round 2 still found it difficult to attribute staff changes to COVID.
- 3 respondents noted that some, but not all, of their in-person meetings were suspended so they weren’t sure how to respond.
- 1 respondent in Round 2 stated that not all court proceedings were virtual, but some were, and they wanted a way to say that.
- 2 respondents in Round 2 had difficulty distinguishing between “crimes increasing or decreasing” and “levels of violence,” and would prefer one consolidated category.
- 1 respondent said that changing “crimes increasing or decreasing” to “the number of crimes increased or decreased” would make it easier to see the difference between that question and the following question regarding levels of violence.

*Final Recommendations*

- In the question before the matrix itself, change “Have you” to “Did you” and add a third answer choice: N/A – our organization was started after the COVID-19 pandemic began.
- Change “In-person meetings” to “Some or all in-person meetings”
  - Clarify the difference between the two questions regarding service changes by rewording the first: “Service needs changed because the numbers of some crimes went up or down” and rewording the second: “Service needs changed as the levels or severity of violence used in crimes or abuse increased.”
  - Delete the “Court proceedings” item as well. Many do not know the answer to this for their communities. Legal services providers can enter this on the “other” line.
  - Delete “other” from the matrix since the response options don’t fit an open-ended response.

## Appendix 1. Cognitive Testing Sample Emails

### RECRUITMENT LANGUAGE FOR SME USE

Dear \_\_\_\_\_

I am reaching out to invite you to participate in a cognitive test of the 2023 National Census of Victim Service Providers (NCVSP). I am participating as a subject matter advisor on this project and am helping to make sure that this NCVSP works for the wide range of victim service providers in our part of the field. Your participation is completely voluntary, but I think that your perspective would be important to include in this test.

The NCVSP is a data collection of the Bureau of Justice Statistics in the U.S. Department of Justice, and an important part of its Victim Services Statistical Research Program. The work is being carried out under cooperative agreement #15PBJIS-21-GK-02597-RESS with the Justice Research and Statistics Association (JRSA), Westat, and the National Organization for Victim Assistance. This data collection will help to inform state and federal planners, funders, and others. That is why we are working to make sure the survey works for all types of providers, including Tribal programs.

If you are able to participate, please let me know and I will connect you to Susan Howley at JRSA, who will schedule the interview, which should take no more than an hour and will take place via video call. In the meantime, if you have any questions about the NCVSP or plans for testing, please don't hesitate to reach out to Susan Howley, the project director at JRSA, at [showley@jrsa.org](mailto:showley@jrsa.org).

### SAMPLE FOLLOW-UP EMAIL TO VSP TO SCHEDULE INTERVIEW

Hello, Ms. \_\_\_\_\_.

\_\_\_\_\_ at \_\_\_\_\_ me know that you might be able to help test some new and revised questions for the upcoming National Census of Victim Service Providers. We would really appreciate having someone in a \_\_\_\_\_ victim service setting give us feedback!

We are using Calendly to set these one-hour video sessions. Just click on the earliest convenient date and time. Calendly will match you to an interviewer who is available at that time—myself or a colleague—and set the appointment.

<https://calendly.com/d/g45-yvy-hdv/ncvsp-cognitive-interview>



These interviews are pretty straightforward. We will show you one question at a time, you indicate how you might answer it, and we ask a few follow-up questions about how you interpreted certain terms or whether there was anything unclear about the question or response choices.

We are very much looking forward to seeing whether these questions make sense for a program like yours. If you have any questions, don't hesitate to ask me.

And thank you!

## Appendix 2: NCVSP 2023 Cognitive Testing Protocol Round 1

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## Prior to the interview

1. Send recruitment email
2. Schedule interview
3. Once you log on to interview with the participant, go through the informed consent form with them and request permission to record the interview:

## Obtaining Informed Consent

Hello. My name is [NAME] and I work for [AGENCY]. Thank you for agreeing to participate in this interview. Before we begin, I am going to discuss some details about the interview. This is all information that was included in the e-mail you received, but I want to go over the key points together.

- This interview will last about 1 hour.
- Taking part in the interview is up to you. You can ask to skip any questions you do not want to answer. If you decide at any point you do not want to finish, you can ask to stop.
- To keep your information private, we will not use your names in notes or reports. The information provided in the interview will only be used in summary form. Nothing that you say will be directly shared outside of the project team.
- We would like to request to record the audio and video of the interview to ensure our notes are accurate. You can say yes or no. All recordings and notes will be stored safely and then destroyed at the end of the study.
- During the conversation, we will be discussing what you think about the questions on the survey itself and if you think we are asking the right questions in the right way.

If you have questions as we go, please feel free to ask.

Do you wish to continue with this interview? [Wait for response.]

Yes- great! If you have any questions about the study after we are done, I will provide you with contact information for Susan S. Howley in the chat ([showley@jrsa.org](mailto:showley@jrsa.org); (202) 503-3524). Her information is also provided in the email.

### Verbal Consent Certification and Signature

I certify that the nature and purpose, the potential benefits, and possible risks associated with participating in this interview have been explained to the below-named individual and that I fully and accurately answered their questions.

---

First name of participant

---

**Signature** of Person Obtaining Verbal Consent

---

Date

---

**Printed** Name of Person Obtaining Verbal Consent

We would like to record the audio of the interview to help us make sure our notes are accurate. You can say yes or no. Is it okay if I audio record this interview? [*Wait for response.*]

### Verbal Consent for Recording and Signature

---

First name of participant

---

**Signature** of Person Obtaining Verbal Consent

---

Date

---

**Printed** Name of Person Obtaining Verbal Consent

If you do not have any questions, we can begin. [*Wait for response.*]

## Introduction to purpose and procedures of interview

On behalf of the [AGENCY/PROJECT PARTNERS], I would like to thank you for taking the time to speak with me today. I greatly appreciate it.

**Purpose:** The purpose of this interview is to get your feedback on some survey questions for our upcoming National Census of Victim Service Providers (NCVSP). The National Census of Victim Service Providers (NCVSP) is designed to fill existing gaps in knowledge and information on the variety of organizations and programs that provide services to victims of crime, the types of victims served and services provided, and staffing and resources available for the provision of services.

This project is a joint effort between the Justice Research and Statistics Association (JRSA), Westat, and the National Organization for Victim Assistance (NOVA) on behalf of the U.S. Bureau of Justice Statistics. This survey was previously administered in 2017 and before we conduct it again, we would like to test some of the additions and changes we have made since the prior iteration. We want to understand what the questions mean to you. Your feedback will help us improve the questions and make them as clear as possible.

**Procedure:** I would like you to please answer these questions to the best of your knowledge and to know that there are no right or wrong answers. After some of the survey questions, I may stop and ask you follow-up questions to better understand your answer and the way you thought about the question. Most of my follow-up questions will ask what you thought about certain words or phrases or what you think a question is trying to ask.

As we are going through the survey, please feel free to tell me anything that comes to mind or to ask me anything you are unclear about. Feel free to tell me what you are thinking as you are answering these questions. We want your honest opinions about what you like and dislike and what you do and don't understand so we can improve this survey. I also want to remind you that you do not have to answer any questions you do not want to, and you can end the interview at any time. If I ask you a question you do not want to answer, you can just say "Pass."

I will share my screen and pull up the survey questions for us to review. I ask that you read it on your own and then verbally tell me which of the response options you select. After you read the question in your head and tell me your response, I will likely follow up with a few questions about how you came to your answer or what a specific word means to you and then we will move on to the next question.

**Do you have any questions before we begin? [LAUNCH SCREEN SHARE, AND CONFIRM PARTICIPANT CAN SEE THE SCREEN]**

Protocol Note: These questions will be presented one at a time on slides. The skip logic instructions will not appear on the slides but is provided here for review purposes.

## Section S: Screening

**S2. Has your organization or any programs/staff within your organization intentionally provided services to victims/survivors of crime or abuse in the past six months?** *By 'services to victims/survivors of crime or abuse' we mean direct assistance, including - but not limited to - referrals, counseling, notices of court proceedings, legal assistance, shelter, medical response, etc. This survey will use the term victim to mean victim/survivor from this point forward.*

- Yes [proceed to A1]
- No [proceed to S2a]

**PROBE 1:** *If we had asked if you had provided services in the past 12 months, would that change your answer?*

**PROBE 2:** *What do you think is meant by "intentionally"?*

**PROBE:** *Did you read the information in italics?*

**FOLLOW UP:** *If yes, was there anything confusing about it? Are there any examples that should be added to this list?*

**S2a. Does your organization maintain an active victim service referral program?** *This includes, but is not limited to, hotlines.*

- Yes [proceed to A1]
- No [Screen out questions: Go to S2a.5.]

**PROBE:** *How did you interpret "active victim service referral program"?*

**IF ANSWER IS YES, PROBE:** *How did you decide to answer yes to this question?*

**S2a.5. To help us update our records, please answer a few additional questions:**

**a. Has your organization ever provided services to victims of crime or abuse?**

- Yes
- No

**b. Does your organization plan to provide services to victims of crime or abuse in the future?**

- Yes
- No

**c. Does your organization indirectly support victims of crime or abuse in any of the following ways?**

**A. Contracting out all direct services to another organization.**

- Yes
- No

**B. Providing grants or funding to support direct services to victims of crime or abuse.**

- Yes
- No

**C. Training and technical assistance for direct service providers or issue advocacy.**

- Yes
- No

**D. Other**

- Yes
- No

**[if yes] Please specify \_\_\_\_\_**

***PROBE:** Was there anything confusing about any of these questions?*

**S2b. Which of the following best describes your organization?** *Select one response.*

- Tribal government or other tribal organization or entity**
- Campus organization or other educational institution** *(public or private)*
- Hospital, medical, or emergency facility** *(public or private)*
- Government agency**
- Nonprofit or faith-based entity** *(501c3 status)*
- For-profit entity**
- Informal entity** *(e.g., some other type of program or group, not formally a part of an organization, registered nonprofit, or business; Independent survivor advocacy and support groups; volunteer, grassroots, or survivor network)*

**PROBE 1:** *Did you have any trouble selecting a response?*

**PROBE 2:** *Was there anything confusing about the definition of “informal entity” provided here?*

## SECTION A

**A1. Which of the following best describes how your organization is structured to provide services to victims of crime or abuse?**

- The primary function of the organization as a whole is to provide services or programming for victims of crime.** [Skip to A1.5]
- Victim services or programming are one component of the larger organization’s activities** *(e.g., a hospital, university, community center, law enforcement agency or prosecutors’ office)*  
[Proceed to A1a]

**PROBE 1:** *How easy or difficult was this to answer? Why?*

**PROBE 2:** *What were you considering when answering this question?*

**OPTIONAL PROBE A if they had difficulty:** *Can you describe how your organization is structured?*



**A1a. Does your organization have a specific program(s) or staff that are designated to work with victims of crime or abuse?**

- Yes [Proceed to A1.5]
- No [Skip to thank you slide]

**IF ANSWER IS NO, CLICK ON “NO” TO GO TO THANK YOU SLIDE**

*PROBE 1: How do you interpret “specific program(s)”?*

*PROBE 2: How do you interpret “designated staff”?*

*OPTIONAL PROBE: How easy or difficult is this question to answer?*

*OPTIONAL PROBE 2: What do you think this question is asking?*

**A1.5. Please check the most appropriate description of your organization.**

- Organization operating through one single location** [Skip to A1.6]
- One (sub)location of a multi-site organization** (such as a branch or satellite office, or a local chapter of a larger organization) [Proceed to A1.5a]
- The headquarters or main office of a multi-site organization** (i.e., an office that exercises operational control over other sites, not merely a membership organization) [Skip to A 1.5b]

**TEST WITH ALL TYPES OF PROVIDERS**

*PROBE 1: How easy or difficult was it to select a response?*

*PROBE 2: How do you interpret “one sublocation of a multi-site organization”?*

*PROBE 3: Do you have any other suggestions for how to make this question easier to answer?*

**AFTER PROBES SELECT ANSWER TO MOVE TO THE CORRECT SLIDE**

**A1.5a. Please provide the following contact information for your organization's headquarters or main office:**

Organization Name: \_\_\_\_\_

Organization Address: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

***INSTRUCTION – THEY DO NOT NEED TO ANSWER WITH THIS INFORMATION. ASK:***

*How easy or difficult would this be for you to provide this information?*

**AFTER ANSWER SELECT “NEXT” ON SCREEN TO MOVE TO A1.6**

**A1.5b. Please provide the following contact information for each of your organization's sublocations:**

Organization Name: \_\_\_\_\_

Organization Address: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

[Proceed to A1.7]

**INSTRUCTION – THEY DO NOT NEED TO ANSWER WITH THIS INFORMATION. ASK:**

*How easy or difficult would this be for you to provide this information?*

**AFTER ANSWER SELECT “NEXT” ON SCREEN TO MOVE TO A1.7**

**A1.6. Is your organization physically located at the site of another organization (such as a nonprofit program operating out of the courthouse or a law enforcement agency; or a law enforcement victim service program operating out of a Family Justice Center; or a nonprofit with space in a commercial establishment)?**

- Yes [For the next question, regarding organization type, please select the answer that best describes your own organization rather than the type of organization where you are physically located.] Skip to A2
- [Proceed to A2]
- No [Proceed to A2]

**PROBE 1:** *In your own words, what is this question asking?*

**PROBE 2:** *IF YES, how did you decide to answer yes to this question?*

**A1.7. In addition to support you provide to your sublocations, do you offer any direct services to victims of crime or abuse at your location/headquarters level? (This can include a helpline or hotline.)**

- Yes [Proceed to A1.8]
- No [Proceed to A1.9]

**PROBE 1:** *How easy or difficult is this question to answer?*

**OPTIONAL PROBE:** *Would you like to have seen another response option (e.g., unknown; previously but no longer, etc.)?*

**A1.8. This survey includes questions about services, persons served, staffing, and funding. Please indicate what your responses will encompass:**

- Responses relate **ONLY** to the main or headquarters location [Skip to A2]
- Responses relate to **all locations** of this organization (headquarters plus all sublocations)

[Skip to A2]

**PROBE 1:** *How easy or difficult is this question to answer?*

**PROBE 2:** Which approach would be easier for you to take when answering questions about services, staffing and funding?

**A1.9. Are you able to answer questions about services, persons served, staffing, and funding for all your organization’s sublocations?**

- Yes** [Please respond to the remainder of the survey as the questions relate to all of your organization's sublocations] [Proceed to A2]
- No** [Move to “Thank you. You may exit the survey” slide]

**A2. Which of the following best describes your organization? Select *one* response.**

- Tribal government or other tribal organization** [Go to Section B [Tribal], page XX]
- Campus organization or other educational institution** (*public or private*) [Go to Section C [Campus], page XX]
- Hospital, medical, or emergency facility** (*public or private*) [Go to Section G [Services for Victims], page XX]
- Government agency** [Go to Section D [Government], page XX]
- Nonprofit or faith-based organization** (*501c3 status*) [Go to Section E [Nonprofit or faith-based], page XX]
- For profit organization** [Go to Section F [For profit], page XX]
- Informal entity** (*e.g., some other type of program or group, not formally a part of an organization, registered nonprofit, or business; Independent survivor advocacy and support groups; volunteer, grassroots, or survivor network*) [Go to Section G [Services for Victims], page XX]

**PROBE 1:** How easy or difficult was it to choose between the different options?

**PROBE 2:** In the context of this question, what does the term “best” mean to you?

**OPTIONAL PROBE 1:** [For organizations that are co-located as indicated in A1.6] how did you decide how to answer?

**PROBE 3:** Is there anything confusing about the definition of “informal entity” provided here?

**AFTER PROBES SELECT ANSWER TO MOVE TO THE CORRECT SLIDE**

## SECTION B

Tribal Organizations Only

**B1. Which designation best describes your tribal agency or organization? Select *one* response.**

- Law enforcement

- Prosecutor's Office
- Court
- Juvenile justice
- Offender custody and supervision (such as probation, parole, corrections)
- Multi-agency (such as task forces, response teams, etc.)
- Social services or child/adult protective services
- Health services
- Advocacy program
- Coalition
- Other (please specify) \_\_\_\_\_

**All responses → Go to section G [SERVICES FOR VICTIMS]**

*PROBE 1: How did you decide on your answer?*

*PROBE 2: How easy or difficult was this question to answer?*

*IF ANSWERED OTHER: Why did you select other?*

*FOLLOW UP: How do you categorize yourself?*

## SECTION D

### Government Agencies Only

**D1. Which designation best describes your government agency? Select one response.**

- Law enforcement [proceed to D2]
- Prosecutor's Office (such as District Attorney, County Attorney, etc.) [proceed to D2]
- Courts [proceed to D2]
- Juvenile justice [proceed to D2]
- Social services or child/adult protective services [proceed to D2]
- Offender custody and supervision (such as probation, parole, corrections) [proceed to D2]
- Multi-agency (such as task forces, response teams, etc.) [proceed to D2]
- State or territory victim compensation program [proceed to D2]
- State or territory victim funding administrator [proceed to D1a]
- Other government agency (please specify) \_\_\_\_\_ [proceed to D2]

*PROBE 1: How did you decide on your answer?*

*PROBE 2: How easy or difficult was this question to answer?*

**IF ANSWERED OTHER:** Why did you select other?

**FOLLOW UP:** How do you categorize yourself?

**PROBE 3:** If we included the term “agency”, such as law enforcement agency, would that make the options clearer?

**D1a. Does your organization provide any direct victim services itself, in addition to grantmaking?**

- Yes [In completing the remainder of the survey, please confine your responses to your own direct victim service activities, not the grant-making and related functions.]
- No [Thank you. You may exit the survey.]

**PROBE 1:** What type of services were you thinking about when you answered this question?

**PROBE 2:** If you are a funding administrator, do you understand how this question applies to your organization?

**D2. In what service area/jurisdiction does your agency operate in terms of victims served or services delivered? Select *one* response.**

- Nationwide
- Statewide
- Regional/Multi-county/Multi-city
- Countywide only
- Citywide only
- Specific neighborhood only
- Other (please specify) \_\_\_\_\_

[Go to section G [SERVICES FOR VICTIMS], page XX]

**PROBE 1:** How easy or difficult was this question to answer?

**PROBE 2:** Was it difficult to select only one response? Why or why not?

**OPTIONAL PROBE 1 [IF SELECTED OTHER]:** Why did you select this answer?

**FOLLOW UP:** How would you define your jurisdiction or service area?

## SECTION G

### Services for Victims

**G1. How would you best describe your service area?** (An **urban** area is within a principal city of a Metropolitan Statistical Area (MSA). A **suburban** area is within an MSA but not within the principal city of that MSA and a **rural** area is outside of an MSA. An MSA can generally be defined as an area with a city and surrounding communities closely linked to one another by social and economic factors.)

- Urban**
- Suburban**
- Rural**

*PROBE 1: How did you interpret the term “service area”?*

*PROBE 2: How easy or difficult was it to choose one response?*

*PROBE 3: If you were permitted to select more than one response, what would you select?*

[INSTRUCTION SCREEN] For the remainder of the survey, unless indicated otherwise, provide your answers based on the most recent 12 months of data – **calendar year or fiscal year**, depending on how your organization operates.

**Did your organization provide any of the following services to victims within the past calendar/fiscal year?** *We recognize that victim service organizations provide a wide array of services to victims. For the purposes of this survey, we are asking about general categories of services your organization provided to victims, which may not capture your victim service offerings in detail. Do your best to place the services your organization provided within the general categories.*

#### Mental health support and safety

<b>G. Did your organization provide (...)</b>	<b>Yes</b>	<b>No</b>
<b>Mental health services?</b> (e.g., individual or group counseling; support groups; other therapy; social programming for children; etc.)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Crisis Counseling?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Substance abuse treatment?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Safety services?</b> (e.g., safety planning; witness protection; address confidentiality; self-defense; etc.) (Does NOT include protective orders)	<input type="checkbox"/>	<input type="checkbox"/>

*PROBE 1: Do you have any feedback about the way the italicized instruction is worded? Was there anything confusing about it?*

*PROBE 1: How easy or difficult was it to answer this question?*

**Medical and health assistance**

<b>G6. Did your organization provide (...)</b>	<b>Yes</b>	<b>No</b>
<b>Accompaniment to medical care or forensic examinations?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Emergency or follow-up medical care (provision of care)?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Forensic examinations (provision of care)?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>STD/HIV testing?</b>	<input type="checkbox"/>	<input type="checkbox"/>

***PROBE 1:** How easy or difficult was it to answer this question.*

***OPTIONAL PROBE 1 IF THEY SELECTED ACCOMPANIMENT.** Please tell me about the service you included in your response.*

**Other services**

<b>G8. Did your organization provide (...)</b>	<b>Yes</b>	<b>No</b>
<b>Case management?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Supervised child visitation?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>On-scene coordinated response?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Education classes for survivors regarding victimization dynamics?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Transportation services?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Language access (e.g., translation or interpretation services, or bilingual staff)?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Services designed to meet the needs of culturally or ethnically-specific populations?</b>	<input type="checkbox"/>	<input type="checkbox"/>

***PROBE 1:** How do you define the option “language access”?*

***FOLLOW UP:** Are the examples we provided clear?*

***PROBE 2:** What do you think is meant by the last category, “Services designed to meet the needs of culturally or ethnically specific populations”?*

***OPTIONAL PROBE:** How easy or difficult was it to select your answers this question?*



**G11. Please report whether your organization provided services for victims of the following types of crime or abuse during the past calendar/fiscal year. (Include any crime types for which your organization provided services regardless of whether it was the presenting or a secondary crime type.)**

<b>Youth (under age 18)</b>	<b>Yes</b>	<b>No</b>
Child physical abuse or neglect	<input type="checkbox"/>	<input type="checkbox"/>
Child rape/sexual assault/sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>
Child witness of violence	<input type="checkbox"/>	<input type="checkbox"/>
Child marriage or forced marriage	<input type="checkbox"/>	<input type="checkbox"/>
Adults molested/abused as children	<input type="checkbox"/>	<input type="checkbox"/>
<b>Adults</b>		
Domestic violence/dating violence/violation of DV protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Stalking/violation of stalking protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Rape/sexual assault/sexual abuse (other than against children)	<input type="checkbox"/>	<input type="checkbox"/>
Physical Assault (other than domestic/dating violence, child/elder abuse, or rape/sexual assault/sexual abuse) (including attempted homicide; gun violence; strangulation; threat with a weapon, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Robbery	<input type="checkbox"/>	<input type="checkbox"/>
Elder physical abuse or neglect	<input type="checkbox"/>	<input type="checkbox"/>
Survivors of homicide (including murder, non-negligent manslaughter)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Targeted crime types</b>		
Hate crimes (racial/religious/ethnic or national origin/disability/gender/sexual orientation)	<input type="checkbox"/>	<input type="checkbox"/>
Honor related violence (physical violence/threats/retaliation in the name of family honor, female genital mutilation)	<input type="checkbox"/>	<input type="checkbox"/>
Human trafficking (labor)	<input type="checkbox"/>	<input type="checkbox"/>
Human trafficking (sex)	<input type="checkbox"/>	<input type="checkbox"/>
Victim witness intimidation	<input type="checkbox"/>	<input type="checkbox"/>
DUI/DWI crashes	<input type="checkbox"/>	<input type="checkbox"/>
Community violence/gang violence	<input type="checkbox"/>	<input type="checkbox"/>
Terrorism/mass violence	<input type="checkbox"/>	<input type="checkbox"/>
<b>Financial crimes</b>		
Identity theft	<input type="checkbox"/>	<input type="checkbox"/>
Financial fraud and exploitation (other than identity theft)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Property crimes</b>	<input type="checkbox"/>	<input type="checkbox"/>
Motor vehicle theft	<input type="checkbox"/>	<input type="checkbox"/>
Burglary		
<b>Other specify categories</b>		
Other violent crimes – specify _____	<input type="checkbox"/>	<input type="checkbox"/>
Other property crimes – specify _____	<input type="checkbox"/>	<input type="checkbox"/>
Other – specify _____	<input type="checkbox"/>	<input type="checkbox"/>

**PROBE 1:** *Is there anything confusing about the italicized instruction “Include any crime types for which your organization provided services regardless of whether it was the presenting or a secondary crime type”?*

**PROBE 2:** How easy or difficult was this to answer?

**PROBE 3:** Does this question seem too long?

**PROBE 4:** How well do the response options capture the crime types of the victims your agency serves?

Organizations restricted to serving certain groups of victims or victims of certain crimes.

**G12. Do any of the following statements describe the types of victims or survivors your organization serves? (select only one)**

- We only provide services to victims of particular types of crimes** (such as domestic violence, trafficking, identity theft, etc.) [receive question G12.1, list of crimes]
- We only provide services to specific populations of victims, regardless of the type of crime** (such as children, immigrants, etc.) [receive question G12.2, list of populations]
- We only provide services to specific populations who have experienced specific types of crime or abuse** (such as child victims of sexual abuse, older adults who experienced identity theft, etc.) [receive both questions G12.1 and G12.2]
- None of the above** [Proceed to Section H]

**PROBE 1:** How easy or difficult was this question to answer?

**PROBE 2:** How did you decide on your answer? What, in your own words, is the response option you chose getting at?

**G12.1** Indicate the specific **type(s)** of crime or abuse: (e.g., you could provide services to a victim of this crime, even if they had not suffered any other type of crime). Please do your best to fit your organization within the general categories provided.

<b>Check all that apply</b>	<b>Yes</b>	<b>No</b>
Any/all felonies	<input type="checkbox"/>	<input type="checkbox"/>
Any/all violent crime	<input type="checkbox"/>	<input type="checkbox"/>
Community violence/gang violence	<input type="checkbox"/>	<input type="checkbox"/>
Domestic violence/dating violence	<input type="checkbox"/>	<input type="checkbox"/>
DUI/DWI crashes	<input type="checkbox"/>	<input type="checkbox"/>
Financial exploitation/identity theft/fraud	<input type="checkbox"/>	<input type="checkbox"/>
Hate crimes	<input type="checkbox"/>	<input type="checkbox"/>
Human trafficking (sex)	<input type="checkbox"/>	<input type="checkbox"/>
Human trafficking (labor)	<input type="checkbox"/>	<input type="checkbox"/>
Physical abuse/neglect	<input type="checkbox"/>	<input type="checkbox"/>
Physical assault (including attempted homicide; gun violence; strangulation; threat with a weapon, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Rape/sexual assault/sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>
Stalking	<input type="checkbox"/>	<input type="checkbox"/>
Survivors of homicide (including murder, non-negligent manslaughter)	<input type="checkbox"/>	<input type="checkbox"/>
Terrorism/mass violence	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>

**PROBE 1:** How easy or difficult was it to answer this question?

**PROBE 2:** Would this question be easier or more difficult if we asked you to check no more than 3?

**OPTIONAL PROBE FOR THOSE WHO SPECIFY "OTHER":** Is there any other category of response that might have fit?

**OPTIONAL PROBES FOR THOSE WHO CHECK MORE THAN 3:**

Can you tell me more about your thought process in selecting these categories?

Are some of those crime types more central to your work? Do you serve victims of some of these crime types more than others?

**G12.2** Indicate the specific populations of victims you serve: (e.g., you could provide services to a victim as long as they were within this population). Please do your best to fit your organization within the general categories provided.

<b>Check all that apply</b>	<b>Yes</b>	<b>No</b>
Child victims	<input type="checkbox"/>	<input type="checkbox"/>
Adolescent/teen victims	<input type="checkbox"/>	<input type="checkbox"/>
Elder victims/dependent adult victims	<input type="checkbox"/>	<input type="checkbox"/>
Female victims	<input type="checkbox"/>	<input type="checkbox"/>
Male victims	<input type="checkbox"/>	<input type="checkbox"/>
Indigenous victims, including Native American or Alaska Native	<input type="checkbox"/>	<input type="checkbox"/>
Victims of color OR victims of specific racial or ethnic groups (OTHER THAN Native American or Alaska Native victims) (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>
Immigrant/refugee/limited English proficiency victims	<input type="checkbox"/>	<input type="checkbox"/>
LGBTQ victims	<input type="checkbox"/>	<input type="checkbox"/>
Victims with disabilities	<input type="checkbox"/>	<input type="checkbox"/>
Deaf or hard-of-hearing victims	<input type="checkbox"/>	<input type="checkbox"/>
Formerly incarcerated victims		
Incarcerated victims	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

**PROBE 1:** How easy or difficult was it to answer this question?

**PROBE 2:** Would this question be easier or more difficult if we asked you to check no more than 3?

**OPTIONAL PROBE FOR THOSE WHO SPECIFY “OTHER”:** Is there any other category of response that might have fit?

**OPTIONAL PROBE FOR ANYONE WHO SELECTED INDIGENOUS VICTIMS, OR WHO IDENTIFIED AS A TRIBAL SERVICE PROVIDER:** Would your answer change if this question asked about “Tribal victims”?

**OPTIONAL PROBES FOR THOSE WHO CHECK MORE THAN 3:**

Can you tell me more about your thought process in selecting these categories?

Are some of those crime types more central to your work? Do you serve victims of some of these crime types more than others?

**OPTIONAL PROBE FOR THOSE WHO RESPONDED THAT THEY SERVE SPECIFIC POPULATIONS WHO SUFFER SPECIFIC VICTIMIZATIONS:** How easy or difficult was it to answer G12.1 and G12.2?

## SECTION H

### Staffing

[INSTRUCTION SCREEN] The following questions concern staff dedicated to working with victims of crime or abuse during the past **calendar/ fiscal year**.

**H5. How many paid full-time staff (35 hours or more/week) dedicated to working with victims left their position with your organization during the past calendar/ fiscal year, whether dismissed, resigned, retired, transferred to a non-direct services position, etc.? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.****

\_\_\_\_\_ Check box if estimate

**PROBE 1:** How easy/difficult was this question to answer?

**PROBE 2:** What, in your own words, is this question asking?

**PROBE 3:** How do you understand full-time staff who left their position?

**FOLLOW UP PROBE:** How are you defining "left their position"?

**OPTIONAL PROBE:** How did you interpret what is meant by "your organization"? Were you answering just about this location, or across all locations?

**H6. How many paid part-time staff (less than 35 hours/week) designated to work with victims left their position with your organization during the past calendar/fiscal year whether dismissed, resigned, retired, transferred to a non-direct services position, etc.? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.****

\_\_\_\_\_ Check box if estimate

**PROBE 1:** How easy or difficult was it to answer this question?

**PROBE 2:** How did you interpret "paid part-time staff designated to work with victims"?

## SECTION I

### FUNDING

[programming: remind people who are Parent/HQ organizations that they previously indicated they were responding either

a) for just their location OR

b) across all locations]

**I1. What was your organization's total annual budget for the past calendar/fiscal year?**

Amount \$ \_\_\_\_\_  Check box if estimate

*PROBE 1: How easy or difficult would it be for you to get ahold of this information?*

*PROBE 2: Would you have any concerns about reporting this on a survey?*

*OPTIONAL PROBE: How confident are you in your estimate?*

[For embedded programs other than nonprofits:]

**I2. Was all or part of your victim services programming supported by your organization's internal budget in the past calendar/fiscal year?**

Yes

No

Amount \$ \_\_\_\_\_  check box if estimate

*PROBE 1: What do you think is meant by "organization's internal budget"?*

*PROBE 2: Would this question be easier or more difficult to answer if it asked for the percentage of victim services funding supported by the organization's internal budget?*

*PROBE 3: Would you have any concerns about reporting this on a survey? If so, what are those concerns?*

*OPTIONAL PROBE: How confident are you in your estimate?*

**I3. What was your organization's total budget for victim-related programming and services during the past calendar/fiscal year? (Victim-related programming and services includes direct services, prevention, outreach, training, and education efforts.)** \$ \_\_\_\_\_  Check box if estimate

*PROBE 1: How easy or difficult would it be for you to get ahold of this information?*

*PROBE 2: Would you have any concerns about reporting this on a survey?*

**OPTIONAL PROBES FOR EMBEDDED PROGRAMS:**

*Does your organization maintain a separate line in your budget for victim services?*

*Would this question be easier to answer if it asked What percentage of your organization’s total budget supports victim-related programming and services?*

The following questions ask about external sources of funding, and will help us better understand the mix of funding supporting victim-related programming and services.

Please indicate whether your victim services budget in the past calendar/fiscal year included funding from any of the following. If so, please provide an amount (estimates are acceptable).

**14. Local government funding specifically for victim services?**

- Yes
- No

Amount \$ \_\_\_\_\_  Check box if estimate

*PROBE 1: What do you think is meant by the term “local government funding”?*

*PROBE 2: Would this question be easier or more difficult if it asked for the percentage of the VS budget supported by local government funding?*

**OPTIONAL PROBE 1 [FOR EMBEDDED RESPONDENTS IN LOCAL LEVEL GOVERNMENT ORGANIZATIONS]:** For your organization, is “local government funding” different from funding through your organization’s internal budget?

**15. Tribal government funding specifically for victim services?**

- Yes
- No

Amount \$ \_\_\_\_\_  Check box if estimate

*PROBE 1: What do you think is meant by the term “Tribal government funding”?*

*PROBE 2: Would this question be easier or more difficult if it asked for the percentage of the VS budget supported by Tribal funding?*

**OPTIONAL PROBE 1 [FOR EMBEDDED TRIBAL RESPONDENTS]:** For your organization, is “Tribal government funding” different from funding through your organization’s internal budget?

**16. Foundations, private donations, and other fundraising specifically for victim services?**

- Yes
- No

Amount \$ \_\_\_\_\_  Check box if estimate

*PROBE 1: How easy or difficult would it be for you to get ahold of this information?*

*PROBE 2: Would this question be easier or more difficult if it asked for the percentage of the VS budget supported by foundations, private donations, and other fundraising?*

*PROBE 3: Would you have any concerns about reporting this on a survey?*

*PROBE 4: How easy or difficult would it be for you to provide separate figures for funding related to “foundations and private grants” and “private donations and other fundraising”?*

*OPTIONAL PROBE: How confident are you in your estimate?*

**17. Which of the following federal and state sources supported your victim services budget in the past calendar/fiscal year, if any?**

**Federal funding, including funding passed through a state administrator as a subgrant**

<b>Victims of Crime Act (VOCA) Funding</b>	<b>Yes</b>	<b>No</b>
<b>Other funding from the Office for Victims of Crime</b>	<b>Yes</b>	<b>No</b>
<b>Services, Training, Officers, and Prosecutors (STOP) grant</b>	<b>Yes</b>	<b>No</b>
<b>Sexual Assault Services Program (SASP) funding</b>	<b>Yes</b>	<b>No</b>
<b>Other funding from the Office on Violence Against Women</b>	<b>Yes</b>	<b>No</b>
<b>Family Violence Prevention Services Act (FVPSA) funding</b>	<b>Yes</b>	<b>No</b>
<b>Other federal funding</b>	<b>Yes</b>	<b>No</b>

**If yes, please specify \_\_\_\_\_**

<b>State funding</b>	<b>Yes</b>	<b>No</b>
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*PROBE 1: How easy or difficult was it for you to answer these questions?*

*PROBE 2: What do you think is meant by the term “state funding”?*

**18. Did you receive victim services funding from any additional sources in the past calendar/fiscal year?**

Yes

Please specify: \_\_\_\_\_

No

**Amount \$ \_\_\_\_\_  Check box if estimate**

*PROBE 1: What other sources were you considering?*



*PROBE 2: Would this question be easier or more difficult if it asked for the percentage of the VS budget supported by other sources*

**19. Did your organization receive any federal funding for victim programming or services within the past 5 years?** (This could include funding from VOCA grants; OVC grants; a STOP, SASP, or other VAWA grant; or some other funding coming from a federal agency.)

- Yes
- No

*PROBE 1: How easy or difficult was this to answer?*

## SECTION K

### Current Issues of Concern to Victim Service Providers

**K1. How concerned are you about vicarious trauma and staff burnout at your organization?** (“Vicarious trauma” refers to exposure to the trauma of others that puts people at risk for a range of negative consequences.)

- Very concerned
- Somewhat concerned
- A little concerned
- Not concerned at all

*PROBE 1: How easy or difficult was this question to answer?*

*PROBE 2: Does the definition provided for “vicarious trauma” make sense to you? Do you define this term differently?*

*PROBE 3: What does “staff burnout” mean to you, in this context?*

**K2. How concerned are you about your organization’s ability to reach and serve all people equally?** (This includes but is not limited to racial equity, gender identity/sexual orientation equity, equity for those with disabilities, and equity for those with limited English proficiency.)

- Very concerned
- Somewhat concerned
- A little concerned
- Not concerned at all

*PROBE 1: How easy or difficult was this question to answer?*

*PROBE 2: What does the phrase “reach and serve all people equally” mean to you in this context?*

COVID-Related Organizational Impacts

March of 2020 is generally recognized as the start of the COVID-19 global pandemic. Many activities were affected, including victim services delivery.

**K.7 Have you made or experienced any changes in your organization or the way you deliver services because of the COVID-19 pandemic?**

- YES [Complete table]
- NO

	This change did not happen	This change happened temporarily	This change has continued through the present
Staff resigned			
Staff were laid-off			
Staff worked partially or fully remote			
In-person meetings with victims were suspended			
Virtual and phone meetings with victims increased			
Psychological services or support groups were conducted via phone or online video platform			
Shelters were partially or fully closed			
Court-services were partially or fully suspended			
Court proceedings were held virtually			
Service needs changed as some crimes increased or decreased			
Service needs changed due to increased levels or severity of violence			

Other changes			
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**K.7a. If you had other changes in your services or service delivery, what were they?**

*PROBE 1: How easy or difficult was this question to answer?*

*IF THE RESPONDENT SELECTED ANY ONGOING CHANGES: Tell me more about the changes you said are still ongoing?*

## Appendix 3: NCVSP 2023 Cognitive Testing Protocol Round 2

### Prior to the interview

4. Send recruitment email
5. Schedule interview
6. Once you log on to interview with the participant, go through the informed consent form with them and request permission to record the interview

### Obtaining Informed Consent

Hello. My name is [NAME] and I work for [AGENCY]. Thank you for agreeing to participate in this interview. Before we begin, I am going to discuss some details about the interview. This is all information that was included in the e-mail you received, but I want to go over the key points together.

- This interview will last about 1 hour.
- Taking part in the interview is up to you. You can ask to skip any questions you do not want to answer. If you decide at any point you do not want to finish, you can ask to stop.
- To keep your information private, we will not use your names in notes or reports. The information provided in the interview will only be used in summary form. Nothing that you say will be directly shared outside of the project team.
- We would like to request to record the audio and video of the interview to ensure our notes are accurate. You can say yes or no. All recordings and notes will be stored safely and then destroyed at the end of the study.
- During the conversation, we will be discussing what you think about the questions on the survey itself and if you think we are asking the right questions in the right way.

If you have questions as we go, please feel free to ask.

Do you wish to continue with this interview? [Wait for response.]

Yes- great! If you have any questions about the study after we are done, I will provide you with contact information for Susan S. Howley in the chat ([showley@jrsa.org](mailto:showley@jrsa.org); (202) 503-3524). Her information is also provided in the email.

### Verbal Consent Certification and Signature

I certify that the nature and purpose, the potential benefits, and possible risks associated with participating in this interview have been explained to the below-named individual and that I fully and accurately answered their questions.

---

First name of participant

---

**Signature** of Person Obtaining Verbal Consent

---

Date

---

**Printed** Name of Person Obtaining Verbal Consent

We would like to record the audio of the interview to help us make sure our notes are accurate. You can say yes or no. Is it okay if I audio record this interview? [*Wait for response.*]

### Verbal Consent for Recording and Signature

---

First name of participant

---

**Signature** of Person Obtaining Verbal Consent

---

Date

---

**Printed** Name of Person Obtaining Verbal Consent

If you do not have any questions, we can begin. [*Wait for response.*]

## Introduction to purpose and procedures of interview

On behalf of the [AGENCY/PROJECT PARTNERS], I would like to thank you for taking the time to speak with me today. I greatly appreciate it.

**Purpose:** The purpose of this interview is to get your feedback on some survey questions for our upcoming National Census of Victim Service Providers (NCVSP). The National Census of Victim Service Providers (NCVSP) is designed to fill existing gaps in knowledge and information on the variety of organizations and programs that provide services to victims of crime, the types of victims served and services provided, and staffing and resources available for the provision of services.

This project is a joint effort between the Justice Research and Statistics Association (JRSA), Westat, and the National Organization for Victim Assistance (NOVA) on behalf of the U.S. Bureau of Justice Statistics. This survey was previously administered in 2017 and before we conduct it again, we would like to test some of the additions and changes we have made since the prior iteration. We want to understand what the questions mean to you. Your feedback will help us improve the questions and make them as clear as possible.

**Procedure:** I would like you to please answer these questions to the best of your knowledge and to know that there are no right or wrong answers. After some of the survey questions, I may stop and ask you follow-up questions to better understand your answer and the way you thought about the question. Most of my follow-up questions will ask what you thought about certain words or phrases or what you think a question is trying to ask.

As we are going through the survey, please feel free to tell me anything that comes to mind or to ask me anything you are unclear about. Feel free to tell me what you are thinking as you are answering these questions. We want your honest opinions about what you like and dislike and what you do and don't understand so we can improve this survey. I also want to remind you that you do not have to answer any questions you do not want to, and you can end the interview at any time. If I ask you a question you do not want to answer, you can just say "Pass."

I will share my screen and pull up the survey questions for us to review. I ask that you read it on your own and then verbally tell me which of the response options you select. After you read the question in your head and tell me your response, I will likely follow up with a few questions about how you came to your answer or what a specific word means to you and then we will move on to the next question.

**Do you have any questions before we begin? [LAUNCH SCREEN SHARE, AND CONFIRM PARTICIPANT CAN SEE THE SCREEN]**

**S1. Before you begin, please complete the following pieces of information for your organization. If your organization has multiple locations, please use the physical address of your location .**

Organization Name: \_\_\_\_\_

Organization Address: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

Business phone number: \_\_\_\_\_

Organization email address: \_\_\_\_\_

Organization web site: \_\_\_\_\_

**PROBE:** Why did you provide this address?

**PROBE 2:** If we gave you the option to share this information for a national directory, would you be comfortable sharing this address? What about a P.O. Box (if they shared street address and have a P.O. Box as well). What about just City, State, Zip?

## Additional S

**A1. Which of the following best describes how your organization is structured to provide services to victims of crime or abuse?**

- The primary function of the organization as a whole is to provide services or programming for victims of crime. → **Skip to A1.5a**
- Victim services or programming are one component of the larger organization's activities (*e.g., victim services program functions within a hospital, university, community center, law enforcement agency, or prosecutors' office*) → **Proceed to A1a**

**A1a. Does your organization have a specific program(s) or staff that are designated to provide services to victims of crime or abuse?**

- Yes → **Proceed to A1.5b**
- No → **"Thank you. You do not need to complete the rest of this survey."**

**A1.5a. Are your victim service activities fully virtual?** (No direct victim services are offered from a physical location connected to the organization)

- Yes → **Skip to A2**
- No → **Proceed to A1.6a**

**PROBE:** How do you define "fully virtual"?

**Optional PROBE if YES:** Tell me about your victim services?

Are there other sites listed in any directory or on a website even if all staff are fully virtual?

**A1.5b. Are your victim service activities fully virtual?** (No direct victim services are offered from a physical location connected to the organization)

- Yes → **Skip to A2**
- No → **Proceed to A1.6b**

**PROBE:** How do you define “fully virtual”?

**Optional PROBE if YES:** Tell me about your victim services?

Are there other sites listed in any directory or on a website even if all staff are fully virtual?

[IF A1 = PRIMARY]

**A1.6a. An important goal of the National Census of Victim Service Providers is to create a total count of organizations that provide services to victims. Some organizations may have multiple sites providing victim services that are part of a larger umbrella organization** (such as branch or satellite locations, chapters, or field offices; this does NOT refer simply to staff working from home or hybrid). **Please check the most appropriate description of your victim services organization.**

- Organization operating through one single location → **Skip to A1.10**
- Organization operates through multiple sites (*including branch or satellite offices, or local chapters of a larger organization*) → **Proceed to A1.6c**
  - **PROBE:** Why did you select this option?

[IF A1 = EMBEDDED]

**A1.6b. An important goal of the National Census of Victim Service Providers is to create a total count of organizations that provide services to victims. Some organizations may have multiple sites providing victim services that are part of a larger umbrella organization** (such as branch or satellite locations, chapters, or field offices; this does NOT refer simply to staff working from home or hybrid). **Please check the most appropriate description of your victim services programming.**

- Victim service programming operating through one single location → **Skip to A1.10**



- Victim services programming operates through multiple sites (*including branch or satellite offices, or local chapters of a larger organization*) → **Proceed to A1.6a**

**PROBE:** Why did you select this option?

**A1.6c. What is the BEST description of your victim service location or site, in relation to the other victim service sites:**

- One site or location that reports to a main office or administrative office** (such as a satellite location, branch office, chapter, etc.). → **proceed to A1.7**
- The main office, or administrative office** (including the location where a victim service director is located) → **skip to A1.8**
- Other (tell me more)** → **skip to A1.10**

*PROBE 1: How easy or difficult was it to select a response?*

*PROBE 2: How do you interpret “reports to a main or administrative office”?*

*PROBE 3: Would it be easier or more difficult if the question asked about the “parent or primary” site, office, or location.*

*PROBE 4: Do you have any other suggestions for how to make this question easier to answer?*

**A1.7. Please provide the following contact information for your organization's headquarters, main office, or unit director location:**

Organization Name: \_\_\_\_\_

Organization Address: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

→ Skip to A.1.10a

**For the remainder of this survey, please respond based only on the activities at your particular site/location.**

*PROBE: How easy or difficult would this be for you to provide this information?*

**A1.8. Please enter or upload a list of all the victim service locations you would list in a directory or on your website** (if the street address is confidential, please use a P.O. Box):

Location/site Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

Add location?

- Yes [Repeat prompts for org name, address, city/state/zip]
- No → **Proceed to A1.9**

[if it is more convenient, you may upload a list HERE or provide a weblink to a list]

*PROBE 1: How easy or difficult would this be for you to provide this information?*

*PROBE 2: Would you be more likely to enter names and addresses, provide a link, or upload a document?*

**A1.9. In addition to support you provide to the other sites, do you offer any direct services to victims of crime or abuse at your location (the main office or headquarters)? (This can include a formal helpline or hotline.)**

- Yes → **Proceed to A1.9.5**
- No → **Skip to A1.9.7**

*Probe: Tell me about the services you offer.*

**A1.9.5. This survey includes questions about the number of victims served, staffing, and funding. Will your answers relate to the victim services provided across the organization, or only those related to your main office location?**

- The victim services provided across the entire organization → skip to A2
- Only victim service activities at my site/location → skip to A2

*PROBE 1: How did you select a response?*

**A1.9.7 Are you able to answer questions about services, persons served, staffing, and funding for all your organization's victim service locations?**

- Yes → "Please respond to the remainder of the survey as the questions relate to all of your organization's sublocations" → **Proceed to A2**
- No → "Thank you. You may exit the survey."

**A1.10. Is your victim services organization physically located at the site of another organization (such as a nonprofit program operating out of the courthouse or a law enforcement agency; or a law enforcement victim service program operating out of a Family Justice Center; or a nonprofit with space in a commercial establishment)?**

- Yes → Display a message “For the next question, regarding organization type, please select the answer that best describes your own organization rather than the type of organization where you are physically located.” Proceed to A2
- No → Proceed to A2

**A1.10a.** Is your particular victim services site physically located at the site of another organization (such as a nonprofit program operating out of the courthouse or a law enforcement agency; or a law enforcement victim service program operating out of a Family Justice Center; or a nonprofit with space in a commercial establishment)?

- Yes → Display a message “For the next question, regarding organization type, please select the answer that best describes your own organization rather than the type of organization where you are physically located.” Proceed to A2
- No → Proceed to A2

*PROBE 1: In your own words, what is this question asking?*

*PROBE 2: IF YES, how did you decide to answer yes to this question?*

**A2.** Which of the following best describes your organization? *Select one response.*

- Tribal government or other tribal organization [Go to Section B [Tribal], page XX]
- Campus organization or other educational institution (*public or private*) [Go to Section C [Campus], page XX]
- Hospital, medical, or emergency facility (*public or private*) [Go to Section G [Services for Victims], page XX]
- Government agency [Go to Section D [Government], page XX]
- Nonprofit or faith-based organization (*501c3 status*) [for testing go to D2]
- For profit organization [for testing go to D2]
- Informal entity (*e.g., some other type of program or group, not formally a part of an organization, registered nonprofit, or business; Independent survivor advocacy and support groups; volunteer, grassroots, or survivor network*) [Go to D2 for testing]

*Optional Probe 1* if they had difficulty: Can you explain your thinking as you made your choice?

**Tribal**

**B1. Which designation best describes your tribal agency, organization, or program? *Select one response.***

- Law enforcement agency
- Prosecutor's Office
- Court
- Juvenile justice agency
- Offender custody and supervision (such as probation, parole, corrections)
- Multi-agency (such as task forces, response teams, etc.)
- Social services or child/adult protective services agency
- Health services agency
- Advocacy program
- Coalition
- Other (please specify) \_\_\_\_\_

All responses → Go to section B2 [SERVICES FOR VICTIMS]

*PROBE 1: How did you decide on your answer?*

*PROBE 2: How easy or difficult was this question to answer?*

*IF ANSWERED OTHER: Why did you select other?*

**B2. In what service area/jurisdiction does your agency primarily operate in terms of victims served or services delivered? *Select one response.***

- Nationwide
- Reservationwide
- Statewide
- Regional/Multi-county/Multi-city/
- Countywide only
- Citywide only
- Specific neighborhood only
- Other (please specify) \_\_\_\_\_

All responses → Go to section G [SERVICES FOR VICTIMS]

**PROBE 1:** How easy or difficult was this question to answer?

**PROBE 2:** Was it difficult to select only one response? Why or why not?

**OPTIONAL PROBE 1 [IF SELECTED OTHER]:** Why did you select this answer?

**FOLLOW UP:** How would you define your jurisdiction or service area?

**D1. Which designation best describes your government agency? Select one response.**

- Law enforcement agency → Skip to D2
- Prosecutor's Office (such as District Attorney, County Attorney, etc.) → Skip to D2
- Courts → Skip to D2
- Juvenile justice agency → Skip to D2
- Social services or child/adult protective services agency → Skip to D2
- Offender custody and supervision (such as probation, parole, corrections) agency → Skip to D2
- Multi-agency (such as task forces, response teams, Family Justice Center, etc.) → Skip to D2
- State or territory victim compensation program → Skip to D2
- State or territory victim funding administrator → Proceed to D1a
- Other government agency (please specify) \_\_\_\_\_ → Skip to D2

**OPTIONAL PROBE:** How easy or difficult was this question to answer?

**D1a. Does your organization provide any direct victim services itself, in addition to grantmaking?**

- Yes [In completing the remainder of the survey, please restrict your responses to your own direct victim service activities, not the grant-making and related functions.]
- No [Thank you. You may exit the survey.]

**PROBE for Yes:** Tell me briefly about the direct services you provide.

**D2. In what service area/jurisdiction does your agency primarily operate in terms of victims served or services delivered? Select one response.**

- Nationwide
- Statewide

- Regional/Multi-county/Multi-city
- Countywide only
- Citywide only
- Specific neighborhood only
- Other (please specify) \_\_\_\_\_

All responses → Go to section G [SERVICES FOR VICTIMS]

*Probes are optional – only change was adding term “primarily” so if there is no hesitation skip probes.*

*OPTIONAL PROBE 1: How easy or difficult was this question to answer?*

*OPTIONAL PROBE 2: Was it difficult to select only one response? Why or why not?*

*OPTIONAL PROBE 3 [IF SELECTED OTHER]: Why did you select this answer?*

*FOLLOW UP: How would you define your jurisdiction or service area?*

## G. SERVICES

**Did your victim service activities include any of the following services within the past calendar/fiscal year?** We recognize that victim service organizations provide a wide array of services to victims. For the purposes of this survey, we are asking about general categories of services your organization provided to victims, which may not capture your victim service offerings in detail. Do your best to place the services your organization provided within the general categories.

### Mental health support and safety

G5. Did your victim services include (...)	Yes	No
<b>Mental health services or support?</b> (including both services by a licensed professional counselor and peer or advocate-led support groups; other therapy; social programming for children; etc.)		
<b>Crisis Counseling?</b> (whether by a licensed profession, advocate, or peer)		
<b>Substance abuse treatment?</b>		
<b>Safety services?</b> (Safety planning; witness protection; address confidentiality; self-defense; etc.) (Does NOT include protective orders)		

*PROBE 1: How easy or difficult was it to answer this question.*

**PROBE 2:** Tell me about your services, for areas where you responded “yes”.

**Medical and health assistance**

<b>G6. Did your victim services include...</b>	<b>Yes</b>	<b>No</b>
<b>Accompanying victims to medical care or forensic examinations?</b>		
<b>Providing medical care (emergency or follow-up)?</b>		
<b>Providing forensic examinations?</b>		
<b>Providing STD/HIV testing?</b>		

**PROBE 1:** How easy or difficult was it to answer this question.

<b>Other services</b>		
<b>G8. Did your victim services include (...)</b>	<b>Yes</b>	<b>No</b>
<b>Case management?</b> (working individually with victims to assess their needs and create a service plan, and then support them in that plan)		
<b>Supervised child visitation?</b>		
<b>Responding to the scene of the crime or abuse in coordination with other organizations?</b>		
<b>Education of survivors regarding victimization dynamics?</b> (whether through one-on-one or group settings)		
<b>Transportation services?</b> (including direct transportation, bus tokens, arranging for ride-share, etc.)		
<b>Language access?</b> (e.g., providing or arranging for translation or interpretation services, language line, or bilingual staff)		
<b>Services designed to meet the needs of culturally or ethnically-specific populations?</b>		

**PROBE 1:** How do you determine your answer regarding “case management”?

**FOLLOW UP:** Is the definition we provided clear?

**OPTIONAL PROBE:** *How easy or difficult was it to select your answers to this question?*



**G 11. Please report whether your organization or program provided victim services for the following types of crime or abuse during the past calendar/fiscal year. (Include any crime types for which your organization provided services regardless of whether it was the presenting or a secondary crime type.)**

<b>Youth</b> (under age 18; services to victims or nonoffending parent/caretaker)	<b>Yes</b>	<b>No</b>
Child physical abuse or neglect		
Child rape/sexual assault/sexual abuse		
Child witness of violence		
Child marriage or forced marriage		
Adults molested/abused as children		
<b>Adults</b>		
Domestic violence/dating violence/violation of DV protective orders		
Stalking/violation of stalking protective orders		
Rape/sexual assault/sexual abuse (other than against children)		
Physical Assault (other than domestic/dating violence, child/elder abuse, or rape/sexual assault/sexual abuse) (including attempted homicide; gun violence; strangulation; threat with a weapon, etc.)		
Robbery		
Elder physical abuse or neglect		
Homicide (serving surviving family members) (includes murder, non-negligent manslaughter)		
<b>Targeted crime types</b>		
Hate crimes (racial/religious/ethnic or national origin/disability/gender/sexual orientation)		
Honor related violence (physical violence/threats/retaliation <u>in the name of family honor</u> , female genital mutilation)		
Human trafficking (labor)		
Human trafficking (sex)		
Victim witness intimidation		
DUI/DWI crashes		
Gang violence		

Terrorism/mass violence	
<b>Financial crimes</b>	
Identity theft	
Financial fraud and exploitation (other than identity theft)	
<b>Property crimes</b>	
Motor vehicle theft	
Burglary	
<b>Other specify categories</b>	
Other violent crimes – specify _____	
Other property crimes – specify _____	
Other – specify _____	

*PROBE 1: Is there anything confusing about the italicized instruction “Include any crime types for which your organization provided services regardless of whether it was the presenting or a secondary crime type”?*

*PROBE 2: How easy or difficult was this to answer?*

*PROBE 3: Does this question seem too long?*

*PROBE 4: How well do the response options capture the crime types of the victims your agency serves?*

**G12. In general, do your victim services focus on victims of particular crimes or abuse, or do you not focus on particular types of crime or abuse?** (such as domestic violence, trafficking, or family members of homicide victims)

- Our services focus on particular types of crime or abuse [move to G12.1]
- Our services do not focus on particular types of crime or abuse → skip to G12.2

*PROBE 1: How easy or difficult was this question to answer?*

*PROBE 2: How did you decide on your answer? What, in your own words, is the response option you chose getting at?*

**G12.1** Indicate the specific type(s) of crime or abuse your victim services focus on. (i.e., you focus on victims who are seeking services because of this type of crime or abuse) Please do your best to fit your response within the general categories provided.)

<b>Check all that apply</b>	<b>Yes</b>	<b>No</b>
Any/all felonies		
Any/all violent crime		
Gang violence		
Domestic violence/dating violence		
DUI/DWI crashes		
Financial exploitation/identity theft/fraud		
Hate crimes		
Human trafficking (sex)		
Human trafficking (labor)		
Physical abuse/neglect		
Physical assault (including attempted homicide; gun violence; strangulation; threat with a weapon, etc.)		
Rape/sexual assault/sexual abuse		
Stalking		
Survivors of homicide victims (including murder, non-negligent manslaughter)		
Terrorism/mass violence		
Other (specify)		

**PROBE 1:** How easy or difficult was it to answer this question?

**PROBE 2:** Would this question be easier or more difficult if we asked you to check no more than 3?

**OPTIONAL PROBE FOR THOSE WHO SPECIFY "OTHER":** Is there any other category of response that might have fit?

**OPTIONAL PROBES FOR THOSE WHO CHECK MORE THAN 3:**

Can you tell me more about your thought process in selecting these categories?

Are some of those crime types more central to your work? Do you serve victims of some of these crime types more than others?

**G12.2. In general, do your victim services focus on specific populations of victims** (such as certain racial or ethnic groups of victims, victims with disabilities, or victims who are LGBTQ) **or do you not focus on specific populations of victims?**

- Our services focus on specific populations of victims [go to G12.3]
- Our services do not focus on specific populations of victims → **Skip to Section H.**

*PROBE 1: How easy or difficult was this question to answer?*

*PROBE 2: How did you decide on your answer? What, in your own words, is the response option you chose getting at?*

**G12.3 Indicate the specific populations of victims your victim services focus on:** (i.e., you make specific efforts to serve victims who are part of this population) Please do your best to fit your responses within the general categories provided.)

<b>Check all that apply</b>	<b>Yes</b>	<b>No</b>
Child victims		
Adolescent/teen victims		
Elder victims/dependent adult victims		
Female victims		
Male victims		
Victims of color OR victims of specific racial or ethnic groups, please specify_____		
Indigenous victims, including Native American or Alaska Native		
Immigrant/refugee/limited English proficiency victims		
LGBTQ victims		
Victims with disabilities		
Deaf or hard-of-hearing victims		
Formerly incarcerated victims		
Incarcerated victims		
Other (specify) _____		

*PROBE 1: How easy or difficult was it to answer this question?*

**PROBE 2:** *Would this question be easier or more difficult if we asked you to check no more than 3?*

**OPTIONAL PROBE FOR THOSE WHO SPECIFY “OTHER”:** *Is there any other category of response that might have fit?*

**OPTIONAL PROBE FOR ANYONE WHO SELECTED INDIGENOUS VICTIMS, OR WHO IDENTIFIED AS A TRIBAL SERVICE PROVIDER:** *Would your answer change if this question asked about “Tribal victims”?*

**OPTIONAL PROBES FOR THOSE WHO CHECK MORE THAN 3:**

*Can you tell me more about your thought process in selecting these categories?*

*Are some of those population types more central to your work? Do you serve victims from some of these population types more than others?*

#### H. Staffing

**[IF A1 = PRIMARY]**

**H1. How many paid staff dedicated to working with victims currently work at your organization full-time (35 hours or more/week)?** Count each person only once. Enter ‘0’ if there are no paid staff of that type. Include contractual workers in your counts. *Estimates are acceptable.*

\_\_\_\_\_ *Check box if estimate*

**[IF A1 = EMBEDDED]**

**H1. How many paid staff dedicated to working with victims currently work in your program full-time (35 hours or more/week)?** Count each person only once. Enter ‘0’ if there are no paid staff of that type. Include contractual workers in your counts. *Estimates are acceptable.*

\_\_\_\_\_ *Check box if estimate*

**[IF A1 = PRIMARY]**

**H2. How many paid staff dedicated to working with victims currently work at your organization part-time (less than 35 hours/week)?** Count each person only once. Enter ‘0’ if there are no paid staff of that type. Include contractual workers in your counts. *Estimates are acceptable.*

\_\_\_\_\_ *Check box if estimate*

**[IF A1 = EMBEDDED]**

**H2. How many paid staff dedicated to working with victims currently work in your program part-time (less than 35 hours/week)?** Count each person only once. Enter ‘0’ if there are no paid staff of that type.

Include contractual workers in your counts. **Estimates are acceptable.**

\_\_\_\_\_ Check box if estimate

**PROBE 1:** How easy/difficult were these questions to answer?

**Optional PROBE 2 [if estimate]:** How confident are you in your estimate?

**Optional PROBE 3:** what if this question asked whether the current number of full-time victim services staff were:

- 1
- 2 – 3
- 4 - 10
- 11 – 30
- 31 – 100
- More than 100
- No full-time staff

And something similar for part time staff.

**Optional PROBE 4:** [If that was still difficult] What if there were fewer choices?

1 – 10 full-time staff

11 - 50 full-time staff

51 – 100 full-time staff

More than 100 full-time staff

## I. Funding

[IF A1.6 = multisite

Reminder: you indicated you are responding for [your location only/the entire victim services programming] in your organization.

OR

This next question refers to overall funding and funding sources. Will you be responding for funding at your location only, or across the victim service programming for all locations.

- My location
- All victim service programming across the organization ]

**12. What is the estimated total annual funding for your victim service programming?** Please make your best estimate.

- Less than \$100,000
- \$100,000 to \$500,000
- \$500,000 to \$1 million
- \$1 million to \$5 million
- More than \$5 million

*PROBE 1: How easy or difficult was it for you to answer this question?*

*PROBE 2: How confident are you in your answer?*

**13. Is your victim service programming currently supported by any grants?**

- Yes → proceed to I4
- No → skip to section K
- Unsure → skip to section K

**14. Which type of grant(s) are you currently receiving? Check all that apply.**

- Federal grants passed through a state or local agency (including but not limited to Victims of Crime (VOCA); Sexual Assault Services Program (SASP); Services, Training, Officers, and Prosecutors (STOP); Family Violence Prevention and Services Act (FVPSA); Community Development Block Grants (CDBG))
- Other federal grants (directly from the Office for Victims of Crime, Office on Violence Against Women, Health and Human Services, Centers for Disease Control, or others)
- State or local government grants that are NOT pass-through federal grants (they are funded only with state or local dollars)
- Non-government grants, including from foundations, corporations, non-profits, or other non-government source

*PROBE 1: How easy or difficult was it for you to answer these questions?*

*PROBE 2: Tell me about the type of grants your organization receives for victim services.*

*OPTIONAL PROBE if they are a sublocation: did your answers regarding grant funding relate only to your location, or to victim service programming across the organization?*

For those selecting federal grants:

**I5. Please estimate the percentage of your victim services budget supported by federal grants (including those passed through a state or local agency):**

- Less than 25%
- 25% to 49%
- 50% to 74%
- 75% - 100%

***PROBE 1:** How easy or difficult was it for you to answer this question?*

***PROBE 2:** What grants did you have in mind as you answered this question?*

***PROBE 3:** If the invitation to take this questionnaire said “This questionnaire will include questions about your total victim services budget, the categories of grants you receive, and the estimated percentage of your budget supported by federal grants. We recommend you have basic budget information handy before starting the survey.” What would you have gathered? How much time would it have taken to gather that information.*

[in testing, display that language, then ask]

## **K. Issues**

K2. How concerned are you about the ability of your victim service program to reach and serve all victims equally? (This includes but is not limited to racial equity, gender identity/sexual orientation equity, equity for those with disabilities, and equity for those with limited English proficiency.)

- Very concerned
- Somewhat concerned
- A little concerned
- Not concerned at all

***PROBE 1:** How easy or difficult was this question to answer?*

***PROBE 2:** What does the phrase “reach and serve all victims equally” mean to you in this context?*

## **COVID-Related Organizational Impacts**



March of 2020 is generally recognized as the start of the COVID-19 global pandemic. Many activities were affected, including victim services delivery.

**K.7 Have you made or experienced any changes in your organization or the way you deliver services because of the COVID-19 pandemic?**

- YES [Complete table]
- NO

FOR COVID-RELATED REASONS:	This change did not happen	This change happened temporarily	This change has continued through the present
Victim services staff resigned			
Victim services staff were laid-off			
Victim services staff worked partially or fully remote			
In-person meetings with victims were suspended			
Virtual and phone meetings with victims increased			
Court proceedings in our service area were held virtually			
Service needs changed as some crimes increased or decreased			
Service needs changed due to increased levels or severity of violence			
Other changes			

**PROBE 1:** How easy or difficult was this question to answer?

**IF THE RESPONDENT SELECTED ANY ONGOING CHANGES:** Tell me more about the changes you said are still ongoing?

National Census of Victim Service Providers  
OMB Control Number 1121-0355  
OMB Expiration Date: 05/31/2019

Attachment 6: 2023 NCVSP subject matter experts

## 2023 NCVSP Subject Matter Experts

### **Jean Bruggeman**

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### **Jeralita “Jeri” Costa**

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### **Princess Fortin**

Director of Strategic Planning  
The Health Alliance for Violence  
Intervention (The HAVI)  
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### **Kim Hamm**

Director of Member Services  
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### **Jennifer Hiselman**

Research & Analysis Unit | Infonet Manager  
Illinois Criminal Justice Information Authority  
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### **Monika Johnson Hostler**

President & Chief Executive  
National Alliance to End Sexual Violence  
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### **Sarah Khan**

Director of Program  
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Asian and Pacific Islander victims of sexual  
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### **Beth Meeks**

Director, Capacity Technical Assistance Team  
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(NNEDV)  
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### **Daisy Pagan**

Executive Director  
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### **Dawn Stover**

Executive Director  
Alliance of Tribal Coalitions to End Violence  
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### **Taylan Stulting**

Leadership Council Member, Research Co-Chair  
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### **Cynthia Totten**

Deputy Executive Director  
Just Detention International (JDI)  
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### **Heather Warnken**

Executive Director  
Center for Criminal Justice Reform, Univ. of  
Baltimore School of Law  
Focus: Underserved victims  
[hwarnken@ubalt.edu](mailto:hwarnken@ubalt.edu)

## Biographies of Subject Matter Experts

**Jean Bruggeman** is the Executive Director of Freedom Network USA. Jean served as a Human Trafficking Fellow with the Office for Victims of Crime within the US Department of Justice from 2012-2015. She provided leadership in the development of the Federal Strategic Action Plan for Services to Victims of Human Trafficking in the United States, the first OVC Human Trafficking Survivor Forum, and the OVC video series, “The Faces of Human Trafficking.” Jean has over 20 years of victim services experience and expertise in nonprofit management, language access, immigration, human trafficking, and domestic violence. She has developed comprehensive legal and social services programs for survivors, provided direct legal representation to survivors, authored training resources, and developed an interpreter service to ensure access to legal services in the District of Columbia. She is a graduate of the Georgetown University Law Center and Bryn Mawr College, and is a member of the DC and Maryland (inactive) bar associations.

**Jeralita “Jeri” Costa.** A victim advocate for more than 40 years, Jeri Costa has served as an executive director of a statewide non-profit crime victim organization, an elected state senator and representative, and a governor-appointed parole board chairperson. Costa currently serves as a Community Victim Liaison with the Washington State Department of Corrections (DOC), providing victim safety and support services throughout the offender release process. She also served for 5 years as the WA DOC Prison Rape Elimination Act Victim Advocate for female inmates. For 12 years, Costa provided consultation and evaluator services for the Puyallup Tribe of Indians on Domestic Violence, Sexual Assault and Juvenile Justice Programs, and lead the development of a judicial bench book on domestic violence for the Tribe. As a consultant for the past 25+ years, she has provided a wide variety of training and technical assistance related to: crime victims’ constitutional and statutory rights; crisis intervention; vicarious trauma, compassion fatigue& developing resilience; victim impact statements; victim safety in offender reentry; and parole board training. She has served on the following criminal justice-related commissions and boards in Washington State: Washington Coalition of Crime Victim Advocates (20 years); Sentencing Guidelines Commission (6 years); Jail Industries Board (9 years); Correctional Industries Board (2 years); WA Supreme Court’s Gender and Justice Commission (6 years); Indeterminate Sentence Review Board (5 years); and Sex Offender Policy Board (3 years). Costa is a member of the National Association of Victim Assistance in Corrections and served as Project Co-Coordinator on NAVAC’s OVC-sponsored Post-Conviction Victim Services Toolkit and Gap Assessment.

**Princess Fortin** is the Director of Strategic Planning for The Health Alliance for Violence Intervention (The HAVI). She works to support organizational development, grant writing, project planning, and efforts to build research infrastructure and evidence in the field. Princess is a public health professional with a focus on social justice and advancing racial equity. Prior to joining the HAVI, she spent several years working for the New York City (NYC) Department of Health and Mental Hygiene, where she implemented programs to reduce health disparities in disinvested communities. Princess worked most deeply on the topics of gun and community violence prevention and served as the Director of Violence Prevention Initiatives, leading program development and capacity building to reduce incidents of violence across NYC neighborhoods. Princess has a background in applying mixed methods to community health research and implementing community-based participatory approaches for

understanding and addressing health inequities. She holds a Master of Public Health in Community Health Education from Hunter College (City University of New York) and a Bachelor of Arts in Anthropology and Psychology from Temple University.

**Kim Hamm** serves as the Director of Member Services for the National Children’s Alliance. Prior to rejoining the CAC movement, she served as the Deputy Director at the South Carolina Attorney General’s Office over the Department of Crime Victim Services Training, Provider Certification and Statistical Analysis, overseeing thousands of individual VSPs’ continuing education and our state level data on victim service providers. Prior to that, Kim served as the Executive Director for the SC Network of Children’s Advocacy Centers for several years and prior to that she was a victim advocate. Kim is a certified VSP in the state of SC and have been since the 2008 inception of the certification program.

**Jennifer Hiselman** manages ICJIA’s InfoNet System, a web-based data collection and reporting system used by over 100 victim service providers statewide. Jennifer joined ICJIA in 1996 as a researcher focusing on victimization, victim services, and interpersonal violence. She worked closely with ICJIA’s Federal & State Grants Unit to inform victim services planning, lead an evaluation of Illinois’ Sexual Assault Nurse Examiner (SANE) programs, and managed the state’s first crime victimization survey. As InfoNet Manager, Jennifer oversees InfoNet’s operation, provides training and assistance to users, hosts user forums to identify new data collection needs, and works with various stakeholders using InfoNet’s data for strategic planning. In 2018, Jennifer led efforts to rebuild InfoNet on a new technology platform for increased performance, utility, and sustainability; InfoNet 2.0 was deployed that same year. Currently, Jennifer is working with InfoNet users to improve the application’s capacity to facilitate more comprehensive case management services to survivors and yield meaningful outcome measures. Outside of ICJIA, Jennifer volunteers for a domestic violence service provider in her community. Jennifer has an MA in Criminal Justice from the University of Illinois at Chicago.

**Monika Johnson Hostler** is the President and CEO of the National Alliance to End Sexual Violence. She previously served as the Executive Director of the North Carolina Coalition Against Sexual Assault (NCCASA) since 1999 and is a founding Managing Partner of RALIANCE. In addition to working on behalf of 90 rape crisis centers in North Carolina, Ms. Johnson Hostler is a pivotal asset to the national sexual assault movement. She has also served on the Wake County Board of Education since 2013 and was elected Board Chair in 2016. She received her bachelor’s degree from Fayetteville State University and a Master’s Degree in Public Administration from NC Central University. Her leadership in the anti-sexual violence movement and the public education field are examples of her commitment to social justice and equality.

**Sarah Khan** is the Director of Programs for the Asian Pacific Institute on Gender-Based Violence (API-GBV). She previously served as the Executive Director for a culturally specific anti-violence organization. She draws on her 20 plus years in the field of gender-based violence and community development – developing programs and leadership while supporting the expertise and voices of those she works with. She has a breadth of experience providing both direct services as well as training and technical support to the field, while working with multi-cultural communities of color. Her passion is fueled by breaking silos and encouraging herself and others to address intersectionality in their work by addressing root causes of gender-based violence.

**Beth Meeks** is the Director of the Capacity Technical Assistance Team at the National Network to End Domestic Violence (NNEDV). She has spent 30 years working in the field of gender-based violence with both victims and offenders. She has a bachelor's in Social Work and a Master's in Forensic Psychology, as well as specialized training in hostage negotiations, media relations, and cultural competence. With particular acumen in risk assessment, self-defense, and domestic homicide, Beth has provided expert witness and trial consultant services winning exoneration for battered women charged with homicide while defending their lives. Prior to her work at NNEDV she was the CEO of the Louisiana Coalition Against Domestic Violence for 7 years and served as the CEO of a dual domestic violence and rape crisis program in Ohio for more than 13 years.

**Daisy Pagán** is the Executive Director of the National Association of VOCA Assistance Administrators (NAVAA) where she is responsible for overseeing the administration, programs, and strategic plan of the organization. In this role, her activities include collaboration, networking, leadership at the national level, grant/resource management, training, and technical assistance, fiscal planning and oversight, and identifying and informing public policy initiatives. Daisy has over 20 years of public policy experience in research, analysis, and policy development, as well as over 16 years of victim advocacy, program, and grants management experience. Previously, she held a management position with the Pennsylvania Commission on Crime and Delinquency as the Victims of Crime Act (VOCA) Program Manager where she oversaw the distribution of approximately \$100 million in the state (Rights and Services Act and Victims of Juvenile Offenders) and federal (Victims of Crime Act) funding throughout the state. She has a Master of Arts in Criminal Justice, Bachelor of Science in Criminal Justice, and Bachelor of Science in Public Policy from the Pennsylvania State University, College of Public Affairs.

**Dawn Stover** is the Executive Director of the Alliance of Tribal Coalitions to End Violence (ATCEV). A citizen of the Cherokee Nation, Dawn has been able to use her passion, dedication, and lived experience to address domestic and sexual violence in Indian Country. Her largest demonstration of this has been her work with the tribal coalitions. Dawn was a founding board member and then director of the Oklahoma's tribal coalition, and a founding board officer of ATCEV, a Native American organized and led nonprofit that works to advance tribal sovereignty and safety of American Indian and Alaska Native women by providing support to tribal coalitions and communities to address equal justice for survivors of violence. Before working in Indian Country, Dawn served over ten years as the Director of the Oklahoma Regional Community Policing Institute, influencing and strengthening partnerships between Oklahoma's community members and law enforcement. Dawn is the recipient of the Cherokee Nation ONE FIRE Advocate of the Year Award (2019), Women's Resource Center Partnership Award (2018), the Cleveland County Woman of Influence Award (2018), the Bonnie HeavyRunner Victim Advocacy Award (2014), the Community Oriented Policing Services Award (2009), and a graduate of the Advocacy Learning Center (2014).

**Taylan Stulting** is a member of the Leadership Council, and Research Committee Co-Chair, for the Campus Advocacy and Prevention Professionals Association (CAPPA). Taylan has over nine years of experience working with survivors through research, grassroots organizing, policy development, direct service, and community education with a particular focus on working with queer and transgender survivors. Currently, Taylan is a Policy Associate at the CUNY Institute for State and Local Governance where they oversee multiple projects focusing on gender-based violence including survivor engagement, training and technical assistance, and curriculum development. Prior to their current role, Taylan was

the Enough is Enough Coordinator at Kingsbridge Heights Community Center in the Bronx. In that role, they worked with 12 colleges and universities across New York City to support gender-based violence prevention and response efforts. Taylan is also a Circle Keeper for Hidden Water, an organization working to end child sexual abuse through restorative justice practices. As a survivor, Taylan firmly believes in the strength of survivor-led movements and empowering student survivors to enact change on their campuses. Taylan approaches their work with a commitment to anti-oppression, gender liberation, and racial justice. Taylan holds a B.A. in Women's and Gender Studies from Bucknell University, an M.A. in Gender, Violence and Conflict from University of Sussex, and an M.S.W. with a Certificate in Trauma Practice from Simmons University.

**Cynthia Totten**, Esq, is one of JDI's Deputy Executive Directors, based in its Washington, D.C., office. Cynthia leads JDI's national training and technical assistance program, supporting the work of state and tribal sexual assault coalitions, victim advocates, corrections officials, and funding administrators to ensure that incarcerated survivors have access to crisis services. Additionally, she works with corrections agencies on adopting policies that keep prisoners safe from sexual abuse. A lawyer with nearly two decades of experience in human and civil rights work, Cynthia also advocates to bring basic international human rights standards into U.S. prisons and jails and has contributed to JDI's federal policy and international programs.

**Heather Warnken**, J.D., LL.M. is Executive Director of the Center for Criminal Justice Reform at the University of Baltimore School of Law. Prior to coming to the UB Law, she served as a visiting fellow at the U.S. Department of Justice, co-affiliated with the Bureau of Justice Statistics and the Office for Victims of Crime, in the first-ever position dedicated to bridging the gap between research, policy and practice to improve the response to individuals and communities impacted by crime victimization. These efforts included working on the design and launch of the first-ever national Victim Services Statistical Research Program, and supporting the equitable distribution of federal funds. She also served on the Federal Interagency Reentry Council, the National Resource Center for Reaching Victims, the Estimating the Financial Costs of Victimization study, and the Collective Healing National Demonstration Initiative, working with five cities to promote trauma informed-responses, accountability and trust-building between police and the communities they serve. Prior to DOJ, Warnken spent five years as a legal policy associate at the Warren Institute on Law & Social Policy at University of California, Berkeley School of Law. While there, she worked on multidisciplinary initiatives in criminal and juvenile justice reform, including leading two statewide needs assessments on how to improve access to services and compensation for underserved survivors of crime.

National Census of Victim Service Providers  
OMB Control Number 1121-0355  
OMB Expiration Date: 05/31/2019

Attachment 7: Prenote email and postcard





NATIONAL CENSUS OF VICTIM SERVICE PROVIDERS

{IF POSTCARD:

{DATE}

{SUID}

{FNAME} {LNAME}

{AGCYNAME}

{ADDRESS}

{CITY}, {STATE} {ZIP}}

{IF EMAIL:

From: [NCVSP@westat.com](mailto:NCVSP@westat.com)

Subject: {We need your help with the 2023 National Census of Victim Service Providers!}}

Dear {{FIRSTNAME}} {{LASTNAME}}/Colleague}:

In the coming weeks you will receive an invitation to participate in the 2023 National Census of Victim Service Providers (NCVSP). This national data collection is a collaborative effort between the U.S. Department of Justice's Bureau of Justice Statistics (BJS) and Office for Victims of Crime (OVC).

This national data collection is very important to create an accurate picture of the field of victim services. The NCVSP was last fielded in 2017, and we aim to show the types of changes that have occurred since that time – changes in the numbers of providers, types of victims served, and types of organizations providing services.

**{IF EMAIL: Is this the best email for us to send the 2023 NCVSP invitation?**

Please let us know if there is a better email address we should use to send the invitation. The 2023 NCVSP is best completed by the organization or program leader—someone familiar with the staffing and funding as well as the services offered and people served.}

**Not a Victim Service Provider?**

The invitation list for this NCVSP was compiled from directories of victim services, lists of federally funded programs, and national victim services focused organizations, as well as state and local organization that serve victims. We recognize that some organizations on this invitation list may not be right for inclusion. **If your organization does not have specific programming for victims of crime and abuse, or designated staff people to work with victims and survivors**, please let us know and we will take you off the list. Email [NCVSP@westat.com](mailto:NCVSP@westat.com) and include your PIN {PIN} in the request.

For more information, email [NCVSP@westat.com](mailto:NCVSP@westat.com) or call {PHONE}. You may contact the project director, Beth Rabinovich, PhD, at [BethRabinovich@Westat.com](mailto:BethRabinovich@Westat.com) or visit the BJS website at <https://bjs.ojp.gov/data-collection/ncvsp>.



National Census of Victim Service Providers  
OMB Control Number 1121-0355  
OMB Expiration Date: 05/31/2019

Attachment 8: Invitation email and letter



NATIONAL CENSUS OF VICTIM SERVICE PROVIDERS

{IF LETTER:

{DATE}

{SUID}

{FNAME} {LNAME}

{AGCYNAME}

{ADDRESS}

{CITY}, {STATE} {ZIP}}

{IF EMAIL: From: [NCVSP@westat.com](mailto:NCVSP@westat.com)

Subject: We need your help with the 2023 National Census of Victim Service Providers!}

Dear {{FIRSTNAME}} {{LASTNAME}}/Colleague}:

Your organization is invited to participate in the 2023 National Census of Victim Service Providers (NCVSP), which is a collaborative effort between the U.S. Department of Justice's Bureau of Justice Statistics (BJS) and Office for Victims of Crime (OVC). This project is critical to understanding the current landscape of victim services across the country and providing national data on victim service provision and characteristics of victim service providers. This collection provides national data on all programs and organizations that served victims of crime or abuse within the year prior to the survey. BJS and OVC are working with the Justice Research and Statistics Association (JRSA), Westat, and the National Organization for Victim Assistance (NOVA) to conduct this data collection.

Your participation is extremely important to the success of the 2023 NCVSP to ensure it accurately reflects the current field of victim service providers and changes to that field since the 2017 NCVSP. The survey should take about 30 minutes to complete. Recognizing the time constraints affecting organizations like yours and the need to prioritize responses to victims and survivors, we respectfully ask that you complete the 2023 NCVSP **within one month**. There are no major risks or discomforts to you as a participant. The time that you spend will result in data that will improve understanding, capacity, and support of the victim services field.

**Please visit the following secure website to complete the 2023 NCVSP using your unique username and password:**

{URL}

**PIN: {WEBPIN}**

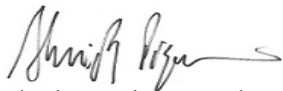
This questionnaire will include questions about your current number of victim services staff, total annual victim services budget, the categories of grants you received (federal, state or local, other), and the estimated percentage of your budget supported by federal grants. We recommend you have this basic information handy before starting the survey.

If you would like more information about the 2023 NCVSP, the larger project, or the many organizations working on or supporting this effort, contact the 2023 NCVSP Help Desk at [NCVSP@westat.com](mailto:NCVSP@westat.com) or call {PHONE}, or please visit the project website at <https://bjs.ojp.gov/data-collection/ncvsp>. You may also contact Beth Rabinovich, PhD, at [BethRabinovich@westat.com](mailto:BethRabinovich@westat.com).

BJS is authorized to conduct this data collection under 34 U.S.C § 10132. BJS and its data collection agents will only use the information you provide for statistical or research purposes pursuant to 34 U.S.C. § 10134, and will not disclose your information in identifiable form to anyone outside of the BJS project team without your consent. All personally identifiable information (PII) collected under BJS's authority is protected under the confidentiality provisions of 34 U.S.C. § 10231. Any person who violates these provisions may be punished by a fine of up to \$10,000 in addition to any other penalties imposed by law. Further, per the Cybersecurity Enhancement Act of 2015 (6 U.S.C. § 151), federal information systems are protected from malicious activities through cybersecurity screening of transmitted data. For more information on how BJS and its data collection agents will use and protect your information, go to [https://www.bjs.gov/content/pub/pdf/BJS\\_Data\\_Protection\\_Guidelines.pdf](https://www.bjs.gov/content/pub/pdf/BJS_Data_Protection_Guidelines.pdf).

Although this study is voluntary, we urgently need and appreciate your cooperation to make the results comprehensive, accurate, and timely. We thank you for your participation in this important project.

Sincerely,



Alexis R. Piquero, PhD  
Director, Bureau of Justice Statistics  
U.S. Department of Justice



Kristina Rose  
Director, Office for Victims of Crime  
U.S. Department of Justice



National Census of Victim Service Providers  
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Attachment 9: Reminder email and postcard



NATIONAL CENSUS OF VICTIM SERVICE PROVIDERS

{IF POSTCARD:

{DATE}

{SUID}

{FNAME} {LNAME}

{AGCYNAME}

{ADDRESS}

{CITY}, {STATE} {ZIP}}

{IF EMAIL:

From: [NCVSP@westat.com](mailto:NCVSP@westat.com)

Subject: {We need your help with the 2023 National Census of Victim Service Providers!}}

Dear {{FIRSTNAME} {LASTNAME}/Colleague}:

**We recently sent you the 2023 National Census of Victim Service Providers (NCVSP).**

This survey, by the U.S Department of Justice's Bureau of Justice Statistics and Office for Victims of Crime, is the second national data collection of all victim serving organizations and agencies. To build the necessary capacity to better serve victims, their families, and communities, we need data on the allocation of resources that serve victims, and on potential gaps in services or other resource limitations. Our primary goals are to define the field of victim service providers by learning how many organizations and agencies serve victims or survivors of different types of crime and abuse; gather information about basic forms of service; and begin to understand staff size, budgets and streams of funding. These types of data are critical for documenting the needs of victim service organizations and agencies, helping to plan for the future, and attracting government and private funding to support your critical work.

If you have already completed and returned the 2023 NCVSP, please accept our sincere thanks. If not, please do so this week. It is extremely important that we obtain a high response so that accurate information may be presented to the victim service provider community.

**Please visit the following secure website to complete the 2023 NCVSP using your unique username and password:**

{URL}

PIN: {WEBPIN}



National Census of Victim Service Providers  
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Attachment 10: Reminder email and U.S. Mail/FedEx letter



NATIONAL CENSUS OF VICTIM SERVICE PROVIDERS

{IF LETTER:

{DATE}

{SUID}

{FNAME} {LNAME}

{AGCYNAME}

{ADDRESS}

{CITY}, {STATE} {ZIP}}

{IF EMAIL: From: [NCVSP@westat.com](mailto:NCVSP@westat.com)

Subject: We need your help with the 2023 National Census of Victim Service Providers!}

Dear {{FIRSTNAME}} {{LASTNAME}}/Colleague}:

The 2023 National Census of Victim Service Providers (NCVSP) is quickly coming to a close and we have not yet received your response.

The research team has made multiple attempts to reach you by phone and mail over the past couple of months. The 2023 NCVSP is a very important survey by the U.S Department of Justice's Bureau of Justice Statistics (BJS) and Office for Victims of Crime (OVC) and is the second national data collection of all victim serving organizations and agencies. To build the necessary capacity to better serve victims, their families, and communities, we need data on the allocation of resources that serve victims and on potential gaps in services or other resource limitations.

Our goals are to obtain current information about how many entities serve victims or survivors of different types of crime and abuse, gather information about basic forms of services, and to understand staff size, budgets, and funding sources. These types of data are critical for documenting the needs of victim service organizations and agencies, helping to plan for the future, and attracting government and private funding to support your important work. The results of the 2023 NCVSP will also provide information about how the landscape of victim service providers has changed since 2017.

Your participation is extremely important to the success of this study. Participation from all entities that offer support or services to crime and abuse victims is critical for the 2023 NCVSP to accurately reflect the broad field of victim service providers. The survey should take about 30 minutes to complete. There are no major risks/discomforts to you as a participant.

**We ask that you take a short amount of time to respond to the 2023 NCVSP by web or telephone by: {DATE}.**

**Please visit the following secure website to complete the 2023 NCVSP using your unique username and password:**

{URL}

PIN: {WEBPIN}

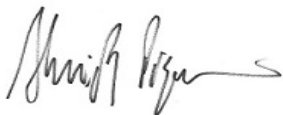


Please contact the 2023 NCVSP Help Desk at [NCVSP@westat.com](mailto:NCVSP@westat.com) or {PHONE} to complete this survey over the telephone. If you would like more information about this survey, the larger project, or the many organizations working on or supporting this effort, please visit the project website at <https://bjs.ojp.gov/data-collection/ncvsp>.

BJS is authorized to conduct this data collection under 34 U.S.C § 10132. BJS and its data collection agents will only use the information you provide for statistical or research purposes pursuant to 34 U.S.C. § 10134, and will not disclose your information in identifiable form to anyone outside of the BJS project team without your consent. All personally identifiable information (PII) collected under BJS's authority is protected under the confidentiality provisions of 34 U.S.C. § 10231. Any person who violates these provisions may be punished by a fine of up to \$10,000 in addition to any other penalties imposed by law. Further, per the Cybersecurity Enhancement Act of 2015 (6 U.S.C. § 151), federal information systems are protected from malicious activities through cybersecurity screening of transmitted data. For more information on how BJS and its data collection agents will use and protect your information, go to [https://www.bjs.gov/content/pub/pdf/BJS\\_Data\\_Protection\\_Guidelines.pdf](https://www.bjs.gov/content/pub/pdf/BJS_Data_Protection_Guidelines.pdf).

Although this study is voluntary, we urgently need and appreciate your cooperation to make the results comprehensive, accurate, and timely. We thank you for your time and participation in this important project.

Sincerely,



Alexis R. Piquero, PhD  
Director, Bureau of Justice Statistics  
U.S. Department of Justice



Kristina Rose  
Director, Office for Victims of Crime  
U.S. Department of Justice



National Census of Victim Service Providers  
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Attachment 11: Follow-up phone prompting script

## Attachment 10. Follow-up Phone Prompting Script

### Follow-up Phone Prompting Script

Hello, my name is [NAME]. I'm calling from Westat a research firm located in Rockville, Maryland. I need to speak with

---

We recently sent you an invitation to complete the 2023 National Census of Victim Service Providers, also known as the NCVSP. The NCVSP is a very important study of victim service providers by the US Department of Justice. The NCVSP will provide much needed data to help providers like your organization to better serve victims, and identify gaps in services and resource limitations for victims across the U.S.

Did you receive the letter or email invitation that we sent?

- **IF THEY DID RECEIVE THE INVITATION**

Have you completed the survey?

**IF YES**, Please accept our sincere thanks. AND ASK THEM IF THEY CAN RETURN THE SURVEY IN THE NEXT WEEK IF THEY DID PAPI. ALTERNATIVELY, IF THEY DID IT BY WEB THEN DOUBLE CHECK THE SYSTEM FOR A RECENT ONLINE COMPLETION WITHIN THE NEXT DAY.

**IF NO** — Would you be willing to complete a survey? It takes about 30 minutes. We have three ways to complete the survey. I can email you the link and your organization's PIN and password to access our online version of the survey. We can also mail a paper version of the survey if you prefer that method. Also, we can complete the survey over the phone. We can complete the survey right now if you have about 30 minutes or, if you don't have time right now, we can schedule a convenient time to call back.

**[OPTION 1] IF A FIRM 'NO' TO COMPLETING A SURVEY:**

I appreciate that you do not wish to participate and we will not contact you again after this point, but could you tell me why you will not be participating?

Is it because:

- i. The survey does not seem to be important;
- ii. The survey asks for information that you do not want to provide to the federal government;
- iii. The survey seems too burdensome;

- iv. You do not have the time or staff to complete the survey;
  - v. You do not participate in any surveys ever.
  - vi. Another reason?
- 

**[OPTION 2] IF A ‘YES’ TO COMPLETING THE SURVEY NOW BY PHONE:  
PROCEED WITH THE PHONE VERSION OF THE SURVEY.**

**[OPTION 3] IF A ‘YES’ BUT THEY HAVE QUESTIONS - PROCEED TO ANSWER  
QUESTIONS USING THE ATTACHED FAQ. IF THEY WANT TO DO THE  
SURVEY NOW THEN BEGIN SURVEY OVER THE PHONE OR SCHEDULE A  
CALL TO COMPLETE THE SURVEY OR REMIND THEM OF WEB OPTION OR  
HARD PAPI TO COMPLETE THE SURVEY.**

**[OPTION 4] IF A ‘YES’ BUT THEY WANT EITHER WEB OR MAIL MODE –  
CONFIRM THE CONTACT INFORMATION (BOTH EMAIL AND POSTAL ADDRESS)  
OF THE RESPONDENT. SEND THE EMAIL IMMEDIATELY.**

**[OPTION 5] IF A ‘MAYBE’:** TRY TO ADDRESS ANY OF THEIR CONCERNS  
(CONSULT BELOW FAQ AS NECESSARY) AND TELL THEM THAT IF THEY  
CANNOT DO IT NOW THAT YOU COULD CALL THEM BACK AT THEIR  
CONVENIENCE OVER THE NEXT WEEK TO COMPLETE THE SURVEY. OR SEE IF  
THEY WILL AGREE TO DO THE SURVEY USING THE WEB OR PAPER VERSION.

FIRST, ASK THEM IF THEY HAVE SPECIFIC CONCERNS ABOUT THE STUDY  
OR HAD QUESTIONS ABOUT THE PURPOSE OR NATURE OF THE SURVEY.

ATTEMPT TO ADDRESS THOSE CONCERNS AND EXPLAIN TO THEM THE VALUE OF  
THE SURVEY AND WHY WE ARE DOING THE SURVEY. USE THE FOLLOWING  
SCRIPT TO EXPLAIN THE STUDY:

The U.S. Department of Justice’s Bureau of Justice Statistics (BJS) and Office  
for Victims of Crime (OVC) are working together with our research team to  
conduct this survey of all victim serving organizations and agencies.

Our goal is to define the field of victim service providers, including learning how  
many organizations and agencies serve victims or survivors of which types of  
crime or abuse; provide what basic forms of service; with what size staff and  
budgets; and with what funding.

The NCVSP is designed to collect information from *all* organizations, programs, or  
other types of providers that serve victims of crime or abuse. Your participation is  
extremely important to the success of this study.

Participation from all entities that offer support or services to crime and abuse victims is critical for the NCVSP to accurately reflect the broad field of victim service providers. The survey should only take about 30 minutes to complete. The time that you spend will result in data that will improve understanding, capacity, and support of your critical field.

I am happy to answer any questions you have about the survey and its importance for charting the future of victim service providers in the U.S. If you are online now, I can also walk you through the project website that has more information about the survey and show you the many organizations are working on or supporting this effort [E.G., OVC, OVW, VOCA ADMINISTRATORS]. The project website is at [<https://bjs.ojp.gov/data-collection/ncvsp>]

Although this study is voluntary, we urgently need and appreciate your cooperation to make the results comprehensive, accurate, and timely.

**IF THEY DID NOT RECEIVE THE INVITATION OR ARE OTHERWISE UNAWARE OF THE SURVEY:**

VERIFY THAT THE INFORMATION WE HAVE FOR THEM IS CORRECT.

We have been sending our survey materials to \_\_\_\_\_, using the email address \_\_\_\_\_ and the following phone number \_\_\_\_\_. Is that the correct address for your organization?

IF IT IS NOT THEN UPDATE OUR RECORDS AND PROCEED TO EXPLAIN THE SURVEY USING THIS LANGUAGE:

The U.S. Department of Justice's Bureau of Justice Statistics (BJS) and Office for Victims of Crime (OVC) are working together with our research team to conduct this survey of all victim serving organizations and agencies.

Our goal is to define the field of victim service providers, including learning how many organizations and agencies serve victims or survivors of which types of crime or abuse; provide what basic forms of service; with what size staff and budgets; and with what funding.

The NCVSP is designed to collect information from *all* organizations, programs, or other types of providers that serve victims of crime or abuse. Your participation is extremely important to the success of this study.

Participation from all entities that offer support or services to crime and abuse victims is critical for the NCVSP to accurately reflect the broad field of victim service providers. The survey should only take about 30 minutes to complete. The time that you spend will result in data that will improve understanding, capacity, and support of your critical field.

I am happy to answer any questions you have about the survey and its importance for charting the future of victim service providers in the U.S. If you are online now, I can also walk you through the project website that has more information about the survey and show you the many organizations are working on or supporting this effort [E.G., OVC, OVW, VOCA ADMINISTRATORS]. The project website is at [<https://bjs.ojp.gov/data-collection/ncvsp>].

Although this study is voluntary, we urgently need and appreciate your cooperation to make the results comprehensive, accurate, and timely.

USE THE BELOW FAQ IF THERE ARE ADDITIONAL QUESTIONS BUT ALSO ASK THEM IF THEY WILL COMPLETE THE SURVEY.

We have three ways to complete the survey. I can email you the link and your organization's PIN and password to access our online version of the survey. We can also mail a paper version of the survey to you if you prefer that method. Also, we can complete the survey over the phone. We can complete the survey right now, if you have about 30 minutes, or if you don't have time right now, we can schedule a convenient time to call back.

IF THE VSP PROVIDES A CLEAR REFUSAL THEN YOU SHOULD SWITCH TO OPTION 1 ABOVE.

### **FREQUENTLY ASKED QUESTIONS (FAQs)**

#### What is the purpose of this survey?

Our goal is to define the field of victim service providers. We are trying to learn

- How many organizations and agencies serve victims of crime or abuse
- The types of victims serviced and the types of crimes or abuse they experienced;
- What basic forms of service the organizations provide;
- What size staff and budgets the organizations have; and
- What funding the victim service providers use to assist victims and survivors.

#### Who is funding this Survey?

The U.S. Department of Justice's Bureau of Justice Statistics, with funding from the Office for Victims of Crime is funding this research.

#### Why is this study being funded?

Increasingly, data collection and analysis are being prioritized as a way to better understand the scope of violence and crime in America. However, we do not have the appropriate data to address the needs of crime victims or the capacity of organizations that serve victims. The NCVSP will fill an important information gap and provide more

reliable data on the allocation of resources to provide services to victims, as well as gaps in services and resource limitations.

Who are the other companies that are involved?

The U.S. Department of Justice, Bureau of Justice Statistics (BJS) is working with the Justice Research and Statistics Association (JRSA), Westat, and the National Organization of Victim Assistance (NOVA) to conduct the survey. JRSA helped USDOJ to create the survey itself, NOVA helped to create the list of victim service providers, and Westat is the data collection contractor.

Aren't there other surveys that already do this?

No, there aren't. This is the second survey of all victim serving organizations and agencies. The first NCVSP was administered in 2017, but none have been conducted since 2017.

Why does it matter if my organization responds?

Your participation is extremely important to the success of this study. Participation from all entities that offer support or services to crime and abuse victims is critical for the NCVSP to accurately reflect the broad field of victim service providers. If this survey achieves solid participation—that is we have confidence that we now know what “the field” looks like, we will be able to compare the results to those of the 2017 NCVSP to learn how the victim service field has changed since then. Additionally, it would then be possible to obtain more detailed information in a subsequent sample survey about the staff, standards, trainings, technology, and other information about victim service providers.

How long will it take to do the survey?

The survey should take about 30 minutes to complete.

Who else will see my answers? Are there any other risks to my organization?

This survey does not include questions about individual people, staff or victims, within your agency. This survey will only ask you basic information about your organization, for example where it is based (e.g., government, campus, medical facility), types of victims served, and types of services offered. The information you provide will be made available to the public. This study is voluntary. You may discontinue participation at any time and decline to answer any questions. There are no major risks or discomforts to you as a participant. We urgently need and appreciate your cooperation to make the results inclusive, accurate and timely.

I would like to see some other information about this survey. Where can I look?

I am happy to answer any questions you have about the survey. If you are online now, I can also walk you through the project website that with more information about the survey and show you the many organization working on or supporting this effort (e.g., OVC, OVW, VOCA administrators). The project website is at [ENTER PROJECT WEBSITE].

Thank you for your time.

YOU CAN BEGIN THE PHONE SURVEY IF THEY PREFER TO DO THE SURVEY OVER THE PHONE OR SECURE A DATE AND TIME FOR ANOTHER TIME TO DO THE SURVEY.

END CALL.



National Census of Victim Service Providers  
OMB Control Number 1121-0355  
OMB Expiration Date: 05/31/2019

Attachment 12: Last chance email and letter



NATIONAL CENSUS OF VICTIM SERVICE PROVIDERS

{IF LETTER:  
{DATE} {SUID}  
{FNAME} {LNAME}  
{AGCYNAME}  
{ADDRESS}  
{CITY}, {STATE} {ZIP}}

{IF EMAIL: From: [NCVSP@westat.com](mailto:NCVSP@westat.com)  
Subject: We need your help with the 2023 National Census of Victim Service Providers!}

Dear {{FIRSTNAME}} {{LASTNAME}}/Colleague}:

The 2023 National Census of Victim Service Providers (NCVSP) is quickly coming to a close and we have not yet received your response.

The research team has made multiple attempts to reach you by phone and mail over the past couple of months. The 2023 NCVSP is a very important survey by the U.S Department of Justice's Bureau of Justice Statistics (BJS) and Office for Victims of Crime (OVC) and is the second national data collection of all victim serving organizations and agencies. To build the necessary capacity to better serve victims, their families, and communities, we need data on the allocation of resources that serve victims and on potential gaps in services or other resource limitations.

Our goals are to obtain current information about how many entities serve victims or survivors of different types of crime and abuse, gather information about basic forms of services, and to understand staff size, budgets, and funding sources. These types of data are critical for documenting the needs of victim service organizations and agencies, helping to plan for the future, and attracting government and private funding to support your important work. The results of the 2023 NCVSP will also provide information about how the landscape of victim service providers has changed since 2017.

Your participation is extremely important to the success of this study. Participation from all entities that offer support or services to crime and abuse victims is critical for the 2023 NCVSP to accurately reflect the broad field of victim service providers. The survey should take about 30 minutes to complete. There are no major risks/discomforts to you as a participant.

**We ask that you take a short amount of time to respond to the 2023 NCVSP by web or telephone by: {DATE}.**

Please visit the following secure website to complete the 2023 NCVSP using your unique username and password:

{URL}  
PIN: {WEBPIN}

Please contact the 2023 NCVSP Help Desk at [NCVSP@westat.com](mailto:NCVSP@westat.com) or {PHONE} to complete this survey over the telephone. If you would like more information about this survey, the larger project, or the many organizations working on or supporting this effort, please visit the project website at <https://bjs.ojp.gov/data-collection/ncvsp>.

BJS is authorized to conduct this data collection under 34 U.S.C § 10132. BJS and its data collection agents will only use the information you provide for statistical or research purposes pursuant to 34 U.S.C. § 10134, and will not disclose your information in identifiable form to anyone outside of the BJS project team without your consent. All personally identifiable information (PII) collected under BJS's authority is protected under the confidentiality provisions of 34 U.S.C. § 10231. Any person who violates these provisions may be punished by a fine of up to \$10,000 in addition to any other penalties imposed by law. Further, per the Cybersecurity Enhancement Act of 2015 (6 U.S.C. § 151), federal information systems are protected from malicious activities through cybersecurity screening of transmitted data. For more information on how BJS and its data collection agents will use and protect your information, go to [https://www.bjs.gov/content/pub/pdf/BJS\\_Data\\_Protection\\_Guidelines.pdf](https://www.bjs.gov/content/pub/pdf/BJS_Data_Protection_Guidelines.pdf).

Although this study is voluntary, we urgently need and appreciate your cooperation to make the results comprehensive, accurate, and timely. We thank you for your time and participation in this important project.

Sincerely,



Alexis R. Piquero, PhD  
Director, Bureau of Justice Statistics  
U.S. Department of Justice



Kristina Rose  
Director, Office for Victims of Crime  
U.S. Department of Justice



National Census of Victim Service Providers  
OMB Control Number 1121-0355  
OMB Expiration Date: 05/31/2019

Attachment 13: Final effort to establish eligibility (IVR)

### Interactive Voice Response Script

You have reached the *National Census of Victim Service Providers* line to leave your information. You will need your organization ID which is found on your postcard. Do you have your postcard available?

1. What is your organization's ID number (see number on xxx of post card)?
2. **Has your organization provided services to victims or survivors of crime or abuse through specific program(s) or designated staff in the past six months?** *By 'services to victims or survivors of crime or abuse' we mean direct assistance, including - but not limited to - referrals, counseling, notices of court proceedings, legal assistance, shelter, and medical response, for example.*

Yes   
No

3. What is your organization's zip code?

Thank you for your time. If you want more information about our study, please contact the Helpline at 800-xxx-xxx.

National Census of Victim Service Providers  
OMB Control Number 1121-0355  
OMB Expiration Date: 05/31/2019

Attachment 14: 2017 NCVSP Instrument Review Report



NATIONAL CENSUS OF VICTIM SERVICE PROVIDERS

## *2017 NCVSP Instrument Review*

**Susan Howley, Project Director**  
**Derek Mueller, Research Associate**

*May 17, 2023*



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## Executive Summary

The National Census of Victim Service Providers (NCVSP) is a data collection of the Bureau of Justice Statistics (BJS). The purpose of the NCVSP is to provide national data on all programs and organizations that serve victims and survivors of crime or abuse. BJS first administered the NCVSP in 2017 and is readministering it in 2023 through a cooperative agreement with the Justice Research and Statistics Association (JRSA) and its partners Westat and the National Organization for Victim Assistance (NOVA). The NCVSP captures information related to the number of victim service providers (VSPs) in the United States, their location, the number of victims served, the types of services provided, staffing, and the types and amounts of funding received.

As part of readministering the NCVSP, project staff at JRSA examined the 2017 NCVSP instrument and resulting data to identify areas for improvement and make recommendations. The main goals of the NCVSP review were to address the issues of 1) survey participation, and 2) the accuracy, validity, and reliability of responses to the NCVSP. This report covers the findings from this review.

The project team used a variety of approaches to review the 2017 NCVSP instrument, documentation, and data. First, the project team conducted a qualitative review of the 2017 NCVSP instrument and associated documents, which included internal memos, published reports, and general instrument feedback. Second, the project team conducted a quantitative assessment of the 2017 NCVSP survey data and para data. Third, the project team received input from an advisory board of subject matter experts on current issues faced by VSPs as well as particular aspects of the NCVSP instrument.

This review identified issues and recommended changes in several areas of the NCVSP. The most noteworthy of these appear below.

*Screener questions (Section S).* Issues identified in Section S primarily focused on concerns with question-wording related to the organization's location and identifying organizations that intentionally serve victims of crime. Project staff recommends revising item S1 to provide respondents with specific instructions on how to respond if their organization is part of a multisite organization. The project team also recommends revising item S2 to state that the term "victim" includes both victims and survivors of crime or abuse. Other recommendations made relate to clarifying and streamlining questions for respondents who do not provide direct victim services.

*Organization type (Section A).* Among the issues identified in Section A, the project team found evidence that some respondents misidentified themselves as having a primary focus on victim services when they were instead a VSP embedded in a larger organization. This has implications for later questions in the survey. Another identified issue was the risk of data duplication, when two locations of the same organization respond to the survey. The project team recommends several new survey items to capture parent-child relationships between respondents, and to clarify organization structure for multisite locations.

*Service provisions (Section G).* Section G captures information on the services that were provided to victims of crime during the past calendar/fiscal year. The project team recommends adding a new question that allows respondents to report on their service area. This information could be beneficial in identifying whether there are differences between urban, suburban, and rural VSPs related to providing

victim services. The project team found several issues with items G12 and G13, which ask respondents to indicate whether it is their organization's mission to serve specific crime types or victim subpopulations. The project team recommends adding a screener question before these items to indicate whether one or both of these apply to their organization's services and rewording those questions.

*Staffing (Section H).* The project team identified some limitations associated with the question wording for the staffing-related questions. Specifically, the use of the wording "Current Staffing" could be misleading to respondents as it creates confusion about whether they are supposed to report staffing at the time of completing the survey or at the end of the past calendar/fiscal year. This issue also has implications for how staff turnover is calculated. To address this issue, the project team recommends asking respondents to report on 1) staffing at the beginning of the previous completed calendar/fiscal year, 2) new staff hired during the previous completed calendar/fiscal year, and 3) staff that left during the previous completed calendar/fiscal year.

*Funding (Section I).* Section I is designed to capture information on an organization's funding sources and the amount of funding received across each source. The project team found that the funding questions in the 2017 instrument were complex due to the nature and variety of funding sources that organizations receive and may be the source of missing data in subsequent sections of the survey. To reduce the burden on respondents, the project team recommends asking respondents to provide dollar amounts for only certain types of funding sources and asking respondents to provide a "Yes/No" about the receipt of other funding sources (e.g., federal funding and state funding sources). The project team also found that some embedded organizations provided the total funding amount received for the entire organization rather than the specific victim services component of the organization. The project team proposes adding a new question to ask respondents about their organization's total annual budget in the past calendar/fiscal year, followed by the question that asks respondents about funding for victim services their organization received in the past calendar/fiscal year, in order to focus their thinking.

*Current issues of concern (Section K).* The findings from the review of the 2017 NCVSP revealed that most of the questions related to current issues of concern in the victim services field were of limited interest at the present time. The project team proposes adding new items to address the issue of vicarious trauma and staff burnout, and the issue of respondent concern regarding the organization's ability to reach and serve all people equally. Given the public health crisis related to the COVID-19 pandemic and changes to organizational operation, the project team also added a series of questions to capture the impacts of the pandemic on the victim services field.

This instrument review report details the issues identified with the 2017 NCVSP and proposed revisions. The recommendations described in this report are aimed at improving the quality of data and rate of survey participation.

Following this review and the development of a draft, the instrument moved to cognitive testing of recommended changes. A separate document, *National Census of Victim Service Providers Cognitive Testing Report*, describes the findings and recommendations resulting from that process.

# 1. Introduction

The Bureau of Justice Statistics (BJS) initiated the Victim Services Statistical Research Program (VSSRP)<sup>1</sup> to build knowledge about victim services by collecting and analyzing data from victims and the diverse entities that serve victims in the United States. Within this program, the National Census of Victim Service Providers (NCVSP) aims to provide national data on all programs and organizations that serve victims and survivors of crime or abuse (hereinafter victims of crime) through specific programs or staff. First administered in 2017, the NCVSP captures information related to the number of victim service providers (VSPs) in the United States, where they are located, the number of victims they serve, the types of services they provide, their staffing, and their funding. Along with gathering basic information about the victim services field, the 2017 NCVSP provided a sampling frame for the 2019 National Survey of Victim Service Providers (NSVSP).

In 2021, BJS awarded a cooperative agreement to the Justice Research and Statistics Association and its partners, Westat and the National Organization for Victim Assistance, to conduct the second NCVSP to provide an updated description of the field of victim service providers. As part of that effort, the project team examined the 2017 NCVSP instrument and resulting data to identify any areas for improvement and make recommendations to increase survey participation and the accuracy, validity, and reliability of responses in future administrations.

This report describes the review of the 2017 NCVSP instrument. Section 2 provides a brief overview of the various methods used to examine the 2017 NCVSP instrument and data, as well as the project team's approach to gathering feedback from the advisory board of subject matter experts (SMEs). Section 3 highlights the project team's major findings from the review of the 2017 NCVSP instrument and data and provides recommendations to address the issues observed from that review. In Section 4, the project team describes the next steps for finalizing and fielding the 2023 NCVSP.

## 2. NCVSP Instrument Assessment

### 2.1 Approach

The project team conducted a number of activities to assess the 2017 NCVSP instrument for issues related to content, wording, design, and formatting.

First, the project team conducted a qualitative review of the 2017 NCVSP instrument and associated documents. BJS provided members of the project team with a variety of documents related to the 2017 NCVSP instrument, including internal memos, published reports, and general instrument feedback. The project team compiled these documents and cataloged the observations related to general instrument issues, missing data, and survey disposition.

Next, the project team conducted a quantitative assessment of the 2017 NCVSP survey data to identify other issues. This included an examination of open-ended "other" responses to questions that, while not

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<sup>1</sup> See <https://bjs.ojp.gov/programs/vssrp> for more information on this program.

included in the public data file, were made available through BJS. This examination revealed a need to modify or expand response options to better capture these “other” responses.

Because NCVSP respondents serve as the frame from which a sample is drawn for the National Survey of Victim Service Providers (NSVSP), and because the 2019 NSVSP included some questions on similar topics as the 2017 NCVSP, BJS also provided information and the final data file on the NSVSP. Project staff examined that material for additional insights that could inform the NCVSP instrument. For example, the project team examined responses related to services provided to victims of crime in the NSVSP to determine whether response options or question-wording in the NCVSP should be adjusted.

BJS also provided the project team with para data on the administration of the survey data for the 2017 NCVSP (e.g., response time and missing data). The project team examined these data and made recommendations to enhance survey design and completion, identifying potential approaches to reduce the burden on survey respondents. This assessment included consideration of the complexity of questions and the value of information each question was designed to produce.

The final step in the review of the 2017 NCVSP involved seeking input from an advisory board of subject matter experts (SMEs). The SME advisory board, comprised of 13 experts representing different segments of the victim services field, convened for two virtual meetings. Discussions during the first meeting, which centered around the changing landscape of victim services, informed the consideration of general survey issues regarding services provided and victims served. The second meeting focused on specific areas of the instrument including organization structure (Section A), service types (Section G), funding (Section I), and current issues (Section K). SMEs shared insights regarding question and response wording, item burden, and the importance of the information those sections sought to gather. The project team also provided the SMEs with a full draft copy of the instrument and invited them to submit additional comments or suggestions after the meetings. The project team used the information obtained from the SMEs to further refine question-wording, content, and survey design.

## 2.2 Overarching Observations

The project team classified instrument issues identified in previous feedback documents into several categories (e.g., data quality, question-wording, question content), which were primarily used for organizational purposes. Section A (Organization Type and Structure), Section G (Services for Victims), and Section I (Funding) of the instrument received the most feedback and were the primary focus of the SME meetings. These are discussed in more detail in the recommendations section below.

Other concerns centered on missing data. The project team compiled a spreadsheet with missing data across all survey items for respondents who indicated that their organization had provided services to victims of crime within the prior 6 months (see Appendix A). While missing data was a relatively minimal issue overall, a few questions did produce higher levels of missing data. These included item G10 (number of unique victims served, 11.24% missing) and Section I (funding). Section I contained the highest percentage of missing responses (e.g., 15.89% missing for item I1). In the remaining sections J and K, missingness slightly improved (i.e., ranging from 9.19% to 10.16%) but remained higher than it was in previous sections of the survey.

Another area of concern related to the potential duplication of data was that multiple locations of the same organization responded to the survey. Those locations might have had a parent-child relationship—such as a headquarters/main office with other service locations—but it was unclear whether respondents were responding for their location only, or across the entire organization.

More specific findings and recommendations are presented below.

### 3. NCVSP Instrument Recommendations

This section contains a review of the 2017 NCVSP instrument, identifying issues and making recommendations to address those issues. The project team addresses the survey items sequentially based on the order of the sections in the instrument (see Table 1, 2017 NCVSP Instrument Section Titles). For each item, issues are identified, and recommendations are made to address those issues. The original language and recommended language for each is provided. For reference, readers can view the full 2017 NCVSP instrument in Appendix B of this report.

<b>Section</b>	<b>Title</b>
S	Screener Questions
A	Organization Structure and Type
B	Tribal Agencies and Organizations Only
C	Campus Organizations Only
D	Government Agencies Only
E	Nonprofit or Faith-Based Organizations Only
F	For-Profit Organizations Only
G	Services for Victims
H	Staffing
I	Funding
J	Record Keeping
K	Current Issues of Concern to VSPs

#### 3.1 NCVSP Section S: Initial Screener Questions

The purpose of Section S is to screen out respondents who do not provide direct services to victims of crime and abuse, and to capture minimal information from those who screen out.

##### 3.1.1 S1: Organization Contact Information

The initial screener question (item S1) is designed to capture information about an organization’s location, the respondent’s contact information, the role of the organization in the victim services field, and the organization type.

**Issue:** Respondents who are part of a multisite organization might provide responses that are either specific to their physical location or the entire organization or main/headquarters office, with no way of distinguishing between those options.

**Recommendation:** Instruct respondents that they are expected to respond with information specific to the physical location for which they are located. This clarifying language can be built into applicable survey items to serve as a reminder to respondents.

**Issue:** In the 2017 NCVSP, agency and organization are used interchangeably. The SMEs and project team agreed that many VSPs consider themselves as organizations except those involved in the government.

**Recommendation:** Replace “agency” with “organization” throughout the survey except for in Section B (i.e., Tribal Agencies and Organizations Only) and Section D (i.e., Government Agencies Only).

**Issue:** Text-entry fields in surveys should be limited due to the burden it places on respondents.

**Recommendation:** Explore whether fields can be auto-populated with this information based on the sampling frame and ask respondents to confirm whether the provided information is correct.

Table 2: Item S1 Recommendations	
Original Survey Item/Responses	Revised Survey Item/Responses
<p><b>S1. Before you begin, please complete the following pieces of information for your organization.</b></p> <ul style="list-style-type: none"> <li>→ Address</li> <li>→ Address</li> <li>→ City, State, ZIP</li> <li>→ Main business phone number</li> <li>→ Agency email address</li> <li>→ Agency website</li> </ul>	<p><b>S1. Before you begin, please complete the following pieces of information for your organization.</b> <i>If your organization is part of a multisite organization, please use the physical address of your location and not the address of your main or headquarters office.</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Organization Name</li> <li><input type="checkbox"/> Organization Address</li> <li><input type="checkbox"/> City, State, ZIP</li> <li><input type="checkbox"/> Business phone number</li> <li><input type="checkbox"/> Organization email address</li> <li><input type="checkbox"/> Organization website</li> </ul>

### 3.1.2 S2: Organization Function

This section asks respondents to indicate whether their organization is actively providing direct services to victims of crime or has done so within the past six months (item S2). The purpose of this question is to screen out those who are not actively providing direct services to victims. However, organizations that are solely providing referrals for services to victims of crime and maintain an active victim service referral program are eligible to participate in the survey. Respondents are also asked to identify how their organization is involved in the victim services field. While every criminal justice agency, every social service agency, every health agency, and every school will include victims among the individuals served, NCVSP aims to identify VSPs who specifically provide services to victims of crime, including programs that maintain an active victim service referral program.

**Issue:** The wording of item S2 in the 2017 NCVSP does not explicitly state that the organization must intentionally provide services to victims of crime. The original wording leaves open the potential for organizations to screen into the survey who may not be providing direct victim services to victims and survivors of crime or abuse.

**Recommendation:** Update the wording in S2 to capture whether the organization or any programs or staff within the organization are intentionally providing services to victims of crime. This revision should be probed during cognitive testing to determine if respondents are answering appropriately or if the answer changes with suggested phrasing.

**Issue:** The current definition of VSP may not accurately reflect changes in the landscape of the victim services field or be inclusive of all potential VSPs, which has implications for who screens out of the survey.

**Recommendation:** SMEs indicated that using the terminology "victims of crime or abuse" may not be inclusive of all VSPs (especially those that are providing direct services to non-justice system-involved victims). Include survivors in the question. Also, include a note that the terminology "victim" will mean victim or survivor" going forward from this point in the survey.

Table 3: Item S2 Recommendations	
Original Survey Item/Responses	Revised Survey Item/Responses
<p><b>S2. Has your organization or any programs or staff within your organization provided services to victims of crime or abuse in the past six months?</b> <i>By 'service to victims of crime or abuse' we mean direct assistance, including - but not limited to - referrals, counseling, notices of court proceedings, legal assistance, shelter, medical response, etc.</i></p> <p>→ Yes → <b>Go to A1</b>, Page 4            → No → <b>Proceed to S2a</b></p>	<p><b>S2. Has your organization or any programs/staff within your organization intentionally provided services to victims/survivors of crime or abuse in the past six months?</b> <i>By 'services to victims/survivors of crime or abuse' we mean direct assistance, including - but not limited to - referrals, counseling, notices of court proceedings, legal assistance, shelter, medical response, etc. This survey will use the term victim to mean victim or survivor from this point forward.</i></p> <p><input type="checkbox"/> Yes → <b>Skip to A1</b>  <input type="checkbox"/> No → <b>Proceed to S2a</b></p>

### 3.1.3 S2a: Organization Function Follow-Up

**Issue:** This series of questions leads with an introduction beginning with "Thank you," which may signal that the survey is over. Respondents who did not provide services to victims may have not carefully read the introduction to S2a and thus were passive or active refusers for the remainder of the screening questions that applied to them.

**Recommendation:** Rather than leading with "Thank you" which often signals the end of a survey, revise the introduction to S2a.5 to encourage completion. For example, "Please tell us which of the following options apply to your agency or organization, so that we can update our records:"

**Issue:** Embedded in the response items to S2a is a series of questions related to whether the organization maintains an active victim service referral program. This is a particularly important item for respondents to see because if they answer "Yes" to this question, they will screen into the survey.



**Recommendations:** Replace the original S2a list with a single item that addresses whether an organization maintains an active victim service referral program.

**Issue:** The classification structure that categorizes VSPs into one of several categories for item S2a is lengthy and difficult to read quickly. Moreover, the categories in S2a are not a comprehensive list of all those who may have been included in the initial frame. Specifically, issue advocacy organizations or training and technical assistance (TTA) providers may have been included in the initial frame but would not have been screened out at this stage.

**Recommendations:**

- Add a category to S2a.5 for organizations that address victim issues solely through activities such as grant funding, issue advocacy, public awareness, or TTA, but not as a direct provider of services. Several respondents who completed the 'Other' field indicated that their organization is engaged in at least one of these activities.
- Reorder the responses in a more logical sequence and create separate questions to simplify this question. Readability can be improved by ordering the remaining items in a sequence that flows from no involvement in the victim services field to involvement in the field but not direct services.
- Test these revisions with entities that might appear on a list of victim-related agencies but not provide direct services.

**Table 4: Item S2a Recommendations**

Original Survey Item/Responses	Revised Survey Items/Responses
<p>S2a. Thank you. We received your organization’s name from a list of entities that served victims of crime or abuse at some point in time. To help us update our records, please indicate which of the following options apply (check all that apply):</p> <ul style="list-style-type: none"> <li>→ Our organization has never provided services to victims of crime or abuse</li> <li>→ Our organization functions primarily as a granting or funding agency and not as a direct provider of services</li> <li>→ Our organization has provided services to victims of crime or abuse, but not in the past 6 months               <ul style="list-style-type: none"> <li><input type="checkbox"/> Does your organization plan to provide services to victims of crime or abuse in the future?                   <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> </ul> </li> </ul> </li> <li>→ Our organization contracts out all of our victim services and/or partners with an outside agency or agencies to provide services to victims of crime or abuse</li> <li>→ Our organization solely provides referrals to victims of crime and abuse               <ul style="list-style-type: none"> <li><input type="checkbox"/> Do you maintain an active victim service referral program?                   <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes → <b>We would still like for you to participate, please proceed to A1</b></li> <li><input type="checkbox"/> No → <b>Proceed to S2b</b></li> </ul> </li> </ul> </li> <li>→ Our organization might serve victims of crime or abuse as part of our program, but there is no consistent way to identify whether persons are victims</li> <li>→ Other (please provide brief description)</li> </ul>	<p>S2a. Does your organization maintain an active victim service referral program? <i>This includes but is not limited to, hotlines.</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes → <b>Skip to A1</b></li> <li><input type="checkbox"/> No → <b>Proceed to S2a.5</b></li> </ul> <p>S2a.5. To help us update our records, please answer a few additional questions:</p> <p>a. Has your organization ever provided services to victims of crime or abuse?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> </ul> <p>b. Does your organization plan to provide services to victims of crime or abuse in the future?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> </ul> <p>c. Does your organization <u>indirectly</u> support victims of crime or abuse in any of the following ways?</p> <p><b>A. Contracting out all direct services to another organization.</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> </ul> <p><b>B. Providing grants or funding to support direct services to victims of crime or abuse.</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> </ul> <p><b>C. Providing training and technical assistance for direct service providers or engaging in issue advocacy.</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> </ul> <p><b>D. Other</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> </ul> <p>[if yes] Please specify _____</p>

### 3.2 NCVSP Section A: Organization Type

The purpose of Section A is to identify how an organization is structured to provide services to victims of crime in addition to the organization type. Specifically, respondents were asked to indicate whether the organization’s primary function is to provide services/programming to victims of crime (i.e., freestanding) or whether the victim services are one component of a larger organization (i.e., embedded).

#### 3.2.1 A1: Organization Structure

The purpose of item A1 is to accurately identify whether the responding organization is a standalone victim service provider, or a victim service program embedded within another organization that has a broader function.

**Issue:** In reviewing the 2017 NCVSP data, some respondents appear to have misidentified themselves as having a primary focus on victim services rather than being a VSP embedded in a larger organization. For example, three respondents who identified as being a law enforcement VSP, and one who identified as being a prosecutor VSP, reported that their primary functions were to provide direct services to victims and that they each had more than 500 FTE positions on staff. This indicates that the respondents misinterpreted the agency structure question, which had implications for the later staffing question.

**Recommendation:** Rephrase response choices for question A1 that stress the intent of the question. These wording changes will be assessed to determine whether the intent of the question is easy to understand and whether there is increased clarity among VSPs who identify as being embedded within a larger organization.

Table 5: Item A1 Recommendations	
Original Survey Item/Responses	Revised Survey Item/Responses
<p><b>A1. Which of the following best describes how your organization is structured to provide services to victims of crime or abuse?</b></p> <ul style="list-style-type: none"> <li>→ The primary function of the organization is to provide services or programming for victims of crime. → <b>Skip to A2</b></li> <li>→ Victim services or programming are one component of the larger organization (e.g., a hospital, university, community center, law enforcement agency or prosecutors’ office) → <b>Proceed to A1a</b></li> </ul>	<p><b>A1. Which of the following best describes how your organization is structured to provide services to victims of crime or abuse?</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The primary function of the organization as a whole is to provide services or programming for victims of crime. → <b>Skip to A1.5</b></li> <li><input type="checkbox"/> Victim services or programming are one component of the larger organization’s activities (e.g., a hospital, university, community center, law enforcement agency, or prosecutor’s office) → <b>Proceed to A1a</b></li> </ul>

### 3.2.2 A1a: Organization Structure Follow-Up

A1a is intended to ensure that respondents identifying as embedded do offer victim services as a specific activity.

**Issue:** The term “dedicated” in question A1a may confuse respondents whose victim-serving staff have multiple job functions. This has implications for the validity of other responses and may cause some respondents to incorrectly screen out of the survey. In addition, the SMEs also indicated that using terminology such as “victims of crime or abuse” is more inclusive.

**Recommendation:** Reword this question to ask respondents “Does your organization have a specific program(s) or staff that are designated to work with victims of crime or abuse?” Respondents who answer “Yes” to item A1a will proceed to item A1.5. Those who answer “No” will be screened out of the survey because their organization would not currently be staffed or offering programs/services to victims of crime.

Table 6: Item A1a Recommendations	
Original Survey Item/Responses	Revised Survey Item/Responses
<p><b>A1a. Does your organization have a specific program(s) or staff that are dedicated to working with crime victims?</b></p> <p>→ Yes → No</p>	<p><b>A1a. Does your organization have a specific program(s) or staff that are designated to work with victims of crime or abuse?</b></p> <p><input type="checkbox"/> Yes → <b>Proceed to A1.5</b> <input type="checkbox"/> No → <b>Thank you. You do not need to complete the rest of this survey.</b></p>

**Issue:** Lack of clarity on the unit of reporting among agencies with multiple sites. The majority of VSPs report data for their local agency at the street-address level. However, some agencies operate out of multiple sites. These take various forms, including:

- A headquarters agency with field or branch offices whose daily operations are managed locally (FBI’s victim assistance; state legal aid)
- A national or state organization with local chapters that do not have separate legal status (e.g., Mothers Against Drunk Driving (MADD), Court-Appointed Special Advocate (CASA) programs)
- An organization that has a main office with satellite offices whose daily operations may be managed locally or intertwined with those of the main office (domestic violence program with a second location at the courthouse; nonprofit with a location in a law enforcement agency; sexual assault service organization with a satellite office in a rural area)

**Recommendation:** Add new survey questions that identify any “parent-child” relationships between respondents (new items A1.5, A1.5a, A1.5b, A1.7, A1.8, and A1.9; see Table 7 below).

**Table 7: Additional Section A Recommendations, Unit of Reporting**

Original Survey Item/Responses	Revised Survey Item/Responses
<p>N/A</p> <ul style="list-style-type: none"> <li>The 2017 NCVSP does not include survey items to address issues related to “parent-child” relationships within organizations, unit of reporting, and multi-site locations</li> </ul>	<p><b>A1.5. Please check the most appropriate description of your organization.</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Organization operating through one single location → <b>Skip to A1.6</b></li> <li><input type="checkbox"/> One sublocation of a multi-site organization (such as a branch or satellite office, or a local chapter of a larger organization) → <b>Proceed to A1.5a</b></li> <li><input type="checkbox"/> The headquarters or main office of a multi-site organization (i.e., an office that exercises operational control over other sites, not merely a membership organization) → <b>Skip to A1.5b</b></li> </ul> <p><b>A1.5a. Please provide the following contact information for your organization's headquarters or main office:</b></p> <p>Organization Name: _____</p> <p>Organization Address: _____</p> <p>City, State, ZIP: _____</p> <p>→ <b>Skip to A1.6</b></p> <p><b>A1.5b. Please provide the following contact information for each of your organization's sublocations:</b></p> <p>Sublocation Name: _____</p> <p>Organization Address: _____</p> <p>City, State, ZIP: _____</p> <p><i>Add location?</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes → <b>Repeat prompts for org name, address, city/state/zip</b></li> <li><input type="checkbox"/> No → <b>Proceed to A1.7</b></li> </ul>

	<p><b>A1.7. In addition to support you provide to your sublocations, do you offer any <u>direct services</u> to victims of crime or abuse at your location/headquarters level? (This can include a helpline or hotline.)</b></p> <p><input type="checkbox"/> Yes → <b>Proceed to A1.8</b></p> <p><input type="checkbox"/> No → <b>Skip to A1.9</b></p>
	<p><b>A1.8. This survey includes questions about services, persons served, staffing, and funding. Please indicate what your responses will encompass:</b></p> <p><input type="checkbox"/> Responses relate ONLY to the main or headquarters location → <b>Skip to A2</b></p> <p><input type="checkbox"/> Responses relate to all locations of this organization (headquarters plus all sublocations) → <b>Skip to A2</b></p>
	<p><b>A1.9. Are you able to answer questions about services, persons served, staffing, and funding for all your organization’s sub locations?</b></p> <p><input type="checkbox"/> Yes “Please respond to the remainder of the survey as the questions relate to all of your organization’s sublocations” → <b>Proceed to A2</b></p> <p><input type="checkbox"/> No → <b>“Thank you. You may exit the survey.”</b></p>

**Issue:** Classifying entities into a discrete type can be challenging when an agency fits multiple definitions or types are defined too broadly (e.g., a nonprofit agency with a team of staff working in a law enforcement agency). The type of organization that applies to the VSP may differ from the type of organization out of which it operates. For example, a nonprofit domestic violence service provider may have a location in the courthouse, which the respondent could either identify as a nonprofit or court-based program.

**Recommendation:** Add a question to capture co-located services (new item A1.6; see Table 8 below). Use underlining or other formatting in the presentation of the question to promote more intentional consideration for organization type.

Table 8: Additional Section A Recommendations – Co-located services	
Original Survey Item/Responses	Revised Survey Item/Responses
<p>N/A</p> <ul style="list-style-type: none"> <li>2017 NCVSP does not include survey items to address issues related to organizations co-located in other organizations.</li> </ul>	<p><b>A1.6. Is your organization physically located at the site of another organization</b> <i>(such as a nonprofit program operating out of the courthouse or a law enforcement agency; a law enforcement victim service program operating out of a Family Justice Center; or a nonprofit with space in a commercial establishment)?</i></p> <p><input type="checkbox"/> Yes [For the next question related to organization type, please select the answer that best describes your own organization rather than the type of organization where you are physically located.] → <b>Skip to A2</b></p> <p><input type="checkbox"/> No → <b>Skip to A2</b></p>

### 3.3 NCVSP Section B: Tribal Agencies and Organizations Only

This section of the survey applies to only those organizations that indicated they are a tribal VSP. This section aims to have tribal VSPs select the designation that best describes the respondent’s agency or organization.

#### 3.3.1 B1: Tribal Agency or Organization Designation

**Issue:** The response categories for tribal agencies have a different structure than other organization types. In addition, respondents to the 2017 NCVSP commonly responded to ‘Other agency that is not justice-based’ that would be categorized as ‘Social Services or child/adult protective services.’

**Recommendations:**

- Response categories should be adjusted to better capture services identified as “other” responses in the 2017 NCVSP.
- To the extent applicable, response options should be parallel to the options in Government Agencies (Section D) and updated to capture multi-agency organizations.

Table 9: B1 Recommendations – Tribal Agency or Organization Designation	
Original Survey Item/Responses	Revised Survey Item/Responses
<p><b>B1. Which designation <u>best</u> describes your tribal agency or organization? <i>Select one response.</i></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Law enforcement</li> <li><input type="checkbox"/> Prosecutor</li> <li><input type="checkbox"/> Court</li> <li><input type="checkbox"/> Juvenile Justice</li> <li><input type="checkbox"/> Offender custody and supervision</li> <li><input type="checkbox"/> Advocacy program</li> <li><input type="checkbox"/> Coalition</li> <li><input type="checkbox"/> Other justice-based agency (<i>please specify</i>)</li> <li><input type="checkbox"/> Other agency that is NOT justice-based (<i>e.g., human services, health, education, etc.</i>) (<i>please specify</i>)</li> </ul>	<p><b>B1. Which designation best describes your tribal agency or organization? <i>Select one response.</i></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Law enforcement</li> <li><input type="checkbox"/> Prosecutor’s Office</li> <li><input type="checkbox"/> Court</li> <li><input type="checkbox"/> Juvenile justice</li> <li><input type="checkbox"/> Offender custody and supervision (such as probation, parole, corrections)</li> <li><input type="checkbox"/> Multi-agency (such as task forces, response teams, etc.)</li> <li><input type="checkbox"/> Social services or child/adult protective services</li> <li><input type="checkbox"/> Health services</li> <li><input type="checkbox"/> Advocacy program</li> <li><input type="checkbox"/> Coalition</li> <li><input type="checkbox"/> Other (please specify) _____</li> </ul>

### 3.3.2 B2: Jurisdiction

**Issue:** Unlike sections on government agencies (D) and nonprofit organizations (E), the tribal agency section lacks a question regarding the geographic reach of services. Given the range of Tribal victim services and the growth in this area of the field, this information is important to capture. These services have expanded to serve victims of crime at the national level, regional level, reservation level, and more.

**Recommendation:** Add a jurisdiction question similar to that used for Sections D and E. Add a response option for “reservation-wide.” Test wording that encompasses Alaska Native Villages, similar to the city-wide or neighborhood level response options in Sections D and E.



Table 10: Item B2 Recommendations	
Original Survey Item/Responses	Revised Survey Item/Responses
N/A  2017 NCVSP does not include survey items to address issues related to organizations co-located in other organizations.	<b>B2. In what service area/jurisdiction does your agency operate in terms of victims served or services delivered? Select one response.</b>  <input type="checkbox"/> United States-wide <input type="checkbox"/> Reservation-wide <input type="checkbox"/> Statewide <input type="checkbox"/> Regional/Multi-county/Multi-city/Multi-village <input type="checkbox"/> Countywide only <input type="checkbox"/> Citywide only <input type="checkbox"/> Alaska Native Village only <input type="checkbox"/> Other (please specify) _____

### 3.4 NCVSP Section D: Government Agencies Only

This section of the survey applies to only those organizations that indicated they are a governmental VSP. The purpose of this section is to have government agencies/organizations select the designation that best applies.

#### 3.4.1 D1: Government Agency Designation NCVSP

**Issue:** Many respondents to the 2017 NCVSP incorrectly checked ‘Other government agency’ when they should have selected one of the fixed response choices. Examples of free-text entries included: ‘Corrections’, ‘Adult Probation’, ‘Community Mental Health’, ‘Law Enforcement’, ‘Prosecutor Office’, ‘Victim Witness Program’, and ‘U.S. Attorney’s Office’. Some of those cannot be upcoded because they do not always clearly fit within one of the provided response options. Specifically, “victim witness program” or “victim witness coordinator” typically but not always refers to a prosecutor-based program. The project team examined open-ended responses accompanying these items to determine whether revisions could be made to clarify the response categories better.

**Recommendation:** Use clear response categories and examples that capture common government agency designations.

**Issue:** “Other” respondents included state victim compensation programs and state victim funding administrators. For purposes of the NCVSP, victim compensation may be considered a “victim service.” Some victim funding agencies might have their own victim service activities, in addition to grantmaking to support direct services by others. Because both types of agencies have multimillion-dollar budgets, their funding responses will skew the usefulness of the funding data unless they can be identified separately.

**Recommendation:** Add Victim Compensation and Victim Funding Administrators to the response options list.

**Issue:** Not all funding administrators offer direct assistance. While these respondents should screen out in Section S, their identity with the victim service field is often so strong they may not have been screened out, as evidenced by the 2017 NCVSP. This section provides another opportunity to screen out those funding agencies that do not offer direct services. For those that do provide direct victim services, this section also provides an opportunity to add a reminder to focus their responses on their own direct service activities.

**Recommendation:** If the “funding administrators” response is selected, direct the respondent to an additional question: D1a. In addition to victim services funding, do you offer any direct victim services? (Yes/No).

**Table 11: D1 Recommendations – Government Agency Designation**

Original Survey Item/Responses	Revised Survey Item/Responses
<p><b>D1. Which designation <u>best</u> describes your government agency? <i>Select one response.</i></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Law enforcement</li> <li><input type="checkbox"/> Prosecution</li> <li><input type="checkbox"/> Courts</li> <li><input type="checkbox"/> Juvenile Justice</li> <li><input type="checkbox"/> Social services or child/adult protective services</li> <li><input type="checkbox"/> Offender custody and supervision</li> <li><input type="checkbox"/> Multi-agency (e.g., <i>tasks forces, response teams, etc.</i>)</li> <li><input type="checkbox"/> Other government agency (<i>please specify</i>)</li> </ul>	<p><b>D1. Which designation <u>best</u> describes your government agency? <i>Select one response.</i></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Law enforcement → <b>Skip to D2</b></li> <li><input type="checkbox"/> Prosecutor’s Office (such as District Attorney, County Attorney, etc.) → <b>Skip to D2</b></li> <li><input type="checkbox"/> Courts → <b>Skip to D2</b></li> <li><input type="checkbox"/> Juvenile justice → <b>Skip to D2</b></li> <li><input type="checkbox"/> Social services or child/adult protective services → <b>Skip to D2</b></li> <li><input type="checkbox"/> Offender custody and supervision (such as probation, parole, corrections) → <b>Skip to D2</b></li> <li><input type="checkbox"/> Multi-agency (such as task forces, response teams, etc.) → <b>Skip to D2</b></li> <li><input type="checkbox"/> State or territory victim compensation program → <b>Skip to D2</b></li> <li><input type="checkbox"/> State or territory victim funding administrator → <b>Proceed to D1a</b></li> <li><input type="checkbox"/> Other government agency (please specify) → <b>Skip to D2</b></li> </ul> <p><b>D1a. Does your organization provide any direct victim services itself, in addition to grantmaking?</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes → <b>“In completing the remainder of the survey, please confine your responses to your own direct victim service activities, not the grant-making and related functions.” → Go to section G [SERVICES FOR VICTIMS]</b></li> <li><input type="checkbox"/> No → <b>“Thank you. You may exit the survey.</b></li> </ul>

### 3.5 NCVSP Section E: Nonprofit

The purpose of this section is to identify the organization designation as well as the service area/jurisdiction for responding nonprofit organizations.

#### 3.5.1 E1: Nonprofit or Faith-Based Organization Designation

**Issues:** The 2017 NCVSP asked nonprofit agencies to indicate whether they were a coalition, single entity, or other. Respondents did not understand E1. There were more than 400 "other" responses to E1, most of which put the type of organization they are (e.g., Children's Advocacy Centers, rape crisis centers, etc.). The remaining responses fell into one of three categories:

- Individual program within a larger agency (victim services program within a community mental health center, part of a larger mainstream program);
- Organizations that are part of a coalition (we are under a state coalition; we are part of two coalitions; etc.); and
- Miscellaneous responses (chapter of a national organization; local affiliate of YWCA USA; national organization).

Moreover, in discussions with the SMEs, they did not find additional value in this question, particularly in light of a new proposed question series to identify "parent-child" relationships between entities.

**Recommendation:** Remove item E1. Organizations that are a coalition will still be recognized by service area (national, statewide, etc.). Because they are a membership organization and not a parent organization, knowing who they are would not provide useful information even if that question were to be reworded to result in better-quality responses. Agencies that do have a parent relationship will be identified in the new survey items in section A (A1.5 and A1.7).

### 3.6 NCVSP Section G: Services for Victims

The purpose of this section is to collect information for each responding organization on the services that were provided to victims of crime during the past calendar/fiscal year. Questions capture a variety of services that were provided to victims of crime, whether the agency serves victims of specific abuse or crime types, as well as whether the agency only provides services to specific populations of victims of crime.

#### 3.6.1 G1.5: Service Area

**Issue:** There was not an item in the 2017 NCVSP that allowed respondents to report on the type of service area (e.g., rural, suburban, urban). This information could be informative in analysis of the survey data.

**Recommendation:** Insert a new question that allows respondents to best describe their organization's service area.

Table 12: G1 Recommendation – Service Area	
Original Survey Item/Responses	Revised Survey Item/Responses
<p>N/A</p> <p>There is not currently an item in the 2017 NCVSP that captures service area for all respondents.</p>	<p><b>G1.5. How would you <u>best</u> describe your service area?</b> (An <b>urban</b> area is within a principal city of a Metropolitan Statistical Area (MSA). A <b>suburban</b> area is within an MSA but not within the principal city of that MSA and a <b>rural</b> area is outside of an MSA. An MSA can generally be defined as an area with a city and surrounding communities closely linked to one another by social and economic factors.)</p> <p><input type="checkbox"/> Urban</p> <p><input type="checkbox"/> Suburban</p> <p><input type="checkbox"/> Rural</p>

### 3.6.2 G4: Emotional support and safety

**Issue:** Data from the more recent NSVSP revealed moderate use of the category “other” (15% of respondents), and, within those responses, “substance abuse treatment” was one of the most common free-text responses. This specific service type is not included in any of the services fields in the NCVSP.

**Recommendations:**

- Revise the label for this subcategory of services to “Mental health support and safety.”
- Insert an additional response option for substance abuse treatment services.

**Table 13: G4 Recommendation – Emotional support and safety**

Original Survey Item/Responses	Revised Survey Item/Responses
<p>G4. Emotional support and safety</p> <p><b>Mental health services?</b> (e.g., individual or group counseling; support groups; other therapy; social programming for children; etc.) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Crisis Counseling?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Safety services?</b> (Safety planning; witness protection; address confidentiality; self-defense; etc.) (Does NOT include protective orders) <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>G4. Mental health support and safety</p> <p><b>Mental health services?</b> (e.g., individual or group counseling; support groups; other therapy; social programming for children; etc.) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Crisis Counseling?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Safety services?</b> (Safety planning; witness protection; address confidentiality; self-defense; etc.) (Does NOT include protective orders) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Substance abuse treatment?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p>

### 3.6.3 G5: Medical and health assistance

**Issue:** The list of medical services conflates important and distinct services. Medical care/forensic exam accompaniment and provision are very different services; combining these two services eliminates the potential to track the growing trend of providing forensic exams and medical care to victims outside of the hospital setting.

**Recommendation:** Separate out “accompaniment” from medical care and forensic exams. Change the response options under Medical and health assistance to:

- Accompaniment to medical care or forensic examinations
- Emergency or follow-up medical care (provision of care)
- Forensic examinations (provision of care)
- STD/HIV testing

**Table 14: G5 Recommendation – Medical and health assistance**

Original Survey Item/Responses	Revised Survey Item/Responses
<p>G5. Medical and health assistance</p> <p><b>Emergency medical care or accompaniment?</b>      <input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><b>Medical forensic exam or accompaniment?</b>      <input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><b>STD/HIV testing</b>      <input type="checkbox"/> Yes   <input type="checkbox"/> No</p>	<p>G5. Medical and health assistance</p> <p><b>Accompaniment to medical care or forensic examinations?</b>      <input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><b>Emergency or follow-up medical care?</b> (provision of care)      <input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><b>Forensic examinations?</b> (provision of care)      <input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><b>STD/HIV testing?</b>      <input type="checkbox"/> Yes   <input type="checkbox"/> No</p>

### 3.6.4 G7: Other Services

**Issues:** A large proportion of respondents to the NSVSP indicated that they provide transportation services to victims of crime. This specific service is not included as a response option in the 2017 NCVSP.

The G7 response option “Culturally and/or ethnically specific services? Specify” produced 3,032 open-ended responses, which creates challenges for analysis. Many responses mentioned language services or bilingual staff (e.g., translation, interpretation, bilingual staff); other responses missed the mark, such as providing racial/ethnic diversity training to staff.

**Recommendations:**

- Add a response option under G7: “Language access? (e.g., translation or interpretation services, or bilingual staff).”
- Add a response option under G7: “Transportation services?”
- Change “Culturally and/or ethnically specific services? Specify” to “Services designed to meet the needs of a culturally or ethnically specific population.”

Table 15: G7 Recommendation – Other services	
Original Survey Item/Responses	Revised Survey Item/Responses
G7. Other services	G7. Other services
<b>Case management?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Case management?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Supervised child visitation?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Supervised child visitation?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>On-scene coordinated response?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>On-scene coordinated response?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Education classes for survivors regarding victimization dynamics?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Education classes for survivors regarding victimization dynamics?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Culturally and/or ethnically specific services? Specify</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Transportation services?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
	<b>Language access? (e.g., translation or interpretation services, or bilingual staff)</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
	<b>Services designed to meet the needs of culturally or ethnically specific populations?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No

### 3.6.5 G11: Services for victims/survivors of specific crime types

**Issues:** The list of crime or abuse types is long and not organized in any meaningful way, which may be cumbersome to navigate by respondents.

There is not an ‘Other, specify’ option for property crimes.

**Recommendations:**

- Organize crime types by themes (e.g., financial crimes, adults (person), youth (person), property crimes).
- Add in an ‘Other: specify’ response category for property-related crimes.



**Table 16: G11 Recommendation – Crime Types**

Original Survey Item/Responses	Revised Survey Item/Responses
<b>Adults molested as children</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Youth (under age 18)</b>
<b>Child sexual abuse/sexual assault</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Child physical abuse or neglect <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Rape/sexual assault (other than sexual victimizations against children)</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Child rape/sexual assault/sexual abuse <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Stalking</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Child witness of violence <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Child witness of violence</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Child marriage or forced marriage <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Child physical abuse or neglect</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Adults molested/abused as children <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Elder physical abuse</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Adults</b>
<b>Domestic violence/dating violence</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Domestic violence/dating violence/violation of DV protective orders <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Assault (other than domestic/dating violence or child/elder abuse)</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Stalking/violation of stalking protective orders <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Robbery</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Rape/sexual assault/sexual abuse (other than against children) <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Human trafficking (labor)</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Physical Assault (other than domestic/dating violence, child/elder abuse, or rape/sexual assault/sexual abuse) (including attempted homicide; gun violence; strangulation; threat with a weapon, etc.) <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Human trafficking (sex)</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Robbery <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Survivors of homicide victims</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Elder physical abuse or neglect <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Victim witness intimidation</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Survivors of homicide (including murder, non-negligent manslaughter) <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>DUI/DWI crashes</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Identity theft</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Financial fraud and exploitation (Other than identity theft)</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Motor vehicle theft</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Burglary</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	

<p><b>Other property crimes</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Hate Crimes</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Child Marriage or forced marriage</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Honor related violence</b> (<i>physical violence/threats/retaliation in the name of family honor, female genital mutilation</i>) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Other violent crimes</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Specify: _____</p> <p><b>Other</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Specify: _____</p>	<p><b>Targeted crime types</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Hate crimes (<i>racial/religious/ethnic or national origin/disability/gender/sexual orientation</i>) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Honor related violence (<i>physical violence/threats/retaliation in the name of family honor, female genital mutilation</i>) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Human trafficking (<i>labor</i>) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Human trafficking (<i>sex</i>) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Victim witness intimidation <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>DUI/DWI crashes <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Community violence/gang violence <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Terrorism/mass violence <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Financial crimes</b></p> <p>Identity theft <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Financial fraud and exploitation (<i>other than identity theft</i>) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Property crimes</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Motor vehicle theft <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Burglary <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Other specify categories</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Other violent crimes Specify: _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Other property crimes Specify: _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Other Specify: _____</p>
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### 3.6.6 G12-G13: Services for victims/survivors of specific crime types

In the 2017 NCVSP, item G12 asks respondents whether their organization's mission is to serve victims who have experienced specific types of crime or abuse. Item G13 asks respondents whether it is their organization's mission to provide services to specific groups of victims (i.e., subpopulations of victims of crime).

**Issues:** The current wording of these questions does not clearly ask whether the program has restrictions on whom it can serve, which was the intent of the question. "Mission" can relate to program emphasis or intention, rather than actual activities.

Some programs are restricted by both crime type and victim populations (e.g., child victims of sexual abuse, immigrant victims of domestic violence). Respondents in 2017 used 'Other' fields to reflect this combined restriction, rather than selecting the response options that were given.

**Recommendations:**

- Add a new heading for G12 and G13 that clarifies the restrictions/limitations aspect and foreshadows the ability to select both crime types and victim populations. For example, "Organizations restricted to serving certain groups of victims or victims of certain crimes."
- Add a screener question before questions G12 and G13. This question asks respondents to indicate whether their organization only provides services to victims of particular crime types, only provides services to specific populations of victims of crime, or both.

**Table 17: G12-G13 Recommendations – Services for Crime Types and/or Specific Populations**

Original Survey Item/Responses	Revised Survey Item/Responses
<p><b>G12. Is your organization’s mission to serve victims who have experienced specific types of crime or abuse? (e.g., domestic violence, trafficking, rape, or sexual assault, or some other specific type of crime or trauma)</b></p> <p><input type="checkbox"/> Yes → proceed to G12.1</p> <p><input type="checkbox"/> No → skip to G13</p> <p><b>G13. Is your organization’s mission to provide services to <u>specific groups</u> of victims?</b></p> <p><input type="checkbox"/> Yes → proceed to G13.1</p> <p><input type="checkbox"/> No → skip to H1</p>	<p><b>G12. Do any of the following statements describe the types of victims or survivors your organization serves? (select only one)</b></p> <p><input type="checkbox"/> <b>We only provide services to victims of particular types of crimes (such as domestic violence, trafficking, identity theft, etc.) → Proceed to G12.1</b></p> <p><input type="checkbox"/> <b>We only provide services to specific populations of victims, regardless of the type of crime (such as children, immigrants, etc.) → Skip to G12.2</b></p> <p><input type="checkbox"/> <b>We only provide services to specific populations who have experienced specific types of crime or abuse (such as child victims of sexual abuse, older adults who experienced identity theft, etc.) → Proceed to G12.1 and G12.2</b></p> <p><input type="checkbox"/> <b>None of the above → Skip to Section H [staffing]</b></p>

**Issue:** The response categories for crime types and victim subpopulations may change over time as the landscape of VSPs has evolved. Additionally, response options are “check all that apply,” which makes data management/recoding a more complicated process. Asking “Yes” or “No” simplifies the backend data management work.

**Recommendations:**

- With input from the SMEs, add other needed responses for crime types, such as stalking or witnessing violence, and subpopulations of victims, such as formerly incarcerated persons.
- Make each response category a “Yes/No” selection to ensure consideration of all options.

Recommended changes to the response categories are included in Table 18 below for item G12 and Table 19 below for item G13.



**Table 19: G13 Recommendation – Services for Specific Victim Subpopulations**

Original Survey Item/Responses		Revised Survey Item/Responses	
<i>Check all that apply</i>		<i>Check all that apply</i>	
Child victims	<input type="checkbox"/>	Child victims	<input type="checkbox"/> Yes <input type="checkbox"/> No
Adolescent/teen victims	<input type="checkbox"/>	Adolescent/teen victims	<input type="checkbox"/> Yes <input type="checkbox"/> No
Elder victims	<input type="checkbox"/>	Elder victims/dependent adult victims	<input type="checkbox"/> Yes <input type="checkbox"/> No
Female victims	<input type="checkbox"/>	Female victims	<input type="checkbox"/> Yes <input type="checkbox"/> No
Male victims	<input type="checkbox"/>	Male victims	<input type="checkbox"/> Yes <input type="checkbox"/> No
Victims of color	<input type="checkbox"/>	Victims of color OR victims of specific racial or ethnic groups (Please specify _____)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Indigenous victims, including tribal	<input type="checkbox"/>	Indigenous victims, including Native American or Alaska Native	<input type="checkbox"/> Yes <input type="checkbox"/> No
Immigrant/refugee/limited English proficiency victims	<input type="checkbox"/>	Immigrant/refugee/limited English proficiency victims	<input type="checkbox"/> Yes <input type="checkbox"/> No
LGBTQ victims	<input type="checkbox"/>	LGBTQ victims	<input type="checkbox"/> Yes <input type="checkbox"/> No
Victims with disabilities	<input type="checkbox"/>	Victims with disabilities	<input type="checkbox"/> Yes <input type="checkbox"/> No
Deaf or hard-of-hearing victims	<input type="checkbox"/>	Deaf or hard-of-hearing victims	<input type="checkbox"/> Yes <input type="checkbox"/> No
Incarcerated victims	<input type="checkbox"/>	Formerly incarcerated victims	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other (Specify: _____)	<input type="checkbox"/>	Incarcerated victims	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/>	Other (specify): _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No

### 3.7 NCVSP Section H: Staffing

The purpose of Section H is to gather information about current staffing levels in VSPs and to measure staff turnover rates. The questions ask about current full-time and part-time staffing levels, staffing levels at the beginning of the calendar or fiscal year, and hires within the current calendar or fiscal year. The turnover rate was calculated by subtracting the number of current staff from the number of staff at the beginning of the fiscal or calendar year.

Several respondents did not restrict their responses to victim service staff but instead gave numbers for agencywide staffing. Sixty-three government entities indicated they were embedded within a larger agency and that they had 100 or more FTE staff; 13 of those indicated they had more than 500 FTE staff.

These staffing figures are highly unlikely for an embedded program and indicate that the respondent reported agency-wide staffing numbers. Many respondents indicated staffing levels in the hundreds; one reported 9,000 staff.

**Issues:** Calculating an accurate estimate of staff turnover would require estimates of staffing at the beginning of the past calendar/fiscal year, estimates of the number of staff who left their victim service positions during that year, and the number of victim service staff at the end of the past calendar/fiscal year. The question that is intended to capture staffing at the end of the past calendar/fiscal year is worded "Current Staffing". This could be misleading to respondents as they may opt to report staffing levels at the moment in time that they are completing the survey, which would likely include the past fiscal year plus some number of months.

The previous approach to measuring staff turnover has three limitations:

1. It does not collect information uniformly, since entities may have a range of potential start dates to their fiscal years and will be responding to the NCVSP at different points during its months-long administration.
2. It does not capture any positions that were vacated AND filled in the time period measured.
3. The wording of questions and headings differed in a way that may have caused confusion for respondents (Staff at the beginning of the "most recent calendar/fiscal year" vs. the beginning of the "past calendar/fiscal year")

**Recommendations:**

- Reorder the staffing questions by moving H1 (volunteers providing direct services) to the bottom of this section.
- Ask about staff who departed during the previous year, including those who changed positions and no longer provide direct services.
- Remove the question about current staffing and insert a new item (H7) that is auto-populated with the total number of paid full-time staff and paid part-time staff at the beginning of the current calendar/fiscal year. These totals are generated by adding the number of new staff hired during the previous fiscal year to the number of staff at the beginning of the previous completed fiscal/calendar year and then subtracting the number of staff that left during the previous fiscal/calendar year. Formula:  $(H1 + H3) - H5 = H7a$ , full-time staff at beginning of current year;  $(H2 + H4) - H6 = H7b$ , part-time staff at beginning of current year.
- Turnover will be calculated as  $[(H5) / ((H1 + H3) - (H5))]$  = full-time staff turnover rate at end of the past fiscal/calendar year;  $[(H6) / ((H2 + H4) - (H6))]$  = part-time staff turnover rate at end of the past fiscal/calendar year.

**Table 20: Section H Recommendation – Staffing**

Original Survey Item/Responses	Revised Survey Item/Responses
<p>H1. Does your organization use volunteers to provide direct services to victims?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Current Staff</b></p> <p>H2. How many paid staff dedicated to working with victims <u>currently</u> work at your organization <u>full-time</u> (35 hours or more/week)? <i>Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. Estimates are acceptable.</i></p> <p>_____ <input type="checkbox"/> Check box if estimate</p> <p>H3. How many paid staff dedicated to working with victims <u>currently</u> work at your organization <u>part-time</u> (less than 35 hours/week)? <i>Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. Estimates are acceptable.</i></p> <p>_____ <input type="checkbox"/> Check box if estimate</p> <p><b>Staff at the beginning of the most recent calendar/fiscal year</b></p> <p>H4. How many paid <u>full-time</u> staff dedicated to working with victims worked at your organization at the <u>beginning of the past calendar/fiscal year</u> (35 hours or more/week)? <i>Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. Estimates are acceptable.</i></p> <p>_____ <input type="checkbox"/> Check box if estimate</p> <p>H5. How many paid <u>part-time</u> staff dedicated to working with victims worked at your organization at the <u>beginning of the past calendar/fiscal year</u> (less than 35</p>	<p><b>Staff at the beginning of the previous completed calendar/fiscal year</b></p> <p>H1. How many <u>paid full-time</u> staff (35 hours or more/week) dedicated to working with victims worked at your organization at the <u>beginning of the past calendar/fiscal year</u>? <i>Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. Estimates are acceptable.</i></p> <p>_____ Check box if estimate <input type="checkbox"/></p> <p>H2. How many <u>paid part-time</u> staff (less than 35 hours/week) designated to working with victims worked at your organization at the <u>beginning of the past calendar/fiscal year</u>? <i>Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. Estimates are acceptable.</i></p> <p>_____ Check box if estimate <input type="checkbox"/></p> <p><b>New staff hired during the previous completed calendar/fiscal year</b></p> <p>H3. How many <u>paid full-time</u> staff (35 hours or more/week) dedicated to working with victims did your organization <u>hire</u> in the past calendar/ fiscal year, whether to fill new positions or to fill vacancies? <i>Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. Estimates are acceptable.</i></p> <p>_____ Check box if estimate <input type="checkbox"/></p> <p>H4. How many <u>paid part-time</u> staff (less than 35 hours/week) designated to working with victims did your organization <u>hire</u> in the past calendar/fiscal year, whether to fill new positions or to fill vacancies? <i>Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. Estimates are acceptable.</i></p> <p>_____ Check box if estimate <input type="checkbox"/></p>



hours/week)? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.**

\_\_\_\_\_  Check box if estimate

**New staff since the beginning of the most recent calendar/fiscal year**

H6. How many paid full-time staff dedicated to working with victims did your organization hire in the past calendar/fiscal year, whether to fill new positions or to fill vacancies (35 hours or more/week)? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.**

\_\_\_\_\_  Check box if estimate

H7. How many paid part-time staff dedicated to working with victims did your organization hire in the past calendar/fiscal year, whether to fill new positions or to fill vacancies (less than 35 hours/week)? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.**

\_\_\_\_\_  Check box if estimate

**Staff that left during the previous completed calendar/fiscal year**

H5. How many paid full-time staff (35 hours or more/week) dedicated to working with victims left their position with your organization during the past calendar/ fiscal year, whether dismissed, resigned, retired, transferred to a non-direct services position, etc.? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.**

\_\_\_\_\_ Check box if estimate

H6. How many paid part-time staff (less than 35 hours/week) designated to working with victims left their position with your organization during the past calendar/fiscal year whether dismissed, resigned, retired, transferred to a non-direct services position, etc.? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.**

\_\_\_\_\_ Check box if estimate

**H7. Confirm Full-Time and Part-Time Staff at Beginning of Current Fiscal/Calendar Year**

“Based on your previous responses, the number of full-time staff you had at the beginning of the current fiscal/calendar year was \_\_\_\_\_ [auto calculate] – is that correct?”

“Based on your previous responses, the number of part-time staff you had at the beginning of the current fiscal/calendar year was \_\_\_\_\_ [auto calculate] - is that correct?”

**H8. Does your organization use volunteers to provide direct services to victims?**

- Yes
- No

### 3.8 NCVSP Section I: Funding

The focus of Section I was to capture information on each organization’s funding sources and the amount of funding received across those sources.

**Issue:** This section had some of the highest levels of missing data compared to the other survey items, and the accuracy of some responses may be called into question. The funding questions are complex

due to the nature and variety of funding sources organizations receive, adding to the burden and creating confusion for respondents. VSPs may have grant funding that spans more than one year; they may have received funding through a state pass-through agency and be unclear about which amounts are attributed to which source. As a result, the information received in the 2017 NCVSP was of questionable validity.

Discussion with the project team, federal partners, and subject matter experts determined that it would be valuable to gather information identifying the range of funding sources that support a victim service program, even if dollar figures cannot be gathered with confidence.

**Recommendation:** Revise several items in the 2017 NCVSP (items I2a - I2k) by asking respondents for a “Yes/No” response about the receipt of certain funding, and not to provide a dollar amount estimate.

**Issue:** The data revealed that some respondents from embedded organizations provided the total funding amount received for the entire organization rather than specific to the victim services component of the organization. For example, one respondent from a [State] Attorneys General office indicated receiving \$85,000,000 in the past fiscal/calendar year for direct victim services and programming. This question also misses an opportunity to calculate the percentage of an agency's funding that supports victim services.

**Recommendations:**

- Revise question wording so that it is immediately apparent to respondents that funding amount(s) should only be provided for the victim services component of the organization.
- Ask an additional funding question first to prompt respondents to provide their organization’s total funding (in general). This can be followed by a question that specifically asks respondents to report the amount of their organization’s total funding that is dedicated to victim services.
- Insert a reminder for respondents from Parent/HQ organizations that they previously indicated they were responding either for 1) just their location, or 2) across all locations.

**Table 21: Section I Recommendation – Funding**

Original Survey Item/Responses	Revised Survey Item/Responses
<p><b>I1. How much total funding did your organization receive for victim-related programming and services (including direct services, prevention, outreach, training, and education efforts) during the past calendar/fiscal year? <i>Please include all sources of funding received for victim-related programming or services. Estimates are acceptable.</i></b>            _____ <input type="checkbox"/> Check box if estimate</p> <p><b>I2. Did your organization receive funding for victim-related programming and services from each of the following sources during the past calendar/fiscal year? <i>If yes, enter the dollar amount. The total amount across all sources should equal the amount provided in item I1. Estimates are acceptable.</i></b>            _____ <input type="checkbox"/> Check box if information on amount of funding by source is not available.</p> <p><b>a. Victims of Crime Act (VOCA) funding</b>  <input type="checkbox"/> Yes    <input type="checkbox"/> No            _____ <input type="checkbox"/> Check box if estimate</p> <p><b>b. Other U.S. Office for Victims of Crime (OVC) funding</b>  <input type="checkbox"/> Yes    <input type="checkbox"/> No            _____ <input type="checkbox"/> Check box if estimate</p> <p><b>c. Services, Training, Officers, and Prosecutors (STOP) grant</b>  <input type="checkbox"/> Yes    <input type="checkbox"/> No            _____ <input type="checkbox"/> Check box if estimate</p> <p><b>d. Sexual Assault Services Program (SASP) funding</b>  <input type="checkbox"/> Yes    <input type="checkbox"/> No            _____ <input type="checkbox"/> Check box if estimate</p> <p><b>e. Other Office on Violence Against Women (OVW) funding, including all</b></p>	<p>[programming: reminder to respondents that are Parent/HQ organizations that they previously indicated they were responding either  <b>a) for just their location OR            b) across all locations]</b></p> <p><b>I1. What was your organization’s total annual budget for the past calendar/fiscal year?</b>  <b>Amount \$</b> _____  <input type="checkbox"/> Check box if estimate</p> <p><b>I2. What was your organization’s total budget for victim-related programming and services during the past calendar/fiscal year?</b>  <b>Amount \$</b> _____  <input type="checkbox"/> Check box if estimate</p> <p>[For embedded programs other than nonprofits:]</p> <p><b>I3. Was all or part of your victim services programming supported by your organization’s internal budget in the past calendar/fiscal year?</b></p> <p><input type="checkbox"/> Yes  <input type="checkbox"/> No  <b>Amount \$</b> _____  <input type="checkbox"/> Check box if estimate</p> <p>The following questions ask about external sources of funding and will help us better understand the mix of funding supporting victim service programming.</p> <p><b>Please indicate whether your victim services budget in the past calendar/fiscal year included funding from any of the following. If so, please provide an amount (estimates acceptable).</b></p> <p><b>I4. Local government funding specifically for victim services?</b></p> <p><input type="checkbox"/> Yes  <input type="checkbox"/> No  <b>Amount) \$</b> _____  <input type="checkbox"/> Check box if estimate</p>

<p><b>other grants funded under the Violence Against Women Act (VAWA)</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No _____ <input type="checkbox"/> Check box if estimate</p> <p><b>f. Family Violence Prevention Services Act (FVPSA) funding</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No _____ <input type="checkbox"/> Check box if estimate</p> <p><b>g. Other federal funding (please specify)_____</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No _____ <input type="checkbox"/> Check box if estimate</p> <p><b>h. State government funding (NOT state disbursement of federal grant)</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No _____ <input type="checkbox"/> Check box if estimate</p> <p><b>i. Local government funding</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No _____ <input type="checkbox"/> Check box if estimate</p> <p><b>j. Tribal government funding</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No _____ <input type="checkbox"/> Check box if estimate</p> <p><b>k. Other funding sources (e.g., foundations, corporate funding, individual donations, insurance reimbursements, etc.)</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No _____ <input type="checkbox"/> Check box if estimate</p> <p><b>13. Did your organization receive any federal funding for victim programming or services within the <i>past 5 years</i>? (This could include funding from VOCA grants; OVC grants; a STOP, SASP, or other VAWA grant; or some other funding coming from a federal agency.)</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p>	<p><b>15. Tribal government funding specifically for victim services?</b></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Amount \$</b> _____</p> <p><input type="checkbox"/> Check box if estimate</p> <p><b>16. Foundations, private donations, and other fundraising specifically for victim services?</b></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Amount \$</b> _____</p> <p><input type="checkbox"/> Check box if estimate</p> <p><b>17. Which of the following federal and state sources support your victim services budget, if any?</b></p> <p><b>Federal funding, including funding passed through a state administrator as a subgrant</b></p> <p><b>Victims of Crime Act (VOCA) Funding</b> <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>Other funding from the Office for Victims of Crime</b> <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>Services, Training, Officers, and Prosecutors (STOP) grant</b> <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>Sexual Assault Services Program funding</b> <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>Other funding from the Office on Violence Against Women</b> <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>Family Violence Prevention Services Act (FVPSA) funding</b> <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>Other federal funding</b> <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>If yes, please specify:</b> _____</p> <p><b>State funding</b> <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>18. Do you receive victim services funding from any additional sources in the past calendar/fiscal year?</b></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Amount \$</b> _____</p> <p><input type="checkbox"/> Check box if estimate</p>
--	--

	<p><b>[For respondents who selected “no” to all federal funding response options.]</b></p> <p><b>I9. Did your organization receive any federal funding for victim programming or services within the past 5 years? (This could include funding from VOCA grants; OVC grants; a STOP, SASP, or other VAWA grant; or some other funding coming from a federal agency.)</b></p> <p><input type="checkbox"/> Yes      <input type="checkbox"/> No</p>
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### 3.9 NCVSP Section K: Current Issues of Concern

Section K aimed to identify whether VSPs are concerned with particular issues common in the victim services field (e.g., funding, grant reporting, access to technology).

**Issue:** In discussions with the project team, federal partners, and SMEs, new issues of importance were raised, regarding vicarious trauma, equity in service provision, and the impacts of the COVID-19 pandemic on service provision.

**Recommendations:**

- Revise item K1, regarding staff retention to address the issue of vicarious trauma and staff burnout.
- Add a question regarding concern about the organization’s ability to reach and serve all people equally.
- Add a question regarding the impacts of COVID-19 and whether those impacts were temporary or continue today.

**Table 22: Section K Recommendations**

Original Survey Item/Responses	Revised Survey Item/Responses																			
<p><b>K1. How concerned are you about your organization’s ability to retain staff?</b></p> <p>→ Very concerned → Somewhat concerned → A little concerned → Not concerned at all</p> <p><b>K2. How concerned are you about the amount of victim service funding that your organization received in the past year?</b></p> <p>→ Very concerned → Somewhat concerned → A little concerned → Not concerned at all</p> <p><b>K3. How concerned are you about the predictability of future funding for your organization?</b></p> <p>→ Very concerned → Somewhat concerned → A little concerned → Not concerned at all</p> <p><b>K4. How concerned are you about the burden of grant reporting?</b></p> <p>→ Very concerned → Somewhat concerned → A little concerned → Not concerned at all</p> <p><b>K5. How concerned are you about your organization’s ability to access technology?</b></p> <p>→ Very concerned → Somewhat concerned → A little concerned → Not concerned at all</p>	<p><b>K1. How concerned are you about vicarious trauma and staff burnout at your organization?</b> (“Vicarious trauma” refers to exposure to the trauma of others that puts people at risk for a range of negative consequences.)</p> <p><input type="checkbox"/> Very concerned <input type="checkbox"/> Somewhat concerned <input type="checkbox"/> A little concerned <input type="checkbox"/> Not concerned at all</p> <p><b>K2. How concerned are you about your organization’s ability to reach and serve all people equally?</b> (This includes but is not limited to racial equity, gender identity/sexual orientation equity, equity for those with disabilities, and equity for those with limited English proficiency.)</p> <p><input type="checkbox"/> Very concerned <input type="checkbox"/> Somewhat concerned <input type="checkbox"/> A little concerned <input type="checkbox"/> Not concerned at all</p> <p><i>March of 2020 is generally recognized as the start of the COVID-19 global pandemic. Many activities were affected, including victim services delivery.</i></p> <p><b>K.7 Have you made or experienced any changes in your organization or the way you deliver services because of the COVID-19 pandemic?</b></p> <p><input type="checkbox"/> YES [Complete table below] <input type="checkbox"/> NO</p>																			
				<table border="1"> <thead> <tr> <th></th> <th>This change did not happen</th> <th>This change happened temporarily</th> <th>This change has continued through the present</th> </tr> </thead> <tbody> <tr> <td>Staff resigned</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Staff were laid-off</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Staff worked</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>		This change did not happen	This change happened temporarily	This change has continued through the present	Staff resigned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff were laid-off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff worked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	This change did not happen	This change happened temporarily	This change has continued through the present																	
Staff resigned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
Staff were laid-off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
Staff worked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	

	partially or fully remote			
	In-person meetings with victims were suspended	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Virtual and phone meetings with victims increased	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Psychological services or support groups were conducted via phone or online video platform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Shelters were partially or fully closed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Court-services were partially or fully suspended	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Court proceedings were held virtually	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Service needs changed as some crimes increased or decreased	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Service needs changed due to increased levels or severity of violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>K.7a. If you had other changes in your services or service delivery, what were they?</b> <hr/>			

### 3.10 Respondent Burden

The most direct way to address survey completeness is to reduce the survey length and complexity. While the results from the cognitive testing revealed that the 2017 NCVSP was completed in under 30 minutes on average, results from the pilot test indicated that over 50% of VSPs completed the survey in 25 minutes or less, with a median of 21 minutes and a mean of 31 minutes.<sup>2</sup> The review of documentation related to the fielding of the 2017 NCVSP instrument indicated that it took respondents 49 minutes to complete on average. Recent studies have found that the ideal duration for web-based surveys is a median of about 10 minutes, with a maximum survey length of 20 minutes.<sup>3</sup>

One potential solution is to ensure that every question in the instrument is designed to produce data that will meaningfully inform researchers, practitioners, funders, or policymakers. The project team will review the burden to respondents (i.e., time to complete) during cognitive interviews and consider moving items or sections to the next administration of the NSVSP contingent on these findings. The goal for the 2023 NCVSP is to reduce the burden to 30 minutes or less.

## 4. Next Steps

Following this review and during the report's development, the project team cognitively tested the recommended revisions to the NCVSP presented in this report. These changes seek to enhance the accuracy, validity, and reliability of the responses to the NCVSP. The project team conducted two rounds of cognitive interviews, which had two main objectives:

1. To ensure that a wide variety of VSP types could understand and accurately answer the proposed questions.
2. To ensure that VSP answers to each question would facilitate an accurate count of VSPs across the United States. Questions of particular interest in this area were those capturing organizational type, especially among multi-site organizations of various structures.

The project team recruited VSPs for cognitive testing through the SME advisory board and one of the project partners, the National Organization for Victim Assistance. The SMEs assisted in recruitment efforts based on their networks with victim service providers. The project team asked participants from the first round of cognitive testing whether they would be willing to participate in the second round of cognitive testing. Cognitive testing commenced in January of 2023. The interviewers presented participants with one question at a time and asked them to read and respond to each question. Interviewers asked probes to better understand participants' thought processes and interpretation of each question. The project team compiled the findings from the cognitive testing, with recommendations for further revisions of the instrument, into a separate document, the *National Census of Victim Service Providers Cognitive Testing Report*.

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<sup>2</sup> Oudekerk, B. A., Langton, L., Warnken, H., Greathouse, S. M., Lim, N., Taylor, B., Welch, V., & Howley, S. (2017). *Building a national data collection on victim service providers: A pilot test*. Washington, DC: Bureau of Justice Statistics.

<sup>3</sup> Revilla, M., & Ochoa, C. (2017). Ideal and maximum length for a web survey. *International Journal of Market Research*, 59(5), 557-565.



## Appendix A. Missing Values by NCVSP Item

<b>Variable</b>	<b>Missing (N)</b>	<b>Total (N)</b>	<b>Percent Missing</b>
SC2 (if = Yes)	0	9,980	0.00
A1	242	9,980	2.42
A1a	9	5,256	0.17
A2	244	9,980	2.44
B1	3	213	1.41
C1	1	214	0.47
D1	0	4,254	0.00
D2	13	4,254	0.31
E1	20	4,619	0.43
E2	9	4,619	0.19
F1	2	81	2.47
G1	259	9,980	2.60
G2A	274	9,980	2.75
G2B	278	9,980	2.79
G3A	277	9,980	2.78
G3B	279	9,980	2.80
G3C	280	9,980	2.81
G4A	277	9,980	2.78
G4B	284	9,980	2.85
G4C	280	9,980	2.81
G5A	282	9,980	2.83
G5B	284	9,980	2.85
G5C	285	9,980	2.86
G6A	290	9,980	2.91
G6B	278	9,980	2.79
G6C	285	9,980	2.86
G7A	300	9,980	3.01
G7B	292	9,980	2.93
G7C	326	9,980	3.27
G7D	294	9,980	2.95
G7E	313	9,980	3.14
G8	286	9,980	2.87
G9	193	3,250	5.94
G10	1,122	9,980	11.24
G11a-y (average)	514	9,980	5.15
G12	401	9,980	4.02
G13	435	9,980	4.36
H1	393	9,980	3.94
H2	513	9,980	5.14
H3	601	9,980	6.02

H4	578	9,980	5.79
H5	599	9,980	6.00
H6	620	9,980	6.21
H7	648	9,980	6.49
I1	1,586	9,980	15.89
J1	917	9,980	9.19
J2	25	6,307	0.40
K1	927	9,980	9.29
K2	993	9,980	9.95
K3	1,002	9,980	10.04
K4	1,014	9,980	10.16
K5	989	9,980	9.91

## Appendix B. 2017 NCVSP Instrument

# National Census of Victim Service Providers

*A study by the U.S. Bureau of Justice Statistics to better understand the range of services available for and provided to different types of crime victims.*



NATIONAL CENSUS OF VICTIM SERVICE PROVIDERS

Federal agencies may not conduct or sponsor an information collection, and a person is not required to respond to a collection of information, unless it displays a currently valid OMB Control Number. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate, or any other aspects of this collection of information, including suggestions for reducing this burden, to the Director, Bureau of Justice Statistics, 810 Seventh Street NW, Washington, DC 20531. The Omnibus Crime Control and Safe Streets Act of 1968, as amended (42 U.S.C. 3732), authorizes this information collection. This request for information is in accordance with the clearance requirement of the Paperwork Reduction Act of 1980, as amended (44 U.S.C. 3507). Although this survey is voluntary, we urgently need and appreciate your cooperation to make the results comprehensive, accurate, and timely.

# National Census of Victim Service Providers

## Survey Instructions

### Survey Purpose and Sponsors

The National Census of Victim Service Providers (NCVSP) is designed to fill existing gaps in knowledge and information on the variety of organizations and programs that provide services to victims of crime, the types of victims served and services provided, and staffing and resources available for the provision of services.

This survey is sponsored by the U.S. Department of Justice's Bureau of Justice Statistics and Office for Victims of Crime.

### Important Definitions

- 1) **CRIME** - An act which if done by a competent adult or juvenile would be a criminal offense.
- 2) **ABUSE** - Includes physical, sexual, emotional, psychological, or economic actions or threats to control another.
- 2) **VICTIM** - Any person who comes to the attention of your organization because of concerns over past, on-going, or potential future crimes and other abuse(s). This includes victims/survivors who are directly harmed or threatened by such crimes and abuse(s), but also their...
  - a) Family or household members,
  - b) Legal representatives, or
  - c) Surviving family members, if deceased
- 3) **SERVICE** - Efforts that...
  - a) Assist victims with their safety and security;
  - b) Assist victims to understand and participate in the criminal justice or other legal process;
  - c) Assist victims in recovering from victimization and stabilizing their lives; or
  - d) Respond to other needs of victims

### General Instructions

(Including who should complete this survey)

Your organization is receiving this survey because it has been identified as providing at least some services or assistance to victims of crime. If your organization or a program within your organization does not provide services to victims of crime or abuse, you will be able to report this near the beginning of this survey.

- **This survey is best completed by someone with knowledge about the available services for victims of crime or abuse, victim service funding, and staffing for victim services within your organization.** Some organizations have specific programs or staff dedicated to working with victims of crime or abuse. In these instances, the survey is best completed by someone with direct knowledge of these programs or activities.
- This survey will ask for information about your organization's operations over the past year:
  - The services your organization provided to victims
  - The types of crimes for which victims sought services
  - The number of staff providing victim services
  - Your organization's victim services budget

### Burden Statement

On average, it will take 20 minutes to complete this survey, including time for reviewing instructions, gathering and maintaining the data needed, and completing and reviewing the collection of information.

This study is voluntary, you may discontinue participation at any time and decline to answer any questions.

Send comments regarding any aspects of this collection of information, including suggestions for reducing this burden, to the Director, Bureau of Justice Statistics, 810 Seventh Street NW, Washington, DC 20531. Although this survey is voluntary, we urgently need and appreciate your cooperation to make the results comprehensive, accurate, and timely.

S1

Before you begin, please complete the following pieces of information for your organization.

Address:

Address:

City, State, ZIP:

Main business phone number:

Agency email address:

Agency web site:

S1a

Please provide information about the individual who is completing this survey.

Title:

Name:

Telephone Number:

Email:

S2

Has your organization or any programs or staff within your organization provided services to victims of crime or abuse in the past six months? By 'service to victims of crime or abuse' we mean direct assistance, including - but not limited to - referrals, counseling, notices of court proceedings, legal assistance, shelter, medical response, etc.

Yes → Go to A1, Page 4

No → Proceed to S2a

S2a

Thank you. We received your organization's name from a list of entities that served victims of crime or abuse at some point in time. To help us update our records, please indicate which of the following options apply (check all that apply):

- Our organization has never provided services to victims of crime or abuse
- Our organization functions primarily as a granting or funding agency and not as a direct provider of services
- Our organization has provided services to victims of crime or abuse, but not in the past 6 months
  - Does your organization plan to provide services to victims of crime or abuse in the future?
    - Yes
    - No
- Our organization contracts out all of our victim services and/or partners with an outside agency or agencies to provide services to victims of crime or abuse
- Our organization solely provides referrals for services to victims of crime and abuse
  - Do you maintain an active victim service referral program?
    - Yes → We would still like for you to participate, please proceed to A1
    - No → Proceed to S2b
- Our organization might serve victims of crime or abuse as part of our program, but there is no consistent way to identify whether persons are victims
- Other (please provide brief description):

S2b

Which of the following best describes your organization? Select one response.

- a. Tribal government or other tribal organization or entity
- b. Campus organization or other educational institution (public or private)
- c. Hospital, medical, or emergency facility (public or private)
- d. Government agency
- e. Nonprofit or faith-based entity (501c3 status)
- f. For profit entity
- g. Informal entity (e.g., some other type of program or group, not formally a part of an agency, registered nonprofit, or business; Independent survivor advocacy and support groups; volunteer, grassroots, or survivor network)

Thank you!

You do not need to complete the rest of this survey.

Please see mailing instructions on page 11.

## SECTION A

A1

Which of the following best describes how your organization is structured to provide services to victims of crime or abuse?

- The primary function of the organization is to provide services or programming for victims of crime.  
→ Skip to A2
- Victim services or programming are one component of the larger organization (e.g., a hospital, university, community center, law enforcement agency or prosecutors' office)  
→ Proceed to A1a

→ A1a. Does your organization have a specific program(s) or staff that are dedicated to working with crime victims?

- Yes  No

A2

Which of the following best describes your organization? Select one response.

- a. Tribal government or other tribal organization or entity  → Go to Section B [Tribal], page 4
- b. Campus organization or other educational institution (public or private)  → Go to Section C [Campus], page 4
- c. Hospital, medical, or emergency facility (public or private)  → Go to Section G [Services for Victims], page 5
- d. Government agency  → Go to Section D [Government], page 5
- e. Nonprofit or faith-based entity (501c3 status)  → Go to Section E [Nonprofit or faith based], page 5
- f. For profit entity  → Go to Section F [For profit], page 5
- g. Informal entity (e.g., some other type of program or group, not formally a part of an agency, registered nonprofit, or business; Independent survivor advocacy and support groups; volunteer, grassroots, or survivor network)  → Go to Section G [Services for Victims], page 5

## SECTION B Tribal Agencies and Organizations Only

B1

Which designation best describes your tribal agency or organization? Select one response.

- Law enforcement
- Prosecutor
- Court
- Juvenile justice
- Offender custody and supervision
- Advocacy program
- Coalition
- Other justice-based agency (please specify)

- Other agency that is NOT justice-based (e.g., human services, health, education, etc.) (please specify)

All responses → Go to section G [SERVICES FOR VICTIMS], page 5

## SECTION C Campus Organizations Only

C1

Which designation best describes your campus organization? Select one response.

- Law enforcement/campus security
- Campus disciplinary body or student conduct body
- Physical or mental health service program
- Victim services or advocacy group
- Other campus-based program (please specify)

All responses → Go to section G [SERVICES FOR VICTIMS], page 5



## SECTION D Government Agencies Only

D1

Which designation **best** describes your government agency? *Select one response.*

- Law enforcement
- Prosecution
- Courts
- Juvenile justice
- Social services or child/adult protective services
- Offender custody and supervision
- Multi-agency (e.g., task forces, response teams, etc.)
- Other government agency (please specify)

D2

In what service area/jurisdiction does your agency operate in terms of victims served or services delivered? *Select one response.*

- Nationwide
- Statewide
- Regional/Multi-county/Multi-city
- County wide only
- City wide only
- Specific neighborhood only
- Other (please specify)

All responses → Go to section G [SERVICES FOR VICTIMS], page 5

## SECTION E Non-Profit or Faith-Based Organizations Only

E1

Which designation **best** describes your non-profit organization? *Select one response.*

- Coalition (e.g., State Domestic Violence or Sexual Assault Coalition)
- A single entity (may or may not have multiple physical locations)
- Other (please specify)

E2

In what service area/jurisdiction does your non-profit organization operate? *Select one response.*

- Nationwide
- Statewide
- Regional/Multi-county/Multi-city
- County wide only
- City wide only
- Specific neighborhood only
- Other (please specify)

All responses → Go to section G [SERVICES FOR VICTIMS], page 5

## SECTION F For-Profit Organizations Only

F1

What designation **best** describes your for-profit organization? *Select one response.*

- Private legal office/law firm
- Private counseling service or other mental health care provider
- Funeral home
- Other commercial or professional entity (please specify)

All responses → Go to section G [SERVICES FOR VICTIMS], page 5

## SECTION G Services for Victims

G1

Does your organization operate/report data on a calendar year or fiscal year?

- Calendar year → skip to G2
- Fiscal year → proceed to G1.1
- Both → proceed to G1.1

→ G1.1. What is the date of the beginning of the fiscal year at your organization?

	/	
MM		DD

For the remainder of the survey, unless indicated otherwise, provide your answers based on the most recent 12 months of data – calendar year or fiscal year, depending on how your organization operates as answered in Question G1.

The next set of questions concerns services your organization provided to victims of crime or abuse during past calendar/fiscal year.



G11

Please report whether your organization provided services for victims of the following types of crime or abuse during the past calendar/fiscal year. (Include any crime types for which your organization provided services regardless of whether it was the presenting crime type or a secondary crime type.)

Crime types for which your organization provided services:	Yes	No
a. Adults molested as children	<input type="checkbox"/>	<input type="checkbox"/>
b. Child sexual abuse/sexual assault	<input type="checkbox"/>	<input type="checkbox"/>
c. Rape/sexual assault (Other than sexual victimizations against children)	<input type="checkbox"/>	<input type="checkbox"/>
d. Stalking	<input type="checkbox"/>	<input type="checkbox"/>
e. Child witness of violence	<input type="checkbox"/>	<input type="checkbox"/>
f. Child physical abuse or neglect	<input type="checkbox"/>	<input type="checkbox"/>
g. Elder physical abuse	<input type="checkbox"/>	<input type="checkbox"/>
h. Domestic violence/dating violence	<input type="checkbox"/>	<input type="checkbox"/>
i. Assault (Other than domestic/dating violence or child/elder abuse)	<input type="checkbox"/>	<input type="checkbox"/>
j. Robbery	<input type="checkbox"/>	<input type="checkbox"/>
k. Human trafficking (Labor)	<input type="checkbox"/>	<input type="checkbox"/>
l. Human trafficking (Sex)	<input type="checkbox"/>	<input type="checkbox"/>
m. Survivors of homicide victims	<input type="checkbox"/>	<input type="checkbox"/>
n. Victim witness intimidation	<input type="checkbox"/>	<input type="checkbox"/>
o. DUI/DWI crashes	<input type="checkbox"/>	<input type="checkbox"/>
p. Identity theft	<input type="checkbox"/>	<input type="checkbox"/>
q. Financial fraud and exploitation (Other than identity theft)	<input type="checkbox"/>	<input type="checkbox"/>
r. Motor vehicle theft	<input type="checkbox"/>	<input type="checkbox"/>
s. Burglary	<input type="checkbox"/>	<input type="checkbox"/>
t. Other property crimes	<input type="checkbox"/>	<input type="checkbox"/>
u. Hate crimes	<input type="checkbox"/>	<input type="checkbox"/>
v. Child marriage or forced marriage	<input type="checkbox"/>	<input type="checkbox"/>
w. Honor related violence (physical violence/threats/retaliation in the name of family honor, female genital mutilation)	<input type="checkbox"/>	<input type="checkbox"/>
x. Other violent crimes		
Specify:		
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
y. Other Specify:		
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

G12

Is your organization's mission to serve victims who have experienced specific types of crime or abuse? (e.g., domestic violence, trafficking, rape or sexual assault, or some other specific type of crime or trauma)

- Yes → proceed to G12.1
- No → skip to G13

G12.1. Indicate the specific type(s) of crime or abuse: (These are broad categories which may not reflect the detailed focus of some organizations. Please do your best to fit your organization within the general categories provided.)

Check all that apply

- Rape or sexual assault/sexual abuse
- Domestic violence/dating violence
- Physical abuse/neglect
- Financial exploitation/identity theft/fraud
- Community violence/gang violence
- Survivors of homicide
- Human trafficking (sex)
- Human trafficking (labor)
- Terrorism/mass violence
- Hate Crimes
- Other Specify:

G13

Is your organization's mission to provide services to specific groups of victims?

- Yes → proceed to G13.1
- No → skip to H1

G13.1. If specific group(s) please specify.

(These are broad categories which may not reflect the detailed focus of some organizations. Please do your best to fit your organization within the general categories provided.)

Check all that apply

- Child victims
- Adolescent/teen victims
- Elder victims
- Female victims
- Male victims
- Victims of color
- Indigenous victims, including tribal
- Immigrant/refugee/limited English proficiency victims
- LGBTQ victims
- Victims with disabilities
- Deaf or hard-of-hearing victims
- Incarcerated victims
- Other Specify:

## SECTION H Staffing

The following questions concern staff dedicated to working with victims of crime or abuse during the past calendar/fiscal year. Provide your answer based on the past fiscal year or the past calendar year depending on how your organization operates as answered in Question G1.

**H1** Does your organization use volunteers to provide direct services to victims?

- Yes  
 No

### Current Staff

**H2** How many paid staff dedicated to working with victims currently work at your organization full-time (35 hours or more/week)? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.**

Check box if estimate

**H3** How many paid staff dedicated to working with victims currently work at your organization part-time (less than 35 hours/week)? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.**

Check box if estimate

### Staff at the beginning of the most recent calendar/fiscal year

**H4** How many paid full-time staff dedicated to working with victims worked at your organization at the beginning of the past calendar/fiscal year? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.**

Check box if estimate

**H5** How many paid part-time staff dedicated to working with victims worked at your organization at the beginning of the past calendar/fiscal year? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.**

Check box if estimate

### New staff since the beginning of the most recent calendar/fiscal year

**H6** How many paid full-time staff dedicated to working with victims did your organization hire in the past calendar/fiscal year, whether to fill new positions or to fill vacancies? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.**

Check box if estimate

**H7** How many paid part-time staff dedicated to working with victims did your organization hire in the past calendar/fiscal year, whether to fill new positions or to fill vacancies? Count each person only once. Enter '0' if there are no paid staff of that type. Include contractual workers in your counts. **Estimates are acceptable.**

Check box if estimate



## SECTION J Record Keeping

J1

Does your organization use an electronic records system to maintain case files?

- Yes  
 No → Skip to Section K

J2

Does your organization's electronic records system track individual cases?

- Yes  
 No

## SECTION K Current Issues of Concern to Victim Service Providers

K1

How concerned are you about your organization's ability to retain staff?

- Very concerned  
 Somewhat concerned  
 A little concerned  
 Not concerned at all

K2

How concerned are you about the amount of victim service funding that your organization received in the past year?

- Very concerned  
 Somewhat concerned  
 A little concerned  
 Not concerned at all

K3

How concerned are you about the predictability of future funding for your organization?

- Very concerned  
 Somewhat concerned  
 A little concerned  
 Not concerned at all

K4

How concerned are you about the burden of grant reporting?

- Very concerned  
 Somewhat concerned  
 A little concerned  
 Not concerned at all

K5

How concerned are you about your organization's ability to access technology?

- Very concerned  
 Somewhat concerned  
 A little concerned  
 Not concerned at all

**Thank you for participating in the NCVSP!  
The survey has now ended.**

National Census of Victim Service Providers  
OMB Control Number 1121-0355  
OMB Expiration Date: 05/31/2019

Attachment 15: Public comments letter and list of recommendations



June 5, 2023

Rachel Morgan  
Bureau of Justice Statistics  
810 Seventh Street NW  
Washington, DC 20531

Alliance for Safety and Justice  
Crime Survivors for Safety and Justice  
1624 Franklin Street, 11th Floor  
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**Re: 2023 National Census of Victim Service Providers**

Alliance for Safety and Justice (ASJ) writes to offer comments on the 2023 National Census of Victim Service Providers (NCVSP). In particular, we write to attest to the practical utility of the NCVSP as well as to suggest changes that will enhance the utility and clarity of the information collected.

ASJ is a national organization that advances public safety priorities that break cycles of violence, increase rehabilitation, and promote successful reentry across the country. Our flagship project, Crime Survivors for Safety and Justice (CSSJ), represents a growing network of over 180,000 crime victims, and our TimeDone network includes over 200,000 members living with past criminal convictions and their families. Together we promote strategies to stop cycles of crime, reduce costly reliance on incarceration, increase trauma recovery services, and build healthy communities. With chapters and leaders across the country, we are building a movement to heal together and promote public safety policies that help the people and communities most harmed by crime and violence.

**The 2017 NCVSP Advanced ASJ's and CSSJ's Work to Strengthen Victim Services**

The 2017 NCVSP informed our work to strengthen victim services in eight states. We have used the NCVSP and the 2018 National Survey of Victim Services Providers to understand the availability of victim support in the states where we operate and to communicate with legislators, policymakers, government agencies, and our survivor members about the landscape of victim services in their jurisdictions. These data sources have assisted ASJ as we successfully advocated for increased availability of victims services in Arizona, California, Florida, Illinois, Michigan, Ohio, Pennsylvania, and Texas. The NCVSP has been a valuable source of information for our work with our partners in state and local government, and we are grateful BJS appears likely to conduct an updated census this year.



## **Minor Changes Would Increase the Utility of the NCVSP**

A primary goal of ASJ and CSSJ is to increase access to victim services for all victims of violence. Many of our members run or are affiliated with community-based victim service providers (VSPs) rooted in communities most harmed by violence. Many began responding to violence out of necessity, finding no support when they themselves experienced crime. Our comments are informed by challenges they have raised with us. We believe that minor changes to the NCVSP would build knowledge that will enhance our ability and that of our partners in state and local governments to identify gaps in victim service availability, understand local barriers to service provision, and make victim services stronger and more accessible.

A complete list of proposed changes is included as an attachment. This letter summarizes them according to their rationale:

1. Collect data to understand the relationship between VSPs and the criminal legal system;
2. Collect relevant information about common services that VSPs provide; and
3. Quantify concerns that are widely held among VSPs in our networks.

### 1. Collect data to understand the relationship between VSPs and the criminal legal system

The relationship of non-profit and faith-based organizations to the criminal legal system is often opaque, as independent non-profits regularly contract or have formal agreements with probation departments, prosecutors' offices, and other agencies in the criminal justice system. Data about non-profits' relationships to the criminal legal system would provide valuable insight into VSPs' role in the communities they serve and also help address one of the major barriers victims face in accessing care: distrust of the criminal legal system.

The majority of violent victimizations are never reported to law enforcement and 90 percent of victims of violence do not receive help from a victim agency for their recovery.<sup>1</sup> The legal system too often retraumatizes victims of violence, and many victims have prior negative experience with the justice system as past victims who have been revictimized, suspects, or defendants.<sup>2</sup> Many victims are hesitant to seek services from organizations whose contractual relationships or other activities suggest that they may be an extension of the criminal justice system. To capture data about the relationship of non-profit and faith-based organizations to the criminal legal system, we suggest adding two additional questions to section E of the NCVSP:

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<sup>1</sup> Thompson, A. and Tapp, S.N. (2021) *Criminal Victimization, 2021*. Bureau of Justice Statistics, <https://bjs.ojp.gov/content/pub/pdf/cv21.pdf>.

<sup>2</sup> Jennings, W. G., Piquero, A. R., & Reingle, J. M. (2012). On the overlap between victimization and offending: A review of the literature. *Aggression and Violent behavior*, 17(1), 16-26; Meade, B., Wasileski, G., & Hunter, A. (2021). The effects of victimization prior to prison on victimization, misconduct, and sanction severity during incarceration; and *Crime & Delinquency*, 67(12), 1856-1878; Berg, M. T., & Schreck, C. J. (2021). The Meaning of the Victim–Offender Overlap for Criminological Theory and Crime Prevention Policy. *Annual Review of Criminology*, 5.

*Does your organization have a contract or formal agreement with any law enforcement agency or prosecutor's office (e.g. district attorney, police or sheriff, probation or parole department, court, jail or corrections agency, pretrial services agency)? [Yes/No]*

*Is your organization co-located with a law enforcement agency, court, corrections agency, or prosecutor's office? [Yes/No]*

Understanding the relationship between VSPs and the criminal legal system is important in at least two ways. First, social science research has documented that distrust of the criminal legal system is a major barrier victims face in accessing care, but the potential scale to which they affect the provision of services for victims of violence is not yet known.

Second, recent efforts nationwide to create coordinated-community responses to victimization have led many VSPs to create relationships with many fields, including law enforcement. It is not yet known how these relationships may positively affect the experience that victims have with the criminal legal system or with accessing services more generally. The NCVSP provides a unique opportunity to collect data that will bolster policymakers' understanding of the connections between the criminal justice system and the provision of victim services. Reliable data about these relationships are likely to inform efforts to make victim services more equitable and accessible.

## 2. Collect relevant information about common services that VSPs provide

The vast majority of our proposed changes involve relatively minor changes that speak to common services VSPs in our networks provide – almost always driven by demand from victims. Child care, drop-in centers, substance abuse treatment, career services, and assistance making funeral arrangements are services that are central to the missions of many organizations and including questions about those activities and services in the NCVSP would capture valuable data about VSPs' role in the communities they serve.

The more significant changes in this category speak to victims' legal needs apart from criminal legal proceedings stemming from their victimization experience. As research we conducted using the NCVS and will publish later this year shows, victimization is concentrated among people who rent their homes and especially so among the poorest renters. Many victims need – and many VSPs provide – civil legal services for landlord/tenant and employment issues. Some victims also require assistance with family law matters, such as custody, and also with criminal defense.

To address these realities, we first propose distinguishing civil legal assistance related to navigating the justice system from a victim's perspective from legal assistance that addresses victims' needs more holistically (question G6). We believe this can be accomplished by replacing the extant category of "civil legal services" with two separate categories. The first would ask about legal assistance with protective or restraining orders specifically, and the second about civil legal assistance in family law, landlord/tenant, or employment matters.

Second, we suggest adding public defenders to the list of government agencies that provide victim services (question D1). Because some VSPs regularly work with victims of gun violence and of police violence, we also propose adding these crime categories as options in questions G11-13. These changes would enable us and the states we work with to better understand the work that VSPs are doing in our communities.

### 3. Quantify concerns that are widely held among VSPs in our networks

The final two changes we propose stem directly from the concerns most widely held among VSPs in our networks: concern about their organization's capacities to meet the needs of their clients and communities, and a related concern about their organization's abilities to successfully write grants and secure funding. National data quantifying the extent of these concerns would significantly improve all stakeholders' understanding of how to strengthen the service landscape so that it is more accessible to all victims of violence.

### **ASJ and CSSJ Strongly Support the 2023 Iteration of the NCVSP**

The 2017 NCVSP was a valuable resource for ASJ and CSSJ. We enthusiastically support the 2023 iteration, and are excited about the possibility of collecting additional data that will further enhance our ability to work with states to strengthen accessible and holistic services for all victims of violence.

In addition to these proposed changes, we also offer our assistance in promoting the NCVSP to organizations providing victim services, including among our member networks, towards the goal of maximizing response and completion rates.

Thank you for considering this comment. If you would like to discuss our recommendations or how ASJ and CSSJ can contribute to the success of the next NCVSP, please do not hesitate to contact us.

Sincerely,



**Aswad Thomas**

Vice President, Alliance for Safety and Justice  
National Director, Crime Survivors for Safety and Justice



**Shakyra Diaz**

Chief of Federal Advocacy  
Alliance for Safety and Justice

Attachment: List of Modifications to the NCVSP Proposed by the Alliance for Safety and Justice and Crime Survivors for Safety and Justice

## **List of Modifications to the NCVSP Proposed by Alliance for Safety and Justice and Crime Survivors for Safety and Justice**

### Section E: Non-Profit and Faith-Based Organizations

- Add question: Does your organization have a contract or formal agreement with any law enforcement agency, court, corrections agency, or prosecutor's office? (e.g. district attorney, police or sheriff, probation or parole department, court, jail, pretrial services agency)? [Yes/No]
- Add question: Is your organization co-located with a law enforcement agency, court, corrections agency, or prosecutor's office? [Yes/No]<sup>3</sup>

### Section D: Government Agencies

- Add "Public defender" as an answer for question D1.

### Section G: Services for Victims

#### *Information and referral services*

- Add "Assistance making funeral, burial, cremation, memorial, or other related arrangements for people who died as a result of violence" to question G2.

#### *Financial and material assistance*

- Add "Child care" to question G3.
- Add "Job training, financial literacy, or career services" to question G3.

#### *Emotional support and safety*

- Add "Drop-in center" to question G4.
- Add "grief support" and "healing circles" to the parenthetical of option [a] for question G4.
- Add "Substance abuse treatment" to question G4.
- Add "Violence prevention or intervention (street- or school-based outreach)" to question G4.

#### *Medical and health assistance*

- Change "HIV/STD testing" to "STD/HIV prophylaxis, treatment, or testing" in question G5.<sup>4</sup>

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<sup>3</sup> The latitude and longitude variables in the NCVSP make it seem possible to determine this by comparing NCVSP data with the data from the Law Enforcement Agency Identifiers Crosswalk (ICPSR 35158). In practice, however, both law enforcement agencies and VSPs regularly occupy multiple buildings, making comparisons of these sources of data unreliable. An additional complication is that the LEA Identifiers Crosswalk data is currently more than ten years old.

<sup>4</sup> Because of the window period between possible exposure and a reliable test result, HIV/STD testing is rarely administered in the immediate aftermath of victimization. Prophylaxis is a more common service provided by VSPs working with recent victims.

#### *Legal and victims' rights assistance*

- Change G6[a] to “Assistance navigating the justice system from a victim’s perspective (e.g., representation; advocacy; accompaniment; assistance in exercising victims’ rights; etc.)”
- Differentiate between assistance with protective/restraining orders and other forms of civil justice related issues in question G6 by deleting G6[b] and replacing it with two new options: 1) Legal assistance with protective or restraining orders and 2) Civil legal assistance in family law, landlord/tenant, or employment matters.
- Add “Criminal legal support to victims who are defendants, including defense services” to question G6.

#### *Other services*

- Add “Drop-in center” as an answer to question G7.

#### *Crime types for which your organization provided services*

- Add “Gun violence” to questions G11, G12, and G13.
- Add “Police violence (victimization where law enforcement used force to cause injury or death)” to questions G11, G12, and G13.

#### *Section K: Current Issues of Concern to VSPs*

- Include two new questions about the level of concern:
  - 1) “How concerned are you about your organization’s capacity to meet the needs of the victims and communities you serve?” and
  - 2) “How concerned are you about your organization’s capacity to fundraise?”These questions could replace extant questions about technology and staff retention.