SUPPORTING STATEMENT FOR 2026 NATIONAL SURVEY OF VICTIM SERVICE PROVIDERS

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Attachment 1: 2026 National Survey of Victim Service Providers Instrument

2026 National Survey of Victim Service Providers (NSVSP)
[PLACEHOLDER SURVEY INSTRUCTIONS PAGES]

Survey Background and Purpose

The National Survey of Victim Service Providers (NSVSP) collects the most comprehensive national data available on organizations that serve victims or survivors of crime or abuse. The NSVSP results help policymakers, funders, practitioners, and their communities understand gaps in services and knowledge, resource limitations, staffing, and the stability of victim service providers. Your insights will contribute to data-informed decision-making at the federal, state, and local level. The NSVSP is sponsored by the U.S. Department of Justice's Bureau of Justice Statistics (BJS) and Office for Victims of Crime (OVC). ICF (an independent research company) collects the NSVSP data.

On average, it will take 25 minutes to complete this survey, including time for reviewing instructions, gathering the data needed for a few specific questions, and answering the survey questions.

The following link provides an overview of the type of data needed to respond to the survey: [insert hyperlink].

Victim service providers may need to check case management systems or other records to answer some of the questions in the NSVSP. ICF is here to help if you need some assistance accessing and reporting this information! We offer several free options for support based on your needs: [insert hyperlink].

If possible, please review your data or records to answer survey questions. Providing an estimate or "best guess" is also acceptable.

Important Definitions

The survey will use the term "victim" to mean both victim or survivor of crime or abuse from this point forward.

- **CRIME** – An illegal act, which if done by a competent adult or juvenile, would be a criminal offense.

- **ABUSE** – Includes physical, sexual, emotional, psychological, or economic actions or threats to harm or control another.

- **VICTIM –** Any person who has experienced past, ongoing, or suspected crimes and abuse (e.g., crimes that are not reported to law enforcement or not prosecuted). Victims include (1) primary victims (persons directly harmed or threatened by crimes or abuse) and (2) secondary victims (family, friends, or household members of the person who also experienced harm due to a crime).

- **SERVICE** - Efforts that…
    - respond to the emotional and physical needs of victims;
    - assist victims with their safety and security;
    - assist victims to understand and participate in the criminal justice or other legal process;
    - assist victims in stabilizing their lives; or

- respond to other needs of victims.

Survey Navigation Instructions

Please do not use your browser's "Forward" and "Back" buttons to go through this form. This may cause your responses to be lost. Instead, please use the following buttons at the bottom of each page:

- **Back**: save answer(s) and go to the previous screen.
- **Next**: save answer(s) and go to the next screen.
- **Save & Exit**: save answer(s) and sign out of the survey. You may resume at any time.

Please select "next" to continue.

- To select or de-select a response, use your mouse or space bar.

- If you have any questions related to the survey or have any technical issues, please contact us by calling 227-248-9484 or emailing Support@NSVSP.org. You may also find this information by clicking the "Help" link at the top-right corner of any page of the survey.

- If you are inactive for longer than 25 minutes, you will be logged out of the survey and any response(s) on the current page will be lost. Any response(s) entered on previous pages will be saved.

- If you need to exit the survey prior to completion, please click on the **Save & Exit** button at the bottom of any screen. All responses that you have provided to that point are saved. To resume your survey, log back into the website with your unique PIN and the survey will start from where you left off.

- For a quick view of what has already been completed in the survey, click on the "Survey Progress" link at the top-right corner of the page. The survey with responses will appear in a new browser window for your review.

Frequently Asked Questions

- [PLACEHOLDER]
- Survey sponsors
- Confidentiality statement

Burden Statement

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. The OMB Control Number for this information collection is 1121-0363 (approval expires [DATE]). On average, it will take 25 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, 999 N. Capitol Street NE, Washington, DC 20531. Although this survey is voluntary, we need and appreciate your

cooperation to make the results comprehensive, accurate, and timely. BJS is conducting this data collection under Title 34 United States Code, Section 10132. By law, BJS will only use the information for statistical or research purposes and must protect the confidentiality of information identifiable to a private person against unauthorized disclosure or misuse [Title 34 U.S.C. Sections 10134 and 10231].

ABOUT YOUR ORGANIZATION (Section A)

[SKIP QUESTIONS IF THE SCREENER HAS BEEN COMPLETED AND AUTOPUNCH SCREENER RESPONSES. PARTICIPANTS WILL BE PROVIDED WITH THE ABILITY TO CONFIRM/UPDATE SCREENER RESPONSES, IF NEEDED.]

[ASK ALL]

This section is filled with information gathered during previous surveys. Please review and update or complete.

A1. Which of the following best describes the structure of your organization?

- ❍ I work at a standalone victim service organization (i.e., the primary mission of the organization is to provide services or programming for victims).
- ❍ I work at an organization whose focus is not victim services, but we have embedded programs, staff, or volunteers whose purpose is to provide services to victims (e.g., a victim service program or department within a hospital, university, community center, large non-profit, church/temple/mosque, tribal government).

[For remainder of survey, INSERT "organization" IF A1=standalone and INSERT "program, division, or department" IF A1=embedded]

[ASK ALL]

A2. [Organization; Program, Division, or Department] Name:

[Organization; Program, Division, or Department] Address
Address, line 1:
Address, line 2:
City:
State:
ZIP:

[Organization; Program, Division, or Department] Phone Number:
[Organization; Program, Division, or Department] Email Address:
[Organization; Program, Division, or Department] Website:

[ASK ALL]

A3. Please confirm or enter the main point of contact at your [organization; program, division, or department] responsible for completing this survey. *We will only contact you if we want to better understand some of your survey responses. Your contact information will not be shared outside of this research study.*

Job Title:

First Name:
Last Name:
Work Telephone Number:
Work Email Address:

[ASK ALL]

A4. In the past six months, has your [organization; program, division, or department] provided <u>direct services to victims</u>? *"Direct services" include helping victims with emotional and physical needs; safety and security; understanding and participating in the criminal justice or other legal process; stabilizing their lives; or other needs. This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services <u>do not</u> include general outreach to raise awareness about availability of services.*

- ❍ Yes
- ❍ No

[ASK ALL]

A4a. In the past six months, has your [organization; program, division, or department] provided direct referrals to other victim services? *A direct referral is a formal reference to a specific service or organization. It does not include providing lists or directories of programs <u>without</u> specific recommendations or directed reference using a warm handoff.*

- ❍ Yes
- ❍ No

[ASK ALL]

A4b. In the past six months, has your [organization; program, division, or department] conducted prevention activities? *Prevention is a proactive and comprehensive approach to providing individuals with the knowledge, skills, and tools they need to navigate challenges, make informed decisions, minimize risks before they occur, and foster healthier behaviors.*

- ❍ Yes
- ❍ No

[ASK IF A4= No AND A4a= No AND A4b=No]

A5. Does your [organization; program, division, or department] plan to provide services to victims in the future?

- ❍ Yes → *You are now finished with the survey. Thank you for your participation.*
- ❍ No → *You are now finished with the survey. Thank you for your participation.*

[TERMINATE IF A5= Yes OR No]

[ASK ALL]

A6. Which of the following <u>best</u> describes your organization? *In the next question, you will be asked to identify the specific type of organization (e.g., mental health, law enforcement, multi-agency).*

- ❍ 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 *(e.g., federal, state, or local departments such as law enforcement, social services, or public health agencies)*
- ❍ Nonprofit or faith-based organization *(501(c)(3) status)*
- ❍ For-profit organization
- ❍ Informal organization *(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)*

[TERMINATE IF A6= For-profit organization OR Informal organization]

[ASK IF A6= Tribal government, tribal coalition, or other tribal organization]

A6a. Which designation <u>best</u> describes your <u>tribal agency or organization</u>?

- ❍ Law enforcement agency
- ❍ Prosecutor's office
- ❍ Public defender's office
- ❍ Court
- ❍ Offender custody and supervision agency *(e.g., probation, parole, or corrections)*
- ❍ Juvenile justice agency
- ❍ Public health, health services, or mental health agency
- ❍ Social services
- ❍ Child or adult protective services agency
- ❍ Advocacy program
- ❍ Victim compensation program
- ❍ Victim funding administrator
- ❍ Tribal coalition
- ❍ Multi-agency *(e.g., task force, response team, Family Justice Center)*
- ❍ Other *(Please specify):* [TEXT BOX]

[ASK IF A6= Campus organization or other educational institution]

A6b. Which designation <u>best</u> describes your <u>campus organization</u>?

- ❍ Law enforcement or campus security department
- ❍ 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*): [TEXT BOX]

[ASK IF A6= Government agency]

A6c. Which designation <u>best</u> describes your <u>government agency</u>?

- ❍ Law enforcement agency
- ❍ Prosecutor's office *(e.g., District Attorney, County Attorney)*

- ❍ Public defender's office
- ❍ Court
- ❍ Offender custody and supervision agency *(e.g., probation, parole, or corrections)*
- ❍ Juvenile justice agency
- ❍ Public health, health services, or mental health agency
- ❍ Social services
- ❍ Child or adult protective services agency
- ❍ State victim compensation program
- ❍ State victim funding administrator
- ❍ Multi-agency *(e.g., task force, response team, Family Justice Center)*
- ❍ Other government agency *(Please specify)*: [TEXT BOX]

[ASK ALL]

A7. Are your victim services activities fully virtual? *This means no direct victim services are offered from a physical location connected to the [organization; program, division, or department].*

- ❍ Yes
- ❍ No

[ASK IF A7= No]

A8. Some [organizations; programs, divisions, or departments] have multiple physical locations that provide victim services, such as branch offices, satellite locations, chapters, or field offices. We recognize that staff may work remotely or in a space that is not considered an official location for your [organization; program, division, or department]. Please do not count a home office or unofficial location as a separate site.

Please select the most appropriate description of your victim service [organization; program, division, or department].

- ❍ [Organization; program, division, or department] operating through one single physical location
- ❍ [Organization; program, division, or department] operating through multiple physical locations *(e.g., branch or satellite locations, chapters, or field offices)*

[ASK IF A8= multiple physical locations]

A9. What is the <u>best</u> description of <u>your</u> physical location, compared to your [organization's; program, division, or department's] other physical locations?

- ❍ The main office
- ❍ One location that reports to a main office (*e.g., branch or satellite locations, chapters, or field offices*)
- ❍ Other (*Please specify*): [TEXT BOX]

[ASK ALL]

A10. For how long has your [organization; program, division, or department] been providing services to victims?

- ❍ Less than 1 year
- ❍ 1 to less than 5 years
- ❍ 5 to less than 10 years
- ❍ 10 to less than 20 years
- ❍ 20 to less than 30 years
- ❍ 30 to less than 50 years
- ❍ 50 years or more

VICTIMS SERVED (Section B)

[ASK ALL]
Throughout this survey, please consider all aspects of your [organization; program, division, or department] that provide services to victims of crime and abuse. Questions will ask you to provide information about the victims who received any form of services or program support between 01/01/2026 and 12/31/2026.

[SHOW IF A8=multiple physical locations]
Please respond to these questions as they relate to activities at your physical location only.

B1. Did your [organization; program, division, or department] operate a hotline, helpline, or crisis line (via phone, chat, or other methods) between 01/01/2026 and 12/31/2026?

- ❍ Yes
- ❍ No

[ASK IF B1= Yes]

B2. How many hotline, helpline, or crisis line calls/messages did your [organization; program, division, or department] receive from victims or someone acting on behalf of a victim between 01/01/2026 and 12/31/2026? *Estimates are acceptable.*

[NUMBER BOX] hotline, helpline, or crisis line calls/messages

This is an estimate □

[ASK ALL]

B3. [IF B1=Yes INSERT "Excluding hotline, helpline, and crisis line calls/messages, how"; IF B1=No INSERT "How"] many victims received direct services from your [organization; program, division, or department] between 01/01/2026 and 12/31/2026? *This includes new and existing clients; in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services. Estimates are acceptable.*

[NUMBER BOX] victims

This is an estimate □

[ASK ALL]

B4. [IF B1=Yes INSERT "Excluding hotline, helpline, and crisis line calls/messages, how"; IF B1=No INSERT "How"], many victims received ongoing services from your [organization; program, division, or department] that lasted for <u>1 month or more</u> between 01/01/2026 and 12/31/2026?

- ❍ All or nearly all
- ❍ More than half
- ❍ About half
- ❍ Less than half
- ❍ None or nearly none

CRIME AND ABUSE TYPES (Section C)

[ASK ALL]

C1. Please report whether your [organization; program, division, or department] provided services for victims of the following types of crime or abuse between 01/01/2026 and 12/31/2026.

Include any crime types for which your [organization; program, division, or department] provided services regardless of whether it was a crime for which the victim first sought services or a crime that was identified later and for which your [organization; program, division, or department] also provided services to the victim.

[SHOW IF A8=multiple physical locations]

Please respond to these questions as they relate to activities at your physical location only.

CRIME TYPE	**Yes**	**No**
Child physical abuse or neglect …….....	❍	❍
Child sexual abuse/assault or rape ……	❍	❍
Child sexual abuse materials (child pornography)……..	❍	❍
Child marriage or forced marriage ……	❍	❍
Teen dating violence …….....	❍	❍
Kidnapping (noncustodial) ……	❍	❍
Kidnapping (custodial) ……	❍	❍
Adult physical assault (includes aggravated and simple assault, attempted homicide/murder, and physical altercations between non-family members or non-intimate partners)……	❍	❍
Adult sexual assault or rape	❍	❍
Adult domestic and/or family violence (includes intimate partner/dating violence, violation of domestic violence protective orders)	❍	❍
Stalking/harassment (includes cyber stalking, cyber harassment, and violation of stalking protective orders) …….....	❍	❍
Survivors of homicide victims …….....	❍	❍
Bullying (verbal, cyber, or physical) …….....	❍	❍
Hate crimes …….....	❍	❍
Elder abuse (includes physical, emotional, or sexual abuse; neglect; financial exploitation; or fraud) …….....	❍	❍
Adults sexually abused or assaulted as children…….....	❍	❍

CRIME TYPE	**Yes**	**No**
Human trafficking (sex) …….....	❍	❍
Human trafficking (labor) …….....	❍	❍
Technology-facilitated abuse (use of technology to violate an individual's privacy and cause them emotional, physical, or social harm)…….....	❍	❍
Community violence (violence that happens between unrelated individuals, who may or may not know each other, generally outside the home) or gang violence ……..	❍	❍
Terrorism…….....	❍	❍
Mass violence…….....	❍	❍
Identity theft (stealing personal or financial information) …….....	❍	❍
Financial fraud (deceiving someone for financial gain, including scams) or financial exploitation (illegal or improper use of resources by someone in a trusted relationship) other than identity theft……	❍	❍
DUI or DWI crashes…….....	❍	❍
Robbery (taking or attempting to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear) …….....	❍	❍
Burglary (unlawful entry of a structure to commit a felony or theft) …….....	❍	❍
Motor vehicle theft…….....	❍	❍
Victim witness intimidation…….....	❍	❍
Witness of violence ……	❍	❍
Other *(Please specify)*: [TEXT BOX] …….....	❍	❍

VICTIM CHARACTERISTICS (Section D)

[ASK ALL]

In this section, please indicate if your [organization; program, division, or department] provided services to individuals of the following characteristics between 01/01/2026 and 12/31/2026. *This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

[SHOW IF A8=multiple physical locations]

Please respond to these questions as they relate to activities at your physical location only.

D1. Which of the following sexes did your [organization; program, division, or department] provide services to between 01/01/2026 and 12/31/2026? *Select all that apply. Please answer this question to the best of your ability even if your [organization; program, division, or department] does not formally track this information.*

- ❑ Females
- ❑ Males

[ASK ALL]

D2. Which of the following age groups did your [organization; program, division, or department] provide services to between 01/01/2026 and 12/31/2026? *Select all that apply. Please answer this question to the best of your ability even if your [organization; program, division, or department] does not formally track this information.*

- ❑ Youth (0-17)
- ❑ Young adults (18-24)
- ❑ Adults (25-59)
- ❑ Older adults (60 or over)

[ASK ALL]

D3. Which of the following races and/or ethnicities did your [organization; program, division, or department] provide services to between 01/01/2026 and 12/31/2026? *Select all that apply. Please answer this question to the best of your ability even if your [organization; program, division, or department] does not formally track this information.*

- ❑ American Indian or Alaska Native, non-Hispanic
- ❑ Asian, non-Hispanic
- ❑ Native Hawaiian or other Pacific Islander, non-Hispanic
- ❑ Black or African American, non-Hispanic
- ❑ Hispanic or Latino
- ❑ White, non-Hispanic
- ❑ Two or more races (excluding Hispanic/Latino)

SERVICES FOR VICTIMS (Section E)

[ASK ALL]

In this section, please indicate whether your [organization; program, division, or department] directly provided any of the following services between 01/01/2026 and 12/31/2026. *This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

We recognize that victim service [organizations; programs, divisions, or departments] provide a wide array of services to victims. Do your best to place the services your [organization; program, division, or department] provided within the categories.

[SHOW IF A8=multiple physical locations]

Please respond to these questions as they relate to activities at your physical location only.

E1. Information and referral services

Did your [organization; program, division, or department] provide…	Yes	No
Information on victim rights/how to obtain notifications	❍	❍
Information about the criminal justice process	❍	❍
Information on how to report crimes or abuse to law enforcement	❍	❍
Updates on case status (e.g., investigation and other case processing updates that are not tied to court proceedings)	❍	❍
Referrals or assistance with reentry-related needs, terms and conditions of probation, expungement, or vacatur for victims with a criminal history	❍	❍
Referrals for basic needs other than housing (e.g., food, clothing, hygiene)	❍	❍
Referrals to other services, supports, and resources (e.g., legal, medical, faith-based organizations, address-confidentiality programs)	❍	❍
Other information and referral services	❍	❍

[ASK ALL]

E2. Monetary assistance

Did your [organization; program, division, or department] provide…	Yes	No
Victim compensation assistance, including filing and appealing claims	❍	❍
Restitution claim or collection assistance	❍	❍
Emergency financial assistance (e.g., emergency loans, petty cash, payment for or assistance in procuring items such as food and clothing, changing windows and/or locks, taxis, medications, durable medical equipment)	❍	❍
Public benefits assistance (e.g., TANF/welfare/SNAP, housing, social services, disability)	❍	❍
Other compensation/monetary assistance services	❍	❍

[ASK ALL]

E3. Material assistance

Did your [organization; program, division, or department] provide…	Yes	No
Emergency, transitional, or relocation housing (e.g., shelter, hotel, safe house)	❍	❍
Housing assistance (e.g., long-term/stable housing, rental assistance)	❍	❍
Childcare or dependent care services (including coordination of services)	❍	❍
Employment or educational services (including job training, financial literacy, career services, or employment assistance)	❍	❍
Intervention with employer, creditor, landlord, or academic institution	❍	❍
Transportation services (including direct transportation, bus/cab/train fare, ride-share fare or arrangement)	❍	❍
Assistance meeting other basic needs (e.g., food, clothing, hygiene)	❍	❍
Assistance with the return or replacement of personal effects or property	❍	❍
Assistance with obtaining or replacing documents (e.g., birth certificate, driver's license, social security card, identification card)	❍	❍
Other material or financial advocacy/support assistance services	❍	❍

[ASK ALL]

E4. Mental health treatment or support services

Did your [organization; program, division, or department] provide…	Yes	No
Crisis counseling (by a licensed professional)	❍	❍
Emotional support services (e.g., peer- or advocate-led support groups, social programming for children)	❍	❍
Mental health services provided by a clinician (e.g., individual or group counseling or other therapy services provided by a licensed professional)	❍	❍
Substance use treatment (including assessment, prevention, or treatment)	❍	❍
Traditional or cultural services (e.g., specialized support or services that often incorporate cultural teachings, traditional healing practices, and community-based, grassroots approaches to facilitate healing)	❍	❍
Alternative healing (e.g., therapeutic mind and body practices like meditation, breathing exercises, movement education, yoga, tai chi, acupuncture, art, music, dance, canine or equine therapy)	❍	❍
Other mental health treatment or support services	❍	❍

[ASK ALL]

E5. Safety services

Did your [organization; program, division, or department] provide…	Yes	No
General information about crime and victimization prevention or risk reduction	❍	❍
Immediate or emergency safety planning	❍	❍
Long-term safety planning	❍	❍

Risk assessments	❍	❍
Crisis intervention (i.e., communicating among professionals and victims regarding activities resulting from the victimization)	❍	❍
Conflict resolution, mediation, negotiation	❍	❍
Crime/violence de-escalation support (i.e., using violence interrupter techniques to prevent retaliation, reduce the intensity of a volatile situation, promote safety, and reach a peaceful resolution)	❍	❍
Assistance with applying to an address-confidentiality program (e.g., obtaining a substitute address, mail forwarding)	❍	❍
Self-defense instruction (e.g., learning to physically protect yourself through classes like martial arts, Rape Aggression Defense [RAD], tactical skills)	❍	❍
Other safety services	❍	❍

[ASK ALL]

E6. Medical and physical health assistance

Did your [organization; program, division, or department] provide…	**Yes**	**No**
Accompaniment to medical care or forensic medical examinations	❍	❍
Medical care (emergency or follow-up)	❍	❍
Forensic medical examinations or medical evidence collection	❍	❍
STD or HIV testing, prophylaxis, or treatment	❍	❍
Victim advocacy in navigating the health care system	❍	❍
Assistance with rehabilitation and physical recovery from violence-related injuries	❍	❍
Other medical and physical health assistance or advocacy services	❍	❍

[ASK ALL]

E7. Legal and victims' rights assistance

Did your [organization; program, division, or department] provide…	**Yes**	**No**
Information to guide the victim through the justice system and legal process (e.g., staff who serve as a navigator)	❍	❍
Criminal legal assistance to victims who are defendants, including representation	❍	❍
Civil legal assistance for a victim (e.g., family law such as custody, visitation, or support; housing; landlord or tenant; consumer protection; or employment matters)	❍	❍
Legal assistance with protective, restraining, or no-contact orders	❍	❍
Court accompaniment – civil or criminal court	❍	❍
Parole board accompaniment/parole board-related services	❍	❍
Victim/witness support (e.g., witness preparation, impact statement assistance, prosecution accompaniment)	❍	❍
Law enforcement interview accompaniment/advocacy	❍	❍
Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release)	❍	❍
Other legal and victims' rights assistance	❍	❍

[ASK ALL]

E8. Other types of services

Did your [organization; program, division, or department] provide…	Yes	No
Case management (e.g., working individually with victims to assess their needs and create a service plan and then support them in that plan)	❍	❍
Supervised child visitation/safe exchange	❍	❍
On-scene crisis response (e.g., community crisis response, where immediate, in-person crisis intervention is provided at the crime scene)	❍	❍
Education about victimization dynamics (one on one or in group settings)	❍	❍
Language and accessibility services (e.g., providing or arranging translation or interpretation services, use of language line, hiring bilingual staff, services for the deaf and hard of hearing)	❍	❍
Assistance making funeral, burial, cremation, memorial, or other related arrangements for people who died because of violence	❍	❍
Services designed and targeted specifically to meet the needs of culturally or ethnically specific populations (***not*** *including language services*)	❍	❍
Nonmedical forensic interviews	❍	❍
Restorative justice/victim offender dialogue	❍	❍
Other services	❍	❍

[ASK IF MORE THAN FIVE SERVICES ARE MARKED AS YES IN E1-E8]

E9. Between 01/01/2026 and 12/31/2026, what were the five types of direct victim services your [organization; program, division, or department] provided <u>to the most number of victims</u>? *Estimates are acceptable.*

[NOTE: This item will display a multi-select drop down list of all items marked as "yes" in E1-E8.]

Choose your top 5 victim services:

Response #1

Response #2

Response #3

Response #4

Response #5

[ASK ALL]

E10. Was your [organization; program, division, or department] part of a <u>multi-disciplinary team (MDT)</u> focused on crime victimization or victim services between 01/01/2026 and 12/31/2026? *An MDT is a formalized group of people from three or more fields who collaborate; have a common purpose, goal, and shared definition of the problem they are addressing; and provide a coordinated response to a client or patient (e.g., task forces, Sexual Assault Response Teams [SARTs], Coordinated Community Response Teams [CCRTs], fatality review teams).*

- ❍ Yes
- ❍ No
- ❍ Not sure

[ASK ALL]

E11. To the best of your knowledge, with how many different entities, if any, did your [organization; program, division, or department] have a formal agreement to assist victims between 01/01/2026 and 12/31/2026? *A formal agreement is an official document like a Memorandum of Understanding (MOU) or Memorandum of Agreement (MOA) that outlines the details of the partnership.*

- ❍ None
- ❍ 1
- ❍ 2 to 3
- ❍ 4 to 5
- ❍ 6 to 10
- ❍ 11 to 15
- ❍ More than 15

[ASK ALL]

E12. Between 01/01/2026 and 12/31/2026, did staff from your [organization; program, division, or department] ever provide services <u>off site</u> at any of the following locations?

Location	Yes	No
Courthouses or court-related settings (e.g., prosecutor's office, public defender's office)	❍	❍
Hospitals or community-based health clinics	❍	❍
Law enforcement agencies	❍	❍
Prisons, jails, or juvenile facilities	❍	❍
Public spaces (e.g., coffee shops, libraries, grocery stores, shopping malls)	❍	❍
School/college/university buildings	❍	❍
Victims' homes	❍	❍
On site of the victimization	❍	❍

[ASK ALL]

E13. Between 01/01/2026 and 12/31/2026, did your [organization; program, division, or department] offer services remotely or virtually to victims? *(e.g., online, over the phone, or texting)*

- ❍ Yes
- ❍ No

[ASK ALL]

E14. Between 01/01/2026 and 12/31/2026, did your [organization; program, division, or department] provide 24-hours-a-day, 7-days-per-week crisis response coverage/services?

- ❍ Yes
- ❍ No

[ASK ALL]

E15. Between 01/01/2026 and 12/31/2026, from which sources did your [organization; program, division, or department] receive the most referrals? *Select up to three responses.*

- ❑ Adult protective services
- ❑ Child protective services
- ❑ Community-based victim service provider/organization
- ❑ Corrections (e.g., probation, parole, or correctional facility staff)
- ❑ Court
- ❑ Educational institution/organization or campus-based services
- ❑ Faith-based organization
- ❑ Hospital/healthcare provider
- ❑ Law enforcement agency (e.g., FBI, police, or sheriff's department)
- ❑ Legal services agency
- ❑ Mental healthcare provider
- ❑ Prosecutor's office
- ❑ Public defender's office
- ❑ Victim self-referrals or referrals from victims' family or friends
- ❑ TANF/welfare/SNAP/public benefits agencies
- ❑ Other *(Please specify)*: [TEXT BOX]

[ASK ALL]

E16. Between 01/01/2026 and 12/31/2026, what was the primary reason, if any, that victims seeking services could not be served by your [organization; program, division, or department]?

- ❍ Program at capacity (e.g., insufficient funding, staffing, or resources)
- ❍ Victim unable to attend/participate (e.g., unable to access transportation, childcare, internet, phone)
- ❍ Services inappropriate (e.g., needs unmet, victim ineligible)
- ❍ Other *(Please specify)*: [TEXT BOX]
- ❍ Not applicable, all victims seeking services were served

[ASK ALL]

E17. Between 01/01/2026 and 12/31/2026, which, if any, services that victims needed were the most difficult to obtain in your local area? *Select up to three responses.*

- ❑ Shelter or housing
- ❑ Monetary or material assistance
- ❑ Mental health services
- ❑ Safety services
- ❑ Medical or physical health assistance
- ❑ Transportation
- ❑ Criminal legal assistance
- ❑ Civil legal assistance
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❍ Not applicable, there were no services that victims needed that were difficult to obtain in our local area

[ASK ALL]

E18. Between 01/01/2026 and 12/31/2026, which, if any, methods did your [organization; program, division, or department] use to measure victim outcomes or the impact of your services? *Select all that apply.*

- ❑ Case management records/documentation
- ❑ Victim exit survey
- ❑ Satisfaction survey of victims who have received services
- ❑ External program evaluation
- ❑ Follow-up surveys or interviews of victims who have received services (e.g., 3 months after services)
- ❑ Pre/post assessments of victims who have received services
- ❑ Stakeholder/partner survey on services implementation
- ❑ Examination of other data sources (e.g., legal outcomes of victims who have received services)
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❍ Not applicable, we did not measure victim outcomes or the impact of our services

STAFFING AND RESOURCES (Section F)

[ASK ALL]

This section asks questions about staffing and resources at your [organization; program, division, or department]. [IF A1=EMBEDDED *Please answer these questions about staff working at your victim services [program, division, or department] only.]*

[SHOW IF A8=multiple physical locations]

Please respond to these questions as they relate to activities at <u>your physical location only</u>.

F1. How many of the following types of staff members worked for your [organization; program, division, or department] on or around 12/31/2026? *Count each person only once. Estimates are acceptable. Please include staff at all levels, such as victim compensation specialists, directors of victim service programs, and intake specialists. This question is estimating a snapshot of the size of the victim service provider workforce on or around 12/31/2026.*

F1a. Paid staff working full time for your victim service [organization; program, division, or department] *(at least 35 hours per week)*

[NUMBER BOX]

This is an estimate □

F1b. Paid staff working part time for your victim service [organization; program, division, or department] *(less than 35 hours per week)*

[NUMBER BOX]

This is an estimate □

F1c. Unpaid individuals (e.g., volunteers or interns) working for your victim service [organization; program, division, or department]

[NUMBER BOX]

This is an estimate □

F1d. Subcontractor, subgrantee, or contractor staff working for your victim service [organization; program, division, or department]

[NUMBER BOX]

This is an estimate □

[ASK IF F1c >0]

F2. Approximately what portion of all work at your [organization; program, division, or department] was <u>performed by unpaid individuals</u> (as opposed to paid staff members) on or around 12/31/2026?

- ❍ All or nearly all
- ❍ More than half
- ❍ About half
- ❍ Less than half
- ❍ None or nearly none

[ASK ALL]

F3. Between 01/01/2026 and 12/31/2026, how many hours, if any, of training (e.g., continuing education units) or professional development for victim services were required for paid staff members in direct service positions at your [organization; program, division, or department]? *Select one response in each row.*

Timeframe	Hours required								
	0	1-5	6-10	11-20	21-40	41-60	61-80	81-100	More than 100
A. Within the first year of service	❍	❍	❍	❍	❍	❍	❍	❍	❍
B. Annually in subsequent years	❍	❍	❍	❍	❍	❍	❍	❍	❍

[ASK ALL]

F4. Compared to your 2025 victim services funding levels, did your 2026 victim services funding levels at your [organization; program, division, or department] increase, decrease, or stay about the same?

- ❍ Increased
- ❍ Decreased
- ❍ Stayed about the same

[ASK ALL]

F5. How concerned or not concerned are you about the amount of victim services funding that you expect will be available for your [organization; program, division, or department] in the future?

- ❍ Very concerned
- ❍ Somewhat concerned
- ❍ Not too concerned
- ❍ Not concerned at all

MASS VIOLENCE INCIDENTS (Section G)

[ASK ALL]

This section asks about your [organization's; program, division, or department's] current preparedness and response activities related to mass violence incidents.

[SHOW IF A8=multiple physical locations]

Please respond to these questions as they relate to activities at <u>your physical location only</u>.

SUPPORT FOR VICTIMS AND RESPONSE TO MASS VIOLENCE INCIDENTS

G1. Does your [organization; program, division, or department] conduct trauma-informed care training for individuals outside of your [organization; program, division, or department]? *Exclude training for <u>your internal staff, volunteers, or contractors</u>.*

- ❍ Yes
- ❍ No

[ASK IF G1= Yes]

G2. For which of the following types of individuals or entities does your [organization; program, division, or department] conduct trauma-informed care training? *Exclude training for <u>your internal staff, volunteers, or contractors</u>. Select all that apply.*

- ❑ Behavioral health providers
- ❑ Primary care providers
- ❑ Emergency department health care providers
- ❑ Emergency medical technicians (EMTs), paramedics, or firefighters
- ❑ Emergency management personnel
- ❑ Victim service providers
- ❑ Courts (e.g., judges, clerks)
- ❑ Law enforcement (e.g., officers/deputies, dispatchers)
- ❑ Lawyers and other legal assistance providers
- ❑ Child protective services
- ❑ Adult protective services
- ❑ Military personnel
- ❑ Community members
- ❑ Volunteers
- ❑ Faith-based organizations
- ❑ Media/news staff or organizations
- ❑ School staff or educational providers
- ❑ Hospitality staff (e.g., restaurant and hotel staff)
- ❑ Other *(Please specify)*: [TEXT BOX]

[ASK ALL]

G3. Is your [organization; program, division, or department] prepared to provide victim services in response to mass violence incidents should they occur in your jurisdiction?

- ❍ Yes

❍ No → Do not ask G4-G7

RESPONSE PLAN FOR MASS VIOLENCE INCIDENTS

[ASK IF G3= Yes]

G4. Which, if any, of the following criteria does your [organization; program, division, or department] use to identify an incident as mass violence? *Select all that apply.*

- ❑ Number of people killed and/or injured
- ❑ Incident is related to terrorism
- ❑ Incident is related to drugs
- ❑ Incident is related to crime (e.g., domestic violence, robbery)
- ❑ Incident is related to gangs or organized crime
- ❑ Location of incident (e.g., public or private setting)
- ❑ Duration of incident
- ❑ Number of perpetrators/criminals involved
- ❑ Volume of resources needed for response/recovery
- ❑ Type of weapon used
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❍ Not applicable, we do not use any specific criteria to identify mass violence incidents

[ASK IF G3= Yes]

G5. Does your [organization; program, division, or department] have a documented plan in place to specifically respond to mass violence incidents should they occur in your jurisdiction?

- ❍ Yes
- ❍ No
- ❍ Not sure

[ASK IF G3= Yes]

G6. Does your local authority (e.g., town, city, county) have a communications plan for mass violence incidents?

- ❍ Yes
- ❍ No
- ❍ Not sure

[ASK IF G6=Yes]

G6a. Is your [organization; program, division, or department] formally included in this communications plan? *This might involve specific roles and responsibilities for your [organization; program, division, or department], such as being listed as a key responder, participating in regular coordination meetings, or having designated tasks during a mass violence incident.*

- ❍ Yes
- ❍ No

❍ Not sure

[ASK IF G3= Yes]

G7. Which of the following communication methods, if any, does <u>your</u> [organization; program, division, or department] use to provide the public information about mass violence incidents that have occurred in your jurisdiction? *Select all that apply.*

❑ Bulletin or press release
❑ Email, listserv, or eBlast distribution
❑ Information center (e.g., centralized incident response center, Family Assistance Center, Resiliency Center)
❑ Social media (e.g., Facebook, X)
❑ Telephone outreach (e.g., calls, text alerts)
❑ Website
❑ Other *(Please specify)*: [TEXT BOX]
❍ Not applicable, <u>we do not provide information to the public about mass violence incidents</u>

[ASK ALL]

Thank you for completing this survey. If you have any additional comments, please use the space below.

Attachment 2: 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

Attachment 3: Welcome Screen for Online Instrument



BJS Bureau of Justice Statistics

Office for Victims of Crime OVC

Organization ID

Enter your Organization ID

Password

Enter your password

Login

Forgot your password?

Thank you for taking the time to complete the 2026 National Survey of Victim Service Providers (NSVSP).

- This form should be completed by someone knowledgeable about your organization's victim services, including available services, funding, and staffing.
- On average, it will take 25 minutes to complete this voluntary survey.
- If you need help, please contact support@NSVSP.org or call (227) 248-9484.

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. The OMB Control Number for this information collection is 1121-0363 (approval expires [DATE]). On average, it will take 25 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, 999 N. Capitol Street NE, Washington, DC 20531. Although this survey is voluntary, we need and appreciate your cooperation to make the results comprehensive, accurate, and timely. BJS is conducting this data collection under Title 34 United States Code, Section 10132. By law, BJS will only use the information for statistical or research purposes and must protect the confidentiality of information identifiable to a private person against unauthorized disclosure or misuse. [Title 34 U.S.C. Sections 10134 and 10231].

Attachment 4: 2026 National Survey of Victim Service Providers Cognitive Testing Report



BJS Bureau of Justice Statistics

NSVSP
NATIONAL SURVEY OF VICTIM SERVICE PROVIDERS

U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Statistics

2026 National Survey of Victim Service Providers (NSVSP)

Cognitive Testing Report

June 2026

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ICF

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Executive Summary

The National Survey of Victim Service Providers (NSVSP) is part of the Bureau of Justice Statistics' (BJS) Victim Services Statistical Research Program (VSSRP). The purpose of this effort is to develop a statistical infrastructure around victim services and address major gaps in knowledge about the availability and use of services to support victims of crime or abuse. The purpose of the NSVSP is to collect detailed information about services provided, victims served, and organizational characteristics from a sample of victim service providers (VSPs). The NSVSP was first administered in 2019 and is being readministered to a sample of VSPs in 2027.

As part of the 2026 NSVSP, the research team examined the 2019 NSVSP instrument, resulting data, and feedback in preparation for pre-testing to evaluate how the survey questions are understood and answered by respondents, respondent burden, data availability, and consistency across VSP types. The team identified areas for refinement in the 2026 NSVSP to enhance the instructions and garner commitment to this data collection, improve accuracy in reporting by victimization type, and identify confusion points with ambiguous wording based on language used by VSPs. This report summarizes findings from cognitive testing of the NSVSP instrument and related administration materials.

ICF conducted two rounds of cognitive interviews—using a think-aloud protocol—with a purposive sample of VSPs selected on the basis of organization type and service population, ensuring that participants represented the key contexts relevant to the research objectives. This included nonprofit, government, campus-based, hospital- or medical-based, tribal, legal service, advocacy, hotline or helpline, and other victim service organizations and programs. Round 1 interviews focused on identifying areas of confusion in question wording and logic, increased burden points, and how respondents interacted with in-house data in order to complete the questions. Round 2 interviews tested revised language and additional recommendations developed in response to Round 1 findings and feedback from BJS. Across both rounds, participants provided detailed feedback on how they interpreted key survey terms, how they would locate or estimate data, and how different organizational structures affected their ability to answer questions consistently.

Several cross-cutting themes emerged. Participants consistently recommended shorter, plainer, and more direct language, especially in introductory text, definitions, and long question stems. They also wanted clearer information about the purpose of the NSVSP, how the data will be used, and how the survey may benefit the victim service field. Many participants described funding, resource allocation, and visibility for VSPs as central motivators for participation.

A second major theme was the need to clarify the unit of reporting. Participants from embedded departments within a larger system, multi-site organizations, tribal entities, and organizations with multiple yet distinct VSP programs often struggled to determine whether survey questions applied to the parent organization, a specific program, a physical location, or another unit of analysis. Based on this feedback, many recommendations emphasize piping or tailoring language such as "organization," "program," "division," or "department," and clarifying when respondents should answer for a single physical location versus the full victim service entity or organization.

Participants also raised recurring questions about definitions and reporting rules that pointed toward inconsistent or inaccurate reporting. Participants generally supported definitions that were concise, concrete, and paired with examples or exclusions. They emphasized the importance of explaining when estimates are acceptable and what types of data respondents may need to review before completing the survey.

Testing also identified opportunities to reduce burden and improve the respondent experience. Participants preferred survey instructions that clearly state the expected time commitment, explain whether respondents may collaborate with others, confirm that the survey can be saved and resumed, and provide practical materials and guidance to compliment the survey and allow for real-time assistance. Participants also reacted more positively when instructions acknowledged that VSPs do not formally track every data element and may capture data under different definitions but emphasized that informed estimates are acceptable when exact data are unavailable because participation is more crucial.

Main takeaway: Cognitive testing showed that VSPs generally understood the intent of the NSVSP, but needed clearer language, stronger guidance on who or what to report on, and more practical instructions about data sources, estimates, eligibility, and how the survey findings will be used.

Sections of this report provide item-level findings; the table below summarizes the highest-priority concepts tested, primary findings, and final recommendations by survey area.

Key Concepts Tested	Primary Findings	Recommendations
Landing Page and General Instructions		
Survey purpose, sponsor roles, eligibility, time commitment, support materials, and preparation guidance	Participants wanted concise and clear language, explanation of how NSVSP data will be used, and description of why participation matters.	Use concise, plain-language introductory text to explain the purpose and value of the NSVSP; clarify BJS, OVC, and ICF roles; state expected time burden; link to data preparation materials and support options; and emphasize the use of estimation when exact data are unavailable.
Section A: About Your Organization		
Organizational structure, contact information, entity type, service provision, referrals, prevention activities, and physical locations	Embedded, multi-site, tribal, and program-based respondents needed clearer guidance on whether to answer at the organization level; for a specific program, division, or department; or within a single physical location. Participants also	Use tailored language and piping based on organizational structure. Clarify contact information, entity categories, direct services, direct referrals,

	needed clearer definitions of what is included for "direct services" and "referrals", including whether referrals, prevention activities, and general outreach should be included.	fully virtual status, and physical location items.
Section B: Victims Served		
Victim counts, hotline/helpline reporting, reporting periods, estimates, and new versus existing clients	Participants generally understood the count items but needed clearer time frames, reporting-unit language, and instructions about whether estimates are acceptable.	Use a clear calendar-year reporting period; specify inclusion of new and existing clients; and clarify hotline/helpline reporting, multi-location reporting, and use of estimates.
Section C: Crime and Abuse Types		
Crime and abuse categories, mission alignment, co-occurring victimization, direct referrals, and yes/no response interpretation	Participants struggled with overlapping categories, long lists, and whether to report all victimizations or only those connected to services within their mission or purpose.	Reorganize and simplify categories; clarify reporting based on services provided within the organization or program's mission; reduce confusing/duplicative items.
Section D: Victim Characteristics		
Race, ethnicity, victim type, primary and secondary victims, and reporting when data are not formally tracked	Participants needed clearer definitions and instructions for reporting victim characteristics, especially when data are incomplete, estimated, or not formally tracked.	Use consistent definitions, clarify primary and secondary victim language, and provide flexible guidance for estimates or data not formally tracked.
Section E: Services for Victims		
Service categories, information and referral, mental health and safety services, legal and victims' rights assistance, other service types, multidisciplinary teams, and formal agreements	Participants generally recognized the service areas but needed clearer category labels, shorter definitions, and guidance on how to classify services that overlap across categories.	Simplify service definitions, reduce duplicative or overly detailed wording, and align service categories with how VSPs describe and track their work.
Section F: Staffing and Resources		
Staffing, unpaid volunteers, training, and how respondents	Participants needed clearer wording for staffing and volunteer concepts and instructions that account for	Use plain language; clarify staff and volunteer reporting rules; and acknowledge

distinguish staff roles and resource categories	variation in staffing structures across VSP types.	variation in how VSPs organize, track, and train staff.
Section G: Mass Violence		
Mass violence definitions, criteria, planning, communication methods, response plans, and trauma-informed care training	Participants needed definitions and examples to distinguish mass violence concepts and understand what types of planning, communication, and training activities to report.	Clarify purpose of capturing varied mass violence definitions and criteria; simplify planning and communication items; and use consistent language for preparedness and trauma-informed care training.
Survey Administration Materials		
Invitation language, reminder language, support materials, outreach framing, and respondent motivation	Participants preferred concise, motivating outreach that clearly explained the value of participation, information needed, and support available.	Emphasize the value of participation, expected data needs, support options, and how findings may be useful to the victim service field.

The recommendations are intended to make the NSVSP easier to understand, less burdensome to complete, and more consistent across VSP types. Simplifying language, clarifying the unit of reporting, tailoring wording where possible, providing clearer definitions and examples, explaining when estimates are acceptable, and moving detailed preparation information into supporting materials will improve data quality while increasing respondents' confidence that they can answer the survey accurately and consistently.

Introduction

The National Survey of Victim Service Providers (NSVSP) is part of the Bureau of Justice Statistics' (BJS) Victim Services Statistical Research Program (VSSRP). The purpose of this effort is to develop a statistical infrastructure around victim services and address major gaps in knowledge about the availability and use of services to support victims of crime or abuse. The NSVSP collects detailed information about services provided, victims served, and organizational characteristics from a sample of victim service providers (VSPs). The NSVSP was first administered in 2019 and is being readministered to a sample of VSPs in 2027.

To support the 2026 NSVSP, this report documents cognitive testing conducted to inform revisions to the NSVSP instrument and administration materials. The purpose of cognitive testing was to evaluate how VSPs interpreted draft survey questions, instructions, definitions, and administration materials; identify wording or design elements that could create confusion or burden; and develop recommendations to improve clarity, consistency, and data quality. The findings are intended to inform revisions to the NSVSP instrument and supporting materials before survey administration.

The report is organized by survey section. For each tested item or set of items, the report summarizes participant feedback, ICF recommendations, BJS feedback, and final recommended language when available. Because cognitive interviews are designed to identify potential issues with question interpretation and response processes, the findings should be interpreted as qualitative evidence about respondent comprehension and response validity rather than as statistically representative results.

Recommendations in this report reflect an iterative review process. Initial recommendations were developed based on Round 1 cognitive interview findings, reviewed with BJS, and, where appropriate, revised and re-tested in Round 2. Final recommendations reflect participant feedback, BJS input, and additional refinements made to support consistent interpretation and feasible survey administration. Across sections, cognitive testing assesses respondent comprehension of key terms, reporting units, eligibility and skip patterns; data availability; use of estimates; confusion points; and the clarity and flow of instructions and response options.

Methodology

The cognitive testing procedures for the 2026 NSVSP instrument were approved by the Office of Management and Budget (OMB) under BJS's Generic Clearance agreement (OMB Control No. 1121-0339). Generic clearance was received on August 29, 2025.

VSPs were recruited for cognitive testing through strategic outreach to the VSP community. ICF recruited VSPs through direct outreach to VSPs that actively engage in government assistance and organizations recommended or referred by members of the subject matter expert (SME) panel. ICF began recruitment in early September 2025 by sending an initial recruitment email (see Appendix A) to known VSPs. Once a VSP expressed interest and eligibility was confirmed through an interest form, ICF staff emailed the VSP and provided date and time options for the interview that aligned with their availability. Eligible participants who completed a cognitive interview were paid $50 for their time.

Round 1 of cognitive testing was conducted between September 16, 2025, and October 31, 2025. Interviews were conducted online, using Microsoft Teams. Before each 1-hour interview, participants provided informed consent to participate and to have the interview video recorded. The interviewer displayed one question at a time, and interviewees were asked to read and talk through how they would answer the question. Interviewers then asked probing questions to better understand their thought processes and interpretation of the survey questions. Interviews were organized into three testing tracks to distribute survey content across participants and reduce individual interview burden. Table 1 summarizes the content covered in each track and the number of participants assigned to each.

Table 1. Round 1 Participation by Track

Description of Track	Number of Participants
Track 1	
Selected items from Sections A-D (About Your Organization, Victims Served, Crime/Abuse Types, and Victim Characteristics)	11
Track 2	
Selected items from Sections E and G (Services Provided and Special Topic: Mass Violence)	9
Track 3	
Survey Invitation and Instructional Messages; Selected items from Sections A and F (Organizational and Staffing Information)	10
Total	30

Round 2 of cognitive testing was delayed due to a federal government shutdown, which lasted from October 1, 2025, to November 16, 2025. Round 2 was conducted between January 5, 2026, and February 18, 2026 after BJS had the opportunity to discuss with ICF the Round 1 findings. Round 2 interviews used a similar three-track structure to test revised survey language and recommendations developed after Round 1 findings and BJS feedback, as shown in Table 2. Interview protocols for Round 1 and Round 2 can be found in Appendix B and C, respectively. Appendix D contains the final ICF-recommended instrument that was delivered to BJS in spring 2026. The differences between this instrument and the final 2026 NSVSP instrument (not included in this document) reflect changes that BJS made after delivery of the recommended instrument.

Table 2. Round 2 Participation by Track

Description of Track	Number of Participants
Track 1	
Instructional Messages; Selected items from Section A (About Your Organization)	4
Track 2	
Selected items from Sections B - E (Victims Served, Crime/Abuse Types, Victim Characteristics, and Services Provided)	5
Track 3	
Selected items from Sections E-G (Staffing Information, Special Topic: Mass Violence)	4
Total	13

Cognitive Testing Participants

Table 3 summarizes the types of VSPs that participated in Round 1 and Round 2 cognitive testing.

Table 3. Cognitive Interview Participants by Type of Organization

Organization Description	Round 1 Number of Participants	Round 2 Number of Participants
Campus organization or other educational institution		
Campus-based (large university)	3	1
County government education office providing support services for foster youth	1	0
For Profit		
Federal government-funded hotline/helpline	1	0
Government Agency		
Prosecutor office-based	3	1
Sheriff's office-based	1	0
Police department-based	0	1
State-level criminal justice services department	0	1
Hospital/Medical		
Hospital-based program	1	1
Nonprofit/faith-based organization		
Child advocacy center	1	0
Crime victim crisis intervention and support service provider	2	0
Sexual assault/domestic violence VSP	10	2
Victim support services provider	1	0
Mental health crisis intervention services provider	1	1
Refugee/immigrant advocacy and service provider	1	0
Legal service provider	0	1
Older adult advocacy and service provider	0	1
Resiliency center	0	1
Tribal government; tribal coalition; or other tribal organization		
Tribal social services provider	1	0
Tribal VSP	3	2
Summary	**Number of Participants**	
Total	30	13

NSVSP Landing Page

Survey Background and Purpose

Cognitive Interview Round 1 Item

- **Survey Background and Purpose**

  The National Survey of Victim Service Providers (NSVSP) is a coordinated effort between the Bureau of Justice Statistics (BJS) and the Office for Victims of Crime (OVC) at the U.S. Department of Justice… Data collected by the NSVSP provide the most comprehensive information available on victim service providers, including the services they offer, the communities they serve, and how they manage the resources necessary to deliver vital programs to victims of crime and abuse. The results help policymakers, funders, practitioners, and their communities to understand the current landscape of victim services nationwide.

Round 1 Feedback Summary

This item was tested on 9 participants in Round 1.

- **Paragraph length:** Participants thought the paragraph was understandable but overwhelming because there is too much text to read. They recommended reducing the text and breaking the sentences up to create shorter sentences or bullet points.
- **Plain language:** Throughout each track, participants recommended using plain and concise language to reduce burden on the reader.
- **BJS and OVC role:** Most participants are familiar with OVC and what they do, but they are unfamiliar with the role of BJS. Two participants said that seeing OVC as a sponsor had a positive impact on their willingness to take the survey because of their interactions with OVC in the past. They know that OVC is a legitimate organization supporting the work of VSPs in meaningful ways.
- **Motivation to respond:** Some participants said the paragraph is “not interesting” or “unique from other surveys.” One participant said that her initial reaction to seeing this was “I’m so tired” – this is just one more demand on her time. VSPs get many requests to take surveys and want to understand how taking the NSVSP might benefit them. They would find it helpful and motivating to have more details about the expected impact of the survey. Participants stated their primary motivation for taking the survey is associated with funding victim service programs. Some participants thought the NSVSP could help policymakers make funding decisions. For example, the data can be used to identify where funding is needed most (e.g., for which types of victimizations, geographically), gaps in services that need to be addressed, and how resources can better serve specific types of victims who may not be getting the services they need. Some participants said they would like to use the NSVSP data to identify state specific findings that help demonstrate the need for services in their area.

- **Survey length:** Some participants expressed willingness to complete a longer survey if they knew the time commitment and required information up front (e.g., up to 2 hours). Others prefer a short survey (e.g., less than 30 minutes, less than 45 minutes).

Round 1 Recommendations

- **Headers:** Edit the Headers on the Survey Landing Page to make them more distinct and easier for the respondent to follow. Use color and larger font; remove the bullet point.
- **BJS and OVC role:** To increase awareness of the role of BJS, we recommend including language to explain BJS' role in marketing materials but not on the survey landing page. Recommended language for marketing materials: *"BJS is the principal federal statistical agency in the Department of Justice and the official source for victimization and victim services statistics in the United States."*
- **Motivation to respond:** To increase VSP motivation to take the survey and response rates, it is important to emphasize how the results from the NSVSP will benefit the victim service field. We recommend sharing the following information in marketing materials but not the survey landing page: how BJS, OVC, and other government agencies will use NSVSP findings to impact the victim service field; how VSPs can use the survey findings to benefit their organization; how and when NSVSP findings will be disseminated to the field; findings from previous NSVSPs (e.g., gaps in services, areas of support needed by VSPs, resource limitations and allocations, VSP structures); and examples of actions taken by the federal government based on past NSVSP findings. We also recommend creating a BJS dashboard for VSPs to access findings at different units of analysis (e.g., state, county, city).
- **Survey length:** State how long it will take to complete the survey in the Survey Background and Purpose section.
- **Paragraph length and plain language:** To reduce burden on the survey respondent and increase motivation to take the survey, we recommend the following edits to the "Survey Background and Purpose" paragraph: streamlining and reducing the text; providing warmer and more welcoming language that focuses on VSPs providing "help," replacing the focus on "understanding the landscape of victim services" with general potential benefits to VSPs as described in the 2019 NSVSP marketing materials, and providing a hyperlink to fact sheets with detailed information about benefits to VSPs.
- Test in Round 2 cognitive interviews.

Cognitive Interview Round 1 Recommendation

Survey Background and Purpose

By participating in the National Survey of Victim Service Providers (NSVSP), you will help the U.S. Department of Justice's Bureau of Justice Statistics (BJS) and Office for Victims of Crime (OVC) collect the most comprehensive national data available on professionals that serve victims or survivors of crime or abuse. The NSVSP results help policymakers, funders, practitioners, and their communities understand gaps in services and knowledge, resource limitations, staffing, and stability of victim service providers. Your insights might have an impact on the federal, state, and local level through data-informed decision-making about policy and funding!

On average, it will take 20 minutes to complete this survey, including time for reviewing instructions, gathering the data needed for a few specific questions, and answering the survey questions.

The survey will use the term "victim" to mean both victim or survivor of crime or abuse from this point forward.

[Add hyperlink to Fact Sheets and other marketing materials]

BJS Feedback on Round 1 Recommendations

There were some slight language changes suggested based on BJS' feedback with respect to BJS's role. This language was not tested in Round 2. The revised language is: "*"BJS is the primary statistical agency in the U.S. Department of Justice and a source for official federal statistics on victimization and victim services in the United States."*

There were also language changes based on BJS' feedback to more accurately reflect that BJS does not make policy and funding decisions. These edits are reflected in the Round 2 box below.

Cognitive Interview Round 2 Item

Survey Background and Purpose

By participating in the National Survey of Victim Service Providers (NSVSP), you will help the U.S. Department of Justice's Bureau of Justice Statistics (BJS) and Office for Victims of Crime (OVC) collect the most comprehensive national data available on organizations that serve victims or survivors of crime or abuse. The NSVSP results help policymakers, funders, practitioners, and their communities understand gaps in services and knowledge, resource limitations, staffing, and the stability of victim service providers. Your insights will contribute to data-informed decision-making at the federal, state, and local level.

On average, it will take 20 minutes to complete this survey, including time for reviewing instructions, gathering the data needed for a few specific questions, and answering the survey questions.

The survey will use the term "victim" to mean both victim or survivor of crime or abuse from this point forward.

[Add hyperlink to Fact Sheets and other marketing materials]

Round 2 Feedback Summary

This item was tested with 4 participants. Each participant agreed that this information is important to include but is difficult to understand. They described the first paragraph as "a lot to get through," "overwhelming," and "very heavy." They recommend writing more concisely and in plain language.

- **BJS, OVC, and ICF role:**
  - One participant said they are familiar with BJS and OVC. They described OVC as a funding source and said they read BJS statistics and reports. They like knowing who

is sponsoring the survey because it shows that people who can make change will hear from VSPs. Politicians make data-driven decisions and hopefully the NSVSP will lead to better laws and more funding for victims of crime. A second participant said the information about BJS and OVC is helpful but does not impact whether they will take the survey. They are more interested in helping OVC than BJS. A third participant said it is helpful to understand who is sponsoring the survey but thought the sentence is hard to understand.

- A fourth participant said she thinks it is very important to state who sponsors the survey, especially in the "current climate." Seeing a survey from the Department of Justice made her feel apprehensive about taking the survey. When asked what she meant by "current climate" she said the "eradication of DEI-related programs and funds for marginalized groups." Reading this introductory language on the survey landing page made her question why the NSVSP is asking for this data and how the data will be used. She asked, "why would I want to provide information that could be used against me?" Seeing that OVC is a sponsor of the survey made her feel better. She is very familiar with OVC through their trainings and listserv. She assumes OVC wants to "promote victim well-being." She had never heard of BJS and researched BJS before the interview. BJS "seemed legitimate" because the website did not have the banner message saying, "the radical left has…." That was a "green flag" for her. Then she read some BJS materials and it looked "very data heavy, which tells me they put a lot of money, time, energy, resources into creating data that is substantial and makes sense." Then she asked the interviewer if she was "with them," meaning BJS. The interviewer said no, they work for ICF (an independent research firm). She looked relieved and became more relaxed. The interviewer explained how the NSVSP is funded and administered. The participant was extremely interested in this information and seemed to gain more confidence in participating in the interview. The participant recommended stating that ICF is collecting the data to provide "a feeling of more confidentiality and that there's a sort of extra layer or buffer" between the survey respondent and the government. She likes that BJS is not collecting the data. She believes that most victim service providers do not currently trust the government because "they have eradicated all of our funding."

- **Purpose and impact of the NSVSP**:
  - Two participants said it is not currently clear how the NSVSP data will be used to help VSPs. One participant said the language is "very high level" and without enough detail. To her, the current language implies that the information will be "taken to policymakers and then die in a committee. That's not going to help me very much." The second participant said this survey might help her organization indirectly. She believes it takes a very long time for surveys to be completed and analyzed, which means the findings will not provide any immediate solutions. The survey might bring awareness to federal employees who can impact the work of VSPs. They said it is critical to clearly state the impact of the NSVSP in plain language.
  - Two participants said they understand the purpose and impact of the NSVSP. One participant said they think the survey will help "justify needing money to help victims." She believes the second sentence shows that BJS is not collecting data to "store it in a warehouse." The data will be used "for action agendas that could produce salient and meaningful results for the people on the ground." She believes participating in the survey could benefit her organization. One participant believes it is a "really strong impact to have." She recommends stating the impact of the survey in the first sentence. This language made her "hopeful" that the NSVSP findings will "help bring a glimpse into the trenches for those people that have the power to make change... how we're doing so much on little to nothing-level funding." She would like to see

findings from NSVSP because VSPs work in “a silo.” The NSVSP findings could provide insight into the work of other VSPs and make VSPs feel that they are "part of the system, making change, and not alone."

- **Motivation to respond:** Each participant said their biggest motivator for taking the NSVSP is the opportunity to increase funding to VSPs.
- **Hyperlink to fact sheets**: Each participant was interested in hearing about the content of the fact sheets and think the fact sheets will be helpful for some people. They each thought they could complete the survey without assistance but know that many VSPs may need assistance. One participant recommended explaining the content of the fact sheets in plain language rather than providing a hyperlink without an explanation. Providing the fact sheets would not impact their decision to take the survey. One participant said survey length would impact their decision to take the survey. For her, a 20- to 30-minute survey is reasonable. A survey 35 minutes or longer is unreasonable. “VSPs typically don’t even take time to eat their lunch. They don’t have time for something longer than 30 minutes.”

Round 2 Recommendations

- **BJS, OVC, and ICF role**: Move sponsorship information to the end of the paragraph. Add a brief description of ICF.
- **Purpose and impact of the NSVSP**: Discuss with BJS whether we can state more specific impacts in the TTA materials, such as stating how the data will be used, when the analysis will be complete, when summary reports will be published, and VSPs may be able to use the data (e.g., dashboards).
- **Hyperlink**: Explain the content of the fact sheets along with the hyperlink.

Cognitive Interview Round 2 Recommendation

Survey Background and Purpose

The National Survey of Victim Service Providers (NSVSP) collects the most comprehensive national data on organizations that serve victims or survivors of crime or abuse. The NSVSP results help policymakers, funders, practitioners, and their communities understand gaps in services and knowledge, resource limitations, staffing, and the stability of victim service providers. Your insights will contribute to data-informed decision-making at the federal, state, and local level. The NSVSP is sponsored by the U.S. Department of Justice’s Bureau of Justice Statistics (BJS) and Office for Victims of Crime (OVC). ICF (an independent research company) collects the NSVSP data.

On average, it will take 20 minutes to complete this survey, including time for reviewing instructions, gathering the data needed for a few specific questions, and answering the survey questions.

The survey will use the term “victim” to mean both victim or survivor of crime or abuse from this point forward.

Victim service providers may need to check case management systems or other records to answer some of the questions in the NSVSP. ICF is here to help if you need some assistance accessing and reporting this information! We offer several free options for support based on your needs: [insert hyperlink].

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. ICF recommended additional minor changes to the introductory text in the final instrument that was delivered to BJS in spring 2026, which is shown in the "Final Recommendation" box below and in Appendix D.

Final Recommendation

Survey Background and Purpose

The National Survey of Victim Service Providers (NSVSP) collects the most comprehensive national data available on organizations that serve victims or survivors of crime or abuse. The NSVSP results help policymakers, funders, practitioners, and their communities understand gaps in services and knowledge, resource limitations, staffing, and the stability of victim service providers. Your insights will contribute to data-informed decision-making at the federal, state, and local level. The NSVSP is sponsored by the U.S. Department of Justice's Bureau of Justice Statistics (BJS) and Office for Victims of Crime (OVC). ICF (an independent research company) collects the NSVSP data.

On average, it will take 20 minutes to complete this survey, including time for reviewing instructions, gathering the data needed for a few specific questions, and answering the survey questions.

The following link provides an overview of the type of data needed to respond to the survey: [insert hyperlink].

Victim service providers may need to check case management systems or other records to answer some of the questions in the NSVSP. ICF is here to help if you need some assistance accessing and reporting this information! We offer several free options for support based on your needs: [insert hyperlink].

If possible, please review your data or records to answer survey questions. Providing an estimate or "best guess" is also acceptable.

General Instructions (and who should complete this survey)

Round 1 Feedback Summary

The general instructions were not directly tested during cognitive interviews; participants did not review or respond to that language as a standalone item. However, during discussion of other survey sections, several participants spontaneously noted that they would like more information about what types of organizations should take this survey.

Round 1 Recommendations

- **Title:** Change the title of this section to "Who Should Complete This Survey."
- **Remove from Survey Landing Page:** Move "Who Should Take this Survey" to the survey website to reduce burden on the survey respondent.
- **Paragraph 2:** Keep sentence 1. Remove sentence 2 and replace with "Multiple people at your organization can collaborate on the survey if one person does not know all the answers."

  - *This survey is best completed by someone with knowledge about the available services for victims, victim service funding, and staffing for victim services within your organization. Multiple people at your organization can collaborate on the survey if one person does not know all the answers.*
- **Additional information:** Provide additional information in marketing and TTA materials.

BJS Feedback on Round 1 Recommendations

BJS agreed with the recommendations above and recommended adding one additional sentence at the end of Paragraph 2: *"The survey does not have to be completed in one sitting."* This language was not tested in Round 2.

Information Requested

Round 1 Feedback Summary

The Information Requested section was not directly tested during cognitive interviews; participants did not review or respond to that language as a standalone item. However, during discussion of other survey sections, many participants had the following feedback:

- **Reference period:** As discussed under question A12, many participants thought the phrase "reference period" was unclear and recommended changing to "survey period" and providing the exact time period they should use (e.g., 1/1/2025 – 12/31/2025). They were unsure whether January 1, 2025 should be the beginning or the end of the reference period.
- **Detailed information about survey questions:** Many participants wanted to know what information they will need to answer survey questions ahead of time so they can be prepared to quickly complete the survey.

Round 1 Recommendations

- Remove this section from the survey landing page to reduce burden on the survey respondent. Provide additional information in the administration materials, survey website, and marketing and TTA materials.

BJS Feedback on Round 1 Recommendations

BJS agreed with the recommendations above. This language was not tested in Round 2.

Important Definitions

Cognitive Interview Round 1 Item

- **Important Definitions**

CRIME – An illegal act, which if done by a competent adult or juvenile, would be a criminal offense.

ABUSE – Includes physical, sexual, emotional, or economic actions or threats to harm or control another.

VICTIM – Any person who received assistance from a victim service provider due to concerns about past, ongoing, or potential crimes and abuse. Victims include persons directly harmed or threatened by crimes or abuse and family or household members of the person who was

harmed or threatened.

SERVICE - Efforts that…

-respond to the emotional and physical needs of victims;

-assist victims with their safety and security;

-assist victims to understand and participate in the criminal justice or other legal process;

-assist victims in stabilizing their lives; or

-respond to other needs of victims.

Round 1 Feedback and Recommendation Summary

This item was tested on 5 participants in Round 1.

- **Survey Navigation:** Add a header for Survey Navigation Instructions to provide clear separation from the important definitions.
- **Important Definitions:** Remove all definitions from the survey landing page. Include definitions for "victim service provider," "victim," "direct service," and "direct referral" in a footnote. Include all definitions in the marketing and TTA materials and in the glossary on the website. We summarize the feedback and recommendations for each definition in the table below.
- Test definitions in Round 2 cognitive interviews.

Term	Feedback	Recommendation
Crime	Although the definition is generally acceptable and clear, participants recommend removing the word "competent" from the definition because people who are legally incompetent can still engage in crime.	• Remove the word "competent" and everything after "illegal act" (**CRIME** – An illegal act).
Abuse	One participant recommended elaborating on the aspect of "misuse of power, control or trust" and to include where this can happen – "in personal relationships, institutions, or systems."	• Expand the definition to include the misuse of power, control or trust in personal relationships, institutions, or systems.
Victim	Multiple participants recommended removing the qualifier of "received assistance from a victim service provider" since not all victims seek or receive services. They also recommended removing "and family or household members of the person who was harmed or threatened" because it implies that the perpetrator has to be known to the victim and limits who is considered a victim. One participant interpreted "and family or household members of the person who was harmed or threatened" to mean secondary victims. Another participant wanted to know if "secondary" victims would be included in this definition. If asked about victims her organization	• Remove "received assistance from a victim services provider" and be clearer in separating "persons directly harmed" and "family or household members of the person who was harmed or threatened."

	serves, she would include victims indirectly impacted by the crime (e.g., children witnessing or displaced by domestic violence incidents).	
Service	Participants thought this definition was clear when initially asked. However, they provided feedback associated with the meaning of "direct services" in other parts of the survey. They agreed that direct services mean having direct contact with the client, but were unsure whether activities associated with prevention, education, outreach, and referrals should be included. They also questioned whether "direct contact" includes interaction over the phone, through email or mail, or other virtual methods.	• Add the word "direct." • Discuss with BJS whether to include an instruction on including/excluding prevention, outreach, or educational activities in this definition. • Include instructions on virtual, phone, email, or mail interactions.
Other Terms	Participants recommended including the terms "perpetrator," "trauma," and "victim service provider." For VSP, they recommended defining the types of agencies included and excluded under that definition (e.g., SANE personnel, court victim advocates).	• Do not include definitions of perpetrator or trauma. • Include a definition of VSP in a footer and in marketing and TTA materials. Do not add examples of types of staff. • Add a definition of direct referral to a footer and in marketing and TTA materials.
This is an estimate **Not tracked**	As described in subsequent sections, participants were unclear on whether they should review data to answer survey questions or make an educated guess.	• Discuss with BJS: Provide instructions on whether to review data or make an educated guess. • Add definitions to the survey landing page and a footer the first time the instruction appears. Use definition from the OVC PMT.

Cognitive Interview Round 1 Recommendation

Survey Navigation Instructions

Please do not use your browser's "Forward" and "Back" buttons to go through this form. This may cause your responses to be lost. Instead, please use the following buttons at the bottom of each page:

- **Back**: save answer(s) and go to the previous screen.
- **Next**: save answer(s) and go to the next screen.
- **Save & Exit**: save answer(s) and sign out of the survey. You may resume at any time.

Please select "next" to continue.

- To select or de-select a response, use your mouse or space bar.
- If you have any questions related to the survey or have any technical issues, please contact us by calling XXX-XXX-XXXX or emailing NSVSP@icf.com. You may also find this information by clicking the "Help" link at the top-right corner of any page of the survey.
- If you are inactive for longer than 20 minutes, you will be logged out of the survey and any response(s) on the current page will be lost. Any response(s) entered on previous pages will be saved.
- If you need to exit the survey prior to completion, please click on the **Save & Exit** button at the bottom of any screen. All responses that you have provided to that point are saved. To resume your survey, log back into the website with your unique PIN and the survey will start from where you left off.
- For a quick view of what has already been completed in the survey, click on the "Survey Progress" link at the top-right corner of the page. The survey with responses will appear in a new browser window for your review.

(add the following definitions to a footer)

VICTIM SERVICE PROVIDER (VSP) – An organization, program, department, or other entity that intentionally provides services to primary victims or secondary victims of crime or abuse (i.e., part of your organization's mission is to provide services to victims of crime or abuse).

VICTIM – Any person who has experienced past, ongoing, or potential crimes and abuse. Victims include (1) primary victims (persons directly harmed or threatened by crimes or abuse) and (2) secondary victims (family, friends, or household members of the person who also experienced harm due to a crime).

DIRECT SERVICE - Efforts that respond to the emotional and physical needs of victims; assist victims with their safety and security; assist victims to understand and participate in the criminal justice or other legal process; assist victims in stabilizing their lives; or respond to other needs of victims. This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.

DIRECT REFERRAL – A formalized or official reference to a specific service or organization. It does not include providing lists or directories of programs without specific recommendations or directed reference using a warm handoff.

THIS IS AN ESTIMATE – Data was not used to answer the survey question. The response is an educated guess by the responding organization based on expert knowledge.

NOT TRACKED – No data is collected that can be used to answer the survey question.

BJS Feedback on Round 1 Recommendations

BJS decided to keep the definitions for "crime," "abuse," "victim," and "service" on the survey landing page to stay consistent with previous NCVSP and NSVSP collections. To maintain consistency between collections, BJS also decided to not implement many of the recommended changes to the definitions. BJS also requested to not implement the "this is an estimate" and "not tracked" boxes throughout the survey and provide instructions on the landing page to encourage respondents to review their records and state than estimates are acceptable. A

revised definition of victim that clarifies primary/secondary victims and revised survey navigation instructions were tested in Round 2.

Cognitive Interview Round 2 Item

Important Definitions

VICTIM – Any person who has experienced past, ongoing, or potential crimes and abuse. Victims include (1) primary victims (persons directly harmed or threatened by crimes or abuse) and (2) secondary victims (family, friends, or household members of the person who also experienced harm due to a crime).

Survey Navigation Instructions

If possible, please review your data or records to answer survey questions. Providing an estimate or "best guess" is also acceptable.

Round 2 Feedback Summary

This item was tested with 4 participants.

- **Definition of victim**: All participants described the definition as clear and well-written. One participant said that although they dislike the term "victim" (preferring "survivor"), they believe the definition is "neutral and not in any way triggering, demeaning, or diminishing anything someone has gone through." Two participants were confused by the phrase "potential crimes." They questioned whether that means a crime that is not reported to the police, a crime that has not been charged yet, or when a victim cannot prove that a crime occurred? One participant recommended replacing the word "crime" with "harm." One participants' organization distinguishes between primary and secondary victims and provides services differently; two participants' organizations do not provide services differently to primary and secondary victims but do differentiate the two in their case management system; and one participants' organization does not distinguish between primary and secondary victims.
- **Instructions**: Each participant said this instruction is prompting the survey respondent to review their data before answering survey questions but that they can also provide an estimate. Each participant said they would be willing to review data prior to answering survey questions. However, this statement may impact their willingness to take the survey:
    - Three participants said this instruction indicates that providing an estimate is better than leaving the question blank. This makes them more willing to take the survey.
    - One participant said seeing this statement indicates that the survey will take longer than 20 minutes to complete. Without knowing what type of data is needed, she may put the survey aside and "there's a 70% chance I'll never look at it again because I'll forget about it."
    - One participant said her decision to review data before answering survey questions depends on the type of data needed, how long it takes to complete the survey, whether she can start the survey and finish later, and what time frame the survey asks about.
    - Two participants recommend clarifying what types of data may be needed to take the survey.

Round 2 Recommendations

- **Definition of victim**: Replace the word "potential" with "suspected" and provide examples.
- **Instruction:** Provide a hyperlink to materials describing the type of data needed to respond to survey questions.

Cognitive Interview Round 2 Recommendation

Important Definitions

CRIME – An illegal act, which if done by a competent adult or juvenile, would be a criminal offense.

ABUSE – Includes physical, sexual, emotional, psychological, or economic actions or threats to harm or control another.

VICTIM – Any person who has experienced past, ongoing, or suspected crimes and abuse (e.g., crimes that are not reported to law enforcement or not prosecuted). Victims include (1) primary victims (persons directly harmed or threatened by crimes or abuse) and (2) secondary victims (family, friends, or household members of the person who also experienced harm due to a crime).

SERVICE - Efforts that…

-respond to the emotional and physical needs of victims;

-assist victims with their safety and security;

-assist victims to understand and participate in the criminal justice or other legal process;

-assist victims in stabilizing their lives; or

-respond to other needs of victims.

If possible, please review your data or records to answer survey questions. Providing an estimate or "best guess" is also acceptable.

The following link provides an overview of the type of data needed to respond to the survey: [insert hyperlink]

Survey Navigation Instructions

Please do not use your browser's "Forward" and "Back" buttons to go through this form. This may cause your responses to be lost. Instead, please use the following buttons at the bottom of each page:

- **Back**: save answer(s) and go to the previous screen.
- **Next**: save answer(s) and go to the next screen.
- **Save & Exit**: save answer(s) and sign out of the survey. You may resume at any time.

Please select "next" to continue.

- To select or de-select a response, use your mouse or space bar.
- If you have any questions related to the survey or have any technical issues, please contact us by calling XXX-XXX-XXXX or emailing NSVSP@icf.com. You may also find

this information by clicking the "Help" link at the top-right corner of any page of the survey.
- If you are inactive for longer than 20 minutes, you will be logged out of the survey and any response(s) on the current page will be lost. Any response(s) entered on previous pages will be saved.
- If you need to exit the survey prior to completion, please click on the **Save & Exit** button at the bottom of any screen. All responses that you have provided to that point are saved. To resume your survey, log back into the website with your unique PIN and the survey will start from where you left off.

For a quick view of what has already been completed in the survey, click on the "Survey Progress" link at the top-right corner of the page. The survey with responses will appear in a new browser window for your review.

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. ICF recommended additional minor changes to the text in the final instrument that was delivered to BJS in spring 2026, which is shown in the "Final Recommendation" box below and in Appendix D.

Final Recommendation

Important Definitions

The survey will use the term "victim" to mean both victim or survivor of crime or abuse from this point forward.

CRIME – An illegal act, which if done by a competent adult or juvenile, would be a criminal offense.

ABUSE – Includes physical, sexual, emotional, psychological, or economic actions or threats to harm or control another.

VICTIM – Any person who has experienced past, ongoing, or suspected crimes and abuse (e.g., crimes that are not reported to law enforcement or not prosecuted). Victims include (1) primary victims (persons directly harmed or threatened by crimes or abuse) and (2) secondary victims (family, friends, or household members of the person who also experienced harm due to a crime).

SERVICE - Efforts that…

- respond to the emotional and physical needs of victims;
- assist victims with their safety and security;
- assist victims to understand and participate in the criminal justice or other legal process;
- assist victims in stabilizing their lives; or
- respond to other needs of victims.

Survey Navigation Instructions

Please do not use your browser's "Forward" and "Back" buttons to go through this form. This may cause your responses to be lost. Instead, please use the following buttons

at the bottom of each page:

- **Back**: save answer(s) and go to the previous screen.
- **Next**: save answer(s) and go to the next screen.
- **Save & Exit**: save answer(s) and sign out of the survey. You may resume at any time.

Please select "next" to continue.

- To select or de-select a response, use your mouse or space bar.
- If you have any questions related to the survey or have any technical issues, please contact us by calling XXX-XXX-XXXX or emailing NSVSP@icf.com. You may also find this information by clicking the "Help" link at the top-right corner of any page of the survey.
- If you are inactive for longer than 20 minutes, you will be logged out of the survey and any response(s) on the current page will be lost. Any response(s) entered on previous pages will be saved.
- If you need to exit the survey prior to completion, please click on the **Save & Exit** button at the bottom of any screen. All responses that you have provided to that point are saved. To resume your survey, log back into the website with your unique PIN and the survey will start from where you left off.
- For a quick view of what has already been completed in the survey, click on the "Survey Progress" link at the top-right corner of the page. The survey with responses will appear in a new browser window for your review.

NSVSP Section A: About Your Organization

Overarching Feedback for Section A (Round 1)

The new order of questions in Section A appears to have caused confusion. We recommend using the following order of questions (as presented in the NCVSP) and adding one new question:

Survey Question	Recommendation
A1. Contact information	• Keep as A1 • Auto-populate the answer; ask for confirmation
A2. Main point of contact responsible for completing this survey.	• Keep as A2 • Auto-populate the answer; ask for confirmation
A5. Provided services to victims in past 6 months	Move to A3
A6. Active victim services referral program	Move to A4a
A9. Type of entity (i.e., for tax and reporting purposes)	• Move to A6 • Auto-populate the answer; ask for confirmation

A8. Organization's focus on providing services to victims: primary/embedded	• Move to A7 • Auto-populate the answer; ask for confirmation
Are your victim services activities fully virtual?	Add new question- A8
A3. Description of your victim service organization: single/multi-site	• Move to A9. Virtual organizations will skip this question. • Auto-populate the answer; ask for confirmation
A4. Description of your site: main office/branch	• Move to A10. Virtual organizations will skip this question. • Auto-populate the answer; ask for confirmation

Organizational Contact Information

Round 1 Feedback Summary

We did not test the Organizational Contact information during Round 1, but VSPs were confused about what level to report on (parent vs. child). We decided to Test in Round 2 to ensure it was clear to participants.

Cognitive Interview Round 2 Item

Please complete the following information for your organization. *If your organization is part of a larger organization with many programs or a multi-site organization, please provide the name, mailing address, and contact information for your branch, office, or program.*

This section is filled with information gathered during previous surveys. Please review and update or complete.

Organization name:
Branch, office or program name, if applicable:

Mailing Address
Address, line 1:
Address, line 2:
City:
State:
ZIP:
Phone Number:
Email Address:
Website:

Round 2 Feedback Summary

This item was tested on 4 participants in Round 2.

- **Organization name**: Each participant said they would list their organization name here (the parent).
- **Branch/office/program name**: Each participant said they would list their program name here (the child).
    - One participant thought this question is asking for the name of each of their 32

branches/offices/programs and that the survey would ask questions about each program. When asked what she would enter if she could only choose one program, she said she would enter the name of her organization's largest branch. When asked whether her organization has different "branches/offices/programs," she said, "only in logistics." She described "programs" as a staff member who works in a courthouse or police station vs. a shelter and staff members whose work hours include night shift vs. staff members who work during normal business hours.
    - One participant said they would not enter a branch/office/program name because they work at a small organization. Their small organization has "programs", but those programs do not have different staff or contact information. They all collaborate on the same work.
    - One participant said they would use the term "program" or "division."
- **Phone number and Email Address**: One participant said they were unclear about whether the survey is asking for a general organization number/email address or their personal work number/email address. They chose to enter a general phone number and email address. One participant said their organization does not use generic phone numbers or email addresses, so she would enter her personal work phone number and email. One participant would enter their program phone number and email address (not their personal work phone and email). One participant would enter their personal work phone number and email address.
- **Website:** One participant from an embedded organization said they would enter their organizational website and, if there was space, they would also enter their program website. They thought the question was asking for the general organizational website link. Another participant from an embedded organization said they would enter their organization's website. A third participant from an embedded organization said they would enter their program website (not their university website). A fourth participant said they would enter their organization's website because their programs do not have distinct websites.

Round 2 Recommendations

- **Branch/office/program name**: The words "branch" and "office" are causing confusion. Remove "branch" and "office" and replace with "program, division, or department."
- **Italicized instructions:** Put the questions asking for general contact information and personal contact information on the same page so the respondent can see that BJS is asking for general contact information followed by personal contact information in A2**.** Move and reframe the instruction. Provide further instruction on the website and in TTA materials.
- **Question ordering and language piping:** BJS needs to make a decision on whether to begin Section A with the following item or if they want to begin Section A with the item that asks VSPs to describe the structure of their organization (standalone/primary versus embedded). If the latter, the item that asks about the structure of their organization will be used to inform subsequent piping (shown as [Organization; Program, Division, or Department] for some items in Section A. Items that would be affected by the change in what question starts Section A display both options for consideration in the "Cognitive Interview Round 2 Recommendation" box.

Cognitive Interview Round 2 Recommendation

This section is filled with information gathered during previous surveys. Please review and update or complete.

- If you work in a standalone victim service organization (i.e., the primary mission of the organization is to provide services or programming for victims): Please enter contact information for your organization.
- If you work in an organization that has a victim service program, division, or department: Please enter contact information for your program, division, or department.

Organization name:
Program, division, or department name (if applicable):

Organization or Program Address
Address, line 1:
Address, line 2:
City:
State:
ZIP:
Organization or Program Phone Number:
Organization or Program Email Address:
Organization or Program Website:

OR (if VSP structure item begins Section A)

This section is filled with information gathered during previous surveys. Please review and update or complete.

[Organization; Program, Division, or Department] name:

[Organization; Program, Division, or Department] Address

Address, line 1:
Address, line 2:
City:
State:
ZIP:
[Organization; Program, Division, or Department] Phone Number:
[Organization; Program, Division, or Department] Email Address:
[Organization; Program, Division, or Department] Website:

BJS Feedback on Round 2 Recommendations

BJS decided that Section A should begin with the item asking VSPs to describe the structure of their organization (standalone/primary vs. embedded).

Final Recommendation

[Organization; Program, Division, or Department] Name:

[Organization; Program, Division, or Department] Address

Address, line 1:

Address, line 2:
City:
State:
ZIP:
[Organization; Program, Division, or Department] Phone Number:
[Organization; Program, Division, or Department] Email Address:
[Organization; Program, Division, or Department] Website:

Respondent Contact Information

Round 1 Feedback Summary

We did not test the Organizational Contact information during Round 1, but VSPs were confused about what level to report on (parent vs. child). We decided to Test in Round 2 to ensure it was clear to participants.

Cognitive Interview Round 2 Item

Please review and update as necessary the main point of contact at your organization responsible for completing this survey. *This information will be used only if we have follow-up questions and will not be shared outside of this research study.*

Job Title:
First Name:
Last Name:
Work Telephone Number:
Email Address:

Round 2 Feedback Summary

This item was tested on 4 participants in Round 2.

- **Contact Information**: Each participant thought it was clear that this question is asking for their personal work contact information as the person responding to the survey. They each thought they would be the best person to take the survey. If they did not think they were the best person to take the survey, they would feel comfortable entering a colleague's contact information after asking for the colleague's permission.
- **Follow up**: One participant believes the sentence in italics means that the survey information will be kept confidential (i.e., their information will not be sold to a third party). Another participant thought this sentence meant that ICF may call her if "her survey answers seem wrong, don't make sense, or are not consistent with other survey answers." A third participant thought the sentence means that ICF may call with questions about "interesting survey responses." This sentence did not impact whether any of the participants would take the survey.

Round 2 Recommendations

- **Pre-filling information:** Prefill information from the frame verification into the NSVSP.
- **Follow up:** Clarify why the research team may follow up. Avoid implying that follow up is associated with monitoring the VSP.

Cognitive Interview Round 2 Recommendation

Please confirm or enter the main point of contact at your organization responsible for completing this survey. *We will only contact you if we want to better understand some of your survey responses. Your contact information will not be shared outside of this research study.*

Job Title:
First Name:
Last Name:
Work Telephone Number:
Work Email Address:

OR (if VSP structure item begins Section A)

Please confirm or enter the main point of contact at your [organization; program, division, or department] responsible for completing this survey. *We will only contact you if we want to better understand some of your survey responses. Your contact information will not be shared outside of this research study.*

Job Title:
First Name:
Last Name:
Work Telephone Number:
Work Email Address:

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendation. Since the VSP structure item begins Section A, the option with piping is used in the "Final Recommendation" box.

Final Recommendation

Please confirm or enter the main point of contact at your [organization; program, division, or department] responsible for completing this survey. *We will only contact you if we want to better understand some of your survey responses. Your contact information will not be shared outside of this research study.*

Job Title:
First Name:
Last Name:
Work Telephone Number:
Work Email Address:

Organizational Structure

Cognitive Interview Round 1 Item

Some organizations have multiple sites that provide victim services, such as branch offices, 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
- ❍ Organization operating through multiple sites (*e.g., branch or satellite locations, chapters, or field offices)*

Round 1 Feedback Summary

This item was tested on 7 participants in Round 1.

- **"This does not refer to staff working from home or hybrid"**: Multiple participants questioned this phrase, noting that such staff provide services and should be considered. Two people indicated that they would consider home-based staff when responding to this question.
- **Multiple sites:** Two participants struggled to answer this question, despite describing multiple affiliated offices associated with their organizations.
  - To one participant, "multiple sites" indicates that each affiliated office provides the same services but in different locations. She was not sure if having different offices serving special populations (i.e., one office serving adult victims, one serving juvenile victims) should be characterized as multiple "main offices" or as branch/satellite locations.
  - To the other participant, "multiple sites" or "satellite locations" are different from "multiple service locations" which is how she would describe the structure of her organization. To her, "satellite locations" implies various buildings where employees' offices are located, which may differ from where clients are able to receive services (e.g., in the case of residential homes serving as shelters). She said that a clearer survey question would ask for the number of sites or service locations associated with the organization, depending on the goal of the question.
- **Lack of formal site:** One participant noted that some organizations may not have a formal "organization site." They said many small VSPs operate online without a brick-and-mortar office site to save on overhead costs. They may hold meetings or other required in person appointments virtually, in public, or borrowed spaces.
- **Virtual organizations:** One participant, representing a fully virtual organization, chose option 1 despite each staff member working remotely in different locations.

Round 1 Recommendations

- **"This does not refer to staff working from home or hybrid"**: Revise this phrase. For example, "We recognize that staff may work remotely but do not count their home office as a separate site." Test in Round 2 cognitive interviews.
- **Virtual organizations:** Add a question asking whether a VSP is fully virtual. If yes, virtual organizations will skip A3.
- **Define "site":** Defining what is meant by "site," with additional examples for response 1, may also help respondents interpret the question consistently.

Cognitive Interview Round 1 Recommendation

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

- ❍ Yes → Go to AXX (Is your organization faith-based?)
- ❍ No → Go to AXX (What is the best description of your site, in relation to your organization's other sites?)

Some organizations have multiple sites that provide victim services, such as branch offices, satellite locations, chapters, or field offices. We recognize that staff may work remotely. Please do not count their home office as a separate site.

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

- ❍ Organization operating through one single site
- ❍ Organization operating through multiple sites (e.g., branch or satellite locations, chapters, or field offices)

BJS Feedback on Round 1 Recommendations

BJS requested minor language changes to replace "site" with "physical location" and add "/program" and "organization" in the question and response options.

Cognitive Interview Round 2 Item

Are your victim services activities fully virtual? This means no direct victim services are offered from a physical location connected to the organization/program.

- ❍ Yes
- ❍ No

Some organizations/programs have multiple physical locations that provide victim services, such as branch offices, satellite locations, chapters, or field offices. We recognize that staff may work remotely. Please do not count their home office as a separate site.

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

- ❍ Organization/program operating through one single physical location
- ❍ Organization/program operating through multiple physical locations (e.g., branch or satellite locations, chapters, or field offices)

Round 2 Feedback Summary

These items were tested on 4 participants in Round 2.

- **Virtual**: Participants thought this question is very clear. They described "fully virtual" as having no physical space to meet with clients.
- **Single/Multi locations**: Two participants thought the question was clear. One participant chose "multiple" because her organization has office buildings in multiple counties and advocates work inside police departments. One participant chose "single" because her organization has one location.

- Two participants thought the question was confusing. One participant first answered "multiple," read the question several more times, and then changed their answer to single. She works at an embedded organization with many locations but her Center has one location. Staff can work at other organizational locations to assist clients but those locations are not branches, satellite locations, chapters, or field offices for her Center. One participant answered "multiple." She works for a VSP embedded in a university. Her VSP has one location but staff will meet with clients in other spaces like court, a hospital, or other buildings on campus.

Round 2 Recommendations

- **Single/Multi locations:** Clarify in the instruction that branch, satellite locations, chapters or field offices are considered official locations. This does not include working with victims in the field (e.g., a public space).

Cognitive Interview Round 2 Recommendation

Are your victim services activities fully virtual? This means no direct victim services are offered from a physical location connected to the [organization; program, division, or department].

- ❍ Yes → Go to AXX
- ❍ No → Go to AXX

Some [insert organizations or programs, divisions or departments] have multiple physical locations that provide victim services, such as branch offices, satellite locations, chapters, or field offices. We recognize that staff may work remotely or in a space that is not considered an official location for your [insert organizations or programs, division or department]. Please do not count a home office or unofficial location as a separate site.

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

- ❍ [Insert organization or program, division, or department] operating through one single physical location
- ❍ [Insert organization or program, division or department] operating through multiple physical locations (e.g., branch or satellite locations, chapters, or field offices)

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. Minor grammatical/consistency changes were implemented in the "Final Recommendation" box.

Final Recommendation

Are your victim services activities fully virtual? *This means no direct victim services are offered from a physical location connected to the [organization; program, division, or department].*

- ❍ Yes
- ❍ No

[ASK IF A9= No]

Some [organizations; programs, divisions, or departments] have multiple physical locations that provide victim services, such as branch offices, satellite locations, chapters, or field offices. We recognize that staff may work remotely or in a space that is not considered an official location for your [organization; program, division, or department]. Please do not count a home office or unofficial location as a separate site.

Please select the most appropriate description of your victim services [organization; program, division, or department].

- ❍ [Organization; program, division, or department] operating through one single physical location
- ❍ [Organization; program, division, or department] operating through multiple physical locations *(e.g., branch or satellite locations, chapters, or field offices)*

Single vs. Multi-Site

Cognitive Interview Round 1 Item

What is the best description of your site, in relation to your organization's other sites?

- ❍ The main office
- ❍ One site or location that reports to a main office *(e.g., branch or satellite locations, chapters, or field offices)*
- ❍ Other *(Please specify)*

Round 1 Feedback Summary

This item was tested on 7 participants in Round 1.

- **Clear examples:** Multiple participants found the question clear and appreciated the italicized examples, which were aligned with how they describe their organizational structure.
- **Virtual organizations:** One participant represented a fully virtual organization with staff located in different geographical locations said this question was confusing. She was not sure if "your site" meant her home office or the site of the organization as a whole. She was tempted to choose "other" but did not know how to "specify." Overall, the question did not seem to fit her organization's structure.
- **Question implications:** Multiple participants said that this question implies future survey questions will ask about *both* the main site and their satellite office, including differences between those sites.
- **"In relation to":** Two participants were unsure of the meaning of "in relation to." One participant interpreted this as either geographical proximity or organizational hierarchy. For another participant, although her organization has sites that report to the leadership at the main office, they serve distinct populations and cannot provide similar services across sites. She recommends having an option describing multiple offices focused on different populations.

Round 1 Recommendations

- **Virtual organizations:** Adding a new question to identify fully virtual organizations will allow virtual organizations to skip this question (see above).
- **"In relation to":** In the current frame, parents and children are both answering the survey. We believe this question was originally trying to identify a parent vs. a child. The frame update will impact the inclusion or phrasing of this question. If the question is included in the survey, we recommend clarifying what is meant by "in relation to" with more specific language – for example:
    - "What is the best description of your site, compared to your organization other sites?"
- **Embedded organizations:** Clarify how embedded organizations should answer this question about the main office – the main office for the entire organization or the victim service program?

Cognitive Interview Round 1 Recommendation

ICF will finalize this recommendation after debrief meeting with BJS on December 4, 2025.

BJS Feedback on Round 1 Recommendations

In discussions of the Round 1 feedback, BJS and ICF decided to test the language in the box below (changing "site" to "physical location") and adding "/program" after "organization." BJS wanted to ensure that embedded organizations were answering for their victim services program only, rather than for the entire organization. Test in Round 2.

Cognitive Interview Round 2 Item

What is the best description of your physical location, compared to your organization/program's other physical locations?

- ❍ The main office
- ❍ One site or location that reports to a main office (e.g., branch or satellite locations, chapters, or field offices)
- ❍ Other (Please specify)

Round 2 Feedback

This item was tested on 4 participants in Round 2. Participants thought this question was clear. They described the main office as "headquarters," "what's on our letterhead," "where the CEO, administration, and most staff are," and "where payroll is processed."

Round 2 Recommendations

Use the answer from the question "Which of the following best describes the structure of your [organization; program, division, or department]?" (where "organization" will be piped in for standalone VSPs and "program, division, or department" will be piped in for embedded VSPs).

Cognitive Interview Round 2 Recommendation

What is the best description of your physical location, compared to your [insert organization's or program, division, or department's] other physical locations?

- ❍ The main office
- ❍ One site or location that reports to a main office (e.g., branch or satellite locations, chapters, or field offices)
- ❍ Other (Please specify)

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations, with minor changes that are shown in the "Final Recommendation" box below.

Final Recommendation

What is the best description of your physical location, compared to your [organization's; program, division, or department's] other physical locations?

- ❍ The main office
- ❍ One location that reports to a main office (e.g., branch or satellite locations, chapters, or field offices)
- ❍ Other *(Please specify)*: [TEXT BOX]

Service Provision

Cognitive Interview Round 1 Item

In the past six months, has your organization provided services to victims or survivors of crime or abuse? *"Services" include efforts that respond to the emotional and physical needs of victims; assist victims with their safety and security; assist victims to understand and participate in the criminal justice or other legal process; assist victims in stabilizing their lives; or respond to other needs of victims.*

- ❍ Yes
- ❍ No

Round 1 Feedback Summary

This question was tested with 10 participants in Round 1.

- **Service definition and examples:** Participants found the italicized definition of services to be helpful when considering their answer to the question. They also noted that the examples were broad and inclusive for a wide range of VSP types. The question was easy to answer. One participant embedded in a criminal justice agency said that the phrase "assisting victims to understand and participate in the criminal justice or other legal process" helped her determine that her organization is eligible to participate in the NSVSP and she should respond "yes."

Round 1 Recommendations

- Consider this question complete.

Cognitive Interview Round 1 Recommendation

In the past six months, has your organization provided direct services to victims? *"Direct services" include efforts that respond to the emotional and physical needs of victims; assist victims with their safety and security; assist victims to understand and participate in the criminal justice or other legal process; assist victims in stabilizing their lives; or respond to other needs of victims. This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

- ❍ Yes
- ❍ No

BJS Feedback on Round 1 Recommendations

Upon further discussion, BJS decided to keep "prevention activities" in the definition for direct services, acknowledging that the definition does not align with the definition outlined by the Victims of Crime Act (VOCA), in part to capture work that non-federally funded VSPs conduct. BJS requested to test this item in Round 2.

Cognitive Interview Round 2 Item

In the past six months, has your organization/program provided direct services to victims? *"Direct services" include efforts that respond to the emotional and physical needs of victims; assist victims with their safety and security; assist victims to understand and participate in the criminal justice or other legal process; assist victims in stabilizing their lives; or respond to other needs of victims. This includes in-person, phone, virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

- ❍ Yes
- ❍ No

Round 2 Feedback Summary

This item was tested on 4 participants in Round 2.

- Each participant believes this is a good and clear definition of direct services. They like that the definition includes mode, referrals, and prevention. They like that the definition specifically states not to include general outreach.
- However, they described the first sentence as "too detailed," "too formal," "unnecessary," and "pedantic." They recommend simplifying the first sentence, writing in plain language, and lowering the reading level.

Round 2 Recommendations

- Simplify and streamline the first sentence of the definition.

Cognitive Interview Round 2 Recommendation

In the past six months, has your organization/program provided direct services to victims? *"Direct services" include helping victims with emotional and physical needs; safety and security; understanding and participating in the criminal justice or legal process; stabilizing their*

lives; or other needs. This includes in-person, phone, virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.

- ❍ Yes
- ❍ No

OR (if VSP structure item begins Section A)

In the past six months, has your [organization; program, division, or department] provided direct services to victims? *"Direct services" include helping victims with emotional and physical needs; safety and security; understanding and participating in the criminal justice or legal process; stabilizing their lives; or other needs. This includes in-person, phone, virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

- ❍ Yes
- ❍ No

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendation.

Final Recommendation

In the past six months, has your [organization; program, division, or department] provided direct services to victims? *"Direct services" include helping victims with emotional and physical needs; safety and security; understanding and participating in the criminal justice or other legal process; stabilizing their lives; or other needs. This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

- ❍ Yes
- ❍ No

Referral Program

Cognitive Interview Round 1 Item

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

- ❍ Yes
- ❍ No

Round 1 Feedback Summary

This question was tested with 11 participants in Round 1.

- **"Active victim services referral program":** Multiple participants initially interpreted this question as "Does your organization make referrals?" but then re-read it because they felt confused about the phrase "active victim services referral program." Many participants

expressed confusion over what qualifies as an "active" victim services referral "program." They questioned if this requires a warm handoff to other providers or if providing information about additional resources is sufficient. Two participants interpreted this phrase to mean that the organization has an online referral system, formal processes and procedures, or a specific job title/office within the organization focused on referrals. Two respondents interpreted this question as asking if the VSP accepts referrals. Several participants noted that all VSPs provide referrals and questioned the purpose of this item.

- **Hotlines or helplines:** Some participants said the italicized text referring to hotlines or helplines was useful, while others said the italicized text made them focus on hotlines/helplines and prevented them from thinking of other examples. Three participants interpreted the question as asking, "Does your organization operate a hotline/helpline?." One participant responded "no" based on that interpretation, although her organization does provide referrals. The other two wavered in how they would respond after re-reading the question more closely, with one ultimately responding "no" and the other changing their initial response to "yes." One participant noted that their organization works as part of a multidisciplinary team. That team includes a victim advocate who provides referrals. However, that advocate does not work for her specific organization and her organization does not make referrals, so she said "no" to this question.
- **Referral as a direct service:** One participant defined referrals as a direct victim service if a VSP helps the victim understand their options based on an assessment of the client's needs and/or provides a warm handoff. A referral is not a direct service if a VSP hands a list of resources to a client.

Round 1 Recommendations

- **"Active victim services referral program":** Remove the words "active" and "program." Add the word "direct." Provide a definition of "direct referrals." Consider the following revision and test in Round 2 cognitive interviews.
- **Prevention as a direct service:** Discuss including prevention activities as a direct service with BJS. VOCA guidelines state that prevention activities are not allowable/billable for grantees. However, some organizations conduct prevention activities that could be considered a direct service. If the decision is to include prevention activities as a direct service, edit the definition of "service" and add a question to the NSVSP asking whether VSPs conduct prevention activities.

Cognitive Interview Round 1 Recommendation

Does your organization provide direct referrals to other victim services? *A direct referral is a formalized or official reference to a specific service or organization. It does not include providing lists or directories of programs without specific recommendations or directed reference using a warm handoff.*

- ❍ Yes
- ❍ No

Does your organization conduct prevention activities? *Prevention is a proactive and comprehensive approach to providing individuals with the knowledge, skills, and tools they need to navigate challenges, make informed decisions, minimize risks before they occur, and foster healthier behaviors.*

- ❍ Yes
- ❍ No

BJS Feedback on Round 1 Recommendations

BJS requested to add "/program" after "organization" in the question stem. Tested in Round 2.

Cognitive Interview Round 2 Item

Does your organization/program provide direct referrals to other victim services? *A direct referral is a formalized or official reference to a specific service or organization. It does not include providing lists or directories of programs without specific recommendations or directed reference using a warm handoff.*

- ❍ Yes
- ❍ No

Does your organization/program conduct prevention activities? *Prevention is a proactive and comprehensive approach to providing individuals with the knowledge, skills, and tools they need to navigate challenges, make informed decisions, minimize risks before they occur, and foster healthier behaviors.*

- ❍ Yes
- ❍ No

Round 2 Feedback Summary

This item was tested on 4 participants in Round 2.

- **Direct referrals**: Each participant agreed with the definition and liked that a definition was provided. They consider direct referrals to be a direct service because a provider uses their expert knowledge to determine what type of referral the victim needs and helps the victim connect another provider (one respondent said this is like providing a "prescription for medicine").
  - One participant questioned what "formalized and official" means.
  - Two participants said that sometimes providing a list of resources can be considered a direct referral if the list is tailored to the needs of the victim (e.g., providing a long list of housing resources). It is not a referral if a VSP says "here's a bunch of brochures, take some."
- **Prevention**: Each participant agreed with the definition and liked that a definition was provided. They consider prevention to be a direct service that is often provided at the same time as other direct services. For example, safety planning, education in one-on-one or group settings, educational campaigns, information-sharing (e.g., discussing red flags to avoid future victimization), and/or presentations.

Round 2 Recommendations

- **Direct referrals**: Replace "formalized and official" with "formal" in the first sentence. Underline "without" in the second sentence to clarify that lists are not appropriate if they are given without specific recommendations or a warm handoff.
- **Prevention**: Consider the definition final.

Cognitive Interview Round 2 Recommendation

Does your organization/program provide direct referrals to other victim services? *A direct referral is a formal reference to a specific service or organization. It does not include providing lists or directories of programs without specific recommendations or directed reference using a warm handoff.*

- ❍ Yes
- ❍ No

Does your organization/program conduct prevention activities? *Prevention is a proactive and comprehensive approach to providing individuals with the knowledge, skills, and tools they need to navigate challenges, make informed decisions, minimize risks before they occur, and foster healthier behaviors.*

- ❍ Yes
- ❍ No

OR (if VSP structure item begins Section A)

Does your [organization; program, division, or department] provide direct referrals to other victim services? *A direct referral is a formal reference to a specific service or organization. It does not include providing lists or directories of programs without specific recommendations or directed reference using a warm handoff.*

- ❍ Yes
- ❍ No

Does your [organization; program, division, or department] conduct prevention activities? *Prevention is a proactive and comprehensive approach to providing individuals with the knowledge, skills, and tools they need to navigate challenges, make informed decisions, minimize risks before they occur, and foster healthier behaviors.*

- ❍ Yes
- ❍ No

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. Slight changes were made to the questions to match the wording of other questions in the section, and these changes (shown below) were included in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

In the past six months, has your [organization; program, division, or department] provided direct referrals to other victim services? *A direct referral is a formal reference to a specific service or organization. It does not include providing lists or directories of programs without specific recommendations or directed reference using a warm handoff.*

- ❍ Yes
- ❍ No

In the past six months, has your [organization; program, division, or department]

conducted prevention activities? *Prevention is a proactive and comprehensive approach to providing individuals with the knowledge, skills, and tools they need to navigate challenges, make informed decisions, minimize risks before they occur, and foster healthier behaviors.*

- ❍ Yes
- ❍ No

Organizational Focus

Cognitive Interview Round 1 Item

Which of the following best describes your organization's focus on providing services to victims?

- ❍ The primary function of the organization is to provide services or programming for victims
- ❍ Designated staff, volunteers, or programs provide services to victims within a larger organization (e.g., hospital, university, community center, large non-profit, church/temple/mosque). *Designated staff are those who provide services to victims as part of their job.*
- ❍ Neither of these

Round 1 Feedback Summary

This item was tested on 8 participants in Round 1.

- **Embedded organizations:** Participants found question A8 confusing, especially regarding the distinction between standalone VSPs and those embedded in larger organizations. One participant found the italicized text helpful and answered based on thinking "My office is part of the organization. My office is not THE organization." Similar to feedback from the 2023 NCVSP cognitive interviews, participants in embedded programs are not sure how to answer this question.
- **Tribal organizations:** Tribal representatives in embedded settings were unsure whether to consider the tribal government or the larger VSP in which their site is located as the organization. One tribal representative felt that tribal organizations are not adequately represented in this question.
- **"Neither of these":** Multiple participants did not seem to see the third option. Those who did see that option said "neither of these" felt exclusionary and might discourage survey completion if they did not choose response options 1 and 2. That phrase implies that they are not qualified or eligible to take the survey.
- **"Designated staff":** Participants interpreted "designated staff" as related to job titles/descriptions within an organizational chart – victim advocates, counselors, therapists – whose roles involve direct communication with victims. This seems aligned with the italicized text.
- **"Provide services to victims":** One participant chose "neither of these" as an option because she interpreted "provide services to victims" as fulfilling the needs of victims such as housing, emergency financial support, or legal representation. However, this participant said that her staff engage directly with victims in a service capacity (e.g., providing court

accompaniment services, emotional support, and making referrals to other services). This appears to be a challenge associated with semantics and the definition of "service."

- **Answering survey questions as an embedded organization:** Across all three tracks, participants working for VSPs who are embedded within a larger organization with multiple victim services programs/departments struggled to answer many survey questions. They expressed confusion about whether they should answer the question based on their entire organization, their department, or their program. Some participants said they answered on behalf of their organization vs. their program on some questions but not others. For example, one participant in Track 1 expressed confusion about whether they should report the number of victims served by their specific **department** or the **larger organization**. They answered other questions at the organizational level.

Round 1 Recommendations

- **Tribal organizations:** Add "tribal government" as an example under embedded organizations.
- **"Neither of these":** Remove from the survey. Test clarifying language for this question and definition of "service" in Round 2 cognitive interviews.
- **Answering survey questions as an embedded organization:**
  - Provide instructions to explain whether respondents from embedded VSPs should answer survey questions as their overarching organization or their embedded program.
  - Consider removing the word "organization" from survey questions. Use the word "entity" to refer to parent organizations within the frame and "program/department" for child organizations. Use the correct language to indicate to embedded/child organizations whether they should answer for their entity or their specific program/department.
  - Explore development of a decision tree to help respondents understand whether they are a standalone or embedded organization. The decision tree could be provided on the website and TTA materials but not the survey.

Cognitive Interview Round 1 Recommendation

Which of the following best describes the structure of your organization?

- ❍ I work at a standalone victim service organization (i.e., the primary mission of the organization is to provide services or programming for victims).
- ❍ I work at a large organization whose focus is not victim services, but we have embedded programs, staff, or volunteers whose purpose is to provide services to victims (e.g., a victim service program or department within a hospital, university, community center, large non-profit, church/temple/mosque, tribal government).

BJS Feedback on Round 1 Recommendations

BJS requested to add "/program" after "organization" in the question stem. Tested in Round 2.

Cognitive Interview Round 2 Item

Which of the following best describes the structure of your organization/program?

- ❍ I work at a standalone victim service organization (i.e., the primary mission of the organization is to provide services or programming for victims).
- ❍ I work at a large organization whose focus is not victim services, but we have embedded programs, staff, or volunteers whose purpose is to provide services to victims (e.g., a victim service program or department within a hospital, university, community center, large non-profit, church/temple/mosque, tribal government).

Round 2 Feedback Summary

This item was tested on 4 participants in Round 2. Each participant thought this question was very clear and easy to answer.

- **Standalone:** They described standalone VSPs as focusing entirely on victim services.
- **Embedded:** They described embedded as organizations that do not exist to provide victim services but might have a victim service program (i.e., victim services is not the core organizational mission). One embedded organization was confused by the word "large" because they are a small legal services organization that serves victims of crime, but not exclusively. They consider themselves to be embedded.

Round 2 Recommendations

- Remove the word "large" from the description of embedded. This item is complete.

Cognitive Interview Round 2 Recommendation

Which of the following best describes the structure of your organization?

- ❍ I work at a standalone victim service organization (i.e., the primary mission of the organization is to provide services or programming for victims).
- ❍ I work at an organization whose focus is not victim services, but we have embedded programs, staff, or volunteers whose purpose is to provide services to victims (e.g., a victim service program or department within a hospital, university, community center, large non-profit, church/temple/mosque, tribal government).

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF recommendations. The following item was included in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Which of the following best describes the structure of your organization?

- ❍ I work at a standalone victim service organization (i.e., the primary mission of the organization is to provide services or programming for victims).
- ❍ I work at an organization whose focus is not victim services, but we have embedded programs, staff, or volunteers whose purpose is to provide services to victims (e.g., a victim service program or department within a hospital, university, community center, large non-profit, church/temple/mosque, tribal government).

Entity Description

Cognitive Interview Round 1 Item

Which of the following best describes your entity (i.e., for tax and reporting purposes)?
In the next question, you will be asked to identify the specific type of organization (e.g., mental health, law enforcement, multi-agency).

- ❍ Tribal government, tribal coalition, or other tribal organization
- ❍ School-based program *(preschool or K-12)*
- ❍ Campus organization or other post-secondary educational institution *(public or private)*
- ❍ Hospital, medical, or emergency facility *(public or private)*
- ❍ Government agency *(e.g., federal, state, or local departments such as law enforcement, social services, or public health agencies)*
- ❍ Nonprofit organization *(501(c)(3) status)*
- ❍ For-profit organization
- ❍ Informal organization *(e.g., independent support groups, volunteer networks, grassroots movements, or other initiative not reflected in the choices above)*

Round 1 Feedback Summary

This item was tested on 8 participants in Round 1.

- **Non-exclusive response options:** Participants were primarily concerned that the question did not allow for choosing multiple responses. Categories 1 – 4 were clear, but respondents were confused by having to choose only one option for this question when they consider all 8 options. The responses are not mutually exclusive (e.g., a VSP could be both nonprofit *and* campus-based, or tribal *and* hospital-based). Italicized examples were helpful.
- **"Entity":** They were familiar with the term "entity" and associated it with financial reporting. This meets the goal of using the word "entity." One participant chose a response based on non- vs. for-profit status due to the financial connotation; another focused on funding sources when choosing her response. One participant said that responding would be faster if the survey used consistent terms (organization vs. entity) from one question to another.
- **Tribal entities:** A tribal representative felt combining "tribal government, tribal coalition, or other tribal organization" into one category undermined the legitimacy of tribal governments and recommended separating out tribal government from "tribal coalition or other tribal organization."
- **Law enforcement and court systems:** Multiple participants were unsure where law enforcement/court-based VSPs would fall on this list.
- **Incorrect responses:** Two participants provided responses that would incorrectly result in them being excluded from the rest of the survey. In one case, a victim hotline/helpline is located within a for-profit company (but is not a for-profit entity itself) and chose response option #7. In another case, a citywide youth services provider operating within a governmental education office chose response option #2.

Round 1 Recommendations

- **Non-exclusive response options and "Entity":** Keep the word "entity" and add SAM numbers to further clarify the level of identification.
- **Tribal entities:** Make "tribal government" a separate response from "tribal coalition or other tribal organization."
- **For profit organizations:** Do not exclude for profits from the frame. Some for-profit organizations administer victim service programs.

Cognitive Interview Round 1 Recommendation

ICF will finalize this recommendation after debrief meeting with BJS on December 4, 2025.

BJS Feedback on Round 1 Recommendations

Per BJS, do not add SAM identification numbers to the survey. Test the entity language in Round 2 and explore tribal response option with more tribal VSPs.

Cognitive Interview Round 2 Item

Which of the following best describes your entity (i.e., for tax and reporting purposes)?
In the next question, you will be asked to identify the specific type of organization (e.g., mental health, law enforcement, multi-agency).

- ❍ Tribal government, tribal coalition, or other tribal organization
- ❍ School-based program *(preschool or K-12)*
- ❍ Campus organization or other post-secondary educational institution *(public or private)*
- ❍ Hospital, medical, or emergency facility *(public or private)*
- ❍ Government agency *(e.g., federal, state, or local departments such as law enforcement, social services, or public health agencies)*
- ❍ Nonprofit organization *(501(c)(3) status)*
- ❍ For-profit organization
- ❍ Informal organization *(e.g., independent support groups, volunteer networks, grassroots movements, or other initiative not reflected in the choices above)*

Round 2 Feedback Summary

This item was tested on 5 participants in Round 2.

- **Entity**: Three participants thought this question was clear. They were all nonprofits. They believe that "entity" means "overarching organization," "how the government sees you," and "who according to the IRS are we?" They like the added clarification in parentheses.
- **Overlapping categories**: Two participants said their organization falls into two categories. One participant said campus organization and nonprofit. She works at a university. When

asked what answer she would choose, she said “campus” because the question directs her to choose the “best” option. Another participant said their organization is a tribal organization, a non-profit, and campus.

- **Grassroots**: One participant said that including grassroots under “informal organization” is confusing because many grassroots organizations are nonprofits.
- **Tribal entities:** This item was tested with 6 participants. Two participants are Native American victim service TTA providers. One participant is a Native American researcher. Two participants are Native American VSPs who work at the same organization and participated in a group interview. One participant is an expert on Native American victim services. Five participants recommended separating tribal government into a separate item. One participant said the item could remain combined but their thought process indicates that the tribal government should be a separate item. One participant recommended separating tribal government, tribal coalition, and tribal organization into three items.
    - **Governing and regulatory authority:** One participant said tribal governments have governing and regulatory authority that only applies to governments. Two participants said grouping tribal government with tribal coalition and organizations undermines tribal sovereignty. One participant said Tribal Nations are sovereign governments operating within a government-to-government relationship with the United States. They exercise inherent authority and, in many cases, operate justice systems that include law enforcement, courts, prosecution, probation, and government-based victim services. Tribal coalitions and other tribal organizations – while often essential partners – are not sovereign entities and do not exercise governmental authority. Their governance structures, funding mechanisms, reporting obligations, and jurisdictional reach differ in meaningful ways. In the context of a BJS-sponsored survey of victim service providers, that distinction is not merely semantic. It affects: (1) jurisdictional scope (e.g., court-embedded services versus community-based advocacy), (2) confidentiality and data-sharing frameworks, (3) federal funding pathways (direct government-to-government awards versus pass-through or nonprofit grants), and (4) administrative infrastructure and statutory authority.
    - **Service provision:** Two participants said many tribal VSPs are directly within the tribal government (sometimes in the same building) and operate/serve victims as a part of the Tribal government. Many other tribal VSPs receive federal funding as unique entities representing the tribal community but are not tied to their government officially. Other VSPs are non-profits in Tribal communities. One participant said tribal governments, coalitions, and organizations provide services and service areas differently. For example, a tribal government in one state may not serve a tribe in another state, but a coalition or organization can provide services to multiple tribes across state lines. One tribal VSP serves 7 states. They recommended adding the word “consortium” after coalitions to account for the different ways that Alaska Native villages provide victim services (e.g., as Alaska Native corporations). They also said that the school-based and nonprofit response options overlap with tribal government.
    - **Analysis:** One participant previously worked on the BJS Census of Tribal Law Enforcement Agencies and Census of Tribal Courts and encountered a similar situation. Combining the three into one item collapses legally and structurally distinct entities in ways that could complicate interpretation downstream. If the survey will analyze types of victim services provided, ensuring the ability to disaggregate Tribal government-operated programs from coalition or nonprofit-operated programs would significantly strengthen interpretability. These entities often differ in service scope, statutory authority, and system integration, which

may become important in analysis. If these categories remain combined, it may be difficult later to distinguish between programs operating under sovereign governmental authority and those operating as nonprofit or coalition-based entities. That has implications for analytic clarity, especially if findings are used to inform federal policy, resource allocation, or assessments of justice system capacity in Tribal communities. From a federal statistical perspective, Tribal Nations are political entities rather than demographic or nonprofit classifications. Maintaining that distinction in survey design helps preserve the integrity of the government-to-government framework in data systems as well. A revised structure would separate the existing one item into three items. At minimum, they recommend separating "Tribal government" into its own standalone category. Survey design decisions like this can have outsized effects once the data move into reporting and policy spaces.

Round 2 Recommendations

- **Tribal entities:** Make "tribal government" and "tribal coalition or other tribal organization" separate items.
- Leave the remainder of the question as presented.

Cognitive Interview Round 2 Recommendation

Which of the following best describes your entity (i.e., for tax and reporting purposes)?
In the next question, you will be asked to identify the specific type of organization (e.g., mental health, law enforcement, multi-agency).

- ❍ Tribal government
- ❍ Tribal coalition or other tribal organization
- ❍ School-based program *(preschool or K-12)*
- ❍ Campus organization or other post-secondary educational institution *(public or private)*
- ❍ Hospital, medical, or emergency facility *(public or private)*
- ❍ Government agency *(e.g., federal, state, or local departments such as law enforcement, social services, or public health agencies)*
- ❍ Nonprofit organization *(501(c)(3) status)*
- ❍ For-profit organization
- ❍ Informal organization *(e.g., independent support groups, volunteer networks, grassroots movements, or other initiative not reflected in the choices above)*

BJS Feedback on Round 2 Recommendations

After discussions, BJS decided to keep the question stem and parenthetical for informal organization consistent with the previous collections. Minor edits were also made to remove school-based program as a response option (but ultimately added in a separate question for this). The text in the "Final Recommendation" box reflects how the question appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Which of the following best describes your victim services organization? *In the next question, you will be asked to identify the specific type of organization (e.g., mental health, law enforcement, multi-agency).*

- ❍ 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 *(e.g., federal, state, or local departments such as law enforcement, social services, or public health agencies)*
- ❍ Nonprofit *(501(c)(3) status)*
- ❍ For-profit organization
- ❍ Informal organization *(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)*

Reference Date

Cognitive Interview Round 1 Item

For the purposes of this survey, our reference period includes January 1, 2025.

Please let us know how you will answer questions with this reference date.

- ❍ By fiscal year, which included January 1, 2025
- ❍ By calendar year, (January 1, 2025–December 31, 2025)

ASK IF FISCAL YEAR SELECTED
What is the date of the beginning of the fiscal year that included January 1, 2025 at your organization?

[DATE BOX] MM/DD/YYYY

For the remainder of the survey, unless indicated otherwise, provide your answers based on the [fiscal/calendar] year that included January 1, 2025.

Round 1 Feedback Summary

This item was tested on 8 participants in Round 1.

- **Reference period:** Participants generally understood the question but found the phrase "reference period" unclear and recommended changing to "survey period." Alternatively, multiple people preferred having specific start/end dates. The "January 1st" wording implied a start date, with participants perceiving the question as asking about 1/1/2025 – 12/31/2025. All participants said they could easily access data based on either calendar or

fiscal year. The calendar year feels more appropriate for a survey, while fiscal year implies financial reporting. One person said it would be useful to know the questions being asked before deciding which to use. Most participants chose calendar year. The one person who chose fiscal year and was asked the follow-up question had no concerns.

Round 1 Recommendations

- **Reference period:** We recommend rephrasing to remove "reference period" and adding in piping to the remainder of the survey that shows respondents exact dates to report on based on their responses to this question. Retest this item in Round 2 cognitive interviews.

Cognitive Interview Round 1 Recommendation

Throughout the survey, you will be asked questions about a one-year period, which will include January 1, 2025.

Please let us know how you will answer questions.

- ❍ By fiscal year, which included January 1, 2025
- ❍ By calendar year, (January 1, 2025–December 31, 2025)

ASK IF FISCAL YEAR SELECTED

What is the date of the beginning of the fiscal year that included January 1, 2025?

[DATE BOX] MM/DD/YYYY

For the remainder of the survey, unless indicated otherwise, provide your answers based on your selected time period: {pipe in dates based on responses}.

BJS Feedback on Round 1 Recommendations

Per BJS, remove this question from Round 2 cognitive testing and test instructions in Section B for using a one-year period.

NSVSP Section B: Victims Served

Hotline, Helpline, and Crisis Line

Cognitive Interview Round 1 Item

Throughout this survey, please consider all aspects of your organization that provide services to victims of crime and abuse. Questions will ask you to provide information about the victims who received any form of services or program support during the [calendar/fiscal] year that included January 1, 2025.

[IF B1=Yes INSERT "Excluding hotline or helpline or crisis line calls/messages, how" IF B1=No INSERT "How"] many victims received direct services from your organization? *Estimates are acceptable. (Exclude victims who only received information through the mail.)*

_____ Number of victims
❑ This is an estimate
❑ Unknown

Round 1 Feedback Summary

This question was tested with 11 participants in Round 1.

- **Direct service definition:** Generally, participants agreed that direct services mean having direct contact with the client. There were some slight differences in perspectives regarding what direct contact means; some indicated referrals and outreach activities should be considered direct services while others did not. Others questioned whether "direct contact" meant face-to-face contact or whether phone, email, mail, or virtual contact could be included. One participant was concerned about the nature of this and other "counting" questions because of the ambiguity associated with the types of victims/services that should be included in this count. He indicated in further discussion that these types of questions do not fully capture the complexities of VSP work, which involves much more than responding directly to victims (e.g., outreach and awareness activities).
- **Mail information exclusion:** Participants did not find the italicized text after the question useful and questioned if this meant victims who were randomly sent information by mail (e.g., outreach) should not be included or if this statement was also meant to exclude victims who called and requested support or information via mail. Two participants said these instructions make it difficult to answer this question for justice-based VSPs who send crime or trial notifications via the mail to victims (which is a VOCA activity). When reporting to VOCA, VSPs will count such mailings in the total number of people served.
- **Access to data:** Participants were divided on whether they would look up the exact number of victims served or provide an estimate from memory. One participant said that they would not feel comfortable providing estimates here or selecting "unknown" and would stop the survey to contact their data team to provide an answer. One participant felt relieved by the "this is an estimate" option because looking up data is overly burdensome. One participant was confused about the meaning of "unknown" and recommended that the "this is an estimate box" be clearly linked to the numerical estimate while the "unknown" box is clearly designated as an alternative to providing a number.
- **Reporting period:** Multiple participants were confused about the timeframe, with one participant questioning if January 1, 2025 was the end date while others shared that their estimates would be different depending on if they were answering based on calendar or fiscal year.
- **Organizational level:** Participants did not know if they were supposed to report the activities of their specific department or the larger organization and, again, indicated concern over not understanding what "organization" means. One participant questioned if it meant including the activities of subcontractors or subgrantees.
- **Permission to share counts:** One participant indicated concern over whether they are allowed to share this information in a survey. They believed they needed to ask for permission first (e.g., from an executive director).

Round 1 Recommendations

- **Direct service definition:** Add the following to the definition of "direct service": *This includes in-person, phone, and virtual services; direct referrals, and prevention activities.*

Direct services do not include general outreach to raise awareness about availability of services.

- **Mail information exclusion:** Remove *(Exclude victims who only received information through the mail.)* Add the exclusion of outreach activities to the definition of "direct service."
- **Access to data:** Discuss with BJS what instruction to include about the preference for using data to answer this and other survey questions or providing an educated guess/estimate. Edit the "Unknown" response option to "Not tracked." Test in Round 2 cognitive interviews.
- **Reporting period:** We recommend using the response options from A12/A12a (please let us know how you will answer questions with this reference date) and pipe in the exact dates respondents are reporting on.
- **Organizational level:** We recommend clarifying how activities are reported or not reported by parent/child organizations, subcontractors, and subgrantees. The NCVSP provides the following instructions, but we recommend further refinement due to the complexity of this question for VSPs.

  > *Throughout this survey, please think about the component(s) of your organization that serves victims of crime and abuse. If your organization served crime victims through a specific program(s), think about the program(s) when answering the questions. Do not include activities completed by subcontractors or subgrantees.*

ICF will discuss the implications of this decision in the BJS debrief.

Cognitive Interview Round 1 Recommendation

Throughout this survey, please consider all aspects of your organization that provide services to victims of crime and abuse. This includes direct referrals and in-person, phone, and virtual services. Questions will ask you to provide information about the victims who received any form of services or program support between MM/DD/YYYY *and* MM/DD/YYYY.

[IF B1=Yes INSERT "Excluding hotline or helpline or crisis line calls/messages, how" IF B1=No INSERT "How"] many victims received direct services from your organization? *Estimates are acceptable.*

_____ Number of victims

❑ This is an estimate

❑ Not tracked

BJS Feedback on Round 1 Recommendations

Upon further review and discussion with ICF, BJS implemented some of the recommendations. Specifically, in addition to adding prevention activities to the definition of direct services, BJS wanted to test the removal of the check boxes and the movement of the time period of interest to the question stem. Participants would then be probed on whether they could easily answer for other time frames of interest. Tested in Round 2.

Cognitive Interview Round 2 Item

[IF B1=Yes INSERT "Excluding hotline or helpline or crisis line calls/messages, how" IF B1=No INSERT "How"] many victims received direct services from your organization/program between 01/01/2025 *and* 12/31/2025? *This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not*

include general outreach to raise awareness about availability of services. Estimates are acceptable.

_____ Number of victims

Round 2 Feedback

This question was tested with 5 participants in Round 2. Three participants thought the question was clear. One participant thought this question was unclear.

- **Calculating the answer**:
  - One participant thought about the average number of intakes per month for new clients and multiplied that by 12 months. This number does not include returning clients so created a ballpark estimate to enter in the NSVSP. Getting an accurate number of returning clients would be difficult. Their organization has multiple grants and each grant tracks services differently, making it difficult to obtain an unduplicated count. For this reason, she might run a "cursory report" or choose not to look at data to answer this question because the instructions say that an estimate is acceptable.
  - One participant interpreted "organization/program" as asking two separate questions. She works for a victim service program within a hospital and thought the question was about both the hospital (organization) and program. She would have "circled program" and given an answer for the program. She asked whether direct services include "consults," which is defined as a doctor calling for advice on how to assist a patient who has experienced victimization or meeting with a patient who has experienced victimization. As she talked through her thought process, she said she would count a consult as a direct service because "she bills for them and sees it as a patient contact." She knows the answer without having to review data.
  - One participant works for a victim service program within a police department. She would limit her answer to services provided through her victim service program. She interpreted this question as asking for the total number of victims served rather than only new clients. The OVC PMT asks for the total number of new clients. She tracks service data and reports by fiscal year. She would review data to answer this question.
- **Definition of direct services**: Two participants like the definition, agree with including prevention, and agree with excluding outreach.
- **Time frame**: Two participants preferred presenting the time frame as a calendar year rather than a "wonky fiscal year." One participant said her organization reports by fiscal year and she would have to review data across two fiscal years to answer this question. It would not be difficult for her to report across the two fiscal years represented within the calendar year. One participant had no preference. They said the question would be easy to answer for any time frame.
  - Three participants would prefer not to report for a 6-month period because they report monthly, quarterly, and yearly. One participant said they would take their annual count and divide it in half. One participant said reporting from January to June would be easier than July to December.
  - One participant said it would be easy for them to answer for a 6-month time frame.

Round 2 Recommendations

- Use the answer from the question "Which of the following best describes the structure of your [organization; program, division, or department]?" (where "organization" will be piped in for standalone VSPs and "program, division, or department" will be piped in for embedded VSPs).

- **New vs. existing clients**: Since the OVC PMT asks for the number of new clients, specify that the question is asking for both new and existing clients.
- **Time frame**: Present the time frame as a 12-month calendar year.

Cognitive Interview Round 2 Recommendation

Throughout this survey, please consider all aspects of your [insert organization or program, division, or department] that provide services to victims of crime and abuse. Questions will ask you to provide information about the victims who received any form of services or program support between MM/DD/YYYY *and* MM/DD/YYYY.

[IF B1=Yes INSERT "Excluding hotline or helpline or crisis line calls/messages, how" IF B1=No INSERT "How"] many victims received direct services from your [insert organization or program] between 01/01/2025 *and* 12/31/2025? *This includes new and existing clients; in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services. Estimates are acceptable.*

_____ Number of victims

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. The text below was included in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Throughout this survey, please consider all aspects of your [organization; program, division, or department] that provide services to victims of crime and abuse. Questions will ask you to provide information about the victims who received any form of services or program support between MM/DD/YYYY and MM/DD/YYYY.

[SHOW IF A10=multiple physical locations]
Please respond to these questions as they relate to activities at your physical location only.

Did your [organization; program, division, or department] operate a hotline, helpline, or crisis line (via phone, chat, or other methods) between MM/DD/YYYY and MM/DD/YYYY?

❍ Yes
❍ No

[ASK IF B1= Yes]

How many hotline, helpline, or crisis line calls/messages did your [organization; program, division, or department] receive from victims or someone acting on behalf of a victim between MM/DD/YYYY and MM/DD/YYYY? *Estimates are acceptable.*

[NUMBER BOX]

[ASK ALL]

[IF B1=Yes INSERT "Excluding hotline, helpline, or crisis line calls/messages, how"; IF B1=No INSERT "How"] many victims received direct services from your [organization; program, division, or department] between MM/DD/YYYY *and* MM/DD/YYYY? *This includes new and existing clients; in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services. Estimates are acceptable.*

[NUMBER BOX] Number of victims

NSVSP Section C: Crime and Abuse Types

Round 1 Overarching Feedback Summary

Section C was tested with 11 participants in Round 1. Across all questions, participants discussed the same four concerns:

- **Crime/abuse types:** Participants were confused about whether they should answer questions based on the types of crime/abuse that fall within their programmatic mission *or* based on all the types of crime/abuse that victims experience and are provided services for. For example, one participant's organization is focused on providing services for financial fraud and abuse but sometimes provide a referral to clients who have experienced other types of victimization (e.g., domestic violence). It is unclear if they should report on their intended service type or all services they provide.
- **Referrals as services:** Participants did not know if referrals should be included as a "service" provided.
- **Co-occurring victimization types:** Participants were unclear on whether they should report on the presenting crime/abuse type or all co-occurring victimization types. For example, a client may seek services from a VSP after experiencing sexual assault. The person may have been kidnapped as part of the sexual assault but did not seek services explicitly for kidnapping. Should the VSP check yes to both kidnapping and sexual assault? Per BJS, the VSP should not check yes to kidnapping if they did not seek services for kidnapping.
- **Hesitance to select "no":** Participants discussed a strong urge to select "yes" to each item because they would serve all types of victims if a victim asked for help. They expressed negative reactions to selecting "no" to some items because VSPs feel like they should be doing everything they can to serve victims. Selecting "no" made participants feel like they are not doing a good enough job.

Round 1 Recommendations

- **Crime/abuse types:** This challenge was also identified in past NCVSP cognitive interview reports. The intent of this question is to ask survey respondents to provide an answer based on the mission/purpose/restrictions of their organization. Continuing the example above, if an organization specializing in helping victims of fraud receives a call from a victim of domestic violence and they provide a referral, they should check "no" they did not provide services to victims who experienced domestic violence in the past year because they are not domestic violence service providers.
- **Referrals as services:** Add a definition of "direct referrals" and instructions that direct referrals count as a direct service.

- **Co-occurring victimization types:** This overlaps with the challenge associated with co-victimization, which was also identified in past NCVSP and NSVSP cognitive interview reports. The intent of this question is also to ask about the crime the victim sought services for (i.e., the presenting crime) as long as the VSP provides services for those co-occurring crimes.
    - We recommend adding the following instructions to address mission/purpose/restrictions and co-occurrence in the survey and TTA materials. This language builds upon language in the 2023 NCVSP:
      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 crimes 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. We recognize that VSPs may provide services to anyone seeking assistance. For the purposes of this survey, we are interested in services provided for the types of crime or abuse that fall within your program/organization's mission.
- **Hesitance to select "no":** Discuss with BJS the opportunity to shorten and consolidate the list of crime/abuse types using the PMT as a guide for organization and phrasing. Provide a statement at the beginning of the section explaining why we are focusing on some types of crimes/abuse and not others. This would reduce burden on VSPs, alleviate negative feelings associated with selecting "no," and provide critical information about under-served populations.
    - *This survey explores a short list of crime or abuse types of interest (rather than all possible types of crime or abuse).*
- **Likert scale:** Consider changing from a yes/no question to a Likert scale to explore the frequency of providing these services and identifying gaps. For example:

  What percentage of victims were served for each of the following types of crime or abuse?

None (0%)	Some (1-25%)	Less than half (26-50%)	More than half (51-75%)	Most (76-99%)	All (100%)

- Test this entire question in Round 2 cognitive interviews.

Types of Crime or Abuse: Youth

Cognitive Interview Round 1 Item

Did your organization provide services for youth victims of the following types of crime or abuse?

Types of Crime or Abuse	**Yes**	**No**
YOUTH *(under age 18; services to victim or nonoffending parent or caregiver)*		
Physical abuse or neglect	❍	❍
Rape, sexual assault, or sexual abuse	❍	❍

Involvement in sexually explicit materials	❍	❍
Witness of violence		
Marriage or forced marriage	❍	❍
Dating violence	❍	❍
Kidnapping	❍	❍

Round 1 Feedback Summary

This question was tested with 11 participants in Round 1.

- **Definition of "youth":** There was confusion over the language "nonoffending parent or caregiver" due to the victim/offender overlap – a parent might be a victim in one incident but have perpetrated against someone else in another incident. One participant found this language helpful because their organization serves very young children (i.e., before speech) via services to their parent, but recommended replacing "or" with "and/or" to clarify that services can be provided to both the child and the parent. Participants were unsure if a victim must be under age 18 at the time-of-service provision or during victimization. They were also unsure how to report serving a client who was 17 when they first started receiving services but turned 18 and continue to receive services – should the VSP report service provision in both the youth and adult sections of the survey?
- **Types of crimes included in the list:** Participants identified crime types they believed were missing (e.g., trafficking). However, many of these crime types are included in subsequent sections. Two participants had trouble determining how to select a response for the youth their organization serves. For them, the closest option is "physical abuse or neglect" but they believe that implies ongoing victimization at the hand of a parent/guardian. One participant works for a prosecutor-based VSP helping individuals who have experienced gun violence, including minors (e.g., a teenager shot during a fight). Another participant works for a child advocacy center. She helps children who experience incidents of physical assault that she would not define as "abuse" or "neglect." She noted that the examples of "physical assault" provided for adult victims would also be relevant for the youth victims she serves.
- **Physical abuse or neglect:** One participant recommended separating physical abuse from neglect.
- **Involvement in sexually explicit materials:** One participant recommended clarifying "involvement" because the current phrasing could include minors who send explicit images to their significant others or peers.
- **Marriage or forced marriage:** One participant recommended removing the word "marriage" because marriage is not a crime. Some state laws may criminalize child marriage while others do not.
- **Prevention vs. direct services:** One participant seemed to answer yes to at least one victimization type based on prevention activities as opposed to services provided to victims, indicating that the question should more clearly specify whether they should limit consideration to services for victims *reporting* these crimes or *potential* victims.
- **Order:** One participant said that questions about "youth" victimization types should be asked after questions about adult victimization types.

Round 1 Recommendations

- **Overarching:** Remove "Youth" as an overarching category and add the word "child" to

specify items referencing youth. Change the header title to "Crimes Against an Individual."
- See recommendations specific to each item in the table below. The first column provides the item wording from the NSVSP, the second column provides the wording from the OVC PMT, and the third column provides a recommendation for rephrasing the item and which section the item should be placed in.

NSVSP Item	OVC PMT Item	Recommended Revision
Physical abuse or neglect	Child physical abuse or neglect	• Child physical abuse or neglect • Move to the "Crimes Against an Individual" section
Rape, sexual assault, or sexual abuse	Child sexual abuse/assault	• Child sexual abuse/assault or rape • Move to the "Crimes Against an Individual" section
Involvement in sexually explicit materials	Child pornography	• Child sexual abuse material • Move to the "Crimes Against an Individual" section
Witness of violence	Not included	Remove from the NSVSP
Marriage or forced marriage	Not included	Remove from the NSVSP
Dating violence	Teen dating violence	• Teen dating violence • Move to the "Crimes Against an Individual" section
Kidnapping	• Kidnapping (noncustodial) • Kidnapping (custodial)	Remove from the NSVSP

Types of Crime or Abuse: Adults

Cognitive Interview Round 1 Item

Did your organization provide services for adult victims of the following types of crime or abuse?

Types of Crime or Abuse ***ADULTS*** *(age 18 or older)*	**Yes**	**No**
Domestic violence (DV), dating violence (*other than against youth*), or violation of DV protective orders.....	❍	❍
Stalking, harassment, or violation of stalking protective orders (*including cyber stalking or cyber harassment*)……	❍	❍
Rape, sexual assault, or sexual abuse (*other than against youth*) ……..…	❍	❍
Physical assault (*excluding types covered in other items, but including attempted homicide, gun violence, strangulation, threat with a weapon*)	❍	❍
Robbery	❍	❍
Elder abuse (*defined as physical or sexual abuse, neglect, financial exploitation, or fraud*)	❍	❍
Homicide or murder (*serving surviving family members*) (*including murder and*	❍	❍

non-negligent manslaughter)		
Adults physically or sexually abused as children.....	❍	❍
Kidnapping (*other than against youth*) …….....	❍	❍

Round 1 Feedback Summary

This question was tested with 11 participants in Round 1.

- **Crime types:** Participants identified crime types they believed were missing, however, many of these crime types are included in subsequent sections. They identified items that are not mutually exclusive and expressed confusion about whether to select "yes" for both items (e.g., domestic violence and elder abuse for a client over age 60 who has experienced domestic violence).
- **Italicized statements:** One participant noted that the italicized statements increased the time it took them to answer the question (e.g., including; excluding; defined as). They were very confused by the italicized "excluding types…" statement associated with physical assault. The italicized language prompted the participant to read the other items before giving their answer.
- **Response method:** Some participants indicated they would answer these questions from memory and some said they would look up the answers (e.g., in a case management system, by asking a colleague).
- **Clarify age range:** Participants suggested adding an age range for elder abuse.
- **Threat of physical harm/injury:** One participant noted that threat of physical harm/injury to someone else (coercion) was missing as a crime type.
- **Physical assault:** One participant questioned why physical assault was included in this question but not in the question about youth crimes.
- **Age range:** One participant initially said "no" to all of these because their organization only serves youth, but when looking at "adults physically or sexually abused as children" hesitated because her organization helps minors who may eventually turn 18 while they are receiving services. She would ultimately say no because these individuals were children at the time they first reported the victimization.

Round 1 Recommendations

- **Crime types:** Remove "Adults" as an overarching category and add the word "adult" to relevant items. Add a new category header: "Special Topics." Move some items to the "Crimes Against an Individual" section and some to the "Special Topics" section.
- **Response method:** Provide guidance on whether survey respondents should answer questions based on personal knowledge (i.e., an educated guess) or review data to provide as accurate an answer as possible.

NSVSP Item	OVC PMT Item	Recommendation
Domestic violence (DV), dating violence (*other than against youth*), or violation of DV protective orders	Domestic and/or family violence	• Domestic and/or family violence (including intimate partner/dating violence, violation of DV protective orders) • Move to the "Crimes Against an Individual" section

Stalking, harassment, or violation of stalking protective orders (*including cyber stalking or cyber harassment*)	Stalking/Harassment	• Stalking/Harassment (including cyber stalking, cyber harassment, and violation of stalking protective orders) • Move to the "Crimes Against an Individual" section
Rape, sexual assault, or sexual abuse (*other than against youth*)	Adult sexual assault (e.g., rape and a long list of other examples)	• Adult sexual assault or rape • Move to the "Crimes Against an Individual" section
Physical assault (*excluding types covered in other items, but including attempted homicide, gun violence, strangulation, threat with a weapon*)	Adult physical assault (includes aggravated and simple assault)	• Adult physical assault (includes aggravated and simple assault, attempted homicide/murder) • Move to the "Crimes Against an Individual" section
Robbery	Robbery	Remove from the NSVSP
Elder abuse (*defined as physical or sexual abuse, neglect, financial exploitation, or fraud*)	Elder Abuse or neglect (physical or emotional)	• Elder abuse (including physical, emotional, or sexual abuse, neglect, financial exploitation, or fraud) • Move to the "Special Topics" section
Homicide or murder (*serving surviving family members*) (*including murder and non-negligent manslaughter*)	Survivors of homicide victims	• Survivors of homicide victims • Move to the "Crimes Against an Individual" section.
Adults physically or sexually abused as children	Adults sexually abused/assaulted as children	• Adults sexually abused/assaulted as children. • Move to the "Crimes Against an Individual" section.
Kidnapping (*other than against youth*)	• Kidnapping (noncustodial) • Kidnapping (custodial)	Remove from the NSVSP

Types of Crime or Abuse: Targeted Crime Types

Cognitive Interview Round 1 Item

Did your organization provide services for victims of the following types of crime or abuse?

Types of Crime or Abuse	**Yes**	**No**
TARGETED CRIME TYPES		
Bullying (*verbal, cyber, or physical*).....	❍	❍
Hate crimes *(based on race, ethnicity, sex, religion, disability, or sexual orientation)* …….	❍	❍
Honor-related violence (*physical violence, threats, or retaliation in the name*	❍	❍

of family honor, female genital mutilation).....		
Human trafficking *(labor)*	❍	❍
Human trafficking *(sex)*	❍	❍
Victim witness intimidation	❍	❍
DUI or DWI incidents	❍	❍
Community violence or gang violence.....	❍	❍
Terrorism or mass violence.....	❍	❍

Round 1 Feedback Summary

This question was tested with 11 participants in Round 1.

- **Crime types:** Participants did not understand this grouping of crime/abuse types. One participant said "targeted crime types" appears to be a criminal justice phrase, two noted these crimes do not fit together (with one calling these the "weird ones" in VOCA reports), two participants interpreted this to mean victimizations of particular interest to society/receiving additional resources, and another questioned why the severity of crime types was so different (e.g., human trafficking is more serious than bullying). Participants also questioned why these crime types were not differentiated by age like the previous two categories.
    - Participants noted DUI/DWI does not seem like a targeted crime type and were unclear whether the service is provided to the perpetrator or the victim. They also noted that bullying has a connotation of affecting only youth. One participant noted that bullying is not technically classified as a prosecutable crime.
    - One participant noted that gender-based violence is responded to differently than other hate crimes and should be separated, while another noted that the definitions of hate crimes excludes victimizations based on gender, gender identity, and immigration status.
    - One participant stated community violence and gang violence are very different and should be separated.

Round 1 Recommendations

- **Crime types:** Remove "Targeted Crimes" as an overarching category. Move some items to the "Special Topics" section.
- **New item:** Add "technology-facilitated abuse" as an emerging crime type to explore.

NSVSP Item	OVC PMT Item	Recommendation
Bullying (*verbal, cyber, or physical*)	Bullying (verbal, cyber, or physical)	• Bullying (verbal, cyber, or physical) • Move to the "Special Topics" section
Hate crimes *(based on race, ethnicity, sex, religion, disability, or sexual orientation)*	Hate crime: racial/religious/gender/sexual orientation/other	• Hate crimes (based on race, ethnicity, sex, religion, disability, or sexual orientation) • Move to the "Special Topics" section
Honor-related violence	Not Included	Remove from the NSVSP

(*physical violence, threats, or retaliation <u>in the name of family honor</u>, female genital mutilation*)		
Human trafficking *(labor)*	Human Trafficking: labor only	• Human trafficking *(labor)* • Move to the "Special Topics" section
Human trafficking *(sex)*	Human Trafficking: sex only	• Human trafficking *(sex)* • Move to the "Special Topics" section
Victim witness intimidation	Not Included	Remove from the NSVSP
DUI or DWI incidents	DUI/DWI incidents	• DUI or DWI crashes • Move to the "Special Topics" section
Community violence or gang violence	Gang violence	• Gang violence • Move to the "Special Topics" section
Terrorism or mass violence	• Mass Violence (domestic/international) • Terrorism (domestic/international)	• Terrorism or mass violence • Move to the "Special Topics" section
NEW ITEM: Technology-facilitated abuse	Not Included	• Technology-facilitated abuse • Add to the "Special Topics" section

Types of Crime or Abuse: Financial, Property, and Other Crime Types

<u>Cognitive Interview Round 1 Item</u>

Did your organization provide services for victims of the following types of crime or abuse?

Types of Crime or Abuse	**Yes**	**No**
FINANCIAL, PROPERTY, AND OTHER CRIME TYPES		
Identity theft	❍	❍
Financial fraud and exploitation (*excluding identity theft*)	❍	❍
Motor vehicle theft	❍	❍
Burglary	❍	❍
Other (*Please specify*): [TEXT BOX]….	❍	❍

Round 1 Feedback Summary

This question was tested with 9 participants in Round 1.

- **Clarity:** Overall, participants understood the question, with one noting it was an easy "no" for each item because none of these items are part of their day-to-day activities.
- **Financial fraud:** Participants recommended providing an age range associated with financial fraud/exploitation. Two participants said they perceive financial fraud as an

umbrella term for crimes like identity theft and exploitation, some said financial fraud and exploitation seem to pertain to older adults, one said they would add securities fraud and theft of benefits as examples, and one said they did not know what "exploitation" means.

- **Additional categories:** Participants recommended adding indirect financial harm (e.g., harming someone's credit), vandalism/malicious destruction of property, embezzlement, arson, criminal mischief, and catfishing (emotional fraud and exploitation).

Round 1 Recommendations

- **Crime types:** Remove "Financial, Property, and Other Crime Types" as an overarching category. Move some items to the "Special Topics" section.

NSVSP Item	OVC PMT Item	Recommended Revision
Identity theft	Identity theft/fraud/financial crime	• Identity theft • Move to the "Special Topics" section
Financial fraud and exploitation (*excluding identity theft*)	Identity theft/fraud/financial crime	• Financial fraud or exploitation (*excluding identity theft*) • Move to the "Special Topics" section
Motor vehicle theft	Not Included	Remove from the NSVSP
Burglary	Burglary	Remove from the NSVSP
Other (*Please specify*): [TEXT BOX]	Not included	Remove from the NSVSP

Cognitive Interview Round 1 Recommendation

Please report whether your organization provided services for victims of the following types of crime or abuse between MM/DD/YYYY *and* MM/DD/YYYY.

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. We recognize that VSPs may provide services to anyone seeking assistance. For the purposes of this survey, we are interested in services provided for the types of crime or abuse that fall within your program/organization's mission. This survey explores a short list of crime or abuse types of interest (rather than all possible types of crime or abuse).

- ❑ This is an estimate
- ❑ Not tracked

CRIMES AGAINST AN INDIVIDUAL	**Yes**	**No**
Child physical abuse or neglect (includes physical injury of a child).....	❍	❍
Child sexual abuse/assault or rape ……	❍	❍
Child sexual abuse material ……..	❍	❍
Teen dating violence …….....	❍	❍
Adult physical assault (includes aggravated and simple assault, attempted	❍	❍

homicide/murder)		
Adult sexual assault or rape	❍	❍
Domestic and/or family violence (including intimate partner/dating violence, violation of DV protective orders)	❍	❍
Stalking/Harassment (including cyber stalking, cyber harassment, and violation of stalking protective orders)	❍	❍
Survivors of homicide victims	❍	❍

What percentage did your organization provide services for victims of following types of crime or abuse between MM/DD/YYYY *and* MM/DD/YYYY?

SPECIAL TOPICS	**None (0%)**	**Some (1-25%)**	**Less than half (26-50%)**	**More than half (51-75%)**	**Most (76-99%)**	**All (100%)**
Bullying (verbal, cyber, or physical)	❍	❍	❍	❍	❍	❍
Hate crimes (based on race, ethnicity, sex, religion, disability, or sexual orientation)	❍	❍	❍	❍	❍	❍
Elder abuse (defined as physical or sexual abuse, neglect, financial exploitation, or fraud)	❍	❍	❍	❍	❍	❍
Adults sexually abused/assaulted as children	❍	❍	❍	❍	❍	❍
Human trafficking (sex)	❍	❍	❍	❍	❍	❍
Human trafficking (labor)	❍	❍	❍	❍	❍	❍
Technology-facilitated abuse	❍	❍	❍	❍	❍	❍
Community violence or gang violence	❍	❍	❍	❍	❍	❍
Terrorism or mass violence	❍	❍	❍	❍	❍	❍
Identity theft	❍	❍	❍	❍	❍	❍
Financial fraud and exploitation (excluding identity theft)	❍	❍	❍	❍	❍	❍
DUI or DWI incidents	❍	❍	❍	❍	❍	❍

BJS Feedback on Round 1 Recommendations

In discussing the recommended Round 1 language with ICF, BJS clarified that the intention of this question is to measure services that VSPs provided to victims regardless of whether those

services fell within their program's mission. BJS was concerned about the level of burden involved in having VSPs estimate percentages for the proposed Likert scale and kept the yes/no checkboxes. All crime/victimization types were included in one grid. Item was tested in Round 2. Only bolded victimization types were explicitly probed in Round 2.

Cognitive Interview Round 2 Item

Please report whether your organization provided services for victims of the following types of crime or abuse between 1/1/2025 *and* 12/31/2025.

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.

VICTIMIZATION TYPE	Yes	No
Child physical abuse or neglect	❍	❍
Child sexual abuse/assault or rape	❍	❍
Child pornography	❍	❍
Witness of violence	❍	❍
Child marriage or forced marriage	❍	❍
Teen dating violence	❍	❍
Kidnapping (noncustodial)	❍	❍
Kidnapping (custodial)	❍	❍
Adult physical assault (includes aggravated and simple assault, attempted homicide/murder)	❍	❍
Adult sexual assault or rape	❍	❍
Adult Domestic and/or family violence (including intimate partner/dating violence, violation of DV protective orders)	❍	❍
Stalking/Harassment (including cyber stalking, cyber harassment, and violation of stalking protective orders)	❍	❍
Survivors of homicide victims	❍	❍
Bullying (verbal, cyber, or physical)	❍	❍
Hate crimes (based on race, ethnicity, sex, religion, disability, or sexual orientation)	❍	❍
Elder abuse (including physical, emotional, or sexual abuse; neglect; financial exploitation; or fraud)	❍	❍
Adults sexually abused/assaulted as children	❍	❍
Human trafficking (sex)	❍	❍
Human trafficking (labor)	❍	❍
Honor-related violence (physical violence, threats, or retaliation in the name of family honor, female genital mutilation)	❍	❍
Technology-facilitated abuse	❍	❍
Community violence or gang violence	❍	❍
Terrorism or mass violence	❍	❍
Identity theft	❍	❍
Financial fraud or exploitation (excluding identity theft)	❍	❍

DUI or DWI crashes.....	❍	❍
Robbery.....	❍	❍
Burglary.....	❍	❍
Motor vehicle theft.....	❍	❍
Victim witness intimidation.....	❍	❍
Other *(Please specify)*: [TEXT BOX].....	❍	❍

Round 2 Feedback

This question was tested with 5 participants in Round 2. Two participants from the same organization participated in a group interview. Each participant said the question is clear but several response options are unclear.

- **Tracking services:** Each participant said they track most of these victimization types but not all of them.
- **Data vs. estimate**: Four participants said they would check their data or reports before answering this question. One participant would "take a guess" if her organization does not track a specific type of victimization. One participant said she would be confident in answering the question without reviewing data.
- **Organization vs. program**: One participant said she would answer this question at the organizational level (rather than for her specific program) because the instruction says "organization." She found the second paragraph confusing because it says "crime type" rather than "victimization type." One participant said she would answer on behalf of her program rather than her organization.
- **Existing vs. new clients:** One participant said it would be easy to answer this question for new clients and difficult for existing clients. She would have to "run reports in a lot of different ways" to report on existing clients.
- **Legal terms vs. victimization language:** Three participants said these items sound like legal terms rather than language used to explain victimization.
- **Child physical abuse or neglect:** One participant recommended separating child physical abuse or neglect because they are very different experiences and "more children are neglected than abused."
- **Child pornography**:
    - **Definition:** Three participants said that pornography implies consent. Children cannot consent to sexual activity or pornography. "It's like when you see a news article that says 'teacher had sex with student.' Ooooh no, that teacher raped that student." Five participants said child pornography is a form of sexual assault.
    - **Term:** Three participants had very strong reactions to the term child pornography. Two participants prefer the term "child sexual abuse materials." One participant prefers the term "child sexual exploitation." Two participants described the term as "legal jargon" and "more of a statutory definition than a reflection of what the offense entails."
    - Two participants from the same organization in a group interview would check "yes" for both child pornography and child sexual assault.
- **Witness to violence:** One participant asked if the question is focused on adults or children. One participant said this "feels like a derivative of all other crimes." All victims are witnesses to a crime. That is their "role in the criminal justice system."

- **Child marriage or forced marriage:** One participant said this item is “unusual.” She has never seen this crime charged and assumes it is a "state-specific thing.” She believes this item is covered under child sexual abuse.
- **Kidnapping (noncustodial):** One participant said that this often a dual charge with domestic violence. This would lead her to check “yes” for both kidnapping and domestic violence for the same client.
- **Adult physical assault (includes aggravated and simple assault, attempted homicide/murder):**
    - **Definition:** Three participants defined this item as physical altercations between non-family members or non-intimate partners. One participant said her grant reporting documents explain that physical assault should not be counted for cases of domestic violence. One participant said this sounds like a “legal term.” A second participant said she would have to look up what aggravated and simple assault mean. She questioned why it matters if the assault is aggravated or simple.
    - **Overlap with other victimization types:** Three participants would not check “yes” for physical assault and domestic violence for a client who is physically abused by an intimate partner. They would only check “yes” for domestic violence. Two participants from the same organization in a group interview said they would check “yes” for physical assault and domestic violence for a client who is physically abused by an intimate partner.
- **Adult sexual assault or rape:** One participant asked why the item says both sexual assault and rape when they have the same definition. She asked if it is because states use different language to describe the crime. She prefers the term “sexual assault.”
- **Adult domestic and/or family violence:** One participant asked if this includes physical and emotional abuse. They recommended providing a definition. One participant recommends separating family violence into a new item because it is different from domestic violence.
- **Stalking and Bullying**: One participant said both can be considered “harassment.”
- **Elder abuse**: Two participants said that elder abuse overlaps with other victimization types on the list (e.g., domestic violence and financial exploitation). They may check “yes” for elder abuse and domestic violence and/or financial exploitation.
- **Adults sexually abused/assaulted as children**: One participant had to read this item several times because of the backslash between “abused” and “assaulted.” She questioned why the item is phrased this way.
- **Human Trafficking (sex):** Two participants from the same organization in a group interview said they would check “yes” for both sexual assault and human trafficking (sex).
- **Honor-related violence:** One participant said she has never heard this term. She had a strong negative reaction because the term is "cultural" and “honor should be positive.”
- **Technology-facilitated abuse**:
    - **Definition:** Each participant said this term is too broad. One participant defined TFA as “wielding technology to continue tactics of power and control over another.” She said it includes stealing passwords, accessing accounts, GPS tracking, harassment, stalking, and other types of crimes. One participant said TFA includes “anything with computers or phones,” an older adult experiencing a scam, abuse of children, adult dating violence, cyber stalking, and cyber bullying. One participant said that TFA is child pornography, online stalking, or surveillance as part of domestic violence. One participant said that TFA is a “strong component of many other crimes on the list” and

the mode of committing a crime. She defines TFA as image distribution, revenge porn, and part of domestic violence or stalking. Four participants recommended providing a definition for clarity.
    - **Overlap with child pornography:** Two participants from the same organization in a group interview would check "yes" for TFA and child pornography.
    - **Overlap with stalking:** Four participants (two from the same organization) would check "yes" for both stalking and TFA if they had a client who experienced cyberstalking. One participant would check "yes" for cyber stalking and "no" for TFA if she had a client who was being cyber stalked.
    - **Overlap with bullying:** One participant would not check "yes" for TFA and bullying for a client who is experiencing cyber bullying because bullying is "about a relationship." One participant would check "yes" for both TFA and bullying in a case of cyberbullying.
- **Community violence or gang violence**:
    - **Definition:** Two participants said community violence is a broad term that includes gang violence. Gang violence is an element of community violence, but community violence can be experienced without gang involvement. Two participants from the same organization in a group interview said community violence/gang violence are organized groups of people committing crime. One participant recommended separating this into two items or removing "gang violence." Her organization uses the term "community violence" because "gang violence" is "biased and labeling." "Gang violence" implies people of color in poor communities. Four participants recommended providing a definition.
    - **Not a victimization type:** One participant said she does not use these terms. Her organization thinks of victims in terms of the crime they experienced (e.g., assault, vandalism, robbery). Community violence/gang violence can be "ongoing" and is a "derivative or component" of other crimes rather than a victimization category because it focuses on the "nature of the offender." "We treat a victim of assault as a victim of assault regardless of whether the perpetrator was a gang member."
    - **Not tracked:** The participant's organizations do not track this information. One participant would check "yes" if she heard about community violence or gang violence anecdotally. One participant does not directly serve people for this victimization type but would assume that someone she has served has also experienced community violence.
- **Terrorism and mass violence**: Five participants said these items are very different, recommended providing definitions, and recommended separating them into two items. One participant said mass violence is often precipitated by domestic violence and terrorism is often international. One participant described these as "one-time events" that are handled differently at the federal and state level. Two participants described terrorism as politically motivated.
- **Identity theft and financial fraud or exploitation (excluding identity theft):** Two participants from the same organization in a group interview said these items "feel the same."
- **Burglary and robbery**: One participant said she would have to look up the difference between burglary and robbery.

Round 2 Recommendations

- **Revise question**: Pipe in either "organization" or "program" to guide the respondent to answer at the parent or child level.
- **Child physical abuse or neglect:** Do not edit this item.

- **Child pornography**: Use the term "child sexual abuse materials" instead of "child pornography." CSAM is victim-centered and trauma-informed and avoids victim blaming. Provide a definition.
- **Witness to violence:** Move it so it is not grouped with the other child crimes and implies both adults and children.
- **Child marriage or forced marriage:** Do not edit this item.
- **Adult physical assault (includes aggravated and simple assault, attempted homicide/murder):** Provide a definition (e.g., physical altercations between non-family members or non-intimate partners).
- **Adult sexual assault or rape:** Do not edit this item.
- **Adult domestic and/or family violence:** Do not edit this item.
- **Elder abuse**: Do not edit this item.
- **Adults sexually abused or assaulted as children**: Change the backslash and add an "or."
- **Human Trafficking (sex):** Do not edit this item.
- **Honor-related violence**: Recommend removing from survey.
- **Technology-facilitated abuse**: Provide a definition.
- **Community violence or gang violence**: Remove "gang violence." Provide a definition in the glossary.
    - **CDC definition:** Community violence happens between unrelated individuals, who may or may not know each other, generally outside the home. Examples include assaults or fights among groups and shootings in public places, such as schools and on the streets. Recommend adding gang violence to this definition rather than listing it in the main item.
- **Terrorism and mass violence**: Separate into two items.
- **Identity theft and financial fraud or exploitation (excluding identity theft):** Provide definitions.
    - **Identity theft:** Stealing personal or financial information.
    - **Financial fraud or exploitation:** Recommend separating into two items as another special topic area.
        - **Financial Fraud:** Acts that intentionally and knowingly deceive an individual by misrepresenting, concealing, or omitting facts about promised goods, services, or other benefits and consequences that are nonexistent, unnecessary, never intended to be provided, or deliberately distorted for the purpose of monetary gain.
        - **Financial Exploitation:** The illegal, unauthorized, or improper use of an individual's resources by a caregiver or other person in a trusted relationship for the benefit of someone other than the individual.
- **Burglary and robbery**: Provide definitions.
    - **Burglary (FBI)**: Unlawful entry of a structure to commit a felony or theft
    - **Robbery (FBI)**: Taking or attempting to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear.
- **Organization/program**: Rather than state "organization/program" in the question, pipe in either "organization" or "program, division, or department" to guide the respondent to answer at the parent or child level.

Cognitive Interview Round 2 Recommendation

Please report whether your [insert organization or program, division, or department] provided services for victims of the following types of crime or abuse between MM/DD/YYYY *and* MM/DD/YYYY.

Include any crime types for which your [insert organization or program, division, or department] 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.

CRIME TYPE	**Yes**	**No**
Child physical abuse or neglect	❍	❍
Child sexual abuse/assault or rape	❍	❍
Child sexual abuse materials	❍	❍
Child marriage or forced marriage	❍	❍
Teen dating violence	❍	❍
Kidnapping (noncustodial)	❍	❍
Kidnapping (custodial)	❍	❍
Adult physical assault (includes aggravated and simple assault, attempted homicide/murder, and physical altercations between non-family members or non-intimate partners)	❍	❍
Adult sexual assault or rape	❍	❍
Adult Domestic and/or family violence (including intimate partner/dating violence, violation of DV protective orders)	❍	❍
Stalking/Harassment (including cyber stalking, cyber harassment, and violation of stalking protective orders)	❍	❍
Survivors of homicide victims	❍	❍
Bullying (verbal, cyber, or physical)	❍	❍
Hate crimes (based on race, ethnicity, sex, religion, disability, or sexual orientation)	❍	❍
Elder abuse (including physical, emotional, or sexual abuse; neglect; financial exploitation; or fraud)	❍	❍
Adults sexually abused or assaulted as children	❍	❍
Human trafficking (sex)	❍	❍
Human trafficking (labor)	❍	❍
Technology-facilitated abuse (use of technology to violate an individual's privacy and cause them emotional, physical, or social harm)	❍	❍
Community violence	❍	❍
Terrorism	❍	❍
Mass violence		
Identity theft (stealing personal or financial information)	❍	❍
Financial fraud (deceiving someone for financial gain, including scams)	❍	❍
Financial exploitation (illegal or improper use of resources by someone in a trusted relationship)		
DUI or DWI crashes	❍	❍

Robbery (taking or attempting to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear)	❍	❍
Burglary (unlawful entry of a structure to commit a felony or theft)	❍	❍
Motor vehicle theft	❍	❍
Victim witness intimidation	❍	❍
Witness of violence ……	❍	❍
Other *(Please specify)*: [TEXT BOX]	❍	❍

BJS Feedback on Round 2 Recommendations

BJS had minor requests, such as including both community and gang violence, and adding in some definitions. The question below appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Please report whether your [organization; program, division, or department] provided services for victims of the following types of crime or abuse between MM/DD/YYYY *and* MM/DD/YYYY.

Include any crime types for which your [organization; program, division, or department] provided services regardless of whether it was a crime for which the victim first sought services or a crime that was identified later and for which your [organization; program, division, or department] also provided services to the victim.

[SHOW IF A10=multiple physical locations]

Please respond to these questions as they relate to activities at your physical location only.

CRIME TYPE	**Yes**	**No**
Child physical abuse or neglect……..	❍	❍
Child sexual abuse/assault or rape ……	❍	❍
Child sexual abuse materials……..	❍	❍
Child marriage or forced marriage ……	❍	❍
Teen dating violence ……..	❍	❍
Kidnapping (noncustodial) ……..	❍	❍
Kidnapping (custodial) ……	❍	❍
Adult physical assault (includes aggravated and simple assault, attempted homicide/murder, and physical altercations between non-family members or non-intimate partners)…….	❍	❍
Adult sexual assault or rape ……..	❍	❍
Adult domestic and/or family violence (includes intimate partner/dating violence, violation of domestic violence protective orders) ……..	❍	❍
Stalking/Harassment (includes cyber stalking, cyber harassment, and violation of stalking protective orders) ……..	❍	❍
Survivors of homicide victims ……..	❍	❍

Bullying (verbal, cyber, or physical)	❍	❍
Hate crimes (based on race, ethnicity, sex, religion, disability, or sexual orientation)	❍	❍
Elder abuse (includes physical, emotional, or sexual abuse; neglect; financial exploitation; or fraud)	❍	❍
Adults sexually abused or assaulted as children	❍	❍
Human trafficking (sex)	❍	❍
Human trafficking (labor)	❍	❍
Technology-facilitated abuse (use of technology to violate an individual's privacy and cause them emotional, physical, or social harm)	❍	❍
Community violence (violence that happens between unrelated individuals, who may or may not know each other, generally outside the home) or gang violence	❍	❍
Terrorism	❍	❍
Mass violence	❍	❍
Identity theft (stealing personal or financial information)	❍	❍
Financial fraud (deceiving someone for financial gain, including scams)	❍	❍
Financial exploitation (illegal or improper use of resources by someone in a trusted relationship)	❍	❍
DUI or DWI crashes	❍	❍
Robbery (taking or attempting to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear)	❍	❍
Burglary (unlawful entry of a structure to commit a felony or theft)	❍	❍
Motor vehicle theft	❍	❍
Victim witness intimidation	❍	❍
Witness of violence	❍	❍
Other *(Please specify)*: [TEXT BOX]	❍	❍

NSVSP Section D: Victim Characteristics

Race and Ethnicity

Cognitive Interview Round 1 Item

This section asks about the characteristics of the individuals your organization provided services to during the [calendar/fiscal] year that included January 1, 2025.

Did your organization provide services to the following races or ethnicities? *Select all that apply.*

- ❑ American Indian or Alaska Native
- ❑ Asian
- ❑ Black or African American
- ❑ Hispanic or Latino
- ❑ Middle Eastern or North African
- ❑ Native Hawaiian or Pacific Islander
- ❑ White

❍ Not sure / Don't track this information

Round 1 Feedback Summary

This question was tested with 8 participants in Round 1.

- **"Not sure" vs. "Don't track this information":** Overall, participants thought this question was clear. Some participants said, "not sure" is different from "don't track this information" and recommended adding clarification. Some participants do not track this information but they know their organization has served specific races or ethnicities through their personal experiences or conversations with staff. Participants did not know if they should answer based on what they know or indicate they do not track this information. One participant shared they do not track this information but would not select that response because they want to be as helpful as possible; they would respond based on what they knew.
- **Multiple races:** One participant suggested adding "biracial" as an option, since selecting multiple races would not be able to distinguish between if the VSP is serving biracial individuals or if the VSP serves multiple populations.
- **Race/ethnicity as a characteristic**: Participants thought calling race/ethnicity a "characteristic" is odd.

Round 1 Recommendations

- **"Not sure" vs. "Don't track this information":** Many service providers do not collect information on victim race/ethnicity. As currently worded, the question may encourage VSPs to guess the race/ethnicity of their clients, thus providing inaccurate data. We recommend implementing the "This is an estimate" and "Not tracked" boxes, as described above. Discuss with BJS if instructions should be added informing respondents to only report self-reported client demographics.
- **Multiple races:** Add multiple races as a response option to align with the OVC PMT.
- Test in Round 2 cognitive interviews.

Cognitive Interview Round 1 Recommendation

This section asks about the characteristics of the individuals your organization provided services to between MM/DD/YYYY and MM/DD/YYYY.

❑ This is an estimate
❑ Not tracked

Did your organization provide services to the following races or ethnicities? *Select all that apply.*

❑ American Indian or Alaska Native
❑ Asian
❑ Black or African American
❑ Hispanic or Latino
❑ Middle Eastern or North African
❑ Native Hawaiian or Pacific Islander
❑ White

❑ Multiple Races

BJS Feedback on Round 1 Recommendations

To be consistent with the removal of the "This is an estimate" and "Not tracked" from other items, this language was not tested in Round 2. In light of the findings from Round 1, BJS asked ICF to add language instructing respondents to answer to the best of their ability even if their program did not formally track this information. BJS also requested that "Victims of" be added to "Multiple Races" to clarify the interest in individuals who identify with multiple race categories.

Cognitive Interview Round 2 Item

This section asks about the characteristics of the individuals your organization provided services to between 1/1/2025 and 12/31/2025.

Did your organization provide services to victims of the following races and/or ethnicities? *Select all that apply. Please answer this question to the best of your ability even if your organization/program does not formally track this information.*

- ❑ American Indian or Alaska Native
- ❑ Asian
- ❑ Black or African American
- ❑ Hispanic or Latino
- ❑ Middle Eastern or North African
- ❑ Native Hawaiian or Pacific Islander
- ❑ White
- ❑ Victims of Multiple Races

Round 2 Feedback

This question was tested with 5 participants in Round 2. Two participants from the same organization participated in a group interview. Each participant said the question is clear.

- **Self-report:** Four participants ask clients to self-report race and ethnicity. One participant is a VSP embedded within a police department. She said some law enforcement ask the victim for their race/ethnicity but many law enforcement do not ask for self-reported race/ethnicity. They record their observations of race/ethnicity. The participant uses law enforcement demographic information but will "correct her tracking sheet" if the victim provides a different race/ethnicity or asks for resources that indicate a different race/ethnicity. For example, the police report may describe the victim as "white" but the victim asks for resources in Spanish.
- **Tracking:** Each participant tracks the race and ethnicity of clients. One participant does not track whether clients are Middle Eastern/North African. One participant does not track multiple races.
- **Check data vs. provide an estimate:** Four participants would check their data to answer this question. One participant would not check their data to answer this question. They feel

confident in answering without data. Three participants whose organization tracks race and ethnicity said the instruction to provide an estimate would have been helpful if their organization did not track race/ethnicity.

- **Multiple races:** One participant asked why the last item says "Victims of multiple races." She interprets this item as meaning "biracial or triracial" and recommended removing "victims."

Round 2 Recommendations

- **Multiple races:** Remove "victims."
- **Organization/program**: Rather than state "organization/program" in the question, pipe in either "organization" or "program, division, or department" to guide the respondent to answer at the parent or child level.

Cognitive Interview Round 2 Recommendation

This section asks about the characteristics of the individuals your [insert organization or program, division, or department] provided services to between MM/DD/YYYY and MM/DD/YYYY.

Did your [insert organization or program, division, or department] provide services to victims of the following races and/or ethnicities? *Select all that apply. Please answer this question to the best of your ability even if your organization/program does not formally track this information.*

- ❑ American Indian or Alaska Native
- ❑ Asian
- ❑ Black or African American
- ❑ Hispanic or Latino
- ❑ Middle Eastern or North African
- ❑ Native Hawaiian or Pacific Islander
- ❑ White
- ❑ Multiple Races

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. Minor formatting edits were made to the item for the version that appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D) and can also be seen in the text box below.

Final Recommendation

In this section, please indicate if your [organization; program, division, or department] provided services to individuals of the following characteristics between MM/DD/YYY and MM/DD/YYYY. *This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

Which of the following races and/or ethnicities did your [organization; program, division, or department] provide services to between MM/DD/YYYY and MM/DD/YYYY? *Select all*

that apply. Please answer this question to the best of your ability even if your [organization; program, division, or department] does not formally track this information.

- ❑ American Indian or Alaska Native
- ❑ Asian
- ❑ Black or African American
- ❑ Hispanic or Latino
- ❑ Middle Eastern or North African
- ❑ Native Hawaiian or Pacific Islander
- ❑ White
- ❑ Multiple Races

Victim Type

Cognitive Interview Round 1 Item

Did your organization provide services to the following types of victims?

	Yes	No	Not sure/don't track this information
Victims with limited or no English proficiency	❍	❍	❍
Incarcerated	❍	❍	❍
Formerly incarcerated	❍	❍	❍
Indigenous or tribal affiliation	❍	❍	❍
Homeless/houseless	❍	❍	❍
Deaf/hard of hearing	❍	❍	❍
Victims with disabilities: cognitive/physical/mental	❍	❍	❍
Veterans	❍	❍	❍

Round 1 Feedback Summary

This question was tested with 9 participants in Round 1.

- **Not sure/Don't track this information:** Multiple participants said they do not formally track this information, or only track some of these characteristics, but could select an answer based on their direct experiences and/or conversations with other staff members. They asked if they could answer this question based on personal knowledge or if they should find an exact answer (e.g., review data, ask a colleague). One participant did not know when or how to use the "not sure/don't track" column if the organization does not track the information but the participant is confident in their answer.
- **Types of victims:** Respondents expressed negative reactions to this question. They described the phrase "types of victims" as potentially insensitive or offensive and the response options as unusual because these characteristics do not appear related to each other and would not be included on a victim service intake form. They described some items as "situational" (e.g., formerly incarcerated; homeless/houseless), "things that can't be changed" (e.g., deaf; disability), or a demographic (e.g., Indigenous or tribal affiliation). Two participants who work with youth indicated that "incarcerated/formerly incarcerated" is not a relevant term for juvenile populations – one participant recommended "in placement" or

"justice-involved" instead, depending on the purpose of the question. One participant questioned how disability was being defined and whether it requires a formal diagnosis. Two participants wondered why "Deaf/hard of hearing" was a distinct item but "Victims with disabilities: cognitive/physical/mental" grouped multiple types of disabilities together. One participant said that "Deaf/hard of hearing" is an outdated term but did not offer alternative language.

- **Specialized service provision:** One participant interpreted this question as asking for a designation as a specialized VSP whose mission/purpose is to serve specific populations, *not* asking traditional VSPs to report on special communities that they support.
- **Focus on services:** Participants recommended reframing this question to focus on the type of services these populations need rather than the individual characteristics (e.g., ask if a victim needed a translator rather than if a victim is limited English proficient) and use alternative phrasing (e.g., housing insecure instead of homeless/houseless or justice impacted instead of incarcerated or formerly incarcerated).

Round 1 Recommendations

- **Explore removal from the survey:** If this is a low priority item, this may be a question that can be removed from the survey to reduce burden. If the item remains in the survey, we recommend the following:
  - **Not sure/Don't track this information:** Remove "Not sure/don't track this information." Provide options to check "This is an estimate" or "Not tracked" to provide clarity on the accuracy of the response.
  - **Types of victims:** Revise the questions to align with the OVC PMT, replacing "types of victims" with "special classifications of individuals."
  - Test both edits in Round 2 cognitive interviews.

Cognitive Interview Round 1 Recommendation

D5. Did your organization provide services to the following special classifications of individuals?

- ❑ This is an estimate
- ❑ Not tracked

	Yes	No	Not sure
Victims with limited or no English proficiency	❍	❍	❍
Incarcerated	❍	❍	❍
Formerly incarcerated	❍	❍	❍
Indigenous or tribal affiliation	❍	❍	❍
Homeless/houseless	❍	❍	❍
Deaf/hard of hearing	❍	❍	❍
Victims with disabilities: cognitive/physical/mental	❍	❍	❍
Veterans	❍	❍	❍

BJS Feedback on Round 1 Recommendations

For Round 2 interviews, BJS asked ICF to add the same instructional language that was added to other items in this section to ask respondents to provide a response even if this information was not formally tracked.

Cognitive Interview Round 2 Item

Did your organization provide services to victims with the following special classifications? *Please answer this question to the best of your ability even if your organization/program does not formally track this information.*

	Yes	No	Not sure
Limited or no English proficiency	❍	❍	❍
Incarcerated	❍	❍	❍
Formerly incarcerated	❍	❍	❍
Indigenous or tribal affiliation	❍	❍	❍
Homeless/houseless	❍	❍	❍
Deaf/hard of hearing	❍	❍	❍
Cognitive/physical/mental disabilities	❍	❍	❍
Veterans	❍	❍	❍

Round 2 Feedback

This question was tested with 5 participants in Round 2. Each participant thought the question is clear but did not like the phrasing of the question.

- **Reactions to Special classifications:** One participant had an intense negative reaction to the term “special classifications.” She asked, “why are we putting people into classes?” One participant said the term is “victim-blaming” because “it’s not about them being special or difficult to work with – it’s that we as systems are not set up to accommodate and address people who don't fit in a particular kind of box.” However, she said if the interviewer had not asked directly about the term she would have “breezed right past it” and started answering the question. One participant said special classifications means victims who have greater or different needs. Two participants from the same organization in a group interview said special classifications indicates something about an individual that separates them from the larger group.
- **Recommendations for rephrasing the question:** One participant suggested using more “positive and inclusive” language. Two participants from the same organization suggested rephrasing the question as “Does your organization provide services to victims where the following applies?”
- **Tracking:** Two participants from the same organization in a group interview said they track each of these items and would review their data before answering. One participant said she does not track this information consistently (e.g., through a checklist) but she will note it if a victim shares this information on their own. She would check "not sure" if this information is not recorded in her tracker. One participant from a hospital-based VSP does not track incarceration or former incarceration and does not believe it should be included in a medical record. She described incarceration/former incarceration as “stigmatizing and creating bias.” She would skip these questions on the survey because they are “not relevant.”
- **Time frame:** Participants assumed the time frame is January 1 to December 31, 2025.
- **Homeless/houseless:** One participant said victims who are couch surfing do not meet the U.S. Department of Housing and Urban Development definition of homeless but her

organization considers them to be homeless. She recommended providing a definition. One participant recommended replacing “homeless/houseless” with housing insecure.
- **Disabilities:** One participant strongly recommended separating physical and mental/cognitive disabilities into two items because "they're very different things.” "Being in a wheelchair is very different from psychosis."
- **Food insecure:** One participant asked why the survey does not ask about food insecurity. She said food insecurity is a social determinant of health that is linked to structural violence and should be included in the survey.

Round 2 Recommendations

- Recommend removing this section from the survey. The OVC PMT collects the more detailed information on special classifications to provide national trends.
- Recommendations below are based on if this item is kept:
  - **Reactions to Special classifications:** Rephrase the question to focus on “populations.”
  - **Homeless/houseless:** Rephrase to add “housing insecurity.”
  - **Disabilities:** Separate physical and mental/cognitive disabilities into two items.
  - **Organization/program**: Rather than state “organization/program” in the question, pipe in either “organization” or “program” to guide the respondent to answer at the parent or child level.

Cognitive Interview Round 2 Recommendation

Did your [insert organization or program, divisions, or department] provide services to victims from any of the following populations? *Please answer this question to the best of your ability even if your organization/program does not formally track this information.*

	Yes	No	Not sure
Limited or no English proficiency	❍	❍	❍
Currently incarcerated	❍	❍	❍
Formerly incarcerated	❍	❍	❍
Indigenous or tribal affiliation	❍	❍	❍
Housing insecure/Homeless/Houseless	❍	❍	❍
Deaf/hard of hearing	❍	❍	❍
Physical disabilities	❍	❍	❍
Cognitive/mental disabilities			
Veterans	❍	❍	❍

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF’s recommendation to delete the item from the survey.

NSVSP Section E: Services for Victims

Section E

Overarching Round 1 Feedback Summary

- **Direct service definition:** Throughout this section of the interview, participants questioned whether referrals, services delivered over the phone, and virtual services are direct services.

- **Reduce burden:** Throughout each track of the cognitive interviews, participants recommended removing definitions and instructions that are unnecessary to reduce burden on the survey respondent.

Round 1 Recommendations

- **Direct service definition:** Add new language to the definition of "direct services" on the survey landing page and the introductory statements to Section B and E.
  In this question series, please tell us whether your victim services activities included any of the following services between MM/DD/YYYY and MM/DD/YYYY. *This includes in-person, phone, and virtual services. We recognize that victim service organizations provide a wide array of services to victims. Do your best to place the services your organization provided within the categories.*
- **Separate questions:** Reduce duplication of instructions provided in the grey boxes by separating E2 and E3 into four separate questions. E2 will be called "Monetary Assistance," E3 "Material Assistance," E4 "Mental Health Support," and E5 "Protection and Safety Services."
- **Remove instructions:** Remove the grey box definition box from questions E1-6.

Information and Referral Services

Cognitive Interview Round 1 Item

Information and referral services (*Tested bolded items only, other rows shown for context only and were not explicitly tested*)

Did your victim services include…	Yes	No
Justice-related information and referrals *(for example, information about the justice system and the victim's role, events and proceedings, and justice referrals)*		
Information on victim rights/how to obtain notifications	❍	❍
Information about the criminal justice process	❍	❍
Information on how to report crimes or abuse to law enforcement	❍	❍
Updates on case status (e.g., investigation and other case processing updates that are not tied to court proceeding)	❍	❍
Referrals for reentry-related needs, terms, and conditions of probation for victims with a criminal history, probation, or expungement or vacatur for victims with a criminal history	❍	❍
Referrals for basic needs other than housing (e.g., food, clothing, hygiene)	❍	❍
Referral to other services, support, and resources (e.g., legal, medical, faith-based organizations, address-confidentiality programs)	❍	❍

Justice-related information and referrals definition

Round 1 Feedback

Three participants shared their perspective on what this entire question box is asking.

- **Interpretation:** They interpreted this question as asking whether a VSP helps victim navigate the criminal justice system; understand the steps of the criminal justice system; how to engage with law enforcement, prosecutors, and the court; and how to provide information on victims' rights.
- **Reference to justice system:** Two participants noted that "justice system" can refer to many different things (e.g., law enforcement, restorative justice systems). One participant recommended using the word "legal system" instead.

Round 1 Recommendations

- **Reference to justice system:** Remove the grey box defining "justice-related information and referrals." Participants believed this question was straightforward and the grey box is the only place this phrase is used.

Information on victim rights/how to obtain notifications

Round 1 Feedback

- **Need definition:** One participant shared feedback on this item without being asked. They said this item is confusing and recommended specifying what notifications the item is referencing (e.g., court process, legal proceedings).

Round 1 Recommendations

- **Add definition:** Provide the following definition from the OVC PMT Glossary in parentheses or a hover: "Informing the victim about the existence of the Federal Crime Victim Rights Act (2004), state laws regarding victim rights, state victim compensation programs, and/or the Victim Notification System."

Information on how to report crimes or abuse to law enforcement

Round 1 Feedback

This question was tested with 9 participants in Round 1.

- **Interpretation:** Participants interpreted this item as helping victims understand where and how to report a crime, the types of questions they will be asked when filing a report, their rights, and different avenues for reporting.

Round 1 Recommendations

- Item is clear and does not need to be edited.

Referrals for basic needs other than housing (e.g., food, clothing, hygiene)

Round 1 Feedback

This question was tested with 9 participants in Round 1. Participants said this item is very clear.

- **Interpretations of basic needs:** They interpreted this item as helping victims meet acute financial strain or day-to-day needs after experiencing victimization.

- **Suggested additions:** Participants questioned how "basic need" is defined and suggested adding phones, pets, legal documents, transportation, payments for utilities, and childcare as examples of basic needs.
- **Hygiene:** One participant thought "hygiene" was too broad and recommended giving specific examples of what hygiene means. For example, their organization does not provide soap or toothbrushes but they will provide referrals to dentists.
- **"Justice-related":** One participant stated that this item belongs in another section because basic needs is not "justice-related." Many participants provide basic needs as a service, rather than simply providing information or referrals for basic needs.

Round 1 Recommendations

- **Suggested additions:** We do not recommend adding additional examples. Throughout the cognitive interviews, participants recommended limiting examples and instructions as much as possible. This item is clear and does not need further explanation.
- **"Justice-related":** Removing the grey instructional box addresses this challenge and reduces burden on the survey respondent.

Cognitive Interview Round 1 Recommendation

SERVICES FOR VICTIMS

In this question series, please tell us whether your victim services activities included any of the following services between MM/DD/YYYY and MM/DD/YYYY. *This includes in-person, phone, and virtual services. We recognize that victim service organizations provide a wide array of services to victims. Do your best to place the services your organization provided within the categories.*

Information and referral services

Did your victim services include…	Yes	No
Information on victim rights/how to obtain notifications	❍	❍
Information about the criminal justice process	❍	❍
Information on how to report crimes or abuse to law enforcement	❍	❍
Updates on case status (e.g., investigation and other case processing updates that are not tied to court proceeding)	❍	❍
Referrals for reentry-related needs, terms, and conditions of probation for victims with a criminal history, probation, or expungement or vacatur for victims with a criminal history	❍	❍
Referrals for basic needs other than housing (e.g., food, clothing, hygiene)	❍	❍
Referral to other services, support, and resources (e.g., legal, medical, faith-based organizations, address-confidentiality programs)	❍	❍

BJS Feedback on Round 1 Recommendations

For Round 2, BJS asked ICF to test revised language for the instructions. The instructions were modified to be more aligned to instructions for similar items in the 2019 NSVSP. BJS was concerned that the language recommended in the Round 1 results would be interpreted as a

hypothetical by respondents (services the VSP *could* provide to victims) and would lead to overcounting the services that were actually provided during the requested time frame. The response options for item E1 were not retested in Round 2. The question stem ("Did your victim services include…") was modified to "Did your organization/program provide" for the services items for Round 2 testing to address the could provide/actually provided distinction discussed above.

Cognitive Interview Round 2 Recommendation

SERVICES FOR VICTIMS

In this question series, please indicate whether your [organization; program, division, or department] directly provided any of the following services between 1/1/2025 and 12/31/2025. *This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

We recognize that victim service organizations provide a wide array of services to victims. Do your best to place the services your organization provided within the categories.

Information and referral services

Did your [organization; program, division, or department] provide…	Yes	No
Information on victim rights/how to obtain notifications	❍	❍
Information about the criminal justice process	❍	❍
Information on how to report crimes or abuse to law enforcement	❍	❍
Updates on case status (e.g., investigation and other case processing updates that are not tied to court proceeding)	❍	❍
Referrals for reentry-related needs, terms, and conditions of probation for victims with a criminal history, probation, or expungement or vacatur for victims with a criminal history	❍	❍
Referrals for basic needs other than housing (e.g., food, clothing, hygiene)	❍	❍
Referral to other services, support, and resources (e.g., legal, medical, faith-based organizations, address-confidentiality programs)	❍	❍

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. The text below was included in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

SERVICES FOR VICTIMS

In this section, please indicate whether your [organization; program, division, or department] directly provided any of the following services between MM/DD/YYYY and MM/DD/YYYY. *This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

We recognize that victim service [organizations; programs, divisions, or departments] provide a wide array of services to victims. Do your best to place the services your [organization; program, division, or department] provided within the categories.

[SHOW IF A10=multiple physical locations]
Please respond to these questions as they relate to activities at <u>your physical location only</u>.

Information and referral services

Did your [organization; program, division, or department] provide…	**Yes**	**No**
Information on victim rights/how to obtain notifications	❍	❍
Information about the criminal justice process	❍	❍
Information on how to report crimes or abuse to law enforcement	❍	❍
Updates on case status (e.g., investigation and other case processing updates that are not tied to court proceeding)	❍	❍
Referrals for reentry-related needs, terms, and conditions of probation for victims with a criminal history, probation, or expungement or vacatur for victims with a criminal history	❍	❍
Referrals for basic needs other than housing (e.g., food, clothing, hygiene)	❍	❍
Referral to other services, supports, and resources (e.g., legal, medical, faith-based organizations, address-confidentiality programs)	❍	❍

Mental Health Support and Safety Services

<u>Cognitive Interview Round 1 Item</u>

Mental health support and safety services (*Tested bolded items only, other rows shown for context only and were not explicitly tested*)

Did your victim services include…	**Yes**	**No**
Treatment or support services		
Crisis counseling (by a licensed professional, advocate, or peer)	❍	❍
Emotional support services (e.g., peer or advocate-led support groups, social programming for children)	❍	❍
Mental health services provided by a clinician (e.g., individual or group counseling or other therapy services by a licensed professional counselor)	❍	❍
Substance use treatment (assessment, prevention, or treatment)	❍	❍
Other treatment or support services	❍	❍

Safety services *(for example, safety planning, witness protection, address confidentiality, and self-defense) (Does NOT include protective orders)*		
General information about crime and victimization prevention or risk reduction	❍	❍
Immediate or emergency safety planning	❍	❍
Long-term safety planning	❍	❍
Conduct or coordinate risk/threat assessments	❍	❍
Crisis intervention	❍	❍
Conflict resolution, mediation, negotiation	❍	❍
Crime/violence de-escalation support (e.g., calming the victim, family members, or witnesses down on scene or during intervention, preventing retaliation)	❍	❍
Witness protection or address confidentiality	❍	❍
Self-defense preparation services	❍	❍
Other safety services	❍	❍

Treatment or Support Services

Crisis Counseling, Emotional Support Services, and Crisis Intervention

Round 1 Feedback Summary

These questions were tested on 9 participants (Crisis Counseling) and 7 participants (Emotional Support Services) in Round 1. Some participants struggled with these items and had to think deeply about the definitions provided for each item.

- **Licensing requirements:** Most participants said that crisis counseling is not typically provided by a licensed professional and seeing licensed professional as an example was confusing. One participant stated that the word “counseling” implies a licensed professional. Some participants defined crisis counseling as “short term and acute.”
- **Crisis counseling vs. crisis intervention:** Others said crisis counseling is both short and long-term, but that crisis intervention is short term and acute.
    - One participant said crisis intervention has a specific protocol but crisis counseling does not.
    - One participant said crisis counseling is an “umbrella/catchall term” and crisis intervention is a “methodology.”
    - One participant said that crisis intervention is an attempt to stop the crisis or protect a victim (e.g., calling 911 or for a wellness check) that can occur without the victim’s involvement while crisis counseling involves working with the client to de-escalate the situation, increase safety, and plan next steps. Crisis intervention can occur as part of crisis counseling.
    - Most participants defined crisis counseling as “validating, normalizing, stabilizing, creating calm, providing education and coping skills, and addressing safety needs.”
    - One participant said that use of the terms crisis counseling or crisis intervention depends on state and funder requirements.
    - One participant would like clarification on whether VSPs can check “yes” for crisis counseling that is provided on the phone and virtually.

- **Crisis counseling vs. emotional support services:** One participant recommended combining crisis counseling and emotional support services and reframing as "Supportive counseling." Other participants said crisis counseling and emotional support services are distinctly different. Emotional support services can be provided by anyone and does not require training. One participant said that emotional support is the umbrella term and includes crisis counseling and mental health treatment. Crisis counseling typically requires training. Emotional support services include providing nonjudgemental listening, social emotional learning programming, and making sure the victim knows they are "not alone." When discussing emotional support, one participant did not like the phrase "social programming for children." She recommends the phrase "social-emotional learning for children" instead.

Round 1 Recommendations

- **Provide definitions:** Explore with BJS whether to align this section with the OVC PMT or update the existing definitions. Is BJS intentionally asking this question in a different way from the PMT? Is BJS more interested in modality for this question? The PMT definitions are provided below:
    - **Crisis intervention (in-person, includes safety planning, etc.):** Communicating among professionals and victims regarding activities resulting from the victimization. This includes actions necessary to expedite a case for victim protection, initiation of legal actions needed to protect the victim such as probation revocation, etc.
    - **Hotline/crisis line counseling:** Providing live hotline services by trained professionals or volunteers. Services may be provided via telephone, instant messaging, mobile application, or website contact; individuals may be identified or may be anonymous contacts.
    - **On-scene crisis response (e.g., community crisis response):** Providing immediate, in-person crisis intervention, emotional support, guidance, and counseling. These services must occur at the scene of a crime, immediately after a crime, or become immediately necessary due to the crime.
    - **Individual counseling:** Providing psychological, psychiatric, and/or other counseling-related treatment for individuals, couples, and family members. This service must be provided by a person who meets professional standards to provide these services in the jurisdiction in which the care is administered.
    - **Support groups (facilitated or peer):** Providing or facilitating supportive group activities led by staff or peer. This can include group counseling sessions, peer support groups, or other groups that bring victims together to aid in the healing process.
- **Separate questions:** Separate question E3 into two questions to reduce cognitive burden on the respondent and remove the implication that mental health support is related to safety services. E3 will focus on mental health treatment or support services and E4 will focus on Safety Services. Remove the grey box stating "treatment of support services" to reduce duplicating the title of the question.

Mental health services provided by a clinician

Round 1 Feedback Summary

This item was tested on 8 participants in Round 1. Most participants thought this item was straightforward.

- **Trauma response services:** One participant was unsure how to answer because their organization provides mental health treatment for "trauma responses" but not "diagnosed mental health issues." One participant would check "yes" because her organization provides *referrals* for mental health treatment.
- **Crisis counseling vs. mental health treatment:** Two participants distinguished between crisis counseling and mental health treatment, stating that crisis counseling is short-term assistance while mental health treatment is longer-term and requires licensed professionals.

Round 1 Recommendations

- Provide a definition based on the decision made above about using PMT definitions of crisis intervention, hotline/crisis counseling, on-scene crisis response, individual counseling, and support groups.

Substance use treatment (assessment, prevention, or treatment)

Round 1 Feedback Summary

- This item was tested on 3 participants in Round 1. Participants thought this item was clear.

Round 1 Recommendations

- Item is complete.

Other treatment or support services

Round 1 Feedback Summary

This item was tested on 5 participants in Round 1.

- **Interpretation:** Participants said they would check "other" for pet therapy, cultural services (e.g., traditional healers, sweat lodges), sexual assault forensic exams, helping victims obtain a new phone or change their locks, and movement-based groups (e.g., yoga, dance).

Round 1 Recommendations

- **Consider adding three new categories:** (1) Traditional or cultural, (2) Alternative healing; and (3) Art, writing, or play therapy. The categories are reflected in the PMT under "Other" but are currently considered core services in many jurisdictions. Keep "Other treatment or support services" but do not provide examples in parentheses. Test in Round 2 cognitive interviews.

Cognitive Interview Round 1 Recommendation

Mental health treatment or support services

Did your victim services include…	Yes	No
Crisis counseling (by a licensed professional, advocate, or peer)	❍	❍
Emotional support services (e.g., peer or advocate-led support groups, social programming for children)	❍	❍
Mental health services provided by a clinician (e.g., individual or group counseling or other therapy services by a licensed professional counselor)	❍	❍

Substance use treatment (assessment, prevention, or treatment)	❍	❍
Traditional or cultural	❍	❍
Alternative healing	❍	❍
Art, writing, or play therapy	❍	❍
Other treatment or support services	❍	❍

BJS Feedback on Round 1 Recommendations

BJS implemented ICF's suggestion to split mental health and safety services into two items for Round 2 testing. As mentioned above, BJS asked ICF to make a global change to the question stem language for these items (from "Did your victim services include" to "Did your organization/program provide") and test in Round 2. BJS made other changes to the ICF-recommended language, including keeping the definition of crisis counseling ("by a licensed professional, advocate, or peer") for Round 2 Testing.

Cognitive Interview Round 2 Item

In this question series, please indicate whether your organization/program directly provided any of the following services between 1/1/2025 and 12/31/2025. This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.

We recognize that victim service organizations provide a wide array of services to victims. Do your best to place the services your organization provided within the categories.

Mental health treatment or support services

Did your organization/program provide …	**Yes**	**No**
Crisis counseling (by a licensed professional, advocate, or peer)	❍	❍
Emotional support services (e.g., peer or advocate-led support groups, social programming for children)	❍	❍
Mental health services provided by a clinician (e.g., individual or group counseling or other therapy services by a licensed professional counselor)	❍	❍
Substance use treatment (assessment, prevention, or treatment)	❍	❍
Traditional or cultural	❍	❍
Alternative healing	❍	❍
Art, writing, or play therapy	❍	❍
Other mental health treatment or support services	❍	❍

Round 2 Feedback

This question was tested with 5 participants in Round 2. Two participants from the same organization participated in a group interview. Participants did not believe traditional or cultural; alternative healing; and art, writing, or play therapy are core victim services. Each participant said the time frame is clear and the question is clear but several response options are unclear.

- **Licensing requirements:**
  - One participant said their organization provides crisis counseling and emotional support but not by a licensed professional. It would be difficult for her to answer this

question because she does not want to misrepresent the services her organization provides. Her state funder requires her organization to check "yes" they provide individual counseling if they offer emotional support to a victim. Her staff are trained to provide de-escalation and crisis intervention but they are not licensed.
    - One participant said advocates and peers should not be provided as examples for crisis counseling. Crisis counseling is provided by a licensed professional. She recommended combining advocates and peers under an item called "peer support." She also said that emotional support is not a mental health service. She would have to think deeply about these questions when answering because of the way they are phrased and defined.
    - One participant said these items are similar but not identical to her grant reporting requirements. She found it helpful that the definition included "licensed" and "advocate." She would have checked "no" if "advocate" were not provided in the definition (i.e., she considers crisis counseling to be provided by a licensed professional). She described "peer" as "too broad" and unclear whether crisis counseling is provided one on one or in a group. She described crisis counseling as provided in person on the scene but uses the term "crisis intervention."
    - Two participants from the same organization in a group interview said that emotional support services are part of crisis counseling and mental health services and thus overlap. They do not provide mental health services at their organization but believe that advocates and peers do not have the same certifications as a licensed professional.
- **Time Frame:** Each participant would answer the question based on the calendar year presented (January 1 to December 31, 2025).
- **Traditional or cultural:** Three participants did not know what types of services this item would include (e.g., tribal, faith-based, church-sponsored). Two participants from the same organization said this item is very broad. All participants recommended providing a definition.
- **Alternative healing:** One participant said this encompasses art, writing, play, and canine therapy. One participant said this includes equine and art therapy. One participant asked if this meant yoga or Reiki. One participant said this includes trauma-informed yoga, acupuncture, and drumming workshops. All participants recommended providing a definition.
- **Art, writing, and play therapy:** Two participants believes this item overlaps with alternative healing. Two participants from the same organization said this could include drawing, making jewelry, and beading but said grouping art with writing and play therapy is "odd."

Round 2 Recommendations

Recommended edits help to align to the OVC PMT where possible as recommended in Round 1 (see above). This includes aligning crisis intervention and crisis line definitions (highlighting the key factors that determine if it is a 'crisis'); counseling being matched with mental health services (emphasis on clinician-led); and support groups aligning with emotional support (facilitated and peer-led)

- **Traditional or cultural:** Provide a definition, such as "specialized support or services that often incorporate cultural teachings, traditional healing practices, and community-based, grassroots approaches to facilitate healing."
- **Alternative healing:** Combine alternative healing with art, writing, and play therapy. Provide a definition, such as "therapeutic mind and body practices (e.g., meditation, breathing exercises, movement education, yoga, tai chi, acupuncture, art, music, dance, canine or equine therapy)."

Cognitive Interview Round 2 Recommendation

Mental health treatment or support services

Did your [insert organization or program, division, or department] provide …	Yes	No
Crisis counseling (by a licensed professional)	❍	❍
Emotional support services (e.g., peer or advocate-led support groups, social programming for children)	❍	❍
Mental health services provided by a clinician (e.g., individual or group counseling or other therapy services by a licensed professional)	❍	❍
Substance use treatment (assessment, prevention, or treatment)	❍	❍
Traditional or cultural (e.g., specialized support or services that often incorporate cultural teachings, traditional healing practices, and community-based, grassroots approaches to facilitate healing)	❍	❍
Alternative healing (e.g., therapeutic mind and body practices like meditation, breathing exercises, movement education, yoga, tai chi, acupuncture, art, music, dance, canine or equine therapy)	❍	❍
Other mental health treatment or support services	❍	❍

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. Minor punctuation edits were made, and the text below was presented in the final instrument delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Mental health treatment or support services

Did your [organization; program, division, or department] provide …	Yes	No
Crisis counseling (by a licensed professional)	❍	❍
Emotional support services (e.g., peer- or advocate-led support groups, social programming for children)	❍	❍
Mental health services provided by a clinician (e.g., individual or group counseling or other therapy services by a licensed professional)	❍	❍
Substance use treatment (including assessment, prevention, or treatment)	❍	❍
Traditional or cultural services (e.g., specialized support or services that often incorporate cultural teachings, traditional healing practices, and community-based, grassroots approaches to facilitate healing)	❍	❍
Alternative healing (e.g., therapeutic mind and body practices like meditation, breathing exercises, movement education, yoga, tai chi, acupuncture, art, music, dance, canine or equine therapy)	❍	❍
Other mental health treatment or support services	❍	❍

Safety Services

Crime/violence de-escalation support (e.g., calming the victim, family members, or witnesses down on scene or during intervention, preventing retaliation)

Round 1 Feedback Summary

This item was tested on 9 participants in Round 1.

Participants were very confused by this item and had to read the item several times. Without the examples in parentheses, one participant would have thought this item meant crisis intervention and checked yes. Another participant thought this meant providing de-escalation in the courtroom. Two other participants thought this meant de-escalating an actual crime incident (e.g., mediating between two people involved in an active incident of domestic violence). One participant said that "preventing retaliation" is very different from "calming the victim," implying that these could constitute two different questions.

- **Calming the victim, family members, or witnesses down on the scene:** Two participants thought this wording was confusing. When they read it out loud, they were not connecting "down on the scene" with the beginning of the example. A third participant asked whether they should check yes if they talk on the phone with a victim who is at the scene of a crime but do not visit the scene of crime themselves. A fourth participant would check yes because they "calm victims down" but they do not visit crime scenes or prevent retaliation.
- **Preventing retaliation:** One participant interpreted this as a service provided by violence interrupters. One participant interpreted this as encouraging a victim to seek a protection or restraining order and/or preventing a victim from harassing a perpetrator in the courtroom. One participant interpreted this as informing a victim about ways they are protected against retaliation after reporting to law enforcement or another enforcement organization (e.g., a Title IX office).

Round 1 Recommendations

- Provide a definition of crime/violence de-escalation. For example: *Preventing retaliation using violence interrupter techniques; using calm communication and behavioral techniques to reduce the intensity of a volatile situation, promote safety, and reach a peaceful resolution.*
- Test in Round 2 cognitive interviews.

Conduct or coordinate risk/threat assessments

Round 1 Feedback Summary

Although this question was not on the cognitive interview protocol, one participant stated that they do not understand this item. They asked if this meant a lethality assessment or intimate partner violence or a team approach to evaluating violence at an organization.

Round 1 Recommendations

- Remove the words "conduct or coordinate" to align with the framing of other items in this list.
- Remove the word "threat."

Witness protection or address confidentiality

Round 1 Feedback Summary

This item was tested on 9 participants in Round 1.

- **Witness protection:** Most participants interpreted this as meaning law enforcement officers relocating and giving new identities to witnesses of crime who are in danger. One participant interpreted this as meaning protecting a victim of domestic violence who is fleeing abuse (e.g., providing the victim with a hotel room). Two participants interpreted this as meaning protecting a victim in court, with one noting that they would not call those services by this name.
- **Address Confidentiality:** Participants were very confused by this item. Some interpreted "address" as a noun and victim service program, like keeping a home address private by providing a legal substitute home address. Some interpreted "address" as a verb, like ensuring that their work with a victim is confidential. They thought this item was very confusing because "everything VSPs do is confidential." One participant was not sure if they should interpret this as a verb or a noun, saying their organization "does both." Two participants who interpreted this as referring to victim/advocate confidentiality wondered why this was included in the same question as witness protection. One participant said they would "cross out witness protection and circle address confidentiality" so they could check yes for this item.

Round 1 Recommendations

- **Witness protection:** Remove witness protection from the survey. The assumption is that this item is focused on victim witness protection. Victim witness protection is a broad term that is explored through several other survey items. It is unnecessary and confusing to ask about this item separately. In Round 2 cognitive interviews, ask Victim Witness Coordinators whether they feel anything is missing from the safety planning section.
- **Address confidentiality:** Edit item to say "Assistance with applying to an Address Confidentiality Program (e.g., obtaining a substitute address, mail forwarding)."

Self-defense preparation services

Round 1 Feedback Summary

This item was tested on 9 participants in Round 1.

- Most participants thought this means taking a class to learn how to physically protect yourself. One participant interpreted this item as safety planning and boundaries. Another participant thought this included discussing carrying Mace or a weapon. One participant said this could be either self-defense classes or supporting victims who are representing themselves in court. Most participants do not believe this is a core victim service.
- Two participants described this item as "victim blaming." Two other participants described self-defense as "causing more harm than good" because it can be dangerous for victims in certain situations to fight back. Another participant said self-defense preparation services might cause a victim to blame themselves if they freeze instead of fight. They frequently have vendors call their organization to offer self-defense services and always say no. All four

participants do not recommend including this item on the survey. "It's not on victims to be responsible for violence not happening."

- One participant felt guilty that they did not know this was a victim service. They plan to talk to their team about offering self-defense since this item is on the survey.
- One participant would respond "no" because her specific program does not offer this service, although the larger organization in which they are embedded offers self-defense classes.

Round 1 Recommendations

- Keep this item because self-defense services are eligible for victim compensation/assistance.
- Edit the category title and provide a definition in parentheses to clarify the item: "Self-defense instruction (e.g., learning to physically protect yourself through classes such as martial arts, Rape Aggression Defense [RAD], tactical skills)."

Cognitive Interview Round 1 Recommendation

Safety services
Did your victim services include…

	Yes	No
General information about crime and victimization prevention or risk reduction	❍	❍
Immediate or emergency safety planning	❍	❍
Long-term safety planning	❍	❍
Risk assessments	❍	❍
Crisis intervention	❍	❍
Conflict resolution, mediation, negotiation	❍	❍
Crime/violence de-escalation support (i.e., preventing retaliation using violence interrupter techniques; using calm communication and behavioral techniques to reduce the intensity of a volatile situation, promote safety, and reach a peaceful resolution)	❍	❍
Assistance with applying to an Address Confidentiality Program (e.g., obtaining a substitute address, mail forwarding)	❍	❍
Self-defense instruction (e.g., learning to physically protect yourself through classes like martial arts, Rape Aggression Defense [RAD], tactical skills)	❍	❍
Other safety services	❍	❍

BJS Feedback on Round 1 Recommendations

BJS implemented ICF's suggestion to split mental health and safety services into two items for Round 2 testing. As mentioned above, BJS asked ICF to make a global change to the question stem language for these items (from "Did your victim services include" to "Did your organization/program provide") and test in Round 2. BJS made other changes to the ICF-recommended language, such as modifying the definition for crime/violence de-escalation support for Round 2 testing.

Cognitive Interview Round 2 Item

In this question series, please indicate whether your organization/program directly provided any of the following services between 1/1/2025 and 12/31/2025. This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.

We recognize that victim service organizations provide a wide array of services to victims. Do your best to place the services your organization provided within the categories.

Safety services
Did your organization/program provide…

	Yes	No
General information about crime and victimization prevention or risk reduction	❍	❍
Immediate or emergency safety planning	❍	❍
Long-term safety planning	❍	❍
Risk assessments	❍	❍
Crisis intervention (i.e., communicating among professionals and victims regarding activities resulting from the victimization)	❍	❍
Conflict resolution, mediation, negotiation	❍	❍
Crime/violence de-escalation support (i.e., using violence interrupter techniques to prevent retaliation; using calm communication and behavioral techniques to reduce the intensity of a volatile situation, promote safety, and reach a peaceful resolution)	❍	❍
Assistance with applying to an address confidentiality program (e.g., obtaining a substitute address, mail forwarding)	❍	❍
Self-defense instruction (e.g., learning to physically protect yourself through classes like martial arts, Rape Aggression Defense [RAD], tactical skills)	❍	❍
Other safety services	❍	❍

Round 2 Feedback Summary

- **Crisis Intervention:** This question was tested with 5 participants in Round 2. Two participants from the same organization participated in a group interview.
  - Two participants disagreed with the definition. One participant said the definition is broader than what she considers to be crisis intervention. To her, crisis intervention is about the victim and not the VSP. Crisis intervention is provided in person and includes addressing an immediate crisis, grounding activities, and safety planning. One participant said crisis intervention is defined as responding to someone who is suicidal, homicidal, or gravely disabled. Crisis intervention is a billing code and has a very specific process.
  - Three participants (two participants from the same organization) agree with the definition provided. They provide crisis intervention on scene, on the phone, and virtually.
- **Crime/violence de-escalation support:** This question was tested with 5 participants in Round 2. Two participants from the same organization participated in a group interview.
  - One participant said this definition is "prevention-oriented" and "more about safety planning than de-escalation." For her, de-escalation is encouraging victims to be aware of how an incident may escalate and their surroundings and how an incident

may escalate. She would check no because, as written, the item "sounds like bystander intervention."
    - Two participants from the same organization said de-escalation "involves law enforcement" separating the victim from the aggressor. They provide but do not track this service.
    - One participant said this item is the same as crisis intervention but more intense. Her organization provides de-escalation in court or in the field. They also provide guidance to victims on how to de-escalate when they are not with a service provider (e.g., recommending that a client do custody exchanges in front of a police station for added safety).
    - One participant was very confused by this item and the definition provided. Her organization does not de-escalate crime, violence, or victims of crime. She described that as a role for law enforcement and victim assistance teams. Her organization de-escalates situations with clients engaged in therapy. This overlaps with crisis intervention but is different from crisis intervention. To her, the core of de-escalation is using calm communication and behavioral techniques.
- **Address confidentiality:** This question was tested with 4 participants in Round 2. Two participants from the same organization participated in a group interview. One participant said her organization provides this service and the definition in parentheses is clear. Three participants have never heard of this program but would check "yes" based on the clear definition provided in parentheses.
- **Self-defense instruction:** This question was tested with 4 participants in Round 2. Two participants from the same organization participated in a group interview. One participant does not offer this service at their organization but will provide a referral. She believes self-defense is a core victim service that "can be empowering." Three participants thought this item was clear and found the definition in parentheses helpful. They offer this service at their organization. One participant said the example of "tactical skills" "sounds aggressive" and made her think of law enforcement.

Round 2 Recommendations

- **Crisis Intervention:** Do not change this item and remain aligned with the OVC PMT. Add updated definition to the glossary for added clarity: crisis intervention is communicating among professionals and victims regarding activities resulting from the victimization, including responding to someone who is suicidal, homicidal, or gravely disabled, addressing immediate crisis, grounding activities, and safety planning, and occurs in-person, on-scene, by phone, and virtually.
- **Crime/violence de-escalation support:** Recommend this item remain as is. Clarify with BJS whether this item was intended to capture de-escalation in terms of encouraging victims to be aware of how an incident may escalate and their surroundings and how an incident may escalate or is this primarily focused on bystander intervention (i.e., more of the law enforcement angle using violence interrupters than response with victims).
- **Address confidentiality:** This item is complete.
- **Self-defense instruction:** This item is complete.

Cognitive Interview Round 2 Recommendation
Safety services
Did your [insert organization or program, division, or department] provide…

	Yes	No
General information about crime and victimization prevention or risk reduction	❍	❍

Immediate or emergency safety planning	❍	❍
Long-term safety planning	❍	❍
Risk assessments	❍	❍
Crisis intervention (i.e., communicating among professionals and victims regarding activities resulting from the victimization)	❍	❍
Conflict resolution, mediation, negotiation	❍	❍
Crime/violence de-escalation support (i.e., using violence interrupter techniques to prevent retaliation; using calm communication and behavioral techniques to reduce the intensity of a volatile situation, promote safety, and reach a peaceful resolution)	❍	❍
Assistance with applying to an address confidentiality program (e.g., obtaining a substitute address, mail forwarding)	❍	❍
Self-defense instruction (e.g., learning to physically protect yourself through classes like martial arts, Rape Aggression Defense [RAD], tactical skills)	❍	❍
Other safety services	❍	❍

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations but made minor changes to the definition for crime/violence de-escalation support. The text below appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation
Safety services
Did your [organization; program, division, or department] provide…

	Yes	No
General information about crime and victimization prevention or risk reduction	❍	❍
Immediate or emergency safety planning	❍	❍
Long-term safety planning	❍	❍
Risk assessments	❍	❍
Crisis intervention (i.e., communicating among professionals and victims regarding activities resulting from the victimization)	❍	❍
Conflict resolution, mediation, negotiation	❍	❍
Crime/violence de-escalation support (i.e., using violence interrupter techniques to prevent retaliation; behavioral techniques to reduce the intensity of a volatile situation, promote safety, and reach a peaceful resolution)	❍	❍
Assistance with applying to an address-confidentiality program (e.g., obtaining a substitute address, mail forwarding)	❍	❍
Self-defense instruction (e.g., learning to physically protect yourself through classes like martial arts, Rape Aggression Defense [RAD], tactical skills)	❍	❍
Other safety services	❍	❍

Legal and Victims' Rights Assistance

Cognitive Interview Round 1 Item
Legal and victims' rights assistance (*Tested bolded items only, other rows shown for context only and were not explicitly tested*)

Did your victim services include…	Yes	No
Assistance navigating the justice system from a victim's perspective (e.g., representation, advocacy, accompaniment, or assistance in exercising victims' rights)	❍	❍
Criminal legal assistance to victims who are defendants, including representation	❍	❍
Civil legal assistance for a victim (e.g., family law such as custody, visitation, or support; housing; landlord or tenant; consumer protection; or employment matters)	❍	❍
Legal assistance with protective, restraining, or no-contact orders	❍	❍
Court accompaniment – civil or criminal court	❍	❍
Parole board accompaniment/parole board related services	❍	❍
Victim/witness support (e.g., witness preparation, impact statement assistance, prosecution accompaniment)	❍	❍
Law enforcement interview accompaniment/advocacy	❍	❍
Immigration assistance (e.g., assistance seeking special visas, continued presence application, services for refugees or asylum seekers, other immigration relief)	❍	❍
Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release)	❍	❍
Other legal and victims' rights assistance	❍	❍

Assistance navigating the justice system from a victim's perspective (e.g., representation, advocacy, accompaniment, or assistance in exercising victims' rights)

Round 1 Feedback Summary

This item was tested on 9 participants in Round 1. Most participants thought this item was clear.

- **Interpretation of "assistance navigating the justice system from a victim's perspective":** One participant interpreted this item as guiding the victim through the justice process from start to finish. All other participants used the examples in parentheses to guide their answer. Two participants recommended using plain language to make the item easier to understand and removing "from a victim's perspective." They were unsure "what that qualifier is supposed to signify." One participant said "there are too many things in parentheses to give a clear yes or no" to this question. One participant recommended using the term "legal system" as opposed to "justice system." One participant would answer "no" because they provide referrals for this, not assistance.
    - *Representation:* Most participants interpreted "representation" as meaning a legal provider. One participant interpreted this as appointing someone to receive notices for the victim and represent the victim through the court process. Another participant thought representation meant connecting the victim with an attorney to assist with protection orders.

- *Advocacy*: Most participants interpreted "advocacy" as sharing information with the victim, helping the victim "use their voice," and ensuring victims understand the role of individuals working in the justice system, where to file paperwork and pay fees, and how to address the judge.
- *Accompaniment*: Most participants interpreted "accompaniment" as helping a victim get to the courthouse, going with the victim to court. One participant said that this was the same as "court accompaniment – civil or criminal court."
- *Assistance in exercising victims' rights:* Most participants interpreted this as educating victims on their rights and when their rights are violated, helping victims fill out forms.

Round 1 Recommendations

- **Rephrase using plain language:** "Providing information to guide the victim through the justice system and legal process."
- **Remove examples in parentheses:** Each example is an item in other sections of the survey. Removing the examples reduces duplication and burden.
- Test in Round 2 cognitive interviews.

Court accompaniment – civil or criminal court

Round 1 Feedback

This item was tested on 9 participants in Round 1. Most participants thought this item was straightforward.

- **Interpretation of "court accompaniment":** They interpreted this as meaning a victim advocate goes to court with a victim, sits with them during proceedings and on breaks, provides emotional support, answers questions, provides advocacy at court, provides transportation to and from court, and informs victims of the outcome.
  - Several participants track this information in a case management system.
  - One participant interpreted this question as meaning accompanying a victim who is charged with a crime to court (rather than accompanying a victim who is testifying in criminal court). She said they will accompany a victim who is testifying but will not accompany a victim who is charged with a crime.
  - One participant asked whether this would include accompanying a victim to a courthouse for procedural purposes – for example, obtaining a protective order – as opposed to attending a hearing/testimonial with a client.

Round 1 Recommendations

- This item is clear and does not need editing.

Immigration assistance (e.g., assistance seeking special visas, continued presence application, services for refugees or asylum seekers, other immigration relief)

Round 1 Feedback

This item was not on the cognitive interview protocol, but one participant saw and recommended removing this item. If they were taking the survey, they would skip the question because they "worry about the impact of answering in the current environment."

Round 1 Recommendations

- Remove immigration assistance from the survey.

Cognitive Interview Round 1 Recommendation

Legal and victims' rights assistance

Did your victim services include…	Yes	No
Providing information to guide the victim through the justice system and legal process	❍	❍
Criminal legal assistance to victims who are defendants, including representation	❍	❍
Civil legal assistance for a victim (e.g., family law such as custody, visitation, or support; housing; landlord or tenant; consumer protection; or employment matters)	❍	❍
Legal assistance with protective, restraining, or no-contact orders	❍	❍
Court accompaniment – civil or criminal court	❍	❍
Parole board accompaniment/parole board related services	❍	❍
Victim/witness support (e.g., witness preparation, impact statement assistance, prosecution accompaniment)	❍	❍
Law enforcement interview accompaniment/advocacy	❍	❍
Immigration assistance (e.g., case status, arrest, court proceedings, case disposition, release)	❍	❍
Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release)	❍	❍
Other legal and victims' rights assistance	❍	❍

BJS Feedback on Round 1 Recommendations

Per BJS feedback, "Immigration assistance" was left in this item and tested in Round 2 to better understand if there was widespread concern with this response option. BJS wanted to delete the "Providing information…" response option out of concern that it was vague, but ICF encouraged BJS to leave it, add an example, and test in Round 2, given that this is a core service provided by many VSPs.

Cognitive Interview Round 2 Item

In this question series, please indicate whether your organization/program directly provided any of the following services between 1/1/2025 and 12/31/2025. This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.

We recognize that victim service organizations provide a wide array of services to victims. Do your best to place the services your organization provided within the categories.

Legal and victims' rights assistance

Did your organization/program provide…	Yes	No
Providing information to guide the victim through the justice system and legal process (e.g., staff who serve as a navigator)	❍	❍
Criminal legal assistance to victims who are defendants, including representation	❍	❍
Civil legal assistance for a victim (e.g., family law such as custody, visitation, or support; housing; landlord or tenant; consumer protection; or employment matters)	❍	❍
Legal assistance with protective, restraining, or no-contact orders	❍	❍
Court accompaniment – civil or criminal court	❍	❍
Parole board accompaniment/parole board-related services	❍	❍
Victim/witness support (e.g., witness preparation, impact statement assistance, prosecution accompaniment)	❍	❍
Law enforcement interview accompaniment/advocacy	❍	❍
Immigration assistance (e.g., assistance seeking special visas, continued presence application, services for refugees or asylum seekers, other immigration relief)	❍	❍
Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release)	❍	❍
Other legal and victims' rights assistance	❍	❍

Round 2 Feedback Summary

- **Providing information/navigation:** This question was tested with 3 participants in Round 2. Two participants from the same organization participated in a group interview. Each participant thought this item is clear and the definition in parentheses is helpful. One participant described this item as explaining the process of receiving victim services and how the system works so the victim can make informed decisions. She said VSPs are the navigator with the roadmap and the client is the copilot. Two participants from the same organization described this item as helping victims through the process. They do not have formal "navigators" but their caseworkers function as navigators.
- **Immigration assistance:** This question was tested with 5 participants in Round 2. Two participants from the same organization participated in a group interview. They each thought the question was clear.
    - **Comfortable:** Two participants would be comfortable answering this question on the survey. One participant is an immigration assistance provider. She likes that the survey asks about "the broad spectrum of immigration." She said that in the "current political environment," immigration assistance providers are concerned about being "targeted and having our nonprofit status pulled, which has been threatened before." However, she would answer "yes" to this question because the data is critical for serving vulnerable adults.
    - **Uncomfortable:** Three participants would be uncomfortable answering this question. Three participants said they "would be scared to answer this question in the current political environment."

Round 2 Recommendations

- **Providing information/navigation:** Item is complete.
- **Immigration assistance:** Remove the question from the survey.

Cognitive Interview Round 2 Recommendation

Legal and victims' rights assistance

Did your [organization; program, division, or department] provide…	Yes	No
Providing information to guide the victim through the justice system and legal process (e.g., staff who serve as a navigator)	❍	❍
Criminal legal assistance to victims who are defendants, including representation	❍	❍
Civil legal assistance for a victim (e.g., family law such as custody, visitation, or support; housing; landlord or tenant; consumer protection; or employment matters)	❍	❍
Legal assistance with protective, restraining, or no-contact orders	❍	❍
Court accompaniment – civil or criminal court	❍	❍
Parole board accompaniment/parole board-related services	❍	❍
Victim/witness support (e.g., witness preparation, impact statement assistance, prosecution accompaniment)	❍	❍
Law enforcement interview accompaniment/advocacy	❍	❍
Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release)	❍	❍
Other legal and victims' rights assistance	❍	❍

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendation. The following text appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Legal and victims' rights assistance

Did your [organization; program, division, or department] provide…	Yes	No
Information to guide the victim through the justice system and legal process (e.g., staff who serve as a navigator)	❍	❍
Criminal legal assistance to victims who are defendants, including representation	❍	❍
Civil legal assistance for a victim (e.g., family law such as custody, visitation, or support; housing; landlord or tenant; consumer protection; or employment matters)	❍	❍
Legal assistance with protective, restraining, or no-contact orders	❍	❍
Court accompaniment – civil or criminal court	❍	❍
Parole board accompaniment/parole board-related services	❍	❍
Victim/witness support (e.g., witness preparation, impact statement assistance, prosecution accompaniment)	❍	❍
Law enforcement interview accompaniment/advocacy	❍	❍
Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release)	❍	❍
Other legal and victims' rights assistance	❍	❍

Other Types of Services

Cognitive Interview Round 1 Item

Other types of services (*Tested bolded items only, other rows shown for context only and were not explicitly tested*)

Did your victim services include…	**Yes**	**No**
Case management (i.e., working individually with victims to assess their needs and create a service plan and then support them in that plan)	❍	❍
Supervised child visitation/safe exchange	❍	❍
Responding to the scene of the crime or abuse in coordination with other organizations (e.g., community crisis response, helping assist at the crime scene)	❍	❍
Educating victims about victimization dynamics (one-on-one or in group settings)	❍	❍
Language and accessibility (e.g., providing or arranging translation or interpretation services, use of language line, hiring bilingual staff, services for deaf and hard of hearing)	❍	❍
Assistance making funeral, burial, cremation, memorial, or other related arrangements for people who died because of violence	❍	❍
Services designed and targeted specifically to meet the needs of culturally or ethnically specific populations (***not*** *including language services*)	❍	❍
Forensic interviews	❍	❍
Restorative justice/victim offender dialogue	❍	❍
Other services	❍	❍

Responding to the scene of the crime or abuse in coordination with other organizations (e.g., community crisis response, helping assist at the crime scene)

Round 1 Feedback

This item was tested on 9 participants in Round 1. Most participants said their organization does not provide this service.

- **Interpretation of "responding to the scene of the crime or abuse":** They interpreted this question as meaning a VSP visits the scene of a crime to provide emotional support, crisis intervention, and/or information about victim rights. One participant thought this might involve sending advocates to the scene with law enforcement to conduct lethality/safety assessments. Their organizations do not provide this service because there are safety concerns for the VSP. "It's a very specific type of advocate who goes to the scene or a victim's house in the immediate aftermath."
    - One participant said this question overlaps with the E3 de-escalation question and recommended removing one of the questions.
    - One participant asked if they should check yes or no if they provide support or crisis intervention over the phone with a victim who is on the scene (but the VSP is not on the scene).
    - Another participant asked whether this includes going to the location after the incident has been resolved to support victims who remain at the crime scene.

Round 1 Recommendations

Explore the intent of this question with BJS.

- **Option 1:** Rephrase to "Providing services at a crime scene (e.g., emotional support, crisis intervention, information on victim rights). Remove "helping assist at the crime scene" from parentheses.
- **Option 2:** Rephrase to "On-scene crisis response (e.g., community crisis response)" to align with the OVC PMT. Providing immediate, in-person crisis intervention, emotional support, guidance, and counseling. These services must occur at the scene of a crime, immediately after a crime, or become immediately necessary due to the crime.
- **Further Consideration:** Provide clarification on whether VSPs that provide support over the phone at a crime scene should check yes or no.
- Retest in Round 2 cognitive interviews.

Educating victims about victimization dynamics (one-on-one or in group settings)

Round 1 Feedback

This item was tested on 9 participants in Round 1.

- **Interpretation of "educating victims":** Most participants thought this question was straightforward. They defined this as psychoeducation for victims of domestic violence focusing on power and control, recognizing red flags for abuse, explaining how trauma feels, and providing knowledge to help inform victim choices. Some participants said this is part of regular conversation with victims of crime, some said they conduct presentations on this topic, and some do both. Two participants did not know what this item meant; one said they would "need to Google it."

Round 1 Recommendations

- Rephrase to "Providing universal education about victimization and victim impact" to provide clarity and use victim-centered language.
- Consider providing a definition rather than focusing on mode, such as:
  - *When applying a universal education approach, the provider normalizes the prevalence of violence and exploitation to create a space for individuals to feel comfortable sharing their own experiences and accept assistance. A universal education approach allows the individual to consider if or how the information may pertain to their circumstances and self-determine what they may or may not want to share with the provider. This approach is a form of both prevention and intervention.*
- Test in Round 2 cognitive interviews.

Forensic interviews

Round 1 Feedback

This item was tested on 9 participants in Round 1. Most respondents said their organization does not provide this service.

- **Verbal interview:** Some participants interpreted this question as a talking interview conducted in child abuse cases by law enforcement, child protective services, child advocacy centers, or other trained interviewers.

- **Medical exams:** Some participants interpreted this question as a medical exam conducted by a sexual assault nurse examiner (SANE) or other medical provider to document injuries. One participant was not sure what this item meant and guessed that it meant accompanying a victim who was getting a medical exam by a SANE.

Round 1 Recommendations

- Rephrase to match the OVC PMT: Nonmedical forensic interview.

Cognitive Interview Round 1 Recommendation

Other types of services

Did your victim services include…	Yes	No
Case management (i.e., working individually with victims to assess their needs and create a service plan and then support them in that plan)	❍	❍
Supervised child visitation/safe exchange	❍	❍
On-scene crisis response (e.g., community crisis response). Providing immediate, in-person crisis intervention, emotional support, guidance, and counseling.	❍	❍
Providing universal education about victimization and victim impact	❍	❍
Language and accessibility (e.g., providing or arranging translation or interpretation services, use of language line, hiring bilingual staff, services for deaf and hard of hearing)	❍	❍
Assistance making funeral, burial, cremation, memorial, or other related arrangements for people who died because of violence	❍	❍
Services designed and targeted specifically to meet the needs of culturally or ethnically specific populations (*not including language services*)	❍	❍
Nonmedical forensic interview	❍	❍
Restorative justice/victim offender dialogue	❍	❍
Other services	❍	❍

BJS Feedback on Round 1 Recommendations

BJS asked ICF to test a revised definition of on-scene crisis response in Round 2, which was added to the parenthetical definition, as well as a revised definition of victimization education dynamics.

Cognitive Interview Round 2 Item

In this question series, please indicate whether your organization/program directly provided any of the following services between 1/1/2025 and 12/31/2025. This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.

We recognize that victim service organizations provide a wide array of services to victims. Do your best to place the services your organization provided within the categories.

Other types of services

Did your organization/program provide…	Yes	No

Case management (i.e., working individually with victims to assess their needs and create a service plan and then support them in that plan)	❍	❍
Supervised child visitation/safe exchange	❍	❍
On-scene crisis response (e.g., community crisis response, where immediate, in-person crisis intervention is provided at the crime scene)	❍	❍
Education about victimization dynamics (one-on-one or in group settings)	❍	❍
Language and accessibility (e.g., providing or arranging translation or interpretation services, use of language line, hiring bilingual staff, services for deaf and hard of hearing)	❍	❍
Assistance making funeral, burial, cremation, memorial, or other related arrangements for people who died because of violence	❍	❍
Services designed and targeted specifically to meet the needs of culturally or ethnically specific populations (*not including language services*)	❍	❍
Nonmedical forensic interview	❍	❍
Restorative justice/victim offender dialogue	❍	❍
Other services	❍	❍

Round 2 Feedback Summary

This question was tested with 2 participants in Round 2. Both participants are from the same organization and participated in a group interview.

- **On-scene crisis response:** They described this as providing immediate services on scene. They believe this item is the same as crisis intervention. Crisis counseling is for victims who stay in crisis in the short- or long-term.
- **Education about victimization dynamics**: They thought this item is clear and means talking with victims about how to improve their lives and recognize intergenerational trauma and abuse.

Round 2 Recommendations

- **On-scene crisis response:** This item is complete.
- **Education about victimization dynamics**: This is item is complete.

Cognitive Interview Round 2 Recommendation
Other types of services

Did your [insert organization or program, division, or department] provide…	**Yes**	**No**
Case management (i.e., working individually with victims to assess their needs and create a service plan and then support them in that plan)	❍	❍
Supervised child visitation/safe exchange	❍	❍
On-scene crisis response (e.g., community crisis response, where immediate, in-person crisis intervention is provided at the crime scene)	❍	❍
Education about victimization dynamics (one-on-one or in group settings)	❍	❍
Language and accessibility (e.g., providing or arranging translation or interpretation services, use of language line, hiring bilingual staff, services for deaf and hard of hearing)	❍	❍

Assistance making funeral, burial, cremation, memorial, or other related arrangements for people who died because of violence	❍	❍
Services designed and targeted specifically to meet the needs of culturally or ethnically specific populations (*not including language services*)	❍	❍
Nonmedical forensic interview	❍	❍
Restorative justice/victim offender dialogue	❍	❍
Other services	❍	❍

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. The following item appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Other types of services

Did your [organization; program, division, or department] provide…	**Yes**	**No**
Case management (e.g., working individually with victims to assess their needs and create a service plan and then support them in that plan)	❍	❍
Supervised child visitation/safe exchange	❍	❍
On-scene crisis response (e.g., community crisis response, where immediate, in-person crisis intervention is provided at the crime scene)	❍	❍
Education about victimization dynamics (one-on-one or in group settings)	❍	❍
Language and accessibility services (e.g., providing or arranging translation or interpretation services, use of language line, hiring bilingual staff, services for deaf and hard of hearing)	❍	❍
Assistance making funeral, burial, cremation, memorial, or other related arrangements for people who died because of violence	❍	❍
Services designed and targeted specifically to meet the needs of culturally- or ethnically-specific populations (***not*** *including language services*)	❍	❍
Nonmedical forensic interviews	❍	❍
Restorative justice/victim offender dialogue	❍	❍
Other services	❍	❍

Most Common Services

Cognitive Interview Round 1 Item

What were the five most common types of direct victim services your organization provided, in terms of the greatest number of victims who were served?

[NOTE: This item will display a multi-select drop down list of all items marked as "yes" in E1-E6.]

Choose 5:

Response #1

Response #2

Response #3

Response #4

Response #5

Round 1 Feedback Summary

This item was tested on 8 participants in Round 1.

- **Defining "most common":** Some participants understood this question and some thought it was confusing. They were unsure whether this question is asking about a specific victimization type (rather than all victimization types). One participant interpreted "most common" as meaning "what do victims need most when they ask for services." Another two participants interpreted "most common" as "most frequently provided." One participant asked for a time frame to be provided in the question.
- **Preparing respondents to identify and report out on their data:** Some participants would review their data before answering to ensure accuracy and some would answer the question without reviewing data.
    - **One participant said they would be "irritated" if they did not know ahead of time that they would need data to answer some of the survey questions because reviewing data significantly increases the amount of time it would take them to complete the survey.** They may abandon the survey at this point because "who has the time to go and dig up numbers for a survey when we have to do that for 20 grants a month anyhow? If I knew this was coming, I'd have our service statistics pulled together."
    - Another participant would want to look at data but is not sure where to find it. They would have to ask for assistance from someone else at their organization and upon further reflection, they said they would probably "take a guess" at the answer.
    - One participant would need to get relevant numbers from 3 – 4 people in her organization, which would be too burdensome – she would answer based on her best guess instead of seeking that information. It would be helpful to know what they need to pull ahead of time, as well as the date the information is needed, so she could coordinate data collection across her organization. For example, their organization responds to the National Network to End Domestic Violence survey, which makes data requests by sending VSPs a notification one month prior and telling them exactly what information is needed.

Round 1 Recommendations

- Provide a time frame and rephrase the question for clarity.
- Test in Round 2 cognitive interviews.

Cognitive Interview Round 1 Recommendation

Option 1: Between MM/DD/YYYY and MM/DD/YYYY, what were the five types of direct victim services your organization provided to the most number of victims?

Option 2: Between MM/DD/YYYY and MM/DD/YYYY, which services were received by the highest number of unique victims (i.e., regardless of how often one person receives the same service)?

BJS Feedback on Round 1 Recommendations

BJS implemented Option 1 for Round 2 testing but asked ICF to add the "Estimates are acceptable" language, as well as the language explaining that this item will display a drop-down list of items in light of the concerns around burden expressed in Round 1.

Cognitive Interview Round 2 Item
Between 1/1/2025 and 12/31/2025, what were the five types of direct victim services your organization provided to the most number of victims? *Estimates are acceptable.*

[NOTE: This item will display a multi-select drop down list of all items marked as "yes" in E1-E6.]

Choose 5:

Response #1
Response #2
Response #3
Response #4
Response #5

Round 2 Feedback Summary

This question was tested with 4 participants in Round 2.

- **Meaning of the question:** One participant described this question as "wordy and hard to follow." She thinks it means "what are the top 5 services we do the most. Or offer the most often." One participant thinks this question is straightforward and thinks it means "services we provided most frequently." One participant thinks this means "listing the types of services that were offered the most within our program." One participant interprets this question as asking, "in a given case of all the things I do, what do I do the most of?"
- **Tracking and difficulty:**
    - One participant collects data. They would be comfortable answering for the top three without reviewing data but would need to review their data to know the fourth and fifth services provided to the most victims.
    - Two participants said this question would be difficult to answer because their organizations do not track how many clients receive each service. One participant tracks whether the client received advocacy or a referral. One participant only tracks how many victims they serve. She said they do not track this information because they respond to incidents of mass violence and they are not providing long-term services to victims. They do not conduct an intake or create a file, so their estimates may also include duplicates if the same person shows up for services in different times and places (e.g., the victim is assisted right after a shooting and then again later in a support group or gathering their belongings from the crime scene). However, both participants would feel confident answering the question without data.
    - One participant collects data but would not review their data to answer the question. She wants would want to complete the survey as quickly as possible, the survey says estimates are acceptable, and "reviewing data is not quick." She is not confident that she can answer accurately without reviewing data. She said this question is hard to answer because they tend to provide the same services for every case. They may conduct 20 court notifications for one person and assist

with one victim compensation application. She guesses this list will be pulled from VOCA activities because "that is the vocabulary that most of us speak."

Round 2 Recommendations

- This item is complete. Added a recommended edit to the header above the response section to reiterate that this question focuses on the "top 5 types of services."
- **Organization/program**: Rather than state "organization/program" in the question, pipe in either "organization" or "program" to guide the respondent to answer at the parent or child level.

Cognitive Interview Round 2 Recommendation

Between MM/DD/YYYY and MM/DD/YYYY, what were the five types of direct victim services your [insert organization or program, division, or department] provided to the most number of victims? *Estimates are acceptable.*

[NOTE: This item will display a multi-select drop down list of all items marked as "yes" in E1-E6.]

Choose your Top 5 victim services:

Response #1
Response #2
Response #3
Response #4
Response #5

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. The text below appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Between MM/DD/YYYY and MM/DD/YYYY, what were the five types of direct victim services **your [organization; program, division, or department]** provided to the most number of victims? *Estimates are acceptable.*

[NOTE: This item will display a multi-select drop down list of all items marked as "yes" in E1-E8.]

Choose your top 5 victim services:

Response #1
Response #2
Response #3
Response #4
Response #5

Multi-disciplinary Team

Cognitive Interview Round 1 Item

Is your organization part of a multi-disciplinary team (MDT) focused on crime victimization or victim services? *MDTs are defined as a group of people (comprised of representatives from three or more disciplines who work collaboratively), bound by a common purpose (the MDT has a shared goal and shared definition of the problem they are addressing).*

- ❍ Yes
- ❍ No
- ❍ Not sure

Round 1 Feedback Summary

This item was tested on 5 participants in Round 1.

- **MDT definition:** Participants thought this question is clear. They are familiar with the term "MDT" and liked the definition of MDT. They did not consider informal collaboration when providing their answer. Some participants recommended adding examples of MDTs, like task force, Sexual Assault Response Team, and Coordinated Community Response Team.

Round 1 Recommendations

- Add "task force, Sexual Assault Response Team (SART), and Coordinated Community Response Team (CCRT)" as examples. Streamline the definition to make it easier to read.

Cognitive Interview Round 1 Recommendation

Is your organization part of a multi-disciplinary team (MDT) focused on crime victimization or victim services? *MDTs are defined as a group of people comprised of representatives from three or more disciplines who work collaboratively and are bound by a common purpose, shared goals, and a shared definition of the problem they are addressing (e.g., task forces, Sexual Assault Response Teams [SART], Coordinated Community Response Teams [CCRT]).*

- ❍ Yes
- ❍ No
- ❍ Not sure

BJS Feedback on Round 1 Recommendations

BJS did not make any changes to the Round 1 recommendation prior to testing it in Round 2.

Cognitive Interview Round 2 Item

Is your organization part of a multi-disciplinary team (MDT) focused on crime victimization or victim services? *MDTs are defined as a group of people comprised of representatives from three or more disciplines who work collaboratively and are bound by a common purpose, shared goals, and a shared definition of the problem they are addressing (e.g., task forces, Sexual Assault Response Teams [SART], Coordinated Community Response Teams [CCRT]).*

❍ Yes
❍ No
❍ Not sure

Round 2 Feedback Summary

This item was tested on 4 participants in Round 2. Three participants understood the question and one participant did not.

- **Definition of MDT:** Two participants thought this question is clear. They liked the definition of MDT and examples. One participant recommended including community-based VSPs in the definition "because everyone would agree that's part of the MDT model." One participant recommended providing fatality review teams as an example. One participant was confused by the phrase "crime victimization" and recommends removing it because victimization and victim services are "the same."
- **Internal vs. external:** One participant was very confused by this question. He works at an embedded VSP and was unsure whether the question is asking about his organization or program.
- **Internal vs. external:** One participant was completely unfamiliar with the term MDT. Even when reading the definition, he thought an MDT was internal to his organization and asked if he would be considered part of an MDT because he works with a therapist and a case manager at his organization. One participant who is familiar with MDTs also thought this question was asking about internal MDTs until they read the definition in italics. She did not dwell on the question because her answer would be yes if the question were focused internally or externally to her organization.

Round 2 Recommendations

- **MDT Definition:** Add "fatality review teams" as an example. Streamline the definition to make it easier to read.
- **Organization vs. program**: Rather than state "organization/program" in the question, pipe in either "organization" or "program" to guide the respondent to answer at the parent or child level.
- **Internal vs. external:** Add the word "organizations" to the definition to indicate mainly external MDTs and highly coordinated groups across disciplines.

Cognitive Interview Round 2 Recommendation

Is your [organization; program, division, or department] part of a multi-disciplinary team (MDT) focused on crime victimization or victim services? *An MDT is a formalized group of people from three or more fields and organizations who collaborate; have a common purpose, goal, and shared definition of the problem they are addressing; and provide a coordinated response to a client or patient (e.g., task forces, Sexual Assault Response Teams [SART], Coordinated Community Response Teams [CCRT], fatality review teams).*

❍ Yes
❍ No
❍ Not sure

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendation. The text below appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Was your [organization; program, division, or department] part of a multi-disciplinary team (MDT) focused on crime victimization or victim services between MM/DD/YYYY and MM/DD/YYYY? *An MDT is a formalized group of people from three or more fields who collaborate; have a common purpose, goal, and shared definition of the problem they are addressing; and provide a coordinated response to a client or patient (e.g., task forces, Sexual Assault Response Teams [SART], Coordinated Community Response Teams [CCRT], fatality review teams).*

- ❍ Yes
- ❍ No
- ❍ Not sure

Memorandum of Understanding

Cognitive Interview Round 1 Item

With how many different entities does your organization currently have a Memorandum of Understanding (MOU) to assist victims?

- ❍ None
- ❍ 1
- ❍ 2 to 3
- ❍ 4 to 6
- ❍ 7 to 10
- ❍ 11 to 15
- ❍ More than 15

Round 1 Feedback Summary

This item was tested on 6 participants in Round 1.

- **MOU definition:** Some participants thought this question was clear. They are familiar with the term "MOU" and understood which partnerships should be counted in answering this question. Some participants know the answer without having to look it up or ask someone else and some participants would have look it up or ask for help. One participant recommended adding "Memorandum of Agreement (MOA)" as an example.
- **Formal MOU:** One participant has never heard the terms MOU or MOA and did not understand the question. They still did not understand the question or definition after the interviewer explained it. They interpreted this question as asking, "how many collaborative partnerships does you organization have" and would have answered "more than 15." When asked how they determined this answer, they started listing the total number of domestic violence programs, law enforcement agencies, hospitals, and schools in the county that they work with. They did not indicate that they would ask someone else for help answering this question. They would have taken a guess at the answer without understanding the question.

- One participant said they have zero MOUs but that does not mean they do not have relationships with other organizations. They said, "I don't think you need an MOU to assist victims in navigating different entities."

Round 1 Recommendations

- Rephrase using plainer language and define "formalized agreement."
- Retest in Round 2 cognitive interviews.

Cognitive Interview Round 1 Recommendation

With how many different entities does your organization currently have a formalized agreement to assist victims? A formalized agreement is an official document like a Memorandum of Understanding (MOU) or Memorandum of Agreement (MOA) that outlines the details of the partnership.

- ❍ None
- ❍ 1
- ❍ 2 to 3
- ❍ 4 to 6
- ❍ 7 to 10
- ❍ 11 to 15
- ❍ More than 15

BJS Feedback on Round 1 Recommendations

BJS added "if any" to the question stem of the Round 1 recommended language for testing in Round 2.

Cognitive Interview Round 2 Item

With how many different entities, if any, does your organization currently have a formalized agreement to assist victims? *A formalized agreement is an official document like a Memorandum of Understanding (MOU) or Memorandum of Agreement (MOA) that outlines the details of the partnership.*

- ❍ None
- ❍ 1
- ❍ 2 to 3
- ❍ 4 to 6
- ❍ 7 to 10
- ❍ 11 to 15
- ❍ More than 15

Round 2 Feedback

This item was tested on 4 participants in Round 2. Three participants thought the question is clear but needs additional examples. One participant thought the question was unclear.

- **Organization vs. program:** One participant from an embedded organization thought this question was asking for the number MOUs at the organizational level. She said it would be

very difficult to answer at the organization level because MOUs are not stored in one place. It would be much easier to answer at the program level.

- **Definition:** Each participant defined "formal agreement" as a signed document that explains how different entities will work together, explains roles and responsibilities in the partnership, and indicates agreement to work together. One participant said formal agreements are for partners that frequently work together. One participant said the definition in italics is very helpful. They would not have known what the question was asking for without the definition.
- **Examples of formal agreements:** One participant does not use the terms MOU or MOA, they call these types of partnership agreements "contracts." Another participant said they also have contracts but said that it is different from an MOU or MOA. Contracts are about exchanging money but MOUs are about agreeing to partner. One participant works for a state agency that is required by state code to partner with other organizations during an incident of mass violence. They do not have MOUs or MOAs with these organizations, but universities, schools, hospitals, and localities have emergency plans that require partnership with the VSP and provides details on how the partnership should work. She would answer "no" for this question.
- **Confidence:** One participant said he is confident in answering this question without reviewing data or asking a colleague. Two participants said this question is difficult to answer because they work in large organizations. One participant would take a guess based on the number of MOUs she is sure her organization has and the other would talk to a colleague or run a report. A fourth participant is confident in answering "no" to this question because they do not consider emergency plans to be an MOU.

Round 2 Recommendations

- Rephrase to be more specific. The question could include "written" as another means to clarify; however, that has not been tested. Emergency plans would not be included unless there were MOUs or MOAs executed.
- **Organization vs. program**: Rather than state "organization" in the question, pipe in either "organization," "division," "department," or "program" to guide the respondent to answer at the parent or child level.

Cognitive Interview Round 2 Recommendation

With how many different entities (if any) does your [organization; program, division or department] currently have a formal agreement to assist victims? A formal agreement is an official document like a Memorandum of Understanding (MOU) or Memorandum of Agreement (MOA) that outlines the details of the partnership.

- ❍ None
- ❍ 1
- ❍ 2 to 3
- ❍ 4 to 6
- ❍ 7 to 10
- ❍ 11 to 15
- ❍ More than 15

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendation. The text below appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

With how many different entities, if any, did your [organization; program, division or department] have a formal agreement to assist victims between MM/DD/YYYY and MM/DD/YYYY? *A formal agreement is an official document like a Memorandum of Understanding (MOU) or Memorandum of Agreement (MOA) that outlines the details of the partnership.*

- ❍ None
- ❍ 1
- ❍ 2 to 3
- ❍ 4 to 6
- ❍ 7 to 10
- ❍ 11 to 15
- ❍ More than 15

NSVSP Section F: Staffing and Resources

Staffing

Cognitive Interview Round 1 Item

When responding, please consider staff working during the pay period that included January 1, 2025.

How many of the following types of staff members were dedicated to working with victims at your organization? *Count each person only once. Include contractual workers in your counts. Estimates are acceptable.*

Paid staff working full time on victim services *(at least 35 hours per week on victim services)*

[NUMBER BOX] This is an estimate ☐

Paid staff working part time on victim services *(less than 35 hours per week on victim services)*

[NUMBER BOX] This is an estimate ☐

Unpaid volunteers/interns

[NUMBER BOX] This is an estimate ☐

Round 1 Feedback Summary

This item was tested on 8 participants in Round 1.

- **Estimation:** Participants found the question easy to answer without referencing data/records but often overlooked the "This is an estimate" box. The idea of guessing and then marking that as an estimate did not occur to participants – even when estimating, they talked about the information/documentation they would use when counting staff. One participant viewed the estimate checkbox as relevant only when hires were pending – she would include pending hires in the number and would check the box. Two people liked the estimate box because it makes it easier to answer without having to consult data/records.
- **"Pay period":** One person did not understand why January 1st was referenced and answered based only on the most recent pay period, while another indicated that in cases of

regular turnover within the year (e.g., interns) they would count positions, not individuals. Two participants said that the term "pay period" refers to the period between pay checks and were confused about its use in this context. One participant recommended replacing that phrase with "within the past year."

- **Dedicated staff:** Participants were unclear about who to include as "dedicated to working with victims." One person said that this could be interpreted as people who are "passionate about working with victims" versus people working directly with clients. Despite ambiguity, one person did not adjust his count regardless of how this could be interpreted. Two people used job descriptions to exclude staff focused on educational/other outreach from this number, although one of these individuals initially counted outreach workers before changing her mind during discussion. One person counted staff who do not work directly with victims, but whose work impacts victims (e.g., people creating prevention videos or outreach materials). These staff may connect with victims to inform resource development but are not consistently in direct contact with victims. One person recommended an additional/separate category for full-time employees who do not work exclusively on direct victim services. Examples of who should/should not be included would help clarify. One participant was unsure whether to count contractual workers as part time or full time – these staff are on call/have to be available for 40 hours per week but work fewer than 35 hours most weeks.

Round 1 Recommendations

- **Estimation:** Define and make the "This is an estimate" box more prominent.
- **Dedicated staff:** Discuss with BJS the intent of the question. Is the intent to capture number of individuals who work ***primarily*** with victims? Or is the intent to capture number of individuals who intentionally work with victims, regardless of if it is their primary role.
    - Define "dedicated to working with victims" and provide examples of positions to include/exclude from those counts. Include guidance on whether to count staff who partially or fully work indirectly with victims.
- **Clarify instances of staff turnover:** Discuss with BJS the intent of the question. Is the interest in workforce size at a given period or is the interest in volume changes? Clarify whether respondents should be reporting current staffing levels or cumulative hires and staff departures over the reference period.

Cognitive Interview Round 1 Recommendation

ICF will finalize this recommendation after debrief meeting with BJS on December 4, 2025.

BJS Feedback on Round 1 Recommendations

In discussions with ICF, BJS clarified that for Round 2 testing, they wanted to isolate the number of individuals who work primarily with victims at a given time (as opposed to volume changes). Language about "direct services activities" was added and subcontractors, subgrantees, and contractor staff were given their own line so that these individuals could be isolated from individuals employed directly by the VSP.

Cognitive Interview Round 2 Item

When responding, please consider staff working on or around 01/01/2026.

How many of the following types of staff members provided direct services to victims at your organization/program? *Count each person only once. Estimates are acceptable.*

Paid staff working full time on direct service activities *(at least 35 hours per week on victim services)*

[NUMBER BOX]

Paid staff working part time on direct service activities *(less than 35 hours per week on victim services)*

[NUMBER BOX]

Unpaid volunteers/interns working on direct service activities
[NUMBER BOX]

Subcontractor, subgrantee, or contractor staff working on direct service activities
[NUMBER BOX]

Round 2 Feedback Summary

This item was tested on 4 participants in Round 2.

- **Reference date:** The interviewer used January 1, 2026 as the date to make it easier for the participant to answer the question. The interview was conducted in January 2026. One participant said this reference date is “muddy” and mis-interpreted the question as asking for a current count. The interviewer asked the participant to pretend we were doing the interview in March and then interpret the reference date of January 1. She said we would be trying to assess staffing at the beginning of the 2026 calendar year and she would reflect back on staffing in the last 3 months. One participant described the reference date as an instruction to "take a snapshot on January 1.”
- **Estimation:** One participant who responds to mass violence said it would be difficult to answer this question because there are quarters where there are no incidents needing a response from her team. In those quarters her team is not providing direct services but they are conducting training, planning, policy, and other activities related to mass violence victim services. She is unsure whether to count that work for this question. Three participants said estimating unpaid volunteers/interns would be difficult and one participant said it would be easy. One participant said she does not know whether to count unpaid volunteers who may not have responded to an incident on January 1 but 55 volunteers respond to an incident two weeks later. Another participant said “interns come and go” frequently. A third participant said they would have to ask a colleague for help counting volunteers and interns.
- **Direct service activities:** One participant said the instructions on how to count staff are very clear and helpful. She defined “direct service activities” as responding to an incident of mass violence, conducting training, or meeting with responders to enhance their victim service response. She believes these activities directly impact victims. One participant would only include their victim witness advocates in the count. She would not count the victim specialists who assist with victim compensation claims because “they help victims over the phone and the field doesn’t consider that to be a direct service.” She would also exclude herself as the director of victim services and her grant manager because working directly with victims is not part of their job. She considers herself and the grant manager to be “administrators.” One participant defines direct service activities as people who “do the footwork with the client.” This includes speaking directly with the victim, providing referrals, and developing plans. He would not count the intake specialist or a data entry specialist on

his team. His organization does not count them as a direct service provider for their current grants. Intake specialists meet with victims to collect information but they do not provide "services." "The service is the referral, the action plan – not integrating the client into the program." He asked if the "direct services" listed in the question is the same "direct activities" listed in the response options. One participant asked whether direct services includes administrative tasks like grant management, reporting, attending meetings, or documentation.

- **Subcontractors, subgrantees, and contractors:** Three participants thought this question is clear. One participant said her organization does not work with subs, one participant said they have a subgrantee, and one participant said he is "pretty sure" they do not work with subs but he would have to ask a colleague.

Round 2 Recommendations

- **Reference date:** Updates included language for "on or around" to assist with navigating the reference to an estimated date or point in time.
- **Direct service activities:** This round of inquiry sought clarity with how the workforce is defined by testing "staff provid[ing] direct services to victims at your organization" rather than "staff dedicated to working with victims at your organization." Rather than continuing to adjust the phrasing for direct services, the recommended approach is to pipe in either "organization," "division," "department," or "program" to guide the respondent to answer at the parent or child level. Since eligibility has already been determined, keeping the wording consistent throughout will keep the respondent focused on the same unit of reference and estimate the workforce for that program/organization serving victims. The outstanding question remains whether to count positions that are within a victim service organization but are positions that have less of a direct impact/interaction with victims. BJS needs to provide guidance on whether positions that do not provide direct services within a service provider should be counted, such as grant managers, administrative staff, trainers, and other similar positions.

Cognitive Interview Round 2 Recommendation

How many of the following types of staff members worked for your victim service [program/organization] on or around MM/DD/YYYY? *Count each person only once. Estimates are acceptable. Please include staff at all levels, such as victim compensation specialists, directors of victim service programs, and intake specialists. This question is estimating a snapshot of the size of the victim service provider workforce on or around MM/DD/YYYY.*

Paid staff working full time for victim service [organization; program, division, or department] *(at least 35 hours per week on victim services)*

[NUMBER BOX]

Paid staff working part time for victim service [organization; program, division, or department] *(less than 35 hours per week on victim services)*

[NUMBER BOX]

Unpaid volunteers/interns working for victim service [organization; program, division, or department]
[NUMBER BOX]

Subcontractor, subgrantee, or contractor staff working for victim service [organization; program, division, or department]

[NUMBER BOX]

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. The below text was included in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

How many of the following types of staff members worked for your [organization; program, division, or department] on or around MM/DD/YYYY? *Count each person only once. Estimates are acceptable. Please include staff at all levels, such as victim compensation specialists, directors of victim service programs, and intake specialists. This question is estimating a snapshot of the size of the victim service provider workforce on or around MM/DD/YYYY.*

Paid staff working full time for your victim service [organization; program, division, or department] *(at least 35 hours per week)*

[NUMBER BOX]

Paid staff working part time for your victim service [organization; program, division, or department] *(less than 35 hours per week)*

[NUMBER BOX]

Unpaid volunteers/interns working for your victim service [organization; program, division, or department]

[NUMBER BOX]

Subcontractor, subgrantee, or contractor staff working for your victim service [organization; program, division, or department]

[NUMBER BOX]

Unpaid Volunteers

Cognitive Interview Round 1 Item

Approximately what portion of all direct service activities at your organization were performed by unpaid volunteers (as opposed to paid staff members)? *These direct service activities include assistance-related tasks and any contact with victims, whether face-to-face, by telephone, or online chat.*

- ❍ All or nearly all are performed by volunteers
- ❍ More than half
- ❍ About half
- ❍ Less than half
- ❍ None or nearly none are performed by volunteers

Round 1 Feedback Summary

This question was tested on 6 participants in Round 1.

- Most participants understood the question clearly.
- **Portion of activities:** One participant interpreted the phrase "portion of all direct service activities at your organization" as the percentage of activities engaged in by volunteers that involved direct services – *not* the percentage of total direct service activities organization-wide that were performed by volunteers.
- **None/nearly none**: One participant expressed a need for a response option falling between "none/nearly none" and "less than half" because her volunteers conduct about 10% of direct service activities. "Less than half" implies something closer to 50%. She would prefer to put in a numerical estimate.

Round 1 Recommendations

- No recommendations for changing this question.

BJS Feedback on Round 1 Recommendations

BJS agreed with the recommendations and the item was not retested in Round 2. In the Final Recommendation box below, there were slight language changes to include piping and date range to be consistent with formatting used throughout the rest of the survey. The question was also modified to capture all activities that support the VSP performed by volunteers, not just direct services. This text appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Approximately what portion of all work at your [organization; program, division, or department] was performed by unpaid volunteers (as opposed to paid staff members) on or around MM/DD/YYYY?

- ❍ All or nearly all was performed by volunteers
- ❍ More than half
- ❍ About half
- ❍ Less than half
- ❍ None or nearly none was performed by volunteers

Victim Services Training

Cognitive Interview Round 1 Item

How many hours, if any, of victim services training (e.g., continuing education units) or professional development are required for paid staff members in direct service positions at your organization? *Select one response in each row.*

Timeframe	Hours required								
	None	1-5	6-10	11-20	21-40	41-60	61-80	81-100	100 or more
A. Within the first year of service	❍	❍	❍	❍	❍	❍	❍	❍	❍
B. Annually in subsequent years	❍	❍	❍	❍	❍	❍	❍	❍	❍

Round 1 Feedback Summary

This item was tested on 5 participants in Round 1.

- **Clear and understandable:** Participants generally found this question easy to answer and liked the fact that they could select ranges instead of having to look up exact numbers. Although these individuals could access precise data, they felt other VSPs might struggle with providing exact hours. Participants understood the term "continuing education units" even if their organization used other terms (e.g., "professional development" or "certification").
- **"First year of service":** Participants interpreted "first year of service" as the period from date of hire to one year anniversary. One participant questioned whether pre-hire trainings should be considered here – those trainings could be completed during the first year of service but would not be required if the new employee had completed the training prior to their start date.
- **Licensing requirements:** One law enforcement-based VSP answered this based on the training required for prosecutors to keep their law license active, not victim service provider-related requirement.

Round 1 Recommendations

- To further clarify that this item is asking about training and professional development for victim services only, move "victim services" after "professional development." This item is complete.

Cognitive Interview Round 1 Recommendation

How many hours, if any, of training (e.g., continuing education units) or professional development for victim services are required for paid staff members in direct service positions at your organization? *Select one response in each row.*

Timeframe	Hours required								
	None	1-5	6-10	11-20	21-40	41-60	61-80	81-100	100 or more
A. Within the first year of service	❍	❍	❍	❍	❍	❍	❍	❍	❍
B. Annually in subsequent years	❍	❍	❍	❍	❍	❍	❍	❍	❍

BJS Feedback on Round 1 Recommendations

BJS agreed with the recommendations and the item was not retested in Round 2. In the Final Recommendation box below, there were slight language changes to include piping and date range to be consistent with formatting used throughout the rest of the survey. This text appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Between MM/DD/YYYY and MM/DD/YYYY, how many hours, if any, of training (e.g., continuing education units) or professional development for victim services were required for paid staff members in direct service positions at your [organization; program, division, or department]?
Select one response in each row.

Timeframe	Hours required								
	None	1-5	6-10	11-20	21-40	41-60	61-80	81-100	More than 100
A. Within the first year of service	❍	❍	❍	❍	❍	❍	❍	❍	❍
B. Annually in subsequent years	❍	❍	❍	❍	❍	❍	❍	❍	❍

NSVSP Section G: Mass Violence

Definition Language

Cognitive Interview Round 1 Item

*For the purpose of this survey, **mass violence is defined as** an intentional, violent, criminal act that results in physical, emotional, or psychological injury to a large number of people, significantly increasing the burden of victim assistance and compensation for the responding jurisdiction (the area or region where your organization has authority or responsibility to act).*

Round 1 Feedback Summary

This item was tested on 9 participants in Round 1.

- **Challenges defining mass violence:** Most participants experienced confusion after reading this definition. Some participants think the definition is overwhelming and convoluted. They made several recommendations:
    - Quantify "large number of people" to make the definition less subjective. One participant said, "Ten people could be a large number in one community but not another." Several participants recall seeing a definition that specifies 4 or more injuries or fatalities.
    - Remove or explain "emotional or psychological injury." Most participants did not understand what that meant. One participant explained emotional or psychological injury as "being stuck in a building and unable to leave, being in a lockdown for a school shooting and being helpless to do anything about it."
    - End the definition at "people" because the rest of the definition is "fuzzy." The crux of a definition of mass violence is injury to a large number of people. They questioned whether it matters if mass violence leads to an increased burden of victim assistance and compensation for the responding jurisdiction. One participant said mass violence does not always lead to "significantly increasing the burden" on a community and that this "doesn't feel inclusive to everyone."
- **Organizational definitions:** Most participants did not know if their organization has a definition of mass violence. One participant said their organization uses the "VOCA definition of mass violence."
- **Personal definitions:** They personally defined mass violence as a single act of violence that harms 4 or more people, such as an active shooter, someone driving their car into a crowd, "downing an aircraft," a bombing, or stabbing. Some participants believe mass violence is committed by a stranger but others stated that mass violence can occur during domestic violence situations (e.g., murder/suicide or kidnappings that lead to death). One participant said a perpetrator of mass violence has a "plan and location." One participant asked if this definition is for mass violence generally or mass violence in terms of a victim service organization. One participant wondered why the definition focused on intentional violence and did not consider other large-scale traumatic events that VSPs respond to (e.g., natural disasters).

Round 1 Recommendations

- **Challenges defining mass violence:** This feedback aligns with the mixed views of VSPs regarding whether and how to quantify "large number of people." Recommend keeping as is in terms of using a lower quantity threshold and continue to explore it through this iteration of the NSVSP. Provide examples of mass violence. Remove or explain "emotional or psychological injury." Consider whether the definition after "people" is necessary for the survey respondent to answer the survey questions. This element may be specific to OVC funds only. Expand the introductory language of this section to highlight the purpose of this special topic.
- **Organizational definitions:** Two potential pathways for narrowing the number of VSPs that receive this question. One, add a question asking, "does your organization/program respond to mass violence outside of your workplace?" If no, then the respondent would not get the

rest of the mass violence questions. Two, use similar skip logic as was used for the special topic on human trafficking and build from the victimization type questions above.

Cognitive Interview Round 1 Recommendation

Definition language: *For the purpose of this survey,* ***mass violence is defined as*** *an intentional, violent, criminal act that results in physical, emotional, or psychological injury to more than one person in a single incident.*

Does your organization/program assist in the response to mass violence incidents (should they occur) in your jurisdiction (i.e., outside of your workplace, incidents in the community)?

- Yes →Ask each question in Section G
- No → Do not ask questions in Section G

BJS Feedback on Round 1 Recommendations

BJS was concerned that the proposed definition for Round 2 testing was too broad, asking ICF to specify the specific number of victims. ICF then recommended not including the definition, as a question in this section specifically asked respondents to indicate how they are categorizing incidents as mass violence. BJS also removed the parenthetical for "jurisdiction."

Cognitive Interview Round 2 Item

Mass Violence and Trauma Events

This section asks about your organization's preparedness and response activities related to mass violence and larger traumatic incidents between 01/01/2025 *and* 12/31/2025?

Preparedness for Mass Violence Incidents

Does your organization/program assist in the response to mass violence incidents should they occur in your jurisdiction?

- Yes →Ask remaining questions in Section G
- No → Do not ask questions in Section G

Round 2 Feedback Summary

This item was tested on 4 participants in Round 2.

- **Answering the question:** We focused on interviewing VSPs who respond to mass violence. Three participants answered "yes," as expected. One participant answered "no," although the interviewer knew they had responded to a major incident of mass violence. The interviewer confirmed that his organization responded to a specific incident of mass violence and asked why he would answer "no" to this question. He assumed we "already knew about their involvement with [incident]." He further assumed that the question is not asking about past experiences with mass violence. Responding to mass violence is not the primary purpose of his organization. He said his organization is trained, willing, and able to respond to mass violence but does not always respond to mass violence. They have only responded to one incident of mass violence.

- **Definition of mass violence**:
  - **Overwhelms resources**: Two participants said mass violence is a criminal event that traumatizes/impacts a community and overwhelms the resources of a community. They are aware that some definitions state that to be mass violence, an incident must result in a death or injury of four or more people. Their organizations do not agree with that element of the definition.
  - **Number of people**: One participant thinks mass violence occurs when one or two perpetrators kill or injure two or more people. One participant said the "minimum threshold" for considering an incident mass violence is when three or more people are impacted by an incident.
  - **Disaster response:** One participant consistently referred to mass violence as a "disaster response." The response is the same for both disasters and mass violence.
  - **Difficult to define:** Three participants said defining mass violence is difficult. One participant said the "field knows it when they see it, but sometimes we get squirrely on the definition." She said if more than one child is killed on school property in her state, there will be a mass violence response even if the federal government does not consider the event "mass violence." They had a case where a drunk driver killed several teenagers intentionally. This event overwhelmed the existing community resources and they requested help from the federal government. The federal government said they could not provide support because the event did not meet the criteria for mass violence. However, the impacted community only had 3 victim witness coordinators for their entire caseload. The death of several teens from different families overwhelmed their resources. Her team provided support. A second participant said, "there's still a lot of debate about what mass violence is." He would not consider the terrorist attacks on 9/11/2001 to be mass violence. He said not everyone is traumatized by a mass violence incident and the definition depends on the "region and who you ask."
- **Definition of traumatic event**: One participant said a traumatic event may be something smaller, like a regional response that does not go beyond the community and or "make the national news." For example, a victim of domestic violence who was murdered by her ex-partner after a hostage situation. The victim witness staff who worked with the victim long-term were heavily impacted by the murder. They asked her team to work with them and process what happened. One participant said, "larger traumatic events is vague." One participant said she does not use that phrase and is unsure what the survey means by this term. She guesses it means something like a "non-criminal train derailment" or similar incident where many people are killed or injured but it was not a criminal act. She does not consider a domestic violence-related incident to be mass violence because they typically do not overwhelm community resources. Two participants said a large traumatic event traumatizes a large group or people but is not necessarily violent. It could be a "natural disaster or a political thing" or a "fire, car accident, or a teacher sexually abusing multiple students in one school."
- **Jurisdiction:** Two participants said their jurisdiction is the entire state. One participant said they think this question might be easier for VSPs whose jurisdiction is their school or locality. She recommends defining jurisdiction (e.g., state, county, city, school, campus). One participant said jurisdiction means the area in which her agency prosecutes crimes (statewide). If a mass violence incident is considered federal, then her agency would not be involved. If many people are shot and the shooting overwhelms resources, but no one dies, then the county would have jurisdiction and could request help from her office. One participant said their jurisdiction is the three counties in which his organization provides victim services. One participant said their jurisdiction is the large city they work in.

- **Mass violence response:**
  - One participant said their agency will assist with arrest warrants, help guide the legality of the investigation in preparation for future prosecution, maintain files, and provide victim services like in a "normal homicide." Victim advocates contact the families, help interact with the medical examiner and funeral home, apply for victim compensation, and navigate the media and dignitaries who want to express condolences (e.g., the governor). Their response is "on steroids in a mass violence situation."
  - One participant said if an incident of mass violence occurred in one of the three counties his organization serves, he would call the National Mass Violence Center and ask if they need help from his organization. If so, his organization would provide the requested support. They could host a family assistance center, provide intake paperwork, serve as a liaison, provide boots on the ground crisis intervention, coordinate donations, and help victims navigate services.
  - One participant said her organization responds to mass violence if they are invited. They have a team of people available and many community partnerships. Their disaster coordinator triages the request for help and then he coordinates the response for their organization. They provide psychological first aid one-on-one, in groups, or through presentations.
- **Services for mass violence and large traumatic events:** Two participants said they provide the same services for mass violence and traumatic events, but not always in the same way. One participant said a mass shooting in a specific community is much different than a school shooting. He said "grief is universal but there are certain barriers to that grief that changes between identities and communities. Grief [in a specific community] might be different from parents who lost their children inside a school." Their services must be tailored even though there is a "common denominator that speaks to trauma."
- **Focus on victim services:** One participant recommended that the question clarify that the assistance provided is for victim services and not tactical or investigative responses.

Round 2 Recommendations

- **Definition of mass violence**: Maintain the Round 2 change that excluded the definition of mass violence at the beginning of this section and keep the definition solely in the glossary, which is consistent with to other terms throughout the survey.
- **Definition of trauma event**: Recommend rewording to "criminal incidents with multiple casualties" to ensure disaster response and events that overwhelm systems are not counted and the section remains specific to criminal events only.
- **Organization vs. program:** Use appropriate fill language depending on the structure of the VSP.
- **Rephrase the question:** Ask "Is your organization/program willing and able to provide victim services…" to clarify that mass violence does not need to be the primary purpose of an organization or program to respond "yes."

Cognitive Interview Round 2 Recommendation

Mass Violence and Criminal Incidents with Multiple Casualties

This section asks about your organization's preparedness and response activities related to mass violence and criminal incidents with multiple casualties between MM/DD/YYYY *and* MM/DD/YYYY.

Preparedness for Mass Violence Incidents

Is your [insert organization or program, division, or department] willing and able to provide victim services in the response to mass violence incidents if they occur in your jurisdiction?

- Yes →Ask remaining questions in Section G
- No → Do not ask questions in Section G

BJS Feedback on Round 2 Recommendations

BJS agrees with ICF's suggestions but noted the definition of mass violence does not need to be included in the glossary since the NSVSP asks respondents to select the criteria for identification as a mass violence incident. BJS asked ICF to change "willing and able" to "prepared." The below text appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Mass Violence and Criminal Incidents with Multiple Casualties

This section asks about your [organization's; program, division, or department's] preparedness and response activities related to mass violence and larger criminal incidents with multiple casualties between MM/DD/YYYY and MM/DD/YYYY.

Is your [organization; program, division, or department] prepared to provide victim services in the response to mass violence incidents if they occur in your jurisdiction?

- Yes
- No → Do not ask questions in Section G

Mass Violence Criteria

Cognitive Interview Round 1 Item

Which, if any, of the following criteria does your organization use to identify an incident as mass violence? *Select all that apply.*

- ❑ Number of people killed and/or injured
- ❑ Incident is related to terrorism
- ❑ Incident is related to drugs
- ❑ Incident is related to crime (e.g., domestic violence, robbery)
- ❑ Incident is related to gangs or organized crime
- ❑ Location and duration (e.g., public or private setting)
- ❑ Number of perpetrators/criminals involved
- ❑ Type of weapon used
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❍ None, my organization does not use any specific criteria to identify mass violence incidents

Round 1 Feedback Summary

This item was tested on 9 participants in Round 1.

- **Lack of mass violence response**: Six participants said their organization does not respond to mass violence and they do not know how to answer questions about a mass violence response for their organization. One participant's organization will respond to mass violence if it involves domestic violence. Two participants said their organization has responded to mass violence in the past. Only one of these participants said their organization has a plan for responding to mass violence and felt comfortable answering the question in this section.
- **Organizational criteria**: Almost all participants said their organization/program does not have specific criteria to identify mass violence. One participant who was confident that their organization has a definition of mass violence could not specify what that definition entailed.
    - One participant said that her organization does not have specific criteria to identify mass violence because they do not intervene in such incidents. However, they do employ trauma therapists who could respond if requested. In those cases, they would expect the police or District Attorney's office to be identifying a mass violence incident and then engaging them if needed.
    - Two participants interpreted this question as the survey asking respondents to define mass violence. One participant asked, "If you just gave me your definition, why are you asking me this question?"
- **Focus on number of victims:** Despite not responding to mass violence as an organization or understanding the purpose of this section at the time, all respondents said it would make sense to identify mass violence by the number of people injured or killed. Most participants did not understand why the other response items were provided because they do not impact whether an incident is mass violence. The only item that they believe matters is "number of people injured or killed." Other items focus on "why did this happen" or "how did this violence occur," which "does not matter."
    - All participants believe that any type of violence that results in a large number of injuries or casualties should be categorized as mass violence, including incidents related to gang violence, organized crime, terrorism, drugs, or other crime (including domestic violence).
- **"None, my organization does not use any specific criteria to identify mass violence incidents":** One participant said they would skip this question and perhaps the rest of the survey because her organization does not respond to mass violence. She did not notice the option to select "none, my organization does not use any specific criteria to identify mass violence incidents" because she "didn't read that far."

Round 1 Recommendations

- Expand the introduction to include more about the purpose of this question and why it is included in the survey as a special topic.
- Feedback on the definition aligns with the goal of this question and otherwise does not need to be adjusted for Round 2.

Cognitive Interview Round 1 Recommendation

ICF will finalize this recommendation after debrief meeting with BJS on December 4, 2025.

BJS Feedback on Round 1 Recommendations

ICF recommended adding a header to this item, which BJS agreed with. Otherwise, the question stem and response options stayed the same. This item was tested in Round 2.

Cognitive Interview Round 2 Item

Response Plan for Mass Violence

Which, if any, of the following criteria does your organization use to identify an incident as mass violence? *Select all that apply.*

- ❑ Number of people killed and/or injured
- ❑ Incident is related to terrorism
- ❑ Incident is related to drugs
- ❑ Incident is related to crime (e.g., domestic violence, robbery)
- ❑ Incident is related to gangs or organized crime
- ❑ Location and duration (e.g., public or private setting)
- ❑ Number of perpetrators/criminals involved
- ❑ Type of weapon used
- ❑ Other (Please specify): [TEXT BOX]
- ❍ None, my organization does not use any specific criteria to identify mass violence incidents

Round 2 Feedback Summary

This question was tested on three participants in Round 2. This item was skipped for one participant due to lack of time.

- **Number of people killed/injured:** One participant said they do not consider the number of people killed or injured. One participant said the number of people killed will typically indicate whether the crime will overwhelm community resources. One participant said they use number of people killed or injured to determine whether an incident is mass violence. Although this item was skipped for one participant, they said in another question that they believe mass violence includes two or more people killed or injured.
- **Terrorism:** Two participants said that terrorism and mass violence are different. One participant said their organization would respond to terrorism and one said they would not. One participant said terrorism is a form of mass violence because it impacts the entire community. Although this item was skipped for one participant, they said in another question that mass violence does not include terrorism.
- **Related to crime:** Two participants said an incident of mass violence must be related to a crime. It does not matter what type of crime has been committed. “That's what separates mass violence from a train derailment.” One participant said mass violence does not need to be related to a crime.
- **Gang or organized crime or related to drugs:** One participant does not consider gang violence or drug violence to be mass violence because they “don't have the capacity to serve those crimes.” Two participants said gang or drug violence could be part of a mass violence incident, but it is not criteria they would use to determine if an incident is mass violence. For example, one participant said she would consider it mass violence if 6 people died in a nightclub shooting that was related to a gang because that would overwhelm the resources of their community. However, states with prevalent gang violence may not consider this same event to be mass violence because it would not overwhelm the resources of their community. To her, what matters most is the frequency of gang-related violence. If gang violence happens frequently then it may not receive the same amount of attention as it would if it happens very infrequently (e.g., like a school shooting). One participant said “the why doesn’t matter.” If a gang-related incident had a large impact on the

community then her organization would consider it mass violence. She also provided an example of a drug-related incident that could be mass violence. If someone provided Fentanyl to someone in their unhoused community and four people died, that would impact the entire encampment. In this situation, her organization would consider this an incident of mass violence/disaster and respond. If one person died it would not be a mass violence/disaster response.

- **Location:** Three participants said location is important because the incident must occur in their jurisdiction. A public or private setting does not matter.
- **Duration, number of perpetrators, and type of weapon:** Three participants said these criteria are not important for determining whether an incident is mass violence. Although this item was skipped for one participant, they said in another question they think of mass violence as including one or two perpetrators.
- **How do they decide to respond to an incident of mass violence:** One participant said their criteria for mass violence are documented in their standard operating procedures. If an incident of mass violence occurs then they may be invited to respond. Sometimes the request is for resources, technical assistance, or guidance and sometimes request is for "boots on the ground." One participant said her organization does not have a policy written down for determining whether an event is mass violence. Their only decision point is whether the crime overwhelmed community resources (i.e., is above and beyond what responders can normally provide). One participant does not have a document that explains how they decide to respond to an incident of mass violence but they do have plans on how to respond to mass violence. A disaster response is statutorily different than any other response, allowing providers to record less information about people seeking help. Her team respondent to a large incident of mass violence in the past and her team did not respond to the people who were shot. The police victim assistance unit was responsible for helping survivors. Her organization responded to the community.
- **New items:** Two participants recommended adding "overwhelms the resources of the community or location (e.g., a school)" to the list. One participant recommends adding the ability of the community or organization to respond (i.e., how much assistance do they need?).
- **Organization vs. program:** Use the answer from the question "Which of the following best describes the structure of your organization/program? (standalone or embedded)" to pipe in either "organization" or "program, division, or department."

Round 2 Recommendations

Recommend separating location and duration and adding an option for capturing community resources being overwhelmed as a potential driving factor in defining mass violence.

Cognitive Interview Round 2 Recommendation

Response Plan for Mass Violence

Which, if any, of the following criteria does your [organization; program, division, or department] use to identify an incident as mass violence? *Select all that apply.*

- ❑ Number of people killed and/or injured
- ❑ Incident is related to terrorism
- ❑ Incident is related to drugs
- ❑ Incident is related to crime (e.g., domestic violence, robbery)

- ❑ Incident is related to gangs or organized crime
- ❑ Location of incident (e.g., public or private setting)
- ❑ Duration of incident
- ❑ Number of perpetrators/criminals involved
- ❑ Volume of resources needed for response/recovery
- ❑ Type of weapon used
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❑ None, my organization does not use any specific criteria to identify mass violence incidents

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. The following text appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Response Plan for Mass Violence

Which, if any, of the following criteria does your [organization; program, division, or department] use to identify an incident as mass violence? *Select all that apply.*

- ❑ Number of people killed and/or injured
- ❑ Incident is related to terrorism
- ❑ Incident is related to drugs
- ❑ Incident is related to crime (e.g., domestic violence, robbery)
- ❑ Incident is related to gangs or organized crime
- ❑ Location of incident (e.g., public or private setting)
- ❑ Duration of incident
- ❑ Number of perpetrators/criminals involved
- ❑ Volume of resources needed for response/recovery
- ❑ Type of weapon used
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❍ None, my organization does not use any specific criteria to identify mass violence incidents

Mass Violence Plan

Cognitive Interview Round 1 Item

Does your organization have a documented plan in place to support mass violence incidents?

- ❍ Yes
- ❍ No
- ❍ Not sure

Round 1 Feedback Summary

This item was tested on 9 participants in Round 1.

- **Example of a documented plan:** One participant's organization has a documented plan for mass violence. They have responded to two incidents and update the plan after each new incident. Their organizational plan includes receiving notification of an incident from the emergency management team or sheriff, finding out how many victims/hospitals/scenes are involved, gathering a list of advocates, and describing the incident to the advocate and asking if they're willing/able to respond. No advocates are required to assist, especially if children are involved. Then advocates deploy to the scene based on location and who can get there quickest. They bring bags with chargers, water, and notebooks. They respond on scene and then regroup as a team.
- **Clarify that "documented plan" refers to incidents outside of the workplace**: All other participants are not aware of a documented plan for mass violence in their program. Some participants whose programs are embedded in a larger organization said it is likely that their overall organization has a plan. When asked what that plan would entail, they said it focuses on what to do if mass violence occurs in the workplace (not how to respond to mass violence in the community as a VSP). One participant would answer "yes" to this question, assuming the question meant a plan for mass violence in the workplace. Another participant is confident that her organization has a plan to respond to mass violence and would respond "yes" to this question, although she cannot confirm that this is the case at the time of the interview. She based her response on trusting the leadership in her organization to have planned for mass violence incidents. One participant said if they were to create a plan, it would include information on the length of shifts, roles and responsibilities, and be similar a "natural disaster plan."

Round 1 Recommendations

- Specify that the plan is for mass violence outside of the workplace.
- Discuss with BJS how to guide embedded VSPs on how to answer this question (i.e., for their overarching organization or their specific victim service program). Incorporate advocates and crisis response teams into the examples provided to add clarity on the forms of response that may be included.

Cognitive Interview Round 1 Recommendation

Does your organization have a documented plan in place to support mass violence incidents outside of the workplace?

- ❍ Yes
- ❍ No
- ❍ Not sure

BJS Feedback on Round 1 Recommendations

BJS suggested minor wording changes to clarify that the workplace violence incidents that may occur at the VSP should be excluded. The item was tested in Round 2.

Cognitive Interview Round 2 Item

Does your organization/program have a documented plan in place to respond to mass violence incidents should they occur in your jurisdiction?

- ❍ Yes

- ❍ No
- ❍ Not sure

Round 2 Feedback Summary

This item was tested on 4 participants in Round 2.

- **Has a plan:** One participant has two plans. One is a formal statewide plan that involves several organizations throughout the state. Her team's role is specific and limited to caring for victims. The second plan is an internal document for her team that outlines how and when her team will respond to an incident of mass violence. If an incident does not require a statewide response, then her team will often lead or co-lead. The plan is scalable and services are the same for a mass violence or traumatic incident. One participant has an organization-level disaster plan that is applied to mass violence. They have a separate plan for continuing operations if a disaster impacts their building.
- **Does not have a plan:** Two participants said they do not have a plan. One participant said her organization wants a documented plan but it is difficult to get all the necessary agencies together to draft the plan. Their emergency management agency is the "keeper" of the statewide plan because it includes all emergencies (e.g., snowstorms and floods). They have an internal, unwritten plan. They "just know what to do." One participant said mass violence incidents are led by another team. His organization follows the plan of the city government. They do not have a plan written down; they know what to do from prior experience. His organization would call the first responder, ask how they can help, and do whatever is needed.

Round 2 Recommendations

- **Organization vs. program:** Use the appropriate fill language depending on the structure of the VSP.

Cognitive Interview Round 2 Recommendation

Does your [insert organization or program, division, or department] have a documented plan in place to respond to mass violence incidents should they occur in your jurisdiction?

- ❍ Yes
- ❍ No
- ❍ Not sure

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. One word was added to clarify that the documented plan should be specific to mass violence incidents. The text below was included in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Does your [organization; program, division, or department] have a documented plan in place to specifically respond to mass violence incidents should they occur in your jurisdiction?

- ❍ Yes
- ❍ No

❍ Not sure

Communication Response Plan

The following two items were drafted at the time of Round 1 cognitive testing but were not included in Round 1 testing. They were added for Round 2 cognitive testing in response to feedback ICF and BJS received on other related items in this section of the survey.

Cognitive Interview Round 2 Item

Does your local authority (e.g., town, city, county) have a communications or response plan for mass violence, trauma, or casualty incidents?

❍ Yes → Go to GX
❍ No → Go to GX
❍ Not sure →GX

Is your organization formally included in this communications/response plan? *This might involve specific roles and responsibilities for your organization, such as being listed as a key responder, participating in regular coordination meetings, or having designated tasks during a mass violence incident.*

❍ Yes
❍ No
❍ Not sure

Round 2 Feedback Summary

- **Communications plans:** Three participants said "yes," their **local authority** has a communications plan. One participant said "no." Two participants said "yes," their **organization** has a communications plan, one participant said "no," and one participant said, "not sure." One participant said the state has a plan; cities, counties, towns, and schools have a plan; and her organization has a communications plan. She recommended removing "trauma" from the local authority question because the word may make people think of an MDT or SART. One participant said their local authority has a communication plan but his organization is not named in the plan. If a mass violence incident happened, the lead organization might not call his organization. His organization would call the first responder and offer to help. One participant said their organization is named in the plan and they are likely to be called for help.
- **Response plan:** Two participants recommended removing the phrase "response plan" because that indicates an overarching emergency plan. A communication plan is one part of a response plan. The communication plan states how organizations will work together, with the media, and with victims.
- **Formally included:** One participant said this means an organization is a key team member, attends meetings, and is included in decision-making.

Round 2 Recommendations

- **Clarify:** Remove the words "response plan," "trauma," and "casualty incidents" from the questions.
- **Organization vs. program:** Use appropriate fill language depending on the structure of the VSP.

Cognitive Interview Round 2 Recommendation

Does your local authority (e.g., town, city, county) have a communications plan for mass violence or criminal incidents with multiple casualties?

- ❍ Yes → Go to GX
- ❍ No → Go to GX
- ❍ Not sure →GX

Is your [insert organization or program, division, or department] formally included in this communications plan? *This might involve specific roles and responsibilities for your organization, such as being listed as a key responder, participating in regular coordination meetings, or having designated tasks during a mass violence incident.*

- ❍ Yes
- ❍ No
- ❍ Not sure

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. The text below appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Does your local authority (e.g., town, city, county) have a communications plan for mass violence or criminal incidents with multiple casualties?

- ❍ Yes
- ❍ No
- ❍ Not sure

[ASK IF G6=Yes]

Is your [organization; program, division, or department] formally included in this communications plan? *This might involve specific roles and responsibilities for your organization, such as being listed as a key responder, participating in regular coordination meetings, or having designated tasks during a mass violence incident.*

- ❍ Yes
- ❍ No
- ❍ Not sure

Communication Methods

Cognitive Interview Round 1 Item

Which, if any, communication methods do your organization use to provide public information about a mass violence incident? *Select all that apply.*

- ❑ Bulletin or press release
- ❑ Email, listserv, or eBlast distribution
- ❑ Information center (e.g., centralized incident response center, Family Assistance Center, Resiliency Center)
- ❑ Social media (e.g., Facebook, Twitter)
- ❑ Telephone
- ❑ Website
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❍ None of these

Round 1 Feedback Summary

This item was tested on 8 participants in Round 1.

- **Communication examples:** One participant with a documented mass violence plan and one participant without a documented plan said this question is clear. They send simple, concise, plain language information through multiple outlets to let the public know they can receive assistance from their organization if needed. They do not provide information about the incident as it evolves.

Of the participants without a documented plan, some participants understood the question and would check "none of these." One participant thought this question was asking how their organization alerts staff that a mass violence incident is occurring in the workplace. One participant answered this question at the school district level rather than the school victim service program level and would check "yes" even though their program does not send out information to the public. One participant did not understand the term "eBlast." One participant would not know how to respond – her organization uses mass text messaging alerts. She would choose "other" and write in "text alerts."

Round 1 Recommendations

- Specify that the outreach is for mass violence outside of the workplace. This is one question that is recommended to be asked regardless of whether the organization responds to mass violence to capture communication methods for larger incidents.
- Discuss with BJS how to guide embedded VSPs on how to answer this question (i.e., for their overarching organization or their specific victim service program).
- Add "verbal" and "text alerts" to parentheses after "Telephone."

Cognitive Interview Round 1 Recommendation

Which, if any, communication methods does your organization use to provide public information about a mass violence incident outside of the workplace (i.e., consider notification about traumatic events influencing groups of people in your area)? *Select*

all that apply.

- ❑ Bulletin or press release
- ❑ Email, listserv, or eBlast distribution
- ❑ Information center (e.g., centralized incident response center, Family Assistance Center, Resiliency Center)
- ❑ Social media (e.g., Facebook, Twitter)
- ❑ Telephone (e.g., verbal, text alerts)
- ❑ Website
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❑ None of these

BJS Feedback on Round 1 Recommendations

BJS requested minor edits to the language to be more aligned with the other items in the section and removed the reference to incidents occurring outside of the workplace. Tested in Round 2.

Cognitive Interview Round 2 Item

Which of the following communication methods, if any, does your organization/program use to provide information to the public about a mass violence incident in your jurisdiction? *Select all that apply.*

- ❑ Bulletin or press release
- ❑ Email, listserv, or eBlast distribution
- ❑ Information center (e.g., centralized incident response center, Family Assistance Center, Resiliency Center)
- ❑ Social media (e.g., Facebook, X)
- ❑ Telephone (e.g., calls, text alerts)
- ❑ Website
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❍ None of these

Round 2 Feedback Summary

This item was tested on 4 participants in Round 2.

- One participant was unsure if this question is asking about raising awareness about mass violence generally (e.g., prevalence) or providing incident specific information (e.g., this incident happened, here are the services available). Her team may informally contribute information that can be used to communicate with the public, but they do not lead those efforts. For example, they may add information to a press release from the lead agency or provide information at a family assistance center but they do not lead either of those efforts. The locality where the incident occurred typically leads public communication (e.g., local government, school, hospital). She recommends adding a question asking "does your organization/program provide public information? If yes, ask how do you do it?"
- One participant will sometimes do press releases jointly with state police and/or FBI, use social media, and communicate through the telephone. She asked if the "public" includes victims because for "other" she would write in "victim outreach." Her organization shares information about when the family assistance center will open and what services will be provided. She asked whether BJS is interested in learning about the time frame of

communicating with the public. Sometimes communication lasts for a few months and sometimes it lasts for a few years.

- One participant said his program communicates with the public through a listserv, social media, and website. He asked whether "telephone" means outreach or people calling for information. They have a phone line but they do not conduct telephone outreach.
- One participant says their organization communicates with the public using all of these communication methods on their own and will contribute to communications from the lead response organization. They do not share information about the incident that occurred (e.g., number of people killed, what happened). They will share information about available services. Her organization has led and contributed to family assistance centers and oversaw the development and staffing of a resiliency center.

Round 2 Recommendations

- **Organization vs. program:** Use appropriate fill language depending on the structure of the VSP.

Cognitive Interview Round 2 Recommendation

Which of the following communication methods, if any, does your [organization; program, division, or department] use to provide information to the public about a mass violence incident or criminal incident with multiple casualties that has occurred in your jurisdiction? *Select all that apply.*

- ❑ Bulletin or press release
- ❑ Email, listserv, or eBlast distribution
- ❑ Information center (e.g., centralized incident response center, Family Assistance Center, Resiliency Center)
- ❑ Social media (e.g., Facebook, X)
- ❑ Telephone outreach (e.g., calls, text alerts)
- ❑ Website
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❑ None, information is not provided to the public about mass violence incidents

BJS Feedback on Round 2 Recommendations

BJS agreed with ICF's recommendations. The text below was included in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Which of the following communication methods, if any, does your [organization; program, division, or department] use to provide public information about mass violence or criminal incident with multiple casualties that has occurred in your jurisdiction? *Select all that apply.*

- ❑ Bulletin or press release
- ❑ Email, listserv, or eBlast distribution
- ❑ Information center (e.g., centralized incident response center, Family Assistance Center, Resiliency Center)
- ❑ Social media (e.g., Facebook, X)
- ❑ Telephone outreach (e.g., calls, text alerts)

- ❑ Website
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❍ None, information is not provided to the public about mass violence incidents

Trauma-Informed Care Training

Cognitive Interview Round 1 Item

Does your organization offer trauma-informed care training to any of the following types of individuals outside of your organization? *Exclude training for internal staff. Select all that apply.*

- ❑ Behavioral health providers
- ❑ Primary care providers
- ❑ Emergency medical technicians (EMTs), paramedics, or firefighters
- ❑ Courts (e.g., judges)
- ❑ Law enforcement
- ❑ Lawyers and other legal assistance providers
- ❑ Community members
- ❑ Faith-based organizations
- ❑ Media/news staff or organizations
- ❑ School staff or educational providers
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❍ None, my organization does not provide trauma-informed care training to anyone outside of the organization

Round 1 Feedback Summary

This item was tested on 7 participants in Round 1.

- **Varied interpretations:** Most participants were confused by this question. They did not understand whether the question is asking about trauma-informed care (TIC) training (1) specifically for mass violence or in victim services more generally, (2) provided by the overarching organization to employees or the embedded VSP to others, or (3) provided internally or externally (e.g., for embedded organizations that have each of these types of employees working within their organization).
- **Additional response options:** Participants recommended adding the following staff to the list: child protective services, adult protective services, emergency room staff, and court clerks.

Round 1 Recommendations

- **Add question:** Remove "none" and add a question to first ask whether their organization/program conducts/facilitates TIC training. If yes, ask to whom.
- **Varied interpretations:** Move this question to the beginning of the section to clarify that the question is not asking about TIC training specifically for mass violence. Clarify that this question is asking whether TIC training is provided by the embedded VSP and provided outside the organization. Place this question with the communication methods question since both are more general and do not require a mass violence plan to be in place to answer.

- **Additional response options:** Add emergency department health care providers, other health care providers, child protective services, adult protective services, and hospitality staff. Add court clerks as an example for "courts."
- **Update the section title:** Consider including "trauma-events" to the section title to allow for the TIC training and communications questions to be within a "preparedness" header and be more applicable to most respondents.

Cognitive Interview Round 1 Recommendation

Does your organization/program conduct trauma-informed care training for individuals outside of your organization? *Exclude training for internal staff.*

- ❍ Yes →Ask follow up question
- ❍ No

To which of the following types of individuals does your organization/program offer trauma-informed care training? *Exclude training for internal staff. Select all that apply.*

- ❑ Behavioral health providers
- ❑ Primary care providers
- ❑ Emergency department health care providers
- ❑ Other health care providers
- ❑ Emergency medical technicians (EMTs), paramedics, or firefighters
- ❑ Courts (e.g., judges, clerks)
- ❑ Law enforcement
- ❑ Lawyers and other legal assistance providers
- ❑ Child Protective Services
- ❑ Adult Protective Services
- ❑ Community members
- ❑ Faith-based organizations
- ❑ Media/news staff or organizations
- ❑ School staff or educational providers
- ❑ Hospitality staff (e.g., restaurant and hotel staff)
- ❑ Other *(Please specify)*: [TEXT BOX]

BJS Feedback on Round 1 Recommendations

BJS requested minor edits to the italicized language after each question. Tested in Round 2.

Cognitive Interview Round 2 Item
Preparedness for Mass Violence Incidents

Does your organization/program conduct trauma-informed care training for individuals outside of your organization/program? *Exclude training for your internal staff, volunteers, or contractors.*

- ❍ Yes
- ❍ No

To which of the following types of individuals or entities does your organization/program offer trauma-informed care training? *Exclude training offerings for*

your internal staff, volunteers, or contractors. Select all that apply.

- ❑ Behavioral health providers
- ❑ Primary care providers
- ❑ Emergency department health care providers
- ❑ Other health care providers
- ❑ Emergency medical technicians (EMTs), paramedics, or firefighters
- ❑ Courts (e.g., judges, clerks)
- ❑ Law enforcement
- ❑ Lawyers and other legal assistance providers
- ❑ Child Protective Services
- ❑ Adult Protective Services
- ❑ Community members
- ❑ Faith-based organizations
- ❑ Media/news staff or organizations
- ❑ School staff or educational providers
- ❑ Hospitality staff (e.g., restaurant and hotel staff)
- ❑ Other *(*Please specify*)*: [TEXT BOX]

Round 2 Feedback

This item was moved to the beginning of the testing protocol and tested on 4 participants in Round 2.

- **Trauma-informed training**: Three participants said "yes" they conduct TIC training and one participant said no. One participant said this question made her think about how and who her organization provides TIC training to in order to increase readiness for mass violence events. Three participants believe the phrasing of the question is correct and the training focuses on typical responses to traumatic events, how people of different backgrounds may respond to trauma, and how responders can avoid re-traumatizing victims. One participant said this question is confusing because it is under the header of mass violence. She is not sure if the question is asking about mass violence specifically or trauma-informed care training generally. If this question is specific to mass violence, she recommends listing psychological first aid and crisis response as examples of TIC trainings.
- **Types of organizations:** Each participant thought the question is clear and straightforward. Two participants said their organizations provide TIC training to most of the list. Two participants recommended adding victim service providers to the list; one recommended adding military personnel; and one recommended adding volunteers, emergency management personnel, and a separate item for prosecutors because they are very different from civil attorneys.

Round 2 Recommendations

- **Trauma-informed training**: Updated the header to align with broader trauma-informed training beyond mass violence.
- **Types of organizations:** Add victim service providers, military personnel, volunteers, and emergency management personnel to the list.
- **Organization vs. program:** Use appropriate fill language depending on the structure of the VSP.

Cognitive Interview Round 2 Recommendation

Preparedness for Response to Victimization, Mass Violence, and Criminal Incidents with Multiple Casualties

Does your [insert organization or program, division, or department] conduct trauma-informed care training for individuals outside of your [organization; program, division, or department]? *Exclude training for internal staff, volunteers, or contractors.*

- ❍ Yes →Ask follow up question
- ❍ No

To which of the following types of individuals or entities does your organization/program offer trauma-informed care training? *Exclude training offerings for your internal staff, volunteers, or contractors. Select all that apply.*

- ❑ Behavioral health providers
- ❑ Primary care providers
- ❑ Emergency department health care providers
- ❑ Other health care providers
- ❑ Emergency medical technicians (EMTs), paramedics, or firefighters
- ❑ Emergency management personnel
- ❑ Victim service providers
- ❑ Courts (e.g., judges, clerks)
- ❑ Law enforcement
- ❑ Lawyers and other legal assistance providers
- ❑ Child Protective Services
- ❑ Adult Protective Services
- ❑ Military personnel
- ❑ Community members
- ❑ Volunteers
- ❑ Faith-based organizations
- ❑ Media/news staff or organizations
- ❑ School staff or educational providers
- ❑ Hospitality staff (e.g., restaurant and hotel staff)
- ❑ Other *(Please specify)*: [TEXT BOX]

BJS Feedback on Round 2 Recommendations

BJS agreed with the Round 2 Recommendations but made minor wording changes (ex., "offer" to "conduct" in the second item). ICF made slight wording changes in the header for clarity about the section. Below is the text that appeared in the final instrument that was delivered to BJS in spring 2026 (see Appendix D).

Final Recommendation

Support for Victims and Response to Criminal Incidents

Does your [organization; program, division, or department] conduct trauma-informed care training for individuals outside of your [organization; program, division, or department]? *Exclude training for your internal staff, volunteers, or contractors.*

❍ Yes
❍ No

[ASK IF G1= Yes]

To which of the following types of individuals or entities does your [organization; program, division, or department] conduct trauma-informed care training? *Exclude training for your internal staff, volunteers, or contractors. Select all that apply.*

❑ Behavioral health providers
❑ Primary care providers
❑ Emergency department health care providers
❑ Other health care providers
❑ Emergency medical technicians (EMTs), paramedics, or firefighters
❑ Emergency management personnel
❑ Victim service providers
❑ Courts (e.g., judges, clerks)
❑ Law enforcement
❑ Lawyers and other legal assistance providers
❑ Child Protective Services
❑ Adult Protective Services
❑ Military personnel
❑ Community members
❑ Volunteers
❑ Faith-based organizations
❑ Media/news staff or organizations
❑ School staff or educational providers
❑ Hospitality staff (e.g., restaurant and hotel staff)
❑ Other *(Please specify)*: [TEXT BOX]

Survey Administration Materials

The following language from the survey administration materials was tested in Round 1. This language was not revised and retested in Round 2. ICF provided additional recommendations for addressing participant feedback on survey administration materials after discussion with BJS.

From Survey Invitation Letter

Cognitive Interview Round 1 Item

"Your participation is vital to the success of this effort. Every VSP is unique, and your input ensures your organization's critical work is represented in the survey results."

Round 1 Feedback Summary

This item was tested on 7 participants in Round 1.

- **Participant importance:** Participants responded positively to this messaging, especially the emphasis on their uniqueness and the critical nature of their work. This made them feel like they were important, that their perspectives are needed, and that the survey was not solely recruiting DV/IPV service providers and therefore would be relevant for them. One participant said that this messaging conveyed that their participation could convince policymakers to continue funding organizations like theirs.
- **Unclear terminology:** However, participants flagged some terminology used in this statement – "represented" and "VSP" – as potentially unclear or inaccessible, particularly for individuals in survivor-led or more informal community organizations.
- **More information about the survey:** Participants also wanted more details about the survey itself, including who would benefit from the findings, what types of questions would be asked, and assurances about confidentiality (i.e., not being asked to share confidential information about their clients/organization). Members of the expert panel also recommended stating that the survey does not ask for confidential client information.

From Survey Invitation Email

Cognitive Interview Round 1 Item

"The NSVSP is a nationwide data collection effort designed to address major gaps in knowledge about the victim service provider (VSP) field, including characteristics of victims served, types of services provided, and VSP staffing and resources."

Round 1 Feedback Summary

This item was tested on 7 participants in Round 1.

- **Motivation to respond:** Participants generally found the language clear but highlighted that their primary motivation to participate hinges on the potential for tangible outcomes – especially increased funding and support for victims of crime and communities. They stated that "addressing major gaps in knowledge" is overly focused on benefits to the federal government and not a compelling motivator for VSPs to take the survey. They noted that highlighting the uniqueness of this survey, especially if it focuses on emerging types of victimization, could help distinguish the NSVSP from the many other survey requests they receive. Including specific examples of unique questions may increase engagement.
- **Clarify survey purpose:** One participant said the goal of the survey is unclear. She was unable to predict whether the survey would ask questions about her organization (e.g., how it is structured and what they do) or if it ask about the experiences of individuals working within this industry (e.g., about burnout, turnover).
- **Clarify who should take the survey:** There was also some confusion about who within an organization should complete the survey. Some said that senior leadership is the most obvious choice based on the description of information needed such as "staffing and resources," but others wanted clearer guidance. The invitation should specify the type of information being requested, the person/position within an organization who would be best suited for responding, and whether collaboration across staff is expected to complete the survey.

From Survey Invitation Email

Cognitive Interview Round 1 Item

"The time that you spend telling us about your program or organization will result in data that will improve understanding, capacity, and support of your critical field."

Round 1 Feedback Summary

This item was tested on 7 participants in Round 1.

- **Generic language**: Participants found this language generic and not particularly motivating. They recommended emphasizing how the survey will help VSPs, what makes the NSVSP unique, and focusing on the emotional reward of completing the survey (i.e., helping others) more than the current focus on time. Two participants stressed the importance of making VSPs feel like their work is important/valuable and suggested thanking them in advance for their time.
- **"Support":** The term "support" is vague – this could mean money or people, among other things. Specific examples of how the data will be used would be beneficial. One participant was skeptical about the potential impact of the survey and wanted to know how previous iterations of the survey have been used. For example, a description of how previous iterations guided funding decisions or helped educate people about the challenges associated with being a VSP would be motivating.

From Survey Reminder Email #1

Cognitive Interview Round 1 Item

"We know your time is valuable. Your participation in this survey is critical to accurately reflect the field of victim service providers (VSPs). To help make it easier for your organization to participate before MM/DD/YYYY, we would like to invite you to work with a member of the NSVSP research team who can assist you in completing the survey."

Round 1 Feedback Summary

This item was tested on 7 participants in Round 1.

- **Acknowledgement**: Participants generally liked this messaging and felt more favorable towards the survey, knowing that efforts were being made to help participants. They appreciated the acknowledgment that VSPs' time is valuable, while the specified date helps ensure that they know how to prioritize the survey along with their other work.
- **Receiving survey assistance:** The term "assistance" is vague and may be unclear, while "work with" connotes that the assistance will add to the amount of time it takes to complete the survey. Participants may not know if they need help without knowing the types of questions that will be asked in the survey. Three participants said that the offer of assistance motivated participation, but not necessarily because of the assistance itself. They said that setting up a meeting with someone to assist them in survey completion would force them to carve out time to take the survey – and since they are meeting with someone else, they would be more likely to keep that dedicated time. One participant said it would be useful to have an hour's block

set aside for assistance, but to only meet for 10 minutes to answer some initial questions before getting the other 50 minutes back to complete the survey.

From Survey Reminder Email #2

Cognitive Interview Round 1 Item

"We need to hear from all types of organizations that support victims of crime and abuse to accurately reflect this broad and diverse field. Your participation is critical for the NSVSP to achieve this goal."

Round 1 Feedback Summary

This item was tested on 8 participants in Round 1.

- **Motivation to respond:** Participants said this language focuses on the benefits to the federal government, is too formal, pressures participation, lacks warmth, is not "welcoming," and feels like a "guilt trip." One participant said, "It's almost like saying 'hey, please hurry up' – without saying 'please hurry up'." They suggested emphasizing how the survey benefits victim service providers and survivors of crime, such as informing funding decisions and helping VSPs advocate for resources.
- **Appeal to smaller organizations:** Although participants generally understand the first sentence to mean that BJS wants to reach many different types of agencies, they recommended explicitly encouraging involvement from smaller, under-resourced organizations and those serving more specialized victim populations. This could help reduce hesitation and make the survey feel more inclusive. One participant noted that using the word "diverse" here felt disingenuous due to recent administrative restrictions on language related to gender and ethnic diversity.

Appendix A. Cognitive Testing Recruitment Emails

Initial Recruitment Email

Subject Line: Assist the Bureau of Justice Statistics with the National Survey of Victim Service Providers!

Hello!

The Bureau of Justice Statistics (BJS) is seeking volunteers to participate in an interview to help shape the questions for the upcoming National Survey of Victim Service Providers (NSVSP). The NSVSP fills important gaps in our understanding of the victim services field by collecting detailed information from victim service providers (VSPs) about topics ranging from their services offered, victims served, and gaps in services. BJS is finalizing the survey questions and is asking VSPs to provide feedback on the questions, survey instructions, and answer choices to ensure they are easily understood and answerable.

What you need to know:

• BJS, with support from ICF International, Inc., is inviting 50 VSPs to participate in this research. BJS needs a wide range of perspectives – VSPs of all types and sizes are welcome!

• The interview will last one hour and will be conducted virtually. ICF researchers will schedule the interview [INSERT DATE RANGE] at a time that is convenient for you.

• You will receive a $50 electronic cash card at the completion of the interview to thank you for contributing to this research.

• Your interview will be confidential, and the only personal information BJS will collect about you is your name and contact information for scheduling purposes. The information you share will only be shared with BJS staff to help improve the survey questions. BJS will not publish your name or share your specific responses with grant makers, and your participation will not impact any current or future funding decisions. BJS is authorized to conduct this data collection under Title 34 United States Code, Section 10132.

Visit this link to express your interest in participating in these interviews: [LINK TO INTEREST FORM]. BJS hopes you will participate and help shape this upcoming data collection on the victim service field!

Thank you,

[SENDER NAME]

Invitation Email

Subject Line: Response Requested: Research Project with the Bureau of Justice Statistics

Dear [NAME],

Thank you for your interest in helping the Bureau of Justice Statistics (BJS) refine the upcoming National Survey of Victim Service Providers (NSVSP)!

Are you available at any of the below dates/times to complete the 60-minute, virtual interview?

- [INSERT DATE AND TIME/TIME ZONE OPTIONS]

As a reminder, this confidential interview will be held via Microsoft Teams, where you will be asked for your impressions and opinions about several potential NSVSP questions. You will receive a $50 electronic cash card at the completion of the interview to thank you for contributing to this research.

Please let me know if you are still interested and available, and I will follow up with next steps.

Thank you!

[SENDER NAME]

Reminder Email

Subject Line: Reminder: Tomorrow's Interview about the National Survey of Victim Service Providers

Dear [NAME],

We are looking forward to speaking with you tomorrow, [DATE] at [TIME AND TIME ZONE] to get your feedback on the upcoming 2026 National Survey of Victim Service Providers, conducted by the Bureau of Justice Statistics.

If you have not already, please review, sign, and return the consent form and review the questions in the draft survey questionnaire. These materials were attached to the Outlook calendar invite we recently sent you, which also contains the Microsoft Teams information needed to access the 60-minute, virtual interview.

If you have any questions or need to reschedule your interview, please let me know.

Thank you again for your support of this research, and we look forward to speaking with you soon!

Sincerely,

[SENDER NAME]

Appendix B. Cognitive Testing Round 1 Protocol

Track 1

Introductions

- Hello! My name is [*insert name*] and I'm a researcher at ICF. So nice to meet you and glad you are able to join this interview today. I also want to introduce [*insert names(s)*] who is here on the call to help observe and take notes.
- Before we get started, can I confirm that you are [*insert name*] from [*VSP name*]?
  If relevant, confirm any information from the screener that will be needed to test their survey items or helpful context (such as their VSP type).
- Is this still a good time for you? I'll remind you that this interview will be up to 60 minutes and it's best if you are in a private, quiet space without any interruptions for that time.

<If the respondent has already returned the consent form, ask if they have any questions. If the respondent has not returned the consent form, read through the consent form with the respondent, ask if they have any questions, and confirm their willingness to participate.>

Project Overview and Interview Expectations

Here's how the interview works:

- I will be showing you a series of questions on PowerPoint slides.
- Read each question out loud and tell me how you would answer it.
- Please share out loud what you're thinking as you read and answer each question and how you come up with your answer.
- After each answer, I will ask you some questions, too. These might include how you interpreted particular words or phrases, and whether the question and response options are clear.
- There are no wrong answers to the survey questions, or to my follow-up questions. I didn't write these questions, so feel free to tell me if they are hard to answer, or don't make sense.
- Do you have any questions so far?

Screen-Sharing

- You'll see a survey item on your screen.* Note that this only looks like it would if you were taking this on the web, but you can't actually click to answer it here.
- Like I mentioned, we'll walk through this one question at a time.
- Do you have any questions?
- Ready to get started?

Is it ok if I record the interview? It's just to make sure we didn't miss anything in our notes.

If Yes: Thank you. If at any point in today's discussion you would like us to stop the recording, please let us know.

If No: Ok, we will not record the interview today.

START RECORDING HERE

[For interviewer: Throughout the item-by-item guide, continually remind participants to think-aloud as they are reading and answering questions. If needed, use additional general probes or clarifying probes. We

want to gather overall feedback and experiences broadly, as well as capture details that address the identified question testing goals. As participants provide answers and respond to probes, try to respond in a neutral manner, using phrases like "thank you for that information."]

- Please, when you are ready, go ahead and read this item and let me know how you would answer it. Try to talk through how you come up with your answer as you decide.

Track 1 - Section A: About Your Organization

Q1. A6 – Referral program: ASK ALL

A6. Does your organization maintain an active victim services referral program? *This includes, but is not limited to, hotlines or helplines.*

1. Yes
2. No

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify understanding of "active victim services referral program." • Distinguish between formal and informal referral practices. • Assess confidence in response and how they determine response.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ In your own words, what is this question asking?
▪ How did you come up with your answer? Walk me through your thought process.
  o What information did you use to determine your answer?
  o How easy or difficult is it to answer this question?
▪ What does "active victim services referral program" mean to you?
▪ Can you describe what qualifies as a referral in your organization? What do you think about the description to include hotlines?
  o Anything else you were including? Anything you were unsure if it counted as part of a referral program?
▪ How confident are you in your response?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q2. A5 – Provided direct services over past 6 months: ASK ALL

A5. In the past six months, has your organization provided <u>services to victims</u> or survivors of crime or abuse? *"Services" include efforts that respond to the emotional and physical needs of victims; assist victims with their safety and security; assist victims to understand and participate in the criminal justice or other legal process; assist victims in stabilizing their lives; or respond to other needs of victims.*

1. Yes
2. No

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify understanding of "services." • Ensure examples/definitions provided are interpreted correctly. • Assess whether the timeframe is reasonable.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ In your own words, what is this question asking? ▪ What types of services came to mind when answering this? ▪ How helpful was the description of services? Was there anything about this that was unclear or confusing? ▪ How did you determine whether your organization provided services in the past 6 months? ▪ How easy or difficult was this to provide a response? What makes you say that? ▪ Was the 6-month timeframe easy to recall? Why or why not? ▪ Did you consider giving a different answer? Tell me more about that.

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Track 1 - Section B: Victims Served

Q3. B3. – Number of victims provided direct services: ASK ALL

Throughout this survey, please consider all aspects of your organization that provide services to victims of crime and abuse. Questions will ask you to provide information about the victims who received any form of services or program support during the [calendar/fiscal] year that included January 1, 2025.

B3. How many victims received <u>direct services</u> from your organization? *Estimates are acceptable. (Exclude victims who only received information through the mail.)*

_____ Number of victims

- ❑ This is an estimate
- ❑ Unknown

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• General item clarity, reference period, and confirm respondent definition of direct services • Understanding around which victims they are including in their answer (helpline calls or those who received mailings compared to those who received services) • Ease with which respondents can answer this question (is an exact number of victims served easily known, or where do they look for this information? How often is it an estimate or unknown?) • For respondents who cannot answer, learn more about what information they would need to respond to the question.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ In your own words, tell me what the section instructions mean to you.
  o How easy or hard is it for you to recall the calendar or fiscal year that includes January 1, 2025?
▪ In your own words, what does the term “direct services” mean to you?
▪ How did you come up with your answer? Walk me through your thought process.
  o What information did you use to determine your answer?
  o Are there any victims or types of services who you would exclude from this count? Any you were unsure if they should or should not be included?
  o How easy or difficult is it to answer this question?
  o How confident are you in your response?
▪ [If unknown is selected] What information would you need to answer this question?
  o Is there somewhere you could look this information up if you needed to? Tell me a little about that.
“moving on to the next item…” or “go ahead and take a look at the next question on your screen.”

Track 1 - Section C: Crime and Abuse Types

Q4. C1 – Youth victimization: ASK ALL

C1. Did your organization provide services for youth victims of the following types of crime or abuse?

Types of Crime or Abuse	Yes	No
YOUTH *(under age 18; services to victim or nonoffending parent or caregiver)*		
Physical abuse or neglect	❍	❍
Rape, sexual assault, or sexual abuse	❍	❍
Involvement in sexually explicit materials	❍	❍
Witness of violence	❍	❍
Marriage or forced marriage	❍	❍
Dating violence	❍	❍
Kidnapping	❍	❍

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- General understanding of the question, including stem and response options.
- Understand the ease or difficulty of responding in the provided format.
- Understand the burden associated with finding this information, and confidence in response.
- Evaluate the language provided in the response options.
- Determine if the organization/categories of the tables in this section are logical to respondents.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- In your own words, what is this question asking?
- What does the phrase “services to victim or nonoffending parent or caregiver” mean to you?
- How did you come up with your answer? Walk me through your thought process.
  - What information did you use to determine your answer?
  - How easy or difficult is it to answer this question?

- How confident are you in your response? Did you guess on any responses?
- Did you answer all crime or abuse types excluding individuals age 18 or older?

- Are any rows unclear about what it is asking, or particularly challenging to answer? What makes you say that?
- Are there any types of crime that are not listed in this question you would expect to see here? What are they?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q5. C2 – Adult victimization: ASK ALL

C2. Did your organization provide services for <u>adult</u> victims of the following types of crime or abuse?

Types of Crime or Abuse	Yes	No
ADULTS *(age 18 or older)*		
Domestic violence (DV), dating violence (*other than against youth*), or violation of DV protective orders	❍	❍
Stalking, harassment, or violation of stalking protective orders (*including cyber stalking or cyberharassment*)	❍	❍
Rape, sexual assault, or sexual abuse (*other than against youth)*	❍	❍
Physical assault (*excluding types covered in other items, but including attempted homicide, gun violence, strangulation, threat with a weapon*)	❍	❍
Robbery	❍	❍
Elder abuse (*defined as physical or sexual abuse, neglect, financial exploitation, or fraud*)	❍	❍
Homicide or murder (*serving surviving family members*) (*including murder, non-negligent manslaughter*)	❍	❍
Adults physically or sexually abused as children	❍	❍
Kidnapping (*other than against youth*)	❍	❍

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- General understanding of the question, including stem and response options and examples provided.
- Understand the ease or difficulty of responding in the provided format.
- Understand the burden associated with finding this information, and confidence in response.
- Evaluate the language provided in the response options.

- Determine if the organization/categories of the tables in this section are logical to respondents.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- In your own words, what is this question asking?
- Do the examples on each row provide clarity? Is any wording unclear or confusing?
- How did you come up with your answers? Walk me through your thought process.
  - What information did you use to determine your answer?
  - How easy or difficult is it to answer these questions?
  - How confident are you in your response? Did you guess on any responses?
  - Did you answer all crime or abuse types excluding individuals age 17 or younger?
- Are any rows unclear about what it is asking, or particularly challenging to answer? What makes you say that?
- Are there any types of crime that are not listed in this question you would expect to see here? What are they?
- What do you think about the organization of this set of crimes in relation to the previous question? That is, asking about youth first and then adults? Tell me about that.

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q6. C3 – Targeted crimes: ASK ALL

C3. Did your organization provide services for victims of the following types of crime or abuse?

Types of Crime or Abuse ***TARGETED CRIME TYPES***	**Yes**	**No**
Bullying (*verbal, cyber, or physical*).....	❍	❍
Hate crimes *(based on race, ethnicity, sex, religion, disability, or sexual orientation)*……..	❍	❍
Honor-related violence (*physical violence, threats, or retaliation in the name of family honor, female genital mutilation*).....	❍	❍
Human trafficking *(labor)*	❍	❍
Human trafficking *(sex)*	❍	❍
Victim witness intimidation	❍	❍
DUI or DWI incidents	❍	❍
Community violence or gang violence……	❍	❍

Terrorism or mass violence..... ❍ ❍

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• General understanding of the question, including stem and response options and examples provided. • Understand the ease or difficulty of responding in the provided format. • Understand the burden associated with finding this information, and confidence in response. • Evaluate the language provided in the response options. • Determine if the organization/categories of the tables in this section are logical to respondents.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ In your own words, what is this question asking?
▪ What do you think of when you read "targeted crime types"? Is there another way you would describe these?
▪ Do the examples on each row provide clarity? Is any wording unclear or confusing?
▪ How did you come up with your answers? Walk me through your thought process.
  ○ What information did you use to determine your answer?
  ○ How easy or difficult is it to answer these questions?
  ○ How confident are you in your response? Did you guess on any responses?
  ○ Did you answer all crime or abuse types including victims of all ages?
▪ Are any rows unclear about what it is asking, or particularly challenging to answer? What makes you say that?
▪ Are there any types of crimes that are not listed in this question you would expect to see here? What are they?
▪ Were you thinking about any of these crimes in the previous questions when you answered about youth or adults? Tell me about that.

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q7. C4 – Financial, property, and other crimes: ASK ALL

C4. Did your organization provide services for victims of the following types of crime or abuse?

Types of Crime or Abuse	**Yes**	**No**

FINANCIAL, PROPERTY, AND OTHER CRIME TYPES

Identity theft	❍	❍
Financial fraud and exploitation (*excluding identity theft*) ……..	❍	❍
Motor vehicle theft	❍	❍
Burglary	❍	❍
Other (*Please specify*): [TEXT BOX]…….....	❍	❍

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- General understanding of the question, including stem and response options and examples provided.
- Understand the ease or difficulty of responding in the provided format.
- Understand the burden associated with finding this information, and confidence in response.
- Evaluate the language provided in the response options.
- Determine if the organization/categories of the tables in this section are logical to respondents.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- In your own words, what is this question asking?
- Looking at each row, is any wording unclear or confusing?
- What does “financial fraud and exploitation” mean to you?
- [If other is answered] What other types of crime or abuse does your organization provide services for?
- How did you come up with your answers? Walk me through your thought process.
    - What information did you use to determine your answer?
    - How easy or difficult is it to answer these questions?
    - How confident are you in your response? Did you guess on any responses?
    - Did you answer all crime or abuse types including victims of all ages?
- Are any rows unclear about what it is asking, or particularly challenging to answer?
- Were you thinking about any of these crimes in the previous questions when you answered about youth, adults, or targeted crimes? Tell me about that.

“moving on to the next item…” or “go ahead and take a look at the next question on your screen.”

Track 1 - Section D: Victim Characteristics

Q8. Section D Instructions/D3 – Race/ethnicities served: ASK ALL

This section asks about the characteristics of the individuals your organization provided services to during the [calendar/fiscal] year that included January 1, 2025.

D3. Did your organization provide services to the following races or ethnicities? *Select all that apply.*

- ❑ American Indian or Alaska Native
- ❑ Asian
- ❑ Black or African American
- ❑ Hispanic or Latino
- ❑ Middle Eastern or North African
- ❑ Native Hawaiian or Pacific Islander
- ❑ White
- ❑ Not sure / Don't track this information

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Examine participants' interpretation of section instructions. • Examine use of the "not sure/don't track" response option. • Gauge the extent to which this information is tracked (for example, if survey providers are reporting proxy responses based on experience, or if data are self-reported by victims and recorded by VSPs). • Ease or difficulty of providing this information.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ In your own words, tell me what the section instructions mean to you.
  ○ How easy or hard is it for you to report information during the calendar or fiscal year that includes January 1, 2025?
▪ In your own words, what is this question asking?
▪ How did you come up with your answers? Walk me through your thought process.
  ○ Do you have access to this data at your organization that you could reference to answer the question?

- How easy or difficult is it to answer these questions?
- How confident are you in your response? Did you guess on any responses?
- Describe for me how your organization tracks victim race/ethnicity data.

▪ [If not sure/don't track] Explain to me your response choice. Are you unsure, or does your organization not formally track race and ethnicity data?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q9. D4 – Victim types (non-demographic): ASK ALL

D4. Did your organization provide services to the following types of victims?

	Yes	No	Not sure / don't track this information
Victims with limited or no English proficiency	❍	❍	❍
Incarcerated	❍	❍	❍
Formerly incarcerated	❍	❍	❍
Indigenous or tribal affiliation	❍	❍	❍
Homeless/houseless	❍	❍	❍
Deaf/hard of hearing	❍	❍	❍
Victims with disabilities: cognitive/physical/mental	❍	❍	❍
Veterans	❍	❍	❍

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Examine participants' understanding of the question, including the categories listed and response options offered.
- Understand participant interpretation of "limited or no English proficiency" and if this is an official tracked data point or based on experience.
- Understand participant interpretation of "indigenous or tribal affiliation."
- Understand the ease or difficulty of responding in the provided format.
- Understand the burden associated with finding this information, and confidence in response.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- In your own words, what is this question asking?
  - Are there any groups on this list that you are unsure of who to include? Or that you would describe using any different words or phrases?
- How did you come up with your answers? Walk me through your thought process.

- Do you have access to this data at your organization that you could reference to answer the question?
- How easy or difficult is it to answer these questions?
- How confident are you in your response? Did you guess on any responses?

- Are any groups missing from this list?
- [If victims with limited or no English proficiency selected] Does your organization formally track information about languages spoken, or is your response based on your experience working with victims?
- Describe to me in your own words what "indigenous or tribal affiliation" means.
  - How is your response here the same or different relative to the previous question that asked about race and ethnicity?
- [If not sure/don't track this information] Explain to me your response choice. Are you unsure, or does your organization not formally track this type of information?

S2. Ending the Interview

Thank Participant

- That is all I have for today. Thank you so much for being part of this interview and giving us your valuable insights for this survey.
- An ICF team member will be reaching out in about 24 hours with information about how to redeem your $50 incentive for participating in this interview.
- If you have any questions at all, you can reach out to the individual who scheduled your interview.
- One final question before you go—Would you be interested in participating in another interview at a later date focused on testing the functionality of the programmed NSVSP web instrument? The interview would also last 60 minutes, and you would receive an additional $50 electronic cash card for contributing to this research. ***(Please record the interviewee's response in the interview notes)***
- Thank you again for your time, and your feedback will be so helpful on this project. Have a great day!

Track 2

Cognitive Interview Track 2 Protocol

Interviewer Script

- Hello! My name is [*insert name*] and I'm a researcher at ICF. So nice to meet you and glad you are able to join this interview today. I also want to introduce [*insert names(s)*] who is here on the call to help observe and take notes.
- Before we get started, can I confirm that you are [*insert name*] from [*VSP name*]?

If relevant, confirm any information from the screener that will be needed to test their survey items or helpful context (such as their VSP type).

- Is this still a good time for you? I'll remind you that this interview will be up to 60 minutes and it's best if you are in a private, quiet space without any interruptions for that time.

<If the respondent has already returned the consent form, ask if they have any questions. If the respondent has not returned the consent form, read through the consent form with the respondent, ask if they have any questions, and confirm their willingness to participate.>

Project Overview and Interview Expectations

Here's how the interview works:

- I will be showing you a series of questions on PowerPoint slides.
- Read each question out loud and tell me how you would answer it.
- Please share out loud what you're thinking as you read and answer each question and how you come up with your answer.
- After each answer, I will ask you some questions, too. These might include how you interpreted particular words or phrases, and whether the question and response options are clear.
- There are no wrong answers to the survey questions, or to my follow-up questions. I didn't write these questions, so feel free to tell me if they are hard to answer, or don't make sense.
- Do you have any questions so far?

Screensharing

- You'll see a survey item on your screen.* Note that this only looks like it would if you were taking this on the web, but you can't actually click to answer it here.
- Like I mentioned, we'll walk through this one question at a time.
- Ready to get started?

Is it ok if I record the interview? It's just to make sure we didn't miss anything in our notes.

If Yes: Thank you. If at any point in today's discussion you would like us to stop the recording, please let us know.

If No: Ok, we will not record the interview today.

START RECORDING HERE

[For interviewer: Throughout the item-by-item guide, continually remind participants to think-aloud as they are reading and answering questions. If needed, use additional general probes or clarifying probes. We want to gather overall feedback and experiences broadly, as well as capture details that address the identified question testing goals. As participants provide answers and respond to probes, try to respond in a neutral manner, using phrases like "thank you for that information."]

- Please, when you are ready, go ahead and read this item and let me know how you would answer it. Try to talk through how you come up with your answer as you decide.

Track 2 - Section E: Services

Q10. E1 - Information and referral services: Rows 3 and 6 ASK ALL (*Test **bolded** items only, other rows shown for context only and will not be explicitly tested*)

E1. Information and referral services

Did your victim services include…	Yes	No
Justice-related information and referrals *(for example, information about the justice system and the victim's role, of events and proceedings, and justice referrals)*		
Information on victim rights/how to obtain notifications	❍	❍
Information about the criminal justice process	❍	❍
Information on how to report crimes or abuse to law enforcement	❍	❍
Updates on case status (e.g., investigation and other case processing updates that are not tied to court proceeding)	❍	❍
Referrals for reentry-related needs, terms and conditions of probation for victims with a criminal history, probation, or expungement or vacatur for victims with a criminal history	❍	❍
Referrals for basic needs other than housing (e.g., food, clothing, hygiene)	❍	❍
Referral to other services, supports, and resources (e.g., legal, medical, faith-based organizations, address-confidentiality programs)	❍	❍

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- **Row 3: Information on how to report crimes or abuse to law enforcement**
  a. Assess clarity of the phrase "how to report crimes or abuse to law enforcement."
  b. Understand what types of information or support VSPs consider relevant to this item.
  c. Determine if respondents distinguish this from legal advocacy or accompaniment.
- **Row 6: Referrals for basic needs other than housing (e.g., food, clothing, hygiene)**
  a. Clarify what respondents include under "basic needs."
  b. Evaluate whether examples (food, clothing, hygiene) are sufficient or limiting.
  c. Understand how referrals are tracked or remembered.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- **Row 3: Information on how to report crimes or abuse to law enforcement**
  - In your own words, what does this item mean to you?
  - What kinds of information or support were you thinking about when answering this?
  - Does your organization provide this type of information directly, or refer clients elsewhere?
  - How is this different from other legal or justice-related services you offer?
  - How confident are you in your response?
- **Row 6: Referrals for basic needs other than housing (e.g., food, clothing, hygiene)**
  - In your own words, what does this item mean to you?
  - What kinds of information or support were you thinking about when answering this?
  - Does your organization provide this type of information directly, or refer clients elsewhere?
  - How is this different from other legal or justice-related services you offer?
  - How confident are you in your response?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q11. **E3 - Mental health support and safety services: Rows 1-5 (as a group) and 12, 13, and 14 individually ASK ALL** (*Test **bolded** items only, other rows shown for context only and will not be explicitly tested*)

E3. Mental health support and safety services

Did your victim services include…	**Yes**	**No**
Treatment or support services		
Crisis counseling (by a licensed professional, advocate, or peer)	❍	❍
Emotional support services (e.g., peer or advocate-led support groups, social programming for children)	❍	❍
Mental health services provided by a clinician (e.g., individual or group counseling or other therapy services by a licensed professional counselor)	❍	❍
Substance use treatment (assessment, prevention, or treatment)	❍	❍
Other treatment or support services	❍	❍

Safety services *(for example, safety planning, witness protection, address confidentiality, and self-defense) (Does NOT include protective orders)*		
General information about crime and victimization prevention or risk reduction	❍	❍
Immediate or emergency safety planning	❍	❍
Long-term safety planning	❍	❍
Conduct or coordinate risk/threat assessments	❍	❍
Crisis intervention	❍	❍
Conflict resolution, mediation, negotiation	❍	❍
Crime/violence de-escalation support (e.g., calming the victim, family members, or witnesses down on scene or during intervention, preventing retaliation)	❍	❍
Witness protection or address confidentiality	❍	❍
Self-defense preparation services	❍	❍
Other safety services	❍	❍

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- **Rows 1-5: Treatment or support services (Crisis Counseling, Emotional Support, Mental Health, Substance Use, Other)**
  a. Explore how respondents distinguish between types of emotional/mental health services.
  b. Understand whether the distinction between provider type (peer vs. clinician) or format (group vs. individual) is meaningful.
  c. Assess whether the categories align with how services are structured or tracked in practice.
- **Row 12: Crime/violence de-escalation support**
  a. Clarify how respondents interpret “de-escalation support.”
  b. Assess whether the examples provided are clear and trauma informed.
  c. Determine if this is a service VSPs recognize as part of their role.
- **Row 13: Witness protection or address confidentiality**
  a. Understand whether VSPs provide or support these services directly.
  b. Clarify what “address confidentiality” means to respondents.
  c. Identify any confusion between legal vs. support roles in these services.
- **Row 14: Self-defense preparation services**
  a. Determine whether VSPs consider self-defense training a victim service.
  b. Understand what types of services or programs are included under this label.
  c. Assess whether this is a common or rare offering.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- **Rows 1-5: Treatment or support services (Crisis Counseling, Emotional Support, Mental Health, Substance Use, Other)**
  - What comes to mind when you first read this question?
  - How do you differentiate between crisis counseling, emotional support, and mental health services?
  - What does "crisis counseling" mean to you? How is it different from "crisis intervention"?
  - Who typically provides these services in your organization (e.g., peer, advocate, clinician)?
  - Are there any services you offer that didn't clearly fit into one of these categories?
  - How confident are you in your responses for each of these rows?
- **Row 12: Crime/violence de-escalation support**
  - What does "crime/violence de-escalation support" mean to you?
  - Can you describe a situation where your organization provided this kind of support?
  - Do the examples in parentheses help clarify the item? Why or why not?
  - Would you describe this as a trauma-informed service? Why or why not?
  - Is this something your organization tracks or reports on?
- **Row 13: Witness protection or address confidentiality**
  - What does "witness protection" mean in the context of your organization?
  - Does your organization assist with "address confidentiality"? What does that involve?
  - Are these services you provide directly, or do you refer clients elsewhere?
  - Was anything about this item confusing or unclear?
  - How confident are you in your response?
- **Row 14: Self-defense preparation services**
  - What does "self-defense preparation services" mean to you?
  - Does your organization offer or refer clients to these types of services?
  - Would you consider this a core part of victim services? Why or why not?
  - Are there any concerns or limitations around offering this type of service?
  - How easy or difficult was it to answer this item?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q12. **E5 - Legal and victims' rights assistance: Rows 1 and 5 ASK ALL** (*Test **bolded** items only, other rows shown for context only and will not be explicitly tested*)

E5. Legal and victims' rights assistance

Did your victim services include…	Yes	No
Assistance navigating the justice system from a victim's perspective (e.g., representation, advocacy, accompaniment, or assistance in exercising victims' rights)	❍	❍
Criminal legal assistance to victims who are defendants, including representation	❍	❍
Civil legal assistance for a victim (e.g., family law such as custody, visitation, or support; housing; landlord or tenant; consumer protection; or employment matters)	❍	❍
Legal assistance with protective, restraining, or no-contact orders	❍	❍
Court accompaniment – civil or criminal court	❍	❍
Parole board accompaniment/parole board related services	❍	❍
Victim/witness support (e.g., witness preparation, impact statement assistance, prosecution accompaniment)	❍	❍
Law enforcement interview accompaniment/advocacy	❍	❍
Immigration assistance (e.g., assistance seeking special visas, continued presence application, services for refugees or asylum seekers, other immigration relief)	❍	❍
Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release)	❍	❍
Other legal and victims' rights assistance	❍	❍

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- **Row 1: Navigating the justice system**
  a. Clarify how respondents interpret "navigating the justice system."
  b. Evaluate whether examples (representation, advocacy, accompaniment) are clear and distinct.
  c. Understand if this item overlaps with other legal service items.
- **Row 5: Court accompaniment – civil or criminal**
  a. Determine if respondents distinguish between civil and criminal court accompaniment.
  b. Assess whether combining both types in one item is appropriate.
  c. Understand how common each type of accompaniment is.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- **Row 1: Navigating the justice system**
  - In your own words, what is this item asking about?
  - What does "assistance navigating the justice system" mean to you?
  - Which of the examples listed (representation, advocacy, etc.) apply to your organization?
  - Are there any services you provide that you weren't sure belonged here?
  - How is this different from other legal or court-related services you offer?
  - Was this item easy or difficult to interpret?
- **Row 5: Court accompaniment – civil or criminal**
  - What does "court accompaniment" mean to you?
  - Does your organization provide accompaniment for civil court, criminal court, or both?
  - Was it clear that this item includes both types of court? Would you prefer they be separated?
  - How do you track or report on this type of service?
  - How confident are you in your response?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q13. **E6 – Other types of services: Rows 3, 4, and 8 ASK ALL** (*Test **bolded** items only, other rows shown for context only and will not be explicitly tested*)

E6. Other types of services

Did your victim services include…	**Yes**	**No**
Case management (i.e., working individually with victims to assess their needs and create a service plan and then support them in that plan)	❍	❍
Supervised child visitation/safe exchange	❍	❍
Responding to the scene of the crime or abuse in coordination with other organizations (e.g., community crisis response, helping assist at the crime scene)	❍	❍
Educating victims about victimization dynamics (one-on-one or in group settings)	❍	❍
Language and accessibility (e.g., providing or arranging translation or	❍	❍

interpretation services, use of language line, hiring bilingual staff, services for deaf and hard of hearing)		
Assistance making funeral, burial, cremation, memorial, or other related arrangements for people who died as a result of violence	❍	❍
Services designed and targeted specifically to meet the needs of culturally or ethnically specific populations (***not*** *including language services*)	❍	❍
Forensic interviews	❍	❍
Restorative justice/victim offender dialogue	❍	❍
Other services	❍	❍

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- **Row 3: Responding to the scene of the crime**
    a. Clarify what "responding to the scene" means to respondents.
    b. Determine if this overlaps with crisis intervention or other services.
    c. Understand how common this service is and how it's coordinated.
- **Row 4: Educating victims about victimization dynamics**
    a. Understand how respondents interpret "victimization dynamics."
    b. Determine if this is a recognized and distinct service.
    c. Assess whether this is delivered one-on-one, in groups, or both.
- **Row 8: Forensic interviews**
    a. Clarify what respondents understand by "forensic interviews."
    b. Determine whether VSPs provide, coordinate, or refer for this service.
    c. Assess whether this is a common or specialized service.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- **Row 3: Responding to the scene of the crime**
    - What comes to mind when you read this question?
    - What does "responding to the scene of the crime" mean to you?
    - Can you describe a situation where your organization did this?
    - How is this different from crisis intervention or other emergency services?
    - Do you coordinate with other organizations for this? How?
    - Was this item clear and easy to answer?

- **Row 4: Educating victims about victimization dynamics**
  - What does “educating victims about victimization dynamics” mean to you?
  - Can you give an example of how your organization provides this service?
  - Is this typically done one-on-one, in groups, or both?
  - Was the wording of this item clear to you?
  - How confident are you in your response?
- **Row 8: Forensic interviews**
  - What does “forensic interview” mean to you?
  - Does your organization conduct these interviews, or refer clients elsewhere?
  - Who typically performs these interviews in your area?
  - Was this item clear and easy to interpret?
  - How confident are you in your response?

“moving on to the next item…” or “go ahead and take a look at the next question on your screen.”

Q14. E7 – Five most common services ASK ALL *[IN SURVEY, THIS ITEM WOULD ONLY GO TO THOSE WHO MARKED MORE THAN 5 SERVICES IN THE PRIOR TABLES, BUT TEST WITH ALL PARTICIPANTS FOR GENERAL REACTIONS]*

E7. What were the five <u>most common</u> types of direct victim services your organization provided, in terms of the greatest number of victims who were served?

Choose 5:

1. Service A
2. Service B
3. Service C
4. Service D
5. Service E

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Understand how respondents interpret “most common” services (e.g., by volume, frequency, or importance). • Assess the burden of selecting five services and how they prioritize them. • Evaluate confidence in responses and whether they rely on data or estimation.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.
▪ In your own words what is this question asking? ▪ What does "most common" mean to you in this context? ▪ How did you decide which five services to include? ▪ Would you use any data or records to help you answer, or would you base it on your experience? Where would you look for this information? ▪ Is it difficult to narrow it down to five? Why or why not? ▪ How confident are you in your selections?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q15. E8 – Multi-disciplinary teams: ASK ALL

E8. Is your organization part of a multi-disciplinary team (MDT) focused on crime victimization or victim services? *MDTs are defined as a group of people (comprised of representatives from three or more disciplines who work collaboratively), bound by a common purpose (the MDT has a shared goal and shared definition of the problem they are addressing).*

- Yes
- No
- Not sure

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Evaluate understanding of "multi-disciplinary team (MDT)" and whether the definition is clear. • Determine if respondents consider informal collaborations or only formal MDTs. • Assess whether response categories (Yes/No/Not sure) are sufficient.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ In your own words, what is this question asking about? ▪ What does "multi-disciplinary team" mean to you? How familiar are you with the abbreviation MDT? ▪ Does your organization participate in any teams like this? Can you describe them?

- Was the definition provided in the question helpful or confusing? Is there any other words or phrase you'd use for this?
- Did you consider any informal collaborations when answering?
- How confident are you in your response? Did you consider giving a different response? Why or why not?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q16. E9 – Partnerships/collaboration: ASK ALL

E9. With how many different entities does your organization currently have a Memorandum of Understanding (MOU) to assist victims?

- None
- 1
- 2 to 3
- 4 to 6
- 7 to 10
- 11 to 15
- More than 15

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Clarify what respondents understand by "Memorandum of Understanding (MOU)."
- Assess ease of estimating the number of MOUs and where this information comes from.
- Determine if the response categories are appropriate and comprehensive.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- What comes to mind when you first read this question?
- What does "MOU" mean to you in this context? Is that a term you are familiar with? Would you call it this or something else?
- How did you determine the number of MOUs your organization has?
- Are there any partnerships you were unsure whether to count?
- Were the response options clear and easy to use?

▪ How confident are you in your response?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Track 2 – Section G: Mass Violence

Q17. Definition language: ASK ALL

*For the purpose of this survey, **mass violence is defined as** an intentional, violent, criminal act that results in physical, emotional, or psychological injury to a large number of people, significantly increasing the burden of victim assistance and compensation for the responding jurisdiction (the area or region where your organization has authority or responsibility to act).*

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Assess clarity and usefulness of the definition of mass violence. • Understand how organizations determine whether an incident qualifies. • Evaluate whether the listed criteria are relevant and comprehensive.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ What is your initial reaction to reading this definition? ▪ In your own words, what does "mass violence" mean to you? ▪ How well does this description align with how your organization thinks of mass violence? What about it would you change to be more helpful or clear, if anything? ▪ How easy or difficult is it for you to understand what this survey is asking about when it mentions mass violence?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q18. G1 - Criteria for Identifying Mass Violence: ASK ALL

G1. Which, if any, of the following criteria does your organization use to identify an incident as mass violence? *Select all that apply.*

- o Number of people killed and/or injured
- o Incident is related to terrorism

- Incident is related to drugs
- Incident is related to crime (e.g., domestic violence, robbery)
- Incident is related to gangs or organized crime
- Location and duration (e.g., public or private setting)
- Number of perpetrators/criminals involved
- Type of weapon used
- Other (Please specify): [TEXT BOX]

❑ None, my organization does not use any specific criteria to identify mass violence incidents

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Understand how VSPs determine whether an incident qualifies as mass violence. • Evaluate the relevance and clarity of the listed criteria. • Identify any missing or redundant criteria.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ In your own words, what is this question asking about? ▪ How does your organization decide whether an incident qualifies as mass violence? ▪ Which of these criteria do you use, and why? ▪ How did you come up with your answers? Is this information documented somewhere or was it based on your experience? ▪ Are there any criteria listed that you found confusing or unnecessary? Any that you considered selecting but then did not? Tell me about that. ▪ Are there any important criteria missing from this list? What are they? ▪ How confident are you in your response?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q19. G2 – Mass violence planning: ASK ALL

G2. Does your organization have a documented plan in place to support mass violence incidents?

- Yes

- No
- Not sure

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify how respondents interpret “documented plan” and “support mass violence incidents.” • Understand what types of plans (e.g., emergency response, continuity of operations) are considered relevant. • Assess whether organizations distinguish between general emergency preparedness and mass violence-specific planning.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ What kinds of things come to mind when you first read this question? ▪ What does “documented plan” mean to you in this context? ▪ Does your organization have a plan that would apply to mass violence incidents? Can you describe it?   o Does this plan apply to large number of casualties, fatalities, missing persons, or all three? How would you answer if it was only one or two but not all of these? ▪ Is this plan specific to mass violence, or part of a broader emergency response plan? ▪ Was anything about this question unclear or difficult to answer? How did you come up with your answer? ▪ How confident are you in your response?

“moving on to the next item…” or “go ahead and take a look at the next question on your screen.”

Q20. G4 – Mass violence communications: ASK ALL

G4. Which, if any, communication methods do your organization use to provide public information about a mass violence incident? *Select all that apply.*

- ❑ Bulletin or press release
- ❑ Email, listserv, or eBlast distribution
- ❑ Information center (e.g., centralized incident response center, Family Assistance Center, Resiliency Center)
- ❑ Social media (e.g., Facebook, Twitter)

- ❑ Telephone
- ❑ Website
- ❑ Other (*Please specify*): [TEXT BOX]
- ○ None of these

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Understand how VSPs interpret "public information" and "communication methods." • Evaluate whether the listed methods are comprehensive and relevant. • Identify any confusion around terms like "information center" or "bulletin."

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ In your own words, what is this asking about? ▪ What does "public information" mean to you in this context? Who would your organization be communicating with? ▪ Which of these communication methods does your organization use, and in what situations? ▪ Was any term unclear or unfamiliar? Were the examples included helpful? ▪ Are there any communication methods your organization uses that aren't listed here? ▪ How did you come up with your answer? Was it based on your experiences or is this documented somewhere? ▪ How confident are you in your response?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q21. G5 – Trauma-informed care training: ASK ALL

G5. Does your organization offer trauma-informed care training to any of the following types of individuals outside of your organization? *Exclude training for internal staff. Select all that apply.*

- ❑ Behavioral health providers
- ❑ Primary care providers
- ❑ Emergency medical technicians (EMTs), paramedics, or firefighters
- ❑ Courts (e.g., judges)
- ❑ Law enforcement

- ❑ Lawyers and other legal assistance providers
- ❑ Community members
- ❑ Faith-based organizations
- ❑ Media/news staff or organizations
- ❑ School staff or educational providers
- ❑ Other (*Please specify*): [TEXT BOX]
- ○ None, my organization does not provide trauma-informed care training to anyone outside of the organization

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify how respondents interpret "trauma-informed care training" and "outside of your organization." • Understand the scope and audience of such training (e.g., formal vs. informal, one-time vs. ongoing). • Evaluate whether the list of recipient groups is comprehensive and relevant.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ What does this question make you think about? ▪ What does "trauma-informed care training" mean to you? Is this a term that your organization uses? Would you call it something else? ▪ Does your organization offer this training to any of the listed groups? Can you describe how? ▪ Are there any groups listed that you were unsure about or would describe differently? ▪ Are there any groups missing that your organization provides training to? ▪ How confident are you in your response?

Ending the Interview

Once you have concluded all the survey items in the item-by-item guide with probes, please use the general script below to end the interview:

Thank Participant

- That is all I have for today. Thank you so much for being part of this interview and giving us your valuable insights for this survey.
- An ICF team member will be reaching out in about 24 hours with information about how to redeem your $50 incentive for participating in this interview.

- If you have any questions at all, you can reach out to the individual who scheduled your interview.
- One final question before you go—Would you be interested in participating in another interview at a later date focused on testing the functionality of the programmed NSVSP web instrument? The interview would also last 60 minutes, and you would receive an additional $50 electronic cash card for contributing to this research. ***(Please record the interviewee's response in the interview notes)***
- Thank you again for your time, and your feedback will be so helpful on this project. Have a great day!

Track 3

Cognitive Interview Track 3 Protocol

Interviewer Script

Introductions

- Hello! My name is [*insert name*] and I'm a researcher at ICF. So nice to meet you and glad you are able to join this interview today. I also want to introduce [*insert names(s)*] who is here on the call to help observe and take notes.
- Before we get started, can I confirm that you are [*insert name*] from [*VSP name*]?
  If relevant, confirm any information from the screener that will be needed to test their survey items or helpful context (such as their VSP type).
- Is this still a good time for you? I'll remind you that this interview will be up to 60 minutes and it's best if you are in a private, quiet space without any interruptions for that time.

<If the respondent has already returned the consent form, ask if they have any questions. If the respondent has not returned the consent form, read through the consent form with the respondent, ask if they have any questions, and confirm their willingness to participate.>

Project Overview and Interview Expectations

Here's how the interview works:

- I will be showing you a series of questions, instructions, or other text on PowerPoint slides.
- Read each question out loud and tell me how you would answer it.
- Read each instruction or other text and tell me your reactions/thoughts to the materials as you read them.
- Please share out loud what you're thinking as you read and answer each screen and how you come up with your answer.
- After each answer, I will ask you some questions, too. These might include how you interpreted particular words or phrases, and whether the text is clear.
- There are no wrong answers. I didn't write these questions or text, so feel free to tell me if they are hard to answer, or don't make sense.
- Do you have any questions so far?

Screen-Sharing

- You'll see a survey screen.
- Like I mentioned, we'll walk through this one screen at a time.
- Ready to get started?

Is it ok if I record the interview? It's just to make sure we didn't miss anything in our notes.

If Yes: Thank you. If at any point in today's discussion you would like us to stop the recording, please let us know.

If No: Ok, we will not record the interview today.

START RECORDING HERE

[For interviewer: Throughout the item-by-item guide, continually remind participants to think-aloud as they are reading and answering questions. If needed, use additional general probes or clarifying probes. We want to gather overall feedback and experiences broadly, as well as capture details that address the identified question testing goals. As participants provide answers and respond to probes, try to respond in a neutral manner, using phrases like "thank you for that information."]

- Please, when you are ready, go ahead and read this item and let me know what you think. Try to talk through how you come up with your answer as you decide.

Track 3 - Invitation / Instructional Messages

Note: This area of testing will follow a similar format as cognitive testing, in which participants read a small amount of text and then are probed about specific aspects of this messaging. ***To get through the entire interview, some messages may be skipped or probed in less detail than others depending on participant reactions to each one.***

We're going to start by asking you about some instructions and other text shared through the survey landing page, invitations, and reminder emails. It's very important to make sure this language is clear and easy to understand for VSPs, so we want to get your feedback on it. Then we'll move on to asking you about specific survey questions.

A. From Survey Landing Page:

"The National Survey of Victim Service Providers (NSVSP) is a coordinated effort between the Bureau of Justice Statistics (BJS) and the Office for Victims of Crime (OVC) at the U.S. Department of Justice…Data collected by the NSVSP provide the most comprehensive information available on victim service providers, including the services they offer, the communities they serve, and how they manage the resources necessary to deliver vital programs to victims of crime and abuse. The results help policymakers, funders, practitioners, and their communities to understand the current landscape of victim services nationwide."

Message Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Understanding the impact of this message on interpretation of survey legitimacy

- Awareness of, familiarity with, and trust in BJS and OVC, and the extent to which its sponsorship of the survey encourages response
- Motivation to respond based on the descriptions used of the survey and information provided about the impact in the field

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- Before being invited to this interview, had you heard of BJS and OVC? Tell me a little about what you think they do.
    - Is the information provided about who sponsors this survey helpful or not helpful to you in deciding to participate in the NSVSP?
- What do you think when you read these statements about how the data will help victim services?
    - What do you like about it? What do you not like about it? Why do you say that?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

B. From Survey Invitation Letter:

"Your participation is vital to the success of this effort. Every VSP is unique, and your input ensures your organization's critical work is represented in the survey results."

Message Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Perceived importance and relevance of the NSVSP to a variety of organization types
- General reactions to the statement and impact on buy-in to participate

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- What do you think about when you read this statement?
- Do you typically consider your organization as a VSP or something else? Does this statement feel relevant to you?
- What does it mean in your own words for your work to be "represented" in the survey results?

- Does that make you feel good about participating in the survey or does it not make a difference?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

C. From Survey Invitation Email:

"The NSVSP is a nationwide data collection effort designed to address major gaps in knowledge about the victim service provider (VSP) field, including characteristics of victims served, types of services provided, and VSP staffing and resources."

Message Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Motivation to respond based on the descriptions used of the survey • Overall understanding and interpretation of the topics covered and goals of the survey

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ What stands out when you read this?
▪ Can you give me an example of something you think might be measured in this survey?
  ○ How sure or unsure are you about the types of questions to expect on this survey?
  ○ Are there certain topics that seem like they would be easiest to answer questions about? What about types of questions that might be more difficult?
▪ In your own words, why do you think BJS is conducting this survey? What do you think are potential benefits of participating?
▪ Do you find this information helpful or not helpful in deciding who would be the best respondent at your organization to complete the survey?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

D. From Survey Reminder Email #2:

"We need to hear from all types of organizations that support victims of crime and abuse to accurately reflect this broad and diverse field. Your participation is critical for the NSVSP to achieve this goal."

Message Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Perceived importance and relevance of the NSVSP to a variety of organization types • Understanding how different organizations interpret if they are eligible or not to participate

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ What is your initial reaction to this statement? ▪ When you read that the survey aims to reflect a "broad and diverse field," what does that mean to you? ▪ Based on the description here, how confident or not confident are you that your VSP is eligible to complete the NSVSP? What makes you say that?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

E. From Survey Invitation Email:

"The time that you spend telling us about your program or organization will result in data that will improve understanding, capacity, and support of your critical field."

Message Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Motivation to respond based on the descriptions used of the survey and information provided about the NSVSP impact in the field • Perceived benefits of participating • Any expressed concerns related to participating, in particular related to the expected amount of time spent to complete the survey

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ In your own words, what is this statement saying?

- Does anything stand out to you, good or bad?
- What do you think results of this survey will be used for?
- Can you think of any reasons not to participate? What makes you say that?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

F. From Survey Reminder Email #1:

"We know your time is valuable. Your participation in this survey is critical to accurately reflect the field of victim service providers (VSPs). To help make it easier for your organization to participate before MM/DD/YYYY, we would like to invite you to work with a member of the NSVSP research team who can assist you in completing the survey."

Message Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Evaluate the level of interest in having technical assistance to complete the survey • Understand expected issues with completion that technical assistance could help with

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ What do you think when you read these statements?
  ○ What do you like about it? What do you not like about it? Why do you say that?
▪ Do you anticipate any challenges that your organization might have with completing the NSVSP? How interested would you be in getting assistance from the research team? What makes you say that?
  ○ [IF YES] How would you like to receive assistance?
▪ How does this offer of assistance impact your willingness to do the survey?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

G. From Survey Landing Page/Definitions Screen:

Each definition to be displayed individually to respondent during interview.

- **CRIME** – An illegal act, which if done by a competent adult or juvenile, would be a criminal offense.

- **ABUSE** – Includes physical, sexual, emotional, psychological, or economic actions or threats to harm or control another.
- **VICTIM** – Any person who received assistance from a victim service provider due to concerns about past, ongoing, or potential crimes and abuse. Victims include persons directly harmed or threatened by crimes or abuse and family or household members of the person who was harmed or threatened.
- **SERVICE** - Efforts that…

  -respond to the emotional and physical needs of victims;

  -assist victims with their safety and security;

  -assist victims to understand and participate in the criminal justice or other legal process;

  -assist victims in stabilizing their lives; or

  -respond to other needs of victims.

Message Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Evaluate the clarity of each definition and the relevance to organizations • Determine if any language is unclear or revised phrasing that could make it more aligned with how the organizations define these terms

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ What is your opinion of these definitions?
  o What matches with your personal or organization definitions of these terms?
  o Are there any parts of these that you do not think are accurate? Tell me more about that.
  o Are there other words or phrases that you would use to describe these instead?
▪ What do you think of the definition of victim? Can you tell me how you would define a victim in your own words?
  o Would you prefer it be called a “victim of crime or abuse” throughout, or is it OK to say just “victim”?
▪ What do you think of the definition of services? How does it align/deviate from how you would describe services?
  o What does this definition include compared to if we described this as “direct services”? Which type of services, direct or otherwise, would you expect this survey to cover? Tell me about that.

- Are there any other main terms you would expect to see defined upfront in the NSVSP? Which ones?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Track 3 - Section A: About Your Organization

Q22. A3 – Single vs. multiple sites: ASK ALL

Some organizations have multiple sites that provide victim services, such as branch offices, satellite locations, chapters, or field offices; this does not refer to staff working from home or hybrid.

A3. Please select the most appropriate description of your victim services organization.

- ❍ Organization operating through one single site
- ❍ Organization operating through multiple sites *(e.g., branch or satellite locations, chapters, or field offices)*

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Assess clarity of the terms "single site" and "multiple sites." • Determine if respondents understand what qualifies as a "site" (different physical addresses, not including locations where staff work from home, etc.) • Evaluate ease of selecting the appropriate response and confidence in response.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ Walk me through what you were thinking about when you first read this. ▪ How do you interpret the term "site" in this question? Was there anything about the description that was confusing or unclear? Why do you say that? ▪ Can you tell me a little about how your organization and locations are structured? What helped you decide between single or multiple sites? ▪ Would you include remote or hybrid staff in your response? Why or why not? ▪ Did you consider giving a different answer? Why was that?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q23. A4 – Main office vs. site reporting to main office: ASK IF MULTIPLE SITES ONLY

A4. What is the best description of your site, in relation to your organization's other sites?

- ❍ The main office
- ❍ One site or location that reports to a main office *(e.g., branch or satellite locations, chapters, or field offices)*
- ❍ Other *(Please specify)*

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify understanding of "main office" versus "reporting site." • Explore how respondents determine their site's classification. • Assess implications for data reporting, that is, what is feasible for them to report at their site or what information they would expect to report (their location only or additional sites).

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ What does this question make you think about? ▪ How do you define "main office" in your organization? ▪ What made you choose your response? How well do these choices apply to your organization? ▪ [IF OTHER SELECTED]: Tell me a little about why you picked Other, and how you would describe your site in relation to the rest of your organization. ▪ Was there anything about this question that made you unsure of what answer to select? Tell me about that. ▪ After answering this question, what information do you think you will be asked to report on the rest of the survey? For your location only, or for the whole organization? Which are you able to report?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q24. A8 – Primary function vs. staff within a larger organization: ASK ALL

A8. Which of the following best describes your organization's focus on providing services to victims?

- ❍ The primary function of the organization is to provide services or programming for victims
- ❍ Designated staff, volunteers, or programs provide services to victims within a larger organization (e.g., hospital, university, community center, large non-profit,

church/temple/mosque). *Designated staff are those who provide services to victims as part of their job.*

❍ Neither of these

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify distinctions between the response options. • Assess how respondents interpret "primary function." • Evaluate the usefulness of the "neither" option. • Understand how easy this question is to answer and confidence in response.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ Walk me through what you were thinking about when you read this question. ▪ How did you decide which category best describes your organization? Did you have any trouble deciding on that answer? ▪ How well does this answer apply to your organization? ▪ What does "primary function" mean to you in this context? What about "within a larger organization"? ▪ In your own words, what does "designated staff" mean? ▪ Was the "neither of these" option clear and appropriate? What kind of organizations might choose this option?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q5. A9 – Organization type: ASK ALL

A9. Which of the following <u>best</u> describes your entity (i.e., for tax and reporting purposes)? *In the next question, you will be asked to identify the specific type of organization (e.g., mental health, law enforcement, multi-agency).*

❍ Tribal government, tribal coalition, or other tribal organization

❍ School-based program *(preschool or K-12)*

❍ Campus organization or other post-secondary educational institution *(public or private)*

❍ Hospital, medical, or emergency facility *(public or private)*

❍ Government agency *(e.g., federal, state, or local departments such as law enforcement, social services, or public health agencies)*

❍ Nonprofit organization *(501(c)(3) status)*

❍ For-profit organization

❍ Informal organization *(e.g., independent support groups, volunteer networks, grassroots movements, or other initiative not reflected in the choices above)*

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Understanding around the term "entity" and how they are classified for tax purposes. • Ensure categories are mutually exclusive and comprehensive. • Assess clarity of examples provided. • Identify any missing organization types. • Understand how easy this question is to answer and confidence in response. • Understand if participants might screen out in error by selecting informal organization when another choice might apply.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ In your own words, what is this question asking? ▪ What does the phrase “entity (i.e., for tax and reporting purposes)” mean to you? ▪ How did you determine your organization’s type? How well did the one you selected apply to your organization? ▪ How helpful were the descriptions for each type? Would you use any different terms to describe these? ▪ Were any of the categories confusing or overlapping? ▪ Is there a type of organization you think is missing? ▪ [IF INFORMAL SELECTED] Did you consider giving a different answer? Why did you select this choice over one of the other options? ▪ [IF SCHOOL-BASED SELECTED] Tell me more about the services you offer. Are they offered year round?

“moving on to the next item…” or “go ahead and take a look at the next question on your screen.”

Q6. A12/A12a – Reference period/fiscal year : ASK ALL

A12. For the purposes of this survey, our reference period includes January 1, 2025.

Please let us know how you will answer questions with this reference date.

❍ By fiscal year, which included January 1, 2025

❍ By calendar year, (January 1, 2025–December 31, 2025)

ASK IF FISCAL YEAR SELECTED

A12a. What is the date of the beginning of the fiscal year that <u>included January 1, 2025</u> at your organization?

[DATE BOX] MM/DD/YYYY

For the remainder of the survey, unless indicated otherwise, provide your answers based on the [fiscal/calendar] year that included January 1, 2025.

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify understanding of fiscal vs. calendar year. • Assess ease of identifying the correct reference period and confidence in response. • Evaluate burden of providing the fiscal year start date. • Understand if this reporting period is logical to participants for the information they expect to provide in the rest of the survey and instructions are clear.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ In your own words, what is this question asking? ▪ How did you decide whether to use fiscal or calendar year? How familiar are you with these terms? ▪ Are there other types of reporting or data activities that you do at your organization that rely on using [calendar year/fiscal year]? How does that relate to how you selected your answer here? Tell me a little about that. ▪ Was it easy to recall or find the start date of your fiscal year? ▪ Did the instructions make sense to you? ▪ If you were doing this complete survey, how easy or difficult do you think it would be for you to report information using this timeframe?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Track 3 - Section F: Staffing and Resources

Q7. F1 – Number of staff and volunteers: ASK ALL

When responding, please consider staff working during the pay period that included January 1, 2025.

F1. How many of the following types of staff members were dedicated to working with victims at your organization? *Count each person only once. Include contractual workers in your counts. Estimates are acceptable.*

F1a. Paid staff working full time on victim services *(at least 35 hours per week on victim services)*

[NUMBER BOX] This is an estimate ❑

F1b. Paid staff working part time on victim services *(less than 35 hours per week on victim services)*

[NUMBER BOX] This is an estimate ❑

F1c. Unpaid volunteers/interns

[NUMBER BOX] This is an estimate ❑

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify how respondents interpret full-time vs. part-time. • Clarify how respondents interpret working "on victim services" and "dedicated to working with victims." • Assess ease of counting staff members and where they get their information from. • Evaluate feasibility and ease of using the provided reference period. • Evaluate the ease of answering in the provided format versus an alternate format, such as a grid with staffing ranges.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ Walk me through what you thought about when you read this question.
▪ What does it mean to you for staff to be “dedicated to working with victims”?
  o What did you think about the instructions of how to count people?
  o Were there any staff types that you were unsure if you should be including in your answer? Tell me more about that.
▪ How did you determine the number of staff in each category? Did you have any trouble entering your answers? Why or why not?
▪ What does “working full time on victim services” mean to you?
  o How would you report staff who are full time staff members but do not work all their time on victim services?

- Did you notice the “this is an estimate” box?
- How sure or unsure are you that you are providing information based on the pay period that includes January 1, 2025? How easy or difficult is it to report using that timeframe?

“moving on to the next item…” or “go ahead and take a look at the next question on your screen.”

Q8. F2- Services performed by volunteers: ASK IF ANY VOLUNTEERS REPORTED

F2. Approximately what portion of all direct service activities at your organization were performed by unpaid volunteers (as opposed to paid staff members)? *These direct service activities include assistance-related tasks and any contact with victims, whether face-to-face, by telephone, or online chat.*

- ❍ All or nearly all are performed by volunteers
- ❍ More than half
- ❍ About half
- ❍ Less than half
- ❍ None or nearly none are performed by volunteers

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- General understanding of what respondents think the intent of this question is.
- Understand what types of services and staff respondents are thinking about.
- Clarify whether respondents interpret this as hours or types of services.
- Assess ease of estimating proportions and where they get their information.
- Evaluate clarity of response categories.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- In your own words, what is this question asking?
- What kinds of things were you considering?
- How did you interpret “portion of all direct service activities”? What about the phrase “as opposed to paid staff members”?
    - [IF NEEDED] Were you thinking about the portion of total hours worked? Were you thinking about the portion of services by type? Or were you thinking about something else?
- What information did you use to answer this? Do you have records on this information or was it estimated?

- Were the response options clear and distinct? Did you consider giving a different answer?
- How sure or unsure are you in your response? What makes you say that?
- Is this something you've thought about before, or is it the first time?

"moving on to the next item…" or "go ahead and take a look at the next question on your screen."

Q9. F3 – Victim services training: ASK ALL

F3. How many hours, if any, of <u>victim services training (e.g., continuing education units)</u> or professional development are required for paid staff members in direct service positions at your organization? *Select one response in each row.*

Timeframe	Hours required								
	None	1-5	6-10	11-20	21-40	41-60	61-80	81-100	100 or more
A. Within the first year of service	❍	❍	❍	❍	❍	❍	❍	❍	❍
B. Annually in subsequent years	❍	❍	❍	❍	❍	❍	❍	❍	❍

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Clarify understanding of "victim services training."
- Assess whether the timeframes and ranges are appropriate.
- Evaluate the ease of answering in the provided format versus an alternate format, such as a numeric text box.
- Evaluate burden of providing this information and where they get their information.
- Determine if there is difficulty reporting due to different levels of training associated with different role types, and how they respond in this case (most common amount of training, minimum amount, average amount, etc.)

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- What came to mind when you first read this?
- What types of training did you consider when answering?

- Is the phrase “continuing education units” familiar to you? Do you use this term in your organization, or do you call this something else?

- In your own words, what does “within the first year of service” mean to you? What about “annually in subsequent years”?
- Was there anything that made it challenging to pick a response for this question? Tell me more about that.
- Does everyone in your organization have the same training requirements or does it vary? How would you respond in that case? Which staff were you focused on?
    - [IF NEEDED] Would you say you are responding with the most common amount of training? A minimum amount? An average? What information is easiest for you to determine?
- How well do the provided ranges of hours required apply to your organization?
- Was it easier to estimate training hours in ranges or would a number box be better? Would you know the exact number in each category if asked?
- How did you determine the hours required for each timeframe?
- How sure or unsure are you in your responses?

END RECORDING

Ending the Interview

Once you have concluded all the survey items in the item-by-item guide with probes, please use the general script below to end the interview:

Thank Participant

- That is all I have for today. Thank you so much for being part of this interview and giving us your valuable insights for this survey.
- An ICF team member will be reaching out in about 24 hours with information about how to redeem your $50 incentive for participating in this interview.
- If you have any questions at all, you can reach out to the individual who scheduled your interview.
- One final question before you go—Would you be interested in participating in another interview at a later date focused on testing the functionality of the programmed NSVSP web instrument? The interview would also last 60 minutes, and you would receive an additional $50 electronic cash card for contributing to this research. ***(Please record the interviewee’s response in the interview notes)***
- Thank you again for your time, and your feedback will be so helpful on this project. Have a great day!

Appendix C. Cognitive Testing Round 2 Protocol

Track 1

Interviewer Script

Introductions

- Hello! My name is [state name] and I'm a researcher at ICF. So nice to meet you and glad you are able to join this interview today.
- Before we get started, can I confirm that you are [*insert name*] from [*VSP name*]?
- Is this still a good time for you? I'll remind you that this interview will be up to 60 minutes and it's best if you are in a private, quiet space without any interruptions for that time.

<If the respondent has already returned the consent form, ask if they have any questions. If the respondent has not returned the consent form, read through the consent form with the respondent, ask if they have any questions, and confirm their willingness to participate.>

Project Overview and Interview Expectations

Here's how the interview works:

- I will be showing you a series of questions on PowerPoint slides.
- Read each question to yourself and tell me how you would answer it.
- Please share out loud what you're thinking as you read and answer each question and how you come up with your answer.
- After each answer, I will ask you some questions, too. These might include how you interpreted particular words or phrases, and whether the question and response options are clear.
- There are no wrong answers to the survey questions, or to my follow-up questions. I didn't write these questions, so feel free to tell me if they are hard to answer, or don't make sense.
- Do you have any questions so far?

Screen-Sharing

- You'll see a survey item on your screen.* Note that this only looks like it would if you were taking this on the web, but you can't actually click to answer it here.
- Like I mentioned, we'll walk through this one question at a time.
- Please, when you are ready, go ahead and read this item and let me know how you would answer it. Try to talk through how you come up with your answer as you decide.

Is it ok if I record the interview? It's just to make sure I don't miss anything in my notes.

If Yes: Thank you. If at any point in today's discussion you would like me to stop the recording, please let me know.

If No: Ok, I will not record the interview today.

START RECORDING HERE

[For interviewer: Throughout the item-by-item guide, continually remind participants to think-aloud as they are reading and answering questions. If needed, use additional general probes or clarifying probes. We want to gather overall feedback and experiences broadly, as well as capture details that address the

identified question testing goals. As participants provide answers and respond to probes, try to respond in a neutral manner, using phrases like "thank you for that information."]

- Please, when you are ready, go ahead and read this item and let me know how you would answer it. Try to talk through how you come up with your answer as you decide.

Invitation / Instructional Messages

[Interviewer Script]: We're going to start by asking you about some instructions and other text shared on the survey landing page. It's very important to make sure this language is clear and easy to understand for VSPs, so we want to get your feedback on it. Then we'll move on to asking you about specific survey questions.

A. From Survey Landing Page: Survey Background and Purpose

By participating in the National Survey of Victim Service Providers (NSVSP), you will help the U.S. Department of Justice's Bureau of Justice Statistics (BJS) and Office for Victims of Crime (OVC) collect the most comprehensive national data available on organizations that serve victims or survivors of crime or abuse. The NSVSP results help policymakers, funders, practitioners, and their communities understand gaps in services and knowledge, resource limitations, staffing, and the stability of victim service providers. Your insights will contribute to data-informed decision-making at the federal, state, and local level.

On average, it will take 20 minutes to complete this survey, including time for reviewing instructions, gathering the data needed for a few specific questions, and answering the survey questions.

The survey will use the term "victim" to mean both victim or survivor of crime or abuse from this point forward.

[Hyperlink to Fact Sheets and other marketing materials]

Message Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Understanding the impact of this message on interpretation of survey legitimacy • Awareness of, familiarity with, and trust in BJS and OVC, and the extent to which its sponsorship of the survey encourages response • Motivation to respond based on the descriptions used of the survey and information provided about the impact in the field

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- Is the information provided about who sponsors this survey helpful or not helpful to you in deciding to participate in the NSVSP? Why?
- What do you think when you read these statements about how the data will help the field of victim services?
  - What do you like about it? What do you not like about it? Why do you say that?
- When you read these statements, do you think that participating in the survey will be beneficial to you or your organization?
  - If so, how so?
  - If not, would you participate in the survey anyway? Why or why not?
- We will be providing a link to resources that can help providers complete the survey. Is that helpful or not helpful to you in deciding to participate?

B. From Survey Landing Page: Survey Instructions

Interviewer Script: The next slide shows you some instructions that will appear at the beginning of the survey and in recruitment materials. You will not have seen any survey questions before seeing these instructions.

If possible, please review your data or records to answer survey questions. Providing an estimate or "best guess" is also acceptable.

Message Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Evaluate clarity of these instructions
- Determine interviewees' perceptions of burden of survey participation
- Impact of these instructions on perceived burden and likelihood of survey participation

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- In your own words, what are these instructions asking you to do?
- How likely would you be to review your data or records before responding to survey questions, based on these instructions and the previous slide?
  - Why would you/wouldn't you review your data/records?

- Do these instructions impact the likelihood that you would participate in the survey? Why or why not?

C. From Survey Landing Page: Definitions

Interviewer Script: The next slide shows you a definition that will appear at the beginning of the survey.

VICTIM – Any person who has experienced past, ongoing, or potential crimes and abuse. Victims include (1) primary victims (persons directly harmed or threatened by crimes or abuse) and (2) secondary victims (family, friends, or household members of the person who also experienced harm due to a crime).

Message Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Evaluate the clarity of the definition and the relevance to organizations
- Determine if any language is unclear or revised phrasing that could make it more aligned with how the organizations define these terms

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- Is this definition clear?
  - Are there any parts of this definition that are inaccurate or you do not understand?
  - Does this match with your personal or organization's definition of this term?
- Does your organization distinguish between primary victims and secondary victims when offering services or collecting data?

Interviewer Script: We are switching gears here to begin reviewing survey questions as opposed to survey instructions.

Section A: About Your Organization

Q1. Review of organization's contact information

A6. Please complete the following information for your organization. *If your organization is part of a larger organization with many programs or a multisite organization, please provide the name, mailing address, and contact information for your branch, office, or program.*

This section is filled with information gathered during previous surveys. Please review and update or complete.

Organization name:
Branch, office or program name, if applicable:

Mailing Address
Address, line 1:
Address, line 2:
City:
State:
ZIP:
Phone Number:
Email Address:
Website:

Message Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Evaluate clarity of these instructions
- Assess clarity of distinction between being "part of a larger organization" versus a standalone site
- Impact of these instructions on perceived burden

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- In your own words, what are these instructions asking you to do?
- What, specifically, would you put in for "Organization name"?
    - What, if anything, would you put in for "Branch, office or program name"?
- What, specifically, would you enter for "email address" and "website"?
    - [*IF "Branch, office or program name" is applicable*:] Are these specific to a particular branch, office, or program – or are these relevant to the overall organization?
    - [*If they provide their individual work email address, phone number, or website:]*
        - Is there any contact information that is more generic that could be placed here – e.g., a "front office" phone number or email address that goes to multiple people in the office?
        - Is there anything that we could add here that would have encouraged you to put a different phone number or email address?

- How easy or difficult would it be for you to review or provide this information? What makes you say that?

Q2. Review of main point of contact information

A7. Please review and update as necessary the <u>main point of contact</u> at your organization responsible for completing this survey. *This information will be used only if we have follow-up questions and will not be shared outside of this research study.*

Job Title:
First Name:
Last Name:
Work Telephone Number:
Email Address:

Message Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Evaluate clarity of these instructions
- Impact of these instructions on perceived privacy concerns
- Impact of these instructions on perceived burden and likelihood of survey participation

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- In your own words, what is this question asking?
- Based on what you know about the survey so far, who would be the best person at your organization to complete the survey?
  - If not you, would you review or provide this information on their behalf? Why or why not?

What does the sentence "*This information will be used only if we have follow-up questions and will not be shared outside of this research study"* mean to you?

  - Do these instructions impact the likelihood that you would participate in the survey? Why or why not?

Q3. Provided direct services over past 6 months

A3. In the past six months, has your organization/program provided direct <u>services to victims</u>? *"Direct services" include efforts that respond to the emotional and physical needs of victims; assist victims*

with their safety and security; assist victims to understand and participate in the criminal justice or other legal process; assist victims in stabilizing their lives; or respond to other needs of victims. This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.

- ❍ Yes
- ❍ No

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify understanding of "direct services." • Ensure examples/definitions provided are interpreted correctly. • Assess whether the timeframe is reasonable.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ In your own words, what is this question asking?
▪ How helpful was the description of direct services?
  ○ Was there anything about this that was inaccurate, unclear or confusing?
▪ Are there any examples of support your organization offers that would not fall into this definition of direct services?
  ○ When referring to "in-person, phone, and virtual services" – does this feel like a complete description of how services may be offered?
  ○ Do you consider "direct referrals" to be part of "direct services"?
  ○ Do you consider "prevention activities" to be part of "direct services"?
  ○ Would you have difficulty including prevention activities in your answers?
  ○ What do you think about the last sentence of the italicized text? Does the decision to omit general outreach from the definition align with how you think of "direct services"?

Q4. Referrals

A4a. Does your organization/program provide direct referrals to other victim services? *A direct referral is a formalized or official reference to a specific service or organization. It does not include providing lists or directories of programs without specific recommendations or directed reference using a warm handoff.*

- ❍ Yes

❍ No

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify understanding of “direct referral.” • Distinguish between formal and informal referral practices. • Establish whether “direct referrals” are considered to be an aspect of “direct services” or separate. • Assess confidence in response and how they determine response.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ In your own words, what is this question asking?
▪ How did you come up with your answer? Walk me through your thought process.
  ○ How easy or difficult is it to answer this question?
▪ Can you share a couple examples of what a direct referral may look like at your organization?
▪ *[If the interviewee said “no” to question A3 but yes here]* In your opinion, how does a direct referral differ from a direct service?
▪ What do you think of the definition of direct referrals (in the italicized text)?
  ○ Is there any other term or way you refer to the types of referrals shared in the definition we provided?
▪ If you were sharing a list of resources and associated contact information with a client, would you have included it as a direct referral? What tips the scale from it being informal to “direct” or “official”?
  ○ What does a “formalized or official reference” mean to you?
  ○ What do you think about the last sentence of the italicized text? Does the decision to omit “providing lists or directories of programs” from the definition align with how you think of “direct referrals”?

Q5. Prevention programming

A4b. Does your organization/program conduct prevention activities? *Prevention is a proactive and comprehensive approach to providing individuals with the knowledge, skills, and tools they need to navigate challenges, make informed decisions, minimize risks before they occur, and foster healthier behaviors.*

❍ Yes

❍ No

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify understanding of "prevention activities." • Distinguish between referral activities and prevention activities • Establish whether "prevention activities" are considered to be an aspect of "direct services" or separate. • Assess confidence in response and how they determine response.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ In your own words, what is this questions asking?
▪ How did you come up with your answer? Walk me through your thought process.
  ○ How easy or difficult is it to answer this question?
▪ Can you describe what qualifies as "prevention activities" in your organization?
  ○ What sorts of activities come to mind?
  ○ Is there anything that you are uncertain about defining as a "prevention activity"?
▪ In your opinion, how do prevention activities differ from direct services?
▪ What do you think of the definition of prevention activities (in the italicized text)?
  ○ How does it align/deviate from how you would describe prevention work?

Q6. Organization type

A6. Which of the following <u>best</u> describes your entity (i.e., for tax and reporting purposes)? *In the next question, you will be asked to identify the specific type of organization (e.g., mental health, law enforcement, multi-agency).*

❍ Tribal government, tribal coalition, or other tribal organization

❍ School-based program *(preschool or K-12)*

❍ Campus organization or other post-secondary educational institution *(public or private)*

❍ Hospital, medical, or emergency facility *(public or private)*

❍ Government agency *(e.g., federal, state, or local departments such as law enforcement, social services, or public health agencies)*

❍ Nonprofit organization *(501(c)(3) status)*

- ❍ For-profit organization
- ❍ Informal organization *(e.g., independent support groups, volunteer networks, grassroots movements, or other initiative not reflected in the choices above)*

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Understanding around the term "entity" and how they are classified for tax purposes. • Ensure categories are mutually exclusive and comprehensive. • Assess clarity of examples provided. • Identify any missing organization types. • Understand how easy this question is to answer and confidence in response. • Understand if participants might screen out in error by selecting informal organization when another choice might apply.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ In your own words, what is this question asking?
▪ How did you come up with your answer? Walk me through your thought process.
  o How did you determine your organization's type?
  o How well did the one you selected apply to your organization?
  o How easy or difficult is it to answer this question?
  o Were any of the categories confusing or overlapping?
  o Is there a type of organization you think is missing?
▪ What does the phrase "entity" mean to you?
  o Does the added language in parentheses help you understand what to put for entity-- (i.e., for tax and reporting purposes)?
▪ [IF TRIBAL SELECTED] What is your opinion of the first response option – "Tribal government, tribal coalition, or other tribal organization"?
  o Are there changes you would make to the category for clarity or accuracy?
  o Are there other tribal affiliations that are missing from the list and should be clarified so they are included?
▪ [IF INFORMAL, SCHOOL BASED, OR FOR PROFIT SELECTED] Did you consider giving a different answer? Why did you select this choice over one of the other options?

Q7. Primary function vs. staff within larger organization

A7. Which of the following best describes the structure of your organization/program?

- ❍ I work at a standalone victim service organization (i.e., the primary mission of the organization is to provide services or programming for victims).
- ❍ I work at a large organization whose focus is not victim services, but we have embedded programs, staff, or volunteers whose purpose is to provide services to victims (e.g., a victim service program or department within a hospital, university, community center, large non-profit, church/temple/mosque, tribal government).

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify distinctions between the response options. • Assess how respondents interpret "primary mission." • Understand how easy this question is to answer and confidence in response.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ In your own words, what is this question asking?
▪ How did you come up with your answer? Walk me through your thought process.
  ○ In your own words, what is the difference between a "standalone victim service organization" versus "a large organization whose focus is not victim services"?
  ○ What does "primary mission" mean to you in this context?
  ○ What does "embedded programs, staff, or volunteers" mean to you?
▪ How did you decide which category best describes your organization? Did you have any trouble deciding on that answer? Is there anything about these options that made you think both were right or that you want to select the other answer but didn't?
▪ How well does this answer apply to your organization?

Q8. Virtual services only

A8. Are your victim services activities fully virtual? This means no direct victim services are offered from a physical location connected to the organization/program.

- ❍ Yes
- ❍ No

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Assess clarity of the term “fully virtual” • Determine if respondents understand what qualifies as a “physical location” • Evaluate ease of selecting the appropriate response and confidence in response.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ In your own words, what is this question asking? ▪ How did you come up with your answer? Walk me through your thought process. ▪ How do you interpret the term “fully virtual” in this location?   ○ Was there anything about the description that was confusing or unclear? Why do you say that? ▪ How do you interpret the term “physical location” in this question? ▪ Did you consider giving a different answer? Why was that?

Q9. Single vs. multiple sites

A9. Some organizations/programs have multiple physical locations that provide victim services, such as branch offices, satellite locations, chapters, or field offices. We recognize that staff may work remotely. Please do not count their home office as a separate site.

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

- ❍ Organization/program operating through one single physical location
- ❍ Organization/program operating through multiple physical locations (e.g., branch or satellite locations, chapters, or field offices)

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Assess clarity of the terms “single physical location,” and “multiple physical locations.” • Determine if respondents understand what qualifies as a “physical location” (different physical addresses, not including locations where staff work from home, etc.) • Evaluate ease of selecting the appropriate response and confidence in response.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- In your own words, what is this question asking?
- How did you come up with your answer? Walk me through your thought process.
- How do you interpret the term "physical location" in this question?
  - Was there anything about the description that was confusing or unclear? Why do you say that?
- Can you tell me a little about how your organization and locations are structured?
- What helped you decide between single or multiple physical locations?
- Would you include remote or hybrid staff in your response? Why or why not?
- Did you consider giving a different answer? Why was that?

Q10. Main office vs. site reporting to main office

A10. What is the <u>best</u> description of <u>your</u> physical location, compared to your organization/program's other physical locations?

- ❍ The main office
- ❍ One site or location that reports to a main office (e.g., branch or satellite locations, chapters, or field offices)
- ❍ Other (Please specify)

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Clarify understanding of "main office" versus "site or location that reports to a main office."
- Explore how respondents determine their site's classification.
- Assess implications for data reporting, that is, what is feasible for them to report at their site or what information they would expect to report (their location only or additional sites).

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- In your own words, what is this question asking?
- How did you come up with your answer? Walk me through your thought process.
  - How do you define "main office" in your organization?
  - What made you choose your response?

- How well do these choices apply to your organization?
- Does more than one of these options apply to your location?

- [IF OTHER SELECTED]: Tell me a little about why you picked Other, and how you would describe your site in relation to the rest of your organization.
- Was there anything about this question that made you unsure of what answer to select? Tell me about that.
- After answering this question, what information do you think you will be asked to report on the rest of the survey?
  - For your location only, or for the whole organization?

Q10. Five most common services

E9. Between 1/1/2025 and 12/31/2025, what were the five types of direct victim services your organization provided to the most number of victims? *Estimates are acceptable.*

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Assess the burden of selecting five services and how they prioritize them.
- Evaluate confidence in responses and whether they rely on data or estimation.
- Assess whether they are thinking about "unique" victims or the number of times the service has been provided, even if provided to the same person more than once.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- In your own words what is this question asking?
- What does the phrase "the most number of victims" mean, in your own words?
- Walk me through how you would answer this question. Would you use any data or records to help you answer, or would you base it on your experience?
  - Where would you look for this information?
- Is it difficult to narrow it down to five? Why or why not?
- How confident are you in your selections?

Ending the Interview

Once you have concluded all the survey items in the item-by-item guide with probes, please use the general script below to end the interview:

Thank Participant

- That is all I have for today. Thank you so much for being part of this interview and giving us your valuable insights for this survey.
- An ICF team member will be reaching out in about 24 hours with information about how to redeem your $50 incentive for participating in this interview.
- If you have any questions at all, you can reach out to the individual who scheduled your interview.
- One final question before you go—Would you be interested in participating in another interview at a later date focused on testing the functionality of the programmed NSVSP web instrument? The interview would also last 60 minutes, and you would receive an additional $50 electronic cash card for contributing to this research. ***(Please record the interviewee's response in the interview notes)***
- Thank you again for your time, and your feedback will be so helpful on this project. Have a great day!

Track 2

Cognitive Interview Track 2 Protocol- Round 2

Interviewer Script

Introductions

- Hello! My name is [state name] and I'm a researcher at ICF. So nice to meet you and glad you are able to join this interview today.
- Before we get started, can I confirm that you are [*insert name*] from [*VSP name*]?
- Is this still a good time for you? I'll remind you that this interview will be up to 60 minutes and it's best if you are in a private, quiet space without any interruptions for that time.

<If the respondent has already returned the consent form, ask if they have any questions. If the respondent has not returned the consent form, read through the consent form with the respondent, ask if they have any questions, and confirm their willingness to participate.>

Project Overview and Interview Expectations

Here's how the interview works:

- I will be showing you a series of questions on PowerPoint slides.
- Read each question out loud and tell me how you would answer it.
- Please share out loud what you're thinking as you read and answer each question and how you come up with your answer.
- After each answer, I will ask you some questions, too. These might include how you interpreted particular words or phrases, and whether the question and response options are clear.
- There are no wrong answers to the survey questions, or to my follow-up questions. I didn't write these questions, so feel free to tell me if they are hard to answer, or don't make sense.
- Do you have any questions so far?

Screen-Sharing

- You'll see a survey item on your screen.* Note that this only looks like it would if you were taking this on the web, but you can't actually click to answer it here.
- Like I mentioned, we'll walk through this one question at a time.
- Ready to get started?

Is it ok if I record the interview? It's just to make sure I don't miss anything in my notes.

If Yes: Thank you. If at any point in today's discussion you would like me to stop the recording, please let me know.

If No: Ok, I will not record the interview today.

START RECORDING HERE

[For interviewer: Throughout the item-by-item guide, continually remind participants to think-aloud as they are reading and answering questions. If needed, use additional general probes or clarifying probes. We want to gather overall feedback and experiences broadly, as well as capture details that address the identified question testing goals. As participants provide answers and respond to probes, try to respond in a neutral manner, using phrases like "thank you for that information."]

- Please, when you are ready, go ahead and read this item and let me know how you would answer it. Try to talk through how you come up with your answer as you decide.

Section B: Victims Served

Q1. Number of victims provided direct services

[Interviewer script]: Before we show the next slide, does your organization operate a hotline, helpline, or crisis line?

- *If "yes," show Slide 2, discuss, and then skip to Slide 4.*
- *If "no," show Slide 3, discuss, and then skip to Slide 4.*

Slide 2:

B3. *[If your organization operates a hotline, helpline, or crisis line, you would see this question]:*

Excluding hotline or helpline or crisis line calls/messages, how many victims received direct services from your organization/program between 01/01/2025 and 12/31/2025? *This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services. Estimates are acceptable.*

_____ Number of victims

Slide 3:

B3. *[If your organization does not operate a hotline, helpline, or crisis line, you would see this question]:*

How many victims received direct services from your organization/program between 01/01/2025 and 12/31/2025? *This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services. Estimates are acceptable.*

_____ Number of victims

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• General item clarity, reference period, and confirm respondent definition of direct services • Understanding around which victims they are including in their answer (helpline calls or those who received mailings compared to those who received services) • Ease with which respondents can answer this question (is an exact number of victims served easily known, or where do they look for this information? How often is it an estimate or unknown?) • For respondents who cannot answer, learn more about what information they would need to respond to the question.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ In your own words, what is this question asking?
▪ How did you come up with your answer? Walk me through your thought process.
  o What information did you use to determine your answer?
  o Are there any victims or types of services who you would exclude from this count? Any you were unsure if they should or should not be included?
  o How confident are you in your response?
▪ How easy or hard is it to provide the number of victims served in the time frame provided?
▪ How easy or hard would it be for you to answer this question if we changed the timeframe?
  o For example, if we asked you about the number of victims served within a six-month timeframe like 7/1/2025 – 12/31/2025?

Section C: Crime and Abuse Types

Q2. Victimization types

C1. Please report whether your organization provided services for victims of the following types of crime or abuse between 1/1/2025 *and* 12/31/2025.

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.

VICTIMIZATION TYPE	**Yes**	**No**
Child physical abuse or neglect …….....	❍	❍
Child sexual abuse/assault or rape ……	❍	❍
Child pornography……..	❍	❍
Witness of violence ……	❍	❍
Child marriage or forced marriage ……	❍	❍
Teen dating violence …….....	❍	❍
Kidnapping (noncustodial) ……	❍	❍
Kidnapping (custodial) ……..	❍	❍
Adult physical assault (includes aggravated and simple assault, attempted homicide/murder)	❍	❍
Adult sexual assault or rape	❍	❍
Adult Domestic and/or family violence (including intimate partner/dating violence, violation of DV protective orders)	❍	❍
Stalking/Harassment (including cyber stalking, cyber harassment, and violation of stalking protective orders) …….....	❍	❍
Survivors of homicide victims …….....	❍	❍
Bullying (verbal, cyber, or physical) …….....	❍	❍
Hate crimes (based on race, ethnicity, sex, religion, disability, or sexual orientation) …….....	❍	❍
Elder abuse (including physical, emotional, or sexual abuse; neglect; financial exploitation; or fraud) …….....	❍	❍
Adults sexually abused/assaulted as children…….....	❍	❍
Human trafficking (sex) …….....	❍	❍
Human trafficking (labor) …….....	❍	❍

VICTIMIZATION TYPE	Yes	No
Honor-related violence (physical violence, threats, or retaliation in the name of family honor, female genital mutilation) …….....	❍	❍
Technology-facilitated abuse…….....	❍	❍
Community violence or gang violence…….....	❍	❍
Terrorism or mass violence…….....	❍	❍
Identity theft…….....	❍	❍
Financial fraud or exploitation (excluding identity theft) ……	❍	❍
DUI or DWI crashes…….....	❍	❍
Robbery…….....	❍	❍
Burglary…….....	❍	❍
Motor vehicle theft…….....	❍	❍
Victim witness intimidation…….....	❍	❍
Other *(Please specify)*: [TEXT BOX]	❍	❍

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- General understanding of the question, including stem and response options.
- Understand the ease or difficulty of responding in the provided format.
- Understand the burden associated with finding this information, and confidence in response.
- Evaluate the language provided in the response options.
- Determine if the organization of the table is logical to respondents.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

[Interview script]: We're going to explore this question in two different ways. We'll start by talking through the question overall and then focus on the victimization types in bold. The full question is too long to fit on one slide, so we put the first half on Slide 4 and the second half on Slide 5.

Slide 4

- In your own words, what is this question asking?
- How did you come up with your answer? Walk me through your thought process.

- What information did you use to determine your answer?
- How easy or difficult is it to answer this question?
- How confident are you in your response? Did you guess on any responses?

Specific types of victimizations probes

- Are any victimization types unclear or challenging to answer? Why?
- Are there any categories that overlap or have similar meanings? Why?
- Are there any categories where you would have counted the same person more than once? Why?
- **Row 3: Child pornography**
  - What does the term "child pornography" mean to you?
  - Is there another term you would use for this type of victimization?
- **Row 9: Adult physical assault**
  - What does the term "adult physical assault" mean to you?
  - What types of victimizations would you include in your answer?
  - When thinking about a client experiencing adult domestic violence, which categories would you check "yes" for?
    - Would you check "yes" to both 'adult physical assault' and 'Adult domestic and/or family violence'?

Slide 5

- Are any victimization types unclear or challenging to answer? Why?
- Are there any categories that overlap or have similar meanings?
- Are there any categories that don't belong together and need to be separated?
- Are there any categories where you would have counted the same person more than once?
- **Row 6: Technology-facilitated abuse**
  - What does the term technology-facilitated abuse mean to you?
  - What types of victimizations would you consider when responding to this question?
  - Would a definition be helpful?
  - When thinking about a client experiencing 'technology-facilitated abuse', which categories would you check "yes" for?
    - What would you select as your answer if had a client who was experiencing cyber-staking? Cyber bullying?

Row 7: Community violence or gang violence

- What does the term 'Community violence or gang violence' mean to you?
- Do you have any recommendations for making this item clearer?

Row 8: Terrorism/Mass Violence

- What does the term ‘Terrorism or mass violence’ mean to you?
- Do you have any recommendations for making this item clearer?

General

- Are you serving a large number of individuals who experienced a specific victimization type that isn’t on this list?

Section D: Victim Characteristics

Q3: Section D instructions/D3 – Race/ethnicities served

This section asks about the characteristics of the individuals your organization provided services to between 1/1/2025 *and* 12/31/2025.

D3. Did your organization provide services to the following races and/or ethnicities? *Select all that apply. Please answer this question to the best of your ability even if your organization/program does not formally track this information.*

- ❑ American Indian or Alaska Native
- ❑ Asian
- ❑ Black or African American
- ❑ Hispanic or Latino
- ❑ Middle Eastern or North African
- ❑ Native Hawaiian or Pacific Islander
- ❑ White
- ❑ Victims of Multiple Races

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Examine participants’ interpretation of section instructions.
- General understanding of the question, including stem and response options.
- Understand the burden associated with providing this information, and confidence in response.
- Understand the ease or difficulty of providing this information in the provided format.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- In your own words, what is this question asking?

- How did you come up with your answers? Walk me through your thought process.
    - Do you have access to this data at your organization that you could reference to answer the question?
    - How easy or difficult is it to answer these questions?
- What do the section instructions (the first bolded sentence at the top) mean to you?
- What did you think when you saw the instructions "*Please answer this question to the best of your ability even if your organization/program does not formally track this information."*?
    - Were those instructions helpful or not helpful?
- How confident are you in your response? Did you guess on any responses?
    - How easy or hard is it for you to report information on victims served between 1/1/2025 and 12/31/2025?

Q4: Victim types (non-demographic)

D5. Did your organization provide services to victims with the following special classifications? *Please answer this question to the best of your ability even if your organization/program does not formally track this information.*

	Yes	No	Not sure
Limited or no English proficiency	❍	❍	❍
Incarcerated	❍	❍	❍
Formerly incarcerated	❍	❍	❍
Indigenous or tribal affiliation	❍	❍	❍
Homeless/houseless	❍	❍	❍
Deaf/hard of hearing	❍	❍	❍
Cognitive/physical/mental disabilities	❍	❍	❍
Veterans	❍	❍	❍

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Examine participants' understanding of the question, including the categories listed and response options offered.
- Understand participant interpretation of "limited or no English proficiency."
- Understand participant interpretation of "indigenous or tribal affiliation."
- Understand the ease or difficulty of responding in the provided format and confidence in response.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

▪ In your own words, what is this question asking?
  ○ What does the term “special classifications” mean to you?
▪ How easy or difficult is it to answer these questions?
▪ How confident are you in your response? Did you guess on any responses?
▪ What time frame were you thinking of when responding to this question?
  ○ Were you thinking of victims served since you started working at the organization/program, only victims within the past year, or some other time frame?

Section E: Services

Q5: Mental health support services

SERVICES FOR VICTIMS

In this question series, please indicate whether your organization/program directly provided any of the following services between 1/1/2025 and 12/31/2025. *This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

We recognize that victim service organizations provide a wide array of services to victims. Do your best to place the services your organization provided within the categories.

E3. Mental health treatment or support services

Did your organization/program provide…	Yes	No
Crisis counseling (by a licensed professional, advocate, or peer)	❍	❍
Emotional support services (e.g., peer or advocate-led support groups, social programming for children)	❍	❍
Mental health services provided by a clinician (e.g., individual or group counseling or other therapy services by a licensed professional counselor)	❍	❍
Substance use treatment (assessment, prevention, or treatment)	❍	❍
Traditional or cultural	❍	❍
Alternative healing	❍	❍
Art, writing, or play therapy	❍	❍
Other mental health treatment or support services	❍	❍

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Explore how respondents distinguish between types of emotional/mental health services. • Understand whether the distinction between provider type (peer vs. clinician) or format (group vs. individual) is meaningful. • Assess whether the categories align with how services are structured or tracked in practice.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ In your own words, what are the instructions asking you to do?
▪ How did you come up with your answers? Walk me through your thought process.
  ○ Do you have access to this data at your organization that you could reference to answer the question?
  ○ How easy or difficult is it to answer these questions?
▪ Are crisis counseling, emotional support, and mental health services labeled correctly? Is there any overlap?
▪ Where are crisis counseling, emotional support, and mental health services typically provided at your organization (e.g., in person only, on scene, hybrid)?
  ○ Who typically provides these services in your organization (e.g., peer, advocate, clinician)?
  ○ Does the location differ for how and when these services are provided?
▪ What services come to mind when you see the phrase “traditional or cultural”?
  ○ Is this something that seems like a standard service offered by victim service providers?
▪ What services come to mind when you see the phrase “alternative healing”?
  ○ Is this something that seems like a standard service offered by victim service providers?
▪ What does “art, writing, or play therapy” mean to you?
  ○ Is this something that seems like a standard service offered by victim service providers?

Q7: Safety services

In this question series, please indicate whether your organization/program directly provided any of the following services between 1/1/2025 and 12/31/2025. *This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

We recognize that victim service organizations provide a wide array of services to victims. Do your best to place the services your organization provided within the categories.

E4. Safety services

Did your organization/program provide…	Yes	No
General information about crime and victimization prevention or risk reduction	❍	❍
Immediate or emergency safety planning	❍	❍
Long-term safety planning	❍	❍
Risk assessments	❍	❍
Crisis intervention (i.e., communicating among professionals and victims regarding activities resulting from the victimization)	❍	❍
Conflict resolution, mediation, negotiation	❍	❍
Crime/violence de-escalation support (i.e., using violence interrupter techniques to prevent retaliation; using calm communication and behavioral techniques to reduce the intensity of a volatile situation, promote safety, and reach a peaceful resolution)	❍	❍
Assistance with applying to an address confidentiality program (e.g., obtaining a substitute address, mail forwarding)	❍	❍
Self-defense instruction (e.g., learning to physically protect yourself through classes like martial arts, Rape Aggression Defense [RAD], tactical skills)	❍	❍
Other safety services	❍	❍

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- **Row 5: Crisis Intervention**
  - **a.** Assess interpretation of definition provided
- **Row 7: Crime/violence de-escalation support**
  - a. Clarify how respondents interpret “de-escalation support.”
  - b. Assess whether the examples provided are clear and trauma-informed.
  - c. Determine if this is a service VSPs recognize as part of their role.
- **Row 8: Assistance applying to address confidentiality program**
  - a. Clarify how respondents interpret “address confidentiality”
  - b. Assess whether the examples provided are clear
  - c. Determine if this is a service VSPs recognize as part of their role.
- **Row 9: Self-defense instruction**
  - a. Determine whether VSPs consider self-defense instruction a victim service.
  - b. Understand what types of services or programs are included under this label.
  - c. Assess whether this is a common or rare offering.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- **Row 5: Crisis Intervention**
  - Does the definition provided align with how you would define "crisis intervention"?
  - Where do you provide crisis intervention? On-scene only? On the phone?
- **Row 7: Crime/violence de-escalation support**
  - What does "crime/violence de-escalation support" mean to you?
  - Can you describe a situation where your organization provided this kind of support?
  - Do the examples in parentheses help clarify the item? Why or why not?
  - Is this something your organization tracks or reports on?
- **Row 8: Assistance applying to address confidentiality program**
  - Does your organization assist with "address confidentiality"? What does that involve?
  - Was anything about this item confusing or unclear?
  - How confident are you in your response?
- **Row 9: Self-defense instruction**
  - What does "self-defense instruction" mean to you?
  - Does your organization offer or refer clients to these types of services?
  - How easy or difficult was it to answer this item?

Q8. Legal and victims' rights assistance

In this question series, please indicate whether your organization/program directly provided any of the following services between 1/1/2025 and 12/31/2025. *This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

We recognize that victim service organizations provide a wide array of services to victims. Do your best to place the services your organization provided within the categories.

E5. Legal and victims' rights assistance

Did your organization/program provide…	Yes	No
Providing information to guide the victim through the justice system and legal process (e.g., staff who serve as a navigator)	❍	❍
Criminal legal assistance to victims who are defendants, including representation	❍	❍
Civil legal assistance for a victim (e.g., family law such as custody, visitation, or support; housing; landlord or tenant; consumer protection; or employment matters)	❍	❍

Legal assistance with protective, restraining, or no-contact orders	❍	❍
Court accompaniment – civil or criminal court	❍	❍
Parole board accompaniment/parole board-related services	❍	❍
Victim/witness support (e.g., witness preparation, impact statement assistance, prosecution accompaniment)	❍	❍
Law enforcement interview accompaniment/advocacy	❍	❍
Immigration assistance (e.g., assistance seeking special visas, continued presence application, services for refugees or asylum seekers, other immigration relief)	❍	❍
Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release)	❍	❍
Other legal and victims' rights assistance	❍	❍

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- **Row 1: Providing information to guide the victim through justice system/legal process**
  a. Clarify how respondents interpret this phrase
  b. Evaluate whether example is clear.
  c. Understand if this item overlaps with other legal service items.
- **Row 9: Immigration assistance**
  a. Determine whether VSPs are comfortable reporting on this type of service.
  b. Understand what types of services or programs are included under this label.
  c. Assess whether this is a common or rare offering.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- **Row 1: Providing information to guide the victim through the justice system/legal process**
  - In your own words, what is this item asking about?
  - Does the example listed (staff serving as a navigator) apply to your organization? Is this example helpful to understanding this question?
  - Was this item easy or difficult to interpret?
- **Row 9: Immigration Assistance**
  - Would your organization be willing to answer questions about immigration assistance services in this survey? Why or why not?

- Are there any concerns or limitations around offering this type of service?
- How easy or difficult was it to answer this item?

Q9. Other types of services

In this question series, please indicate whether your organization/program directly provided any of the following services between 1/1/2025 and 12/31/2025. *This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

We recognize that victim service organizations provide a wide array of services to victims. Do your best to place the services your organization provided within the categories.

E5. Other types of services

Did your organization/program provide…	Yes	No
Case management (i.e., working individually with victims to assess their needs and create a service plan and then support them in that plan)	❍	❍
Supervised child visitation/safe exchange	❍	❍
On-scene crisis response (e.g., community crisis response, where immediate, in-person crisis intervention is provided at the crime scene)	❍	❍
Education about victimization dynamics (one-on-one or in group settings)	❍	❍
Language and accessibility (e.g., providing or arranging translation or interpretation services, use of language line, hiring bilingual staff, services for deaf and hard of hearing)	❍	❍
Assistance making funeral, burial, cremation, memorial, or other related arrangements for people who died because of violence	❍	❍
Services designed and targeted specifically to meet the needs of culturally or ethnically specific populations (*not including language services*)	❍	❍
Nonmedical forensic interview	❍	❍
Restorative justice/victim offender dialogue	❍	❍
Other services	❍	❍

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- **Row 3: On-scene crisis response**
  a. Clarify what “on-scene crisis response” means to respondents.
  b. Determine if this overlaps with crisis intervention or other services.
  c. Understand how common this service is and how it’s coordinated.
- **Row 4: Education about victimization dynamics**
  a. Understand how respondents interpret “victimization dynamics.”

b. Determine if this is a recognized and distinct service.
c. Assess whether this is delivered one-on-one, in groups, or both.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- **Row 3: On-scene crisis response**
  - What does "on-scene crisis response" mean to you?
  - Can you describe a situation where your organization did this?
  - How is this different from crisis intervention or other emergency services?
  - Was this item clear and easy to answer?
- **Row 4: Education about victimization dynamics**
  - What does "education about victimization dynamics" mean to you?
  - Can you give an example of how your organization provides this service?
  - Was the wording of this item clear to you?
  - How confident are you in your response?

Q10. Five most common services

E9. Between 1/1/2025 and 12/31/2025, what were the five types of direct victim services your organization provided to the most number of victims? *Estimates are acceptable.*

Choose 5:

1. Service A
2. Service B
3. Service C
4. Service D
5. Service E

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Assess the burden of selecting five services and how they prioritize them.
- Evaluate confidence in responses and whether they rely on data or estimation.
- Assess whether they are thinking about "unique" victims or the number of times the service has been provided, even if provided to the same person more than once.

Item Probes
Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.
▪ In your own words what is this question asking? ▪ What does the phrase "the most number of victims" mean, in your own words? ▪ Walk me through how you would answer this question. Would you use any data or records to help you answer, or would you base it on your experience?   o Where would you look for this information? ▪ Is it difficult to narrow it down to five? Why or why not? ▪ How confident are you in your selections?

Ending the Interview

Once you have concluded all the survey items in the item-by-item guide with probes, please use the general script below to end the interview:

Thank Participant

- That is all I have for today. Thank you so much for being part of this interview and giving us your valuable insights for this survey.
- An ICF team member will be reaching out in about 24 hours with information about how to redeem your $50 incentive for participating in this interview.
- If you have any questions at all, you can reach out to the individual who scheduled your interview.
- One final question before you go—Would you be interested in participating in another interview at a later date focused on testing the functionality of the programmed NSVSP web instrument? The interview would also last 60 minutes, and you would receive an additional $50 electronic cash card for contributing to this research. ***(Please record the interviewee's response in the interview notes)***
- Thank you again for your time, and your feedback will be so helpful on this project. Have a great day!

Track 3

Cognitive Interview Track 3 Protocol- Round 2

Interviewer Script

Introductions

- Hello! My name is [state name] and I'm a researcher at ICF. So nice to meet you and glad you are able to join this interview today.
- Before we get started, can I confirm that you are [*insert name*] from [*VSP name*]?

- Is this still a good time for you? I'll remind you that this interview will be up to 60 minutes and it's best if you are in a private, quiet space without any interruptions for that time.

<If the respondent has already returned the consent form, ask if they have any questions. If the respondent has not returned the consent form, read through the consent form with the respondent, ask if they have any questions, and confirm their willingness to participate.>

Project Overview and Interview Expectations

Here's how the interview works:

- I will be showing you a series of questions on PowerPoint slides.
- Read each question out loud and tell me how you would answer it.
- Please share out loud what you're thinking as you read and answer each question and how you come up with your answer.
- After each answer, I will ask you some questions, too. These might include how you interpreted particular words or phrases, and whether the question and response options are clear.
- There are no wrong answers to the survey questions, or to my follow-up questions. I didn't write these questions, so feel free to tell me if they are hard to answer, or don't make sense.
- Do you have any questions so far?

Screen-Sharing

- You'll see a survey item on your screen.* Note that this only looks like it would if you were taking this on the web, but you can't actually click to answer it here.
- Like I mentioned, we'll walk through this one question at a time.
- Ready to get started?

Is it ok if I record the interview? It's just to make sure I don't miss anything in my notes.

If Yes: Thank you. If at any point in today's discussion you would like me to stop the recording, please let me know.

If No: Ok, I will not record the interview today.

START RECORDING HERE

[For interviewer: Throughout the item-by-item guide, continually remind participants to think-aloud as they are reading and answering questions. If needed, use additional general probes or clarifying probes. We want to gather overall feedback and experiences broadly, as well as capture details that address the identified question testing goals. As participants provide answers and respond to probes, try to respond in a neutral manner, using phrases like "thank you for that information."]

- Please, when you are ready, go ahead and read this item and let me know how you would answer it. Try to talk through how you come up with your answer as you decide.

Q1. Multi-disciplinary teams

E10. Is your organization part of a multi-disciplinary team (MDT) focused on crime victimization or victim services? *MDTs are defined as a group of people comprised of representatives from three or more disciplines who work collaboratively and are bound by a common purpose, shared goals, and a shared definition of the problem they are addressing (e.g., task forces, Sexual Assault Response Teams [SART], Coordinated Community Response Teams [CCRT]).*

- ❍ Yes
- ❍ No
- ❍ Not sure

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Evaluate understanding of "multi-disciplinary team (MDT)" and whether the definition is clear. • Determine if respondents consider informal collaborations or only formal MDTs. • Assess whether response categories (Yes/No/Not sure) are sufficient.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ In your own words, what is this question asking about? ▪ What does "multi-disciplinary team" mean to you? How familiar are you with the abbreviation MDT? ▪ Does your organization participate in any teams like this? Can you describe them? ▪ Was the definition provided in the question helpful or unhelpful? ▪ Did you consider any informal collaborations when answering? ▪ How confident are you in your response? Did you consider giving a different response? Why or why not?

Q2. Partnerships/Collaborations

E11. With how many different entities, if any, does your organization currently have a formalized agreement to assist victims? *A formalized agreement is an official document like a Memorandum of Understanding (MOU) or Memorandum of Agreement (MOA) that outlines the details of the partnership.*

- ❍ None
- ❍ 1
- ❍ 2 to 3
- ❍ 4 to 6
- ❍ 7 to 10
- ❍ 11 to 15

❍ More than 15

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify what respondents understand by “formalized agreement” • Assess ease of estimating the number of entities bound by formalized agreements and where this information comes from. • Determine if the response categories are appropriate and comprehensive.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ What comes to mind when you first read this question? ▪ What does “formalized agreement” mean to you in this context?   ○ Does the italicized text help you answer the question? ▪ How did you determine the number of entities your organization has formalized agreements with? ▪ Are there any partnerships you were unsure whether to count? ▪ Were the response options clear and easy to use? ▪ How confident are you in your response?

Section F: Staffing and Resources

Q1. Number of staff and volunteers

When responding, please consider staff working on or around 01/01/2026.

F1. How many of the following types of staff members provided direct services to victims at your organization/program? *Count each person only once. Estimates are acceptable.*

F1a. Paid staff working full time on direct service activities *(at least 35 hours per week on victim services)*

[NUMBER BOX]

F1b. Paid staff working part time on direct service activities *(less than 35 hours per week on victim services)*

[NUMBER BOX]

F1c. Unpaid volunteers/interns working on direct service activities

[NUMBER BOX]

F1d. Subcontractor, subgrantee, or contractor staff working on direct service activities

[NUMBER BOX]

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify how respondents interpret full-time vs. part-time. • Clarify how respondents interpret working "on direct service activities." • Assess ease of counting staff members and where they get their information from. • Clarify how respondents interpret "subcontractor, subgrantee, or contractor staff." • Evaluate feasibility and ease of using the provided reference period. • Evaluate the ease of answering in the provided format versus an alternate format, such as a grid with staffing ranges.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ Walk me through what you thought about when you read this question.
▪ What does "working full time on direct service activities" mean to you?
  o What did you think about the instructions of how to count people?
  o Were there any staff types that you were unsure if you should be including in your answer? Tell me more about that.
  o How would you report staff who are full time staff members but do not work more than 35 hours on direct service activities?
▪ How did you determine the number of staff in each category?
  o What does the term "subcontractor, subgrantee, or contractor staff" mean to you?
  o Were you confident in your answer on this part of the question?
  o Does your organization track information about these staff, specifically?
▪ How sure or unsure are you that you are providing information based on the dates around January 1, 2026?
  o How easy or difficult is it to report using that date as a reference point?

Section G: Mass Violence

Q2. Section Instructions; Mass Violence/Trauma Event Preparedness

Mass Violence and Trauma Events

This section asks about your organization's preparedness and response activities related to mass violence and larger traumatic incidents between 01/01/2025 *and* 12/31/2025.

Preparedness for Mass Violence Incidents

G1. Does your organization/program conduct trauma-informed care training for individuals outside of your organization/program? *Exclude training for your internal staff, volunteers, or contractors.*

- ❍ Yes
- ❍ No

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Examine participants' interpretation of section instructions. • Clarify how respondents interpret "trauma-informed care training" and "outside of your organization/program."

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ Please read the question and then tell me what your answer would be.
▪ Can you walk me through your thought process for answering this question?
  ○ Why did you choose yes/no?
▪ What does "mass violence" mean to you?
  ○ Is there a difference between what you would consider mass violence verses larger traumatic incidents? Would your services differ?
▪ What does "trauma-informed care training" mean to you?
  ○ Is this a term that your organization uses? Would you call it something else?

Q3. Mass Violence/Trauma Event Training

G2. To which of the following types of individuals or entities does your organization/program offer trauma-informed care training? *Exclude training offerings for your internal staff, volunteers, or contractors. Select all that apply.*

- ❑ Behavioral health providers
- ❑ Primary care providers
- ❑ Emergency department health care providers
- ❑ Other health care providers
- ❑ Emergency medical technicians (EMTs), paramedics, or firefighters
- ❑ Courts (e.g., judges, clerks)
- ❑ Law enforcement
- ❑ Lawyers and other legal assistance providers
- ❑ Child Protective Services
- ❑ Adult Protective Services
- ❑ Community members
- ❑ Faith-based organizations
- ❑ Media/news staff or organizations
- ❑ School staff or educational providers
- ❑ Hospitality staff (e.g., restaurant and hotel staff)
- ❑ Other *(Please specify)*: [TEXT BOX]

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Understand the scope and audience of such training (e.g., formal vs. informal, one-time vs. ongoing). • Evaluate whether the list of recipient groups is comprehensive and relevant.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ Does your organization offer trauma-informed care training to any of the listed groups? Can you describe how? ▪ Are there any groups listed that you were unsure about or would describe differently? ▪ Are there any groups missing that your organization provides this type of training to? ▪ Are there any groups that are involved in the response to larger traumatic events and are missing here?

Q4. Response to mass violence incidents

G3. Does your organization/program assist in the response to mass violence incidents should they occur in your jurisdiction?

- Yes
- No

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Determine whether respondents think of "mass violence incidents" in their larger community or in their own workplan when answering this question.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

▪ Please read the question and then tell me what your answer would be.
▪ How did you come up with your answer? Walk me through your thought process.
  ○ If they say no: If there were to be an incident of mass violence in your community, would your organization respond?
▪ What does the phrase "in your jurisdiction" mean to you?
  ○ Does a certain type of setting come to mind when you read this question?
  ▪ How do you refer to your service area? For example, mass violence in the larger community, a local school, within your own organization?
▪ *[If they answered "yes"]*: How does your organization/program assist?
  ○ What types of support do you provide?
  ○ Are there limitations (e.g., geographic boundaries, jurisdictional considerations) to what you can do or where?

Q5. Criteria for identifying mass violence

Response Plan for Mass Violence

G4. Which, if any, of the following criteria does your organization use to identify an incident as mass violence? *Select all that apply.*

- ❑ Number of people killed and/or injured
- ❑ Incident is related to terrorism
- ❑ Incident is related to drugs
- ❑ Incident is related to crime (e.g., domestic violence, robbery)

- ❑ Incident is related to gangs or organized crime
- ❑ Location and duration (e.g., public or private setting)
- ❑ Number of perpetrators/criminals involved
- ❑ Type of weapon used
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❑ None, my organization does/would not use any specific criteria to identify mass violence incidents

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Understand how VSPs determine whether an incident qualifies as mass violence. • Evaluate the relevance and clarity of the listed criteria. • Identify any missing or redundant criteria.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

If they said YES they respond to mass violence:

- In your own words, what is this question asking about?
- How did you come up with your answer?
    - Is this information documented somewhere or was it based on your experience?
    - How would you respond if you did not know the answer to this survey question for your organization?
- How does your organization decide whether an incident qualifies (or is defined) as mass violence?
    - Which of these criteria do you use, and why?
- How does your organization define mass violence?
    - Where did your organization get this definition? Did they develop it? Use someone else's definition?
- Are there any criteria listed that you found confusing? Why?
    - Any that you considered selecting but then did not? Tell me about that.
- Are there any important criteria missing from this list? What are they?

If they said NO, they don't respond to mass violence:

- In your own words, what is this question asking about?
- How did you come up with your answer?

- How would you respond if you did not know the answer to this survey question for your organization?

- If you were creating a response to mass violence for your organization, how would you decide whether an incident qualifies (or is defined) as mass violence?
  - Which of these criteria do you use, and why?
- Are there any criteria listed that you found confusing? Why?
  - Any that you considered selecting but then did not? Tell me about that.
- Are there any important criteria missing from this list? What are they?

Q6. Mass violence planning

G5. Does your organization/program have a documented plan in place to respond to mass violence incidents should they occur in your jurisdiction?

- ❍ Yes
- ❍ No
- ❍ Not sure

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Clarify how respondents interpret "documented plan" and "respond to mass violence incidents."
- Understand what types of plans (e.g., emergency response, continuity of operations) are considered relevant.
- Assess whether organizations distinguish between general emergency preparedness and mass violence-specific planning.
- Determine whether respondents think of "mass violence incidents" in their larger community or in their own workplan when answering this question.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- Please read the question and then tell me what your answer would be.
- How did you come up with your answer? Walk me through your thought process.
  - Was anything about this question unclear or difficult to answer?
- What does "documented plan" mean to you in this context?

- If yes:
- Can you please describe your organization's plan for responding to mass violence incidents?
    - Is this plan specific to mass violence, or part of a broader emergency response plan?
- How confident are you in your response?

Q7. External mass violence planning

G6. Does your local authority (e.g., town, city, county) have a communications or response plan for mass violence, trauma, or casualty incidents?

- ❍ Yes → Go to G6a
- ❍ No → Go to G7
- ❍ Not sure → Go to G7

G6a. Is your organization formally included in this communications/response plan? *This might involve specific roles and responsibilities for your organization, such as being listed as a key responder, participating in regular coordination meetings, or having designated tasks during a mass violence incident.*

- ❍ Yes
- ❍ No
- ❍ Not sure

Question Testing Goals (i.e., concepts to cover/what we are hoping to learn)
• Clarify how respondents interpret "communications or response plan," "local authority," and "formally included" • Understand what types of plans (e.g., emergency response, continuity of operations) are considered relevant.

Item Probes *Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*
▪ Please read the two questions and then tell me what your answers would be. ▪ How did you come up with your answer? Walk me through your thought process.

- Was anything about this question unclear or difficult to answer?

- What does “communications or response plan” mean to you in this context?
    - If yes: is this plan specific to mass violence, or part of a broader emergency response plan?
- What does it mean to be “formally included” in the response plan mean to you?
    - Does the italicized text help?
- How confident are you in your response?
    - Would you have answered any differently if “mass violence” was not included in the question?

Q8. Mass violence communications

G7. Which of the following communication methods, if any, does your organization/program use to provide information to the public about a mass violence incident in your jurisdiction? *Select all that apply.*

- ❑ Bulletin or press release
- ❑ Email, listserv, or eBlast distribution
- ❑ Information center (e.g., centralized incident response center, Family Assistance Center, Resiliency Center)
- ❑ Social media (e.g., Facebook, X)
- ❑ Telephone (e.g., calls, text alerts)
- ❑ Website
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❑ None of these

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Understand how VSPs interpret “communication methods” and “provide information to the public.”
- Evaluate whether the listed methods are comprehensive and relevant.
- Identify any confusion around terms like “information center” or “bulletin or press release”

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- Please read the question and then tell me what your answer would be.
- How did you come up with your answer? Walk me through your thought process.
    - Was anything about this question unclear or difficult to answer?

- Was any term unclear or unfamiliar? Were the examples included helpful?

- What does “providing information to the public” mean to you in this context? Who would your organization be communicating with?
- **If YES**
- Was your answer based on your experiences or is this documented somewhere in your organization?
- Which of these communication methods does your organization use, and in what situations?
- Do your communication methods differ for other situations that are not mass violence related?
- Are there any communication methods your organization uses that aren’t listed here?
- How confident are you in your response?

Q10. Five most common services

E9. Between 1/1/2025 and 12/31/2025, what were the five types of direct victim services your organization provided to the most number of victims? *Estimates are acceptable.*

Choose 5:

1. Service A
2. Service B
3. Service C
4. Service D
5. Service E

Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Assess the burden of selecting five services and how they prioritize them.
- Evaluate confidence in responses and whether they rely on data or estimation.
- Assess whether they are thinking about “unique” victims or the number of times the service has been provided, even if provided to the same person more than once.

Item Probes

Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.

- In your own words what is this question asking?
- What does the phrase “the most number of victims” mean, in your own words?
- Walk me through how you would answer this question. Would you use any data or records to help you answer, or would you base it on your experience?

- Where would you look for this information?
- Is it difficult to narrow it down to five? Why or why not?
- How confident are you in your selections?

Ending the Interview

Once you have concluded all the survey items in the item-by-item guide with probes, please use the general script below to end the interview:

Thank Participant

- That is all I have for today. Thank you so much for being part of this interview and giving us your valuable insights for this survey.
- An ICF team member will be reaching out in about 24 hours with information about how to redeem your $50 incentive for participating in this interview.
- If you have any questions at all, you can reach out to the individual who scheduled your interview.
- One final question before you go—Would you be interested in participating in another interview at a later date focused on testing the functionality of the programmed NSVSP web instrument? The interview would also last 60 minutes, and you would receive an additional $50 electronic cash card for contributing to this research. ***(Please record the interviewee's response in the interview notes)***
- Thank you again for your time, and your feedback will be so helpful on this project. Have a great day!

Appendix D. 2026 National Survey of Victim Service Providers Recommended Survey Instrument

2026 National Survey of Victim Service Providers (NSVSP)
[PLACEHOLDER SURVEY INSTRUCTIONS PAGES]

Survey Background and Purpose

The National Survey of Victim Service Providers (NSVSP) collects the most comprehensive national data available on organizations that serve victims or survivors of crime or abuse. The NSVSP results help policymakers, funders, practitioners, and their communities understand gaps in services and knowledge, resource limitations, staffing, and the stability of victim service providers. Your insights will contribute to data-informed decision-making at the federal, state, and local level. The NSVSP is sponsored by the U.S. Department of Justice's Bureau of Justice Statistics (BJS) and Office for Victims of Crime (OVC). ICF (an independent research company) collects the NSVSP data.

On average, it will take 20 minutes to complete this survey, including time for reviewing instructions, gathering the data needed for a few specific questions, and answering the survey questions.

The following link provides an overview of the type of data needed to respond to the survey: [insert hyperlink].

Victim service providers may need to check case management systems or other records to answer some of the questions in the NSVSP. ICF is here to help if you need some assistance accessing and reporting this information! We offer several free options for support based on your needs: [insert hyperlink].

If possible, please review your data or records to answer survey questions. Providing an estimate or "best guess" is also acceptable.

Important Definitions

The survey will use the term "victim" to mean both victim or survivor of crime or abuse from this point forward.

- **CRIME** – An illegal act, which if done by a competent adult or juvenile, would be a criminal offense.

- **ABUSE** – Includes physical, sexual, emotional, psychological, or economic actions or threats to harm or control another.

- **VICTIM –** Any person who has experienced past, ongoing, or suspected crimes and abuse (e.g., crimes that are not reported to law enforcement or not prosecuted). Victims include (1) primary victims (persons directly harmed or threatened by crimes or abuse) and (2) secondary victims (family, friends, or household members of the person who also experienced harm due to a crime).

- **SERVICE** - Efforts that…
    - respond to the emotional and physical needs of victims;

- assist victims with their safety and security;
- assist victims to understand and participate in the criminal justice or other legal process;
- assist victims in stabilizing their lives; or
- respond to other needs of victims.

Survey Navigation Instructions

Please do not use your browser's "Forward" and "Back" buttons to go through this form. This may cause your responses to be lost. Instead, please use the following buttons at the bottom of each page:

- **Back**: save answer(s) and go to the previous screen.
- **Next**: save answer(s) and go to the next screen.
- **Save & Exit**: save answer(s) and sign out of the survey. You may resume at any time.

Please select "next" to continue.

- To select or de-select a response, use your mouse or space bar.

- If you have any questions related to the survey or have any technical issues, please contact us by calling XXX-XXX-XXXX or emailing NSVSP@icf.com. You may also find this information by clicking the "Help" link at the top-right corner of any page of the survey.

- If you are inactive for longer than 20 minutes, you will be logged out of the survey and any response(s) on the current page will be lost. Any response(s) entered on previous pages will be saved.

- If you need to exit the survey prior to completion, please click on the **Save & Exit** button at the bottom of any screen. All responses that you have provided to that point are saved. To resume your survey, log back into the website with your unique PIN and the survey will start from where you left off.

- For a quick view of what has already been completed in the survey, click on the "Survey Progress" link at the top-right corner of the page. The survey with responses will appear in a new browser window for your review.

Frequently Asked Questions

- [PLACEHOLDER]
- Survey sponsors
- Confidentiality statement

Burden Statement Placeholder

The OMB Control Number for this information collection is 1121-0363 (approval expires [DATE]). 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, 999 N. Capitol Street NE, Washington, DC 20531. Although this survey is voluntary, we need and appreciate your cooperation to make the results comprehensive, accurate, and timely. BJS is conducting this data collection under Title 34 United States Code, Section 10132. By law, BJS will only use the information for statistical purposes and must protect the confidentiality of information identifiable to a private person [Title 34 U.S.C. Sections 10134 and 10231].

ABOUT YOUR ORGANIZATION (Section A)

[SKIP QUESTIONS IF THE SCREENER HAS BEEN COMPLETED AND AUTOPUNCH SCREENER RESPONSES. PARTICIPANTS WILL BE PROVIDED WITH THE ABILITY TO CONFIRM/UPDATE SCREENER RESPONSES, IF NEEDED.]

[ASK ALL]

This section is filled with information gathered during previous surveys. Please review and update or complete.

A1. Which of the following best describes the structure of your organization?

- ❍ I work at a standalone victim service organization (i.e., the primary mission of the organization is to provide services or programming for victims).
- ❍ I work at an organization whose focus is not victim services, but we have embedded programs, staff, or volunteers whose purpose is to provide services to victims (e.g., a victim service program or department within a hospital, university, community center, large non-profit, church/temple/mosque, tribal government).

[For remainder of survey, INSERT "organization" IF A1=standalone and INSERT "program, division, or department" IF A1=embedded]

[ASK ALL]

A2. [Organization; Program, Division, or Department] Name:

[Organization; Program, Division, or Department] Address
Address, line 1:
Address, line 2:
City:
State:
ZIP:

[Organization; Program, Division, or Department] Phone Number:
[Organization; Program, Division, or Department] Email Address:
[Organization; Program, Division, or Department] Website:

[ASK ALL]

A3. Please confirm or enter the main point of contact at your [organization; program, division, or department] responsible for completing this survey. *We will only contact you if we want to better understand some of your survey responses. Your contact information will not be shared*

outside of this research study.
Job Title:
First Name:
Last Name:
Work Telephone Number:
Work Email Address:

[ASK ALL]

A4. In the past six months, has your [organization; program, division, or department] provided <u>direct services to victims</u>? *"Direct services" include helping victims with emotional and physical needs; safety and security; understanding and participating in the criminal justice or other legal process; stabilizing their lives; or other needs. This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services <u>do not</u> include general outreach to raise awareness about availability of services.*

❍ Yes
❍ No

[ASK ALL]

A4a. In the past six months, has your [organization; program, division, or department] provided direct referrals to other victim services? *A direct referral is a formal reference to a specific service or organization. It does not include providing lists or directories of programs <u>without</u> specific recommendations or directed reference using a warm handoff.*

❍ Yes
❍ No

[ASK ALL]

A4b. In the past six months, has your [organization; program, division, or department] conducted prevention activities? *Prevention is a proactive and comprehensive approach to providing individuals with the knowledge, skills, and tools they need to navigate challenges, make informed decisions, minimize risks before they occur, and foster healthier behaviors.*

❍ Yes
❍ No

[ASK IF A4= No AND A4a= No AND A4b=No]

A5. Does your [organization; program, division, or department] plan to provide services to victims in the future?

❍ Yes → *You are now finished with the survey. Thank you for your participation.*
❍ No → *You are now finished with the survey. Thank you for your participation.*

[TERMINATE IF A5= Yes OR No]

[ASK ALL]

A6. Which of the following <u>best</u> describes your victim services organization? *In the next*

question, you will be asked to identify the specific type of organization (e.g., mental health, law enforcement, multi-agency).

- ❍ 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 *(e.g., federal, state, or local departments such as law enforcement, social services, or public health agencies)*
- ❍ Nonprofit *(501(c)(3) status)*
- ❍ For-profit organization
- ❍ Informal organization *(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)*

[ASK IF A6= Tribal government OR Tribal coalition or other tribal organization]

A6a. Which designation <u>best</u> describes your <u>tribal agency or organization</u>?

- ❍ Law enforcement agency
- ❍ Prosecutor's office
- ❍ Public defender
- ❍ Court
- ❍ Offender custody and supervision agency *(e.g., probation, parole, or corrections)*
- ❍ Juvenile justice agency
- ❍ Public health, health services, or mental health agency
- ❍ Social services
- ❍ Child or adult protective services agency
- ❍ Advocacy program
- ❍ Victim compensation program
- ❍ Victim funding administrator
- ❍ Multi-agency *(e.g., task force, response team, Family Justice Center)*
- ❍ Other *(Please specify):* [TEXT BOX]

[ASK IF A6= Campus organization or other education institution]

A6b. Which designation <u>best</u> describes your <u>campus organization</u>?

- ❍ Law enforcement or campus security department
- ❍ 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*): [TEXT BOX]

[ASK IF A6= Government agency]

A6c. Which designation <u>best</u> describes your <u>government agency</u>?

- ❍ Law enforcement agency

- ❍ Prosecutor's office *(e.g., District Attorney, County Attorney)*
- ❍ Public defender
- ❍ Court
- ❍ Offender custody and supervision agency *(e.g., probation, parole, corrections)*
- ❍ Juvenile justice agency
- ❍ Public health, health services, or mental health agency
- ❍ Social services
- ❍ Child or adult protective services agency
- ❍ State or territory victim compensation program
- ❍ State or territory victim funding administrator
- ❍ Multi-agency *(e.g., task force, response team, Family Justice Center)*
- ❍ Other government agency *(Please specify)*: [TEXT BOX]

[ASK IF A6= Tribal coalition or other tribal organization; Campus organization or other educational institution; Hospital, medical, or emergency facility; Nonprofit; For-profit organization; OR Informal organization]

A7. Is your organization faith-based? *A faith-based organization is an organization whose identity and mission are founded on religious beliefs or values, and which is affiliated with, sponsored by, or identifies with a religious tradition, denomination, or faith community.*

- ❍ Yes
- ❍ No
- ❍ Not sure

[ASK IF A6= Tribal government; Tribal coalition or other tribal organization; Campus organization or other educational institution; Government agency; Nonprofit; For-profit organization; OR Informal organization]

A8. Is your organization school-based *(preschool or K-12)*?

- ❍ Yes
- ❍ No
- ❍ Not sure

[TERMINATE IF A6= For-profit organization OR Informal organization]

[ASK ALL]

A9. Are your victim services activities fully virtual? *This means no direct victim services are offered from a physical location connected to the [organization; program, division, or department].*

- ❍ Yes
- ❍ No

[ASK IF A9= No]

A10. Some [organizations; programs, divisions, or departments] have multiple physical locations that provide victim services, such as branch offices, satellite locations, chapters, or field offices. We recognize that staff may work remotely or in a space that is not considered an official location for your [organization; program, division, or department]. Please do not count a home office or unofficial location as a separate site.

Please select the most appropriate description of your victim service [organization; program, division, or department].

- ❍ [Organization; program, division, or department] operating through one single physical location
- ❍ [Organization; program, division, or department] operating through multiple physical locations *(e.g., branch or satellite locations, chapters, or field offices)*

[ASK IF A10= multiple physical locations]

A11. What is the <u>best</u> description of <u>your</u> physical location, compared to your [organization's; program, division, or department's] other physical locations?

- ❍ The main office
- ❍ One location that reports to a main office (e.g., branch or satellite locations, chapters, or field offices)
- ❍ Other (*Please specify*): [TEXT BOX]

[ASK ALL]

A12. For how long has your [organization; program, division, or department] been providing services to victims?

- ❍ Less than 1 year
- ❍ 1 to less than 5 years
- ❍ 5 to less than 10 years
- ❍ 10 to less than 20 years
- ❍ 20 to less than 30 years
- ❍ 30 to less than 50 years
- ❍ 50 years or more

VICTIMS SERVED (Section B)

[ASK ALL]

Throughout this survey, please consider all aspects of your [organization; program, division, or department] that provide services to victims of crime and abuse. Questions will ask you to provide information about the victims who received any form of services or program support <u>between MM/DD/YYYY and MM/DD/YYYY.</u>

[SHOW IF A10=multiple physical locations]

Please respond to these questions as they relate to activities at your physical location only.

B1. Did your [organization; program, division, or department] operate a hotline, helpline, or crisis line (via phone, chat, or other methods) between MM/DD/YYYY and MM/DD/YYYY?

- ❍ Yes
- ❍ No

[ASK IF B1= Yes]

B2. How many hotline, helpline, or crisis line calls/messages did your [organization; program, division, or department] receive from victims or someone acting on behalf of a victim between MM/DD/YYYY and MM/DD/YYYY? *Estimates are acceptable.*

[NUMBER BOX]

[ASK ALL]

B3. [IF B1=Yes INSERT "Excluding hotline, helpline, or crisis line calls/messages, how"; IF B1=No INSERT "How"] many victims received <u>direct services</u> from your [organization; program, division, or department] between MM/DD/YYYY and MM/DD/YYYY? *This includes new and existing clients; in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services. Estimates are acceptable.*

[NUMBER BOX] Number of victims

[ASK ALL]

B4. [IF B1=Yes INSERT "Excluding hotline, helpline, or crisis line calls/messages, how"; IF B1=No INSERT "How"], many victims received ongoing services from your [organization; program, division, or department] that lasted for <u>1 month or more</u> between MM/DD/YYYY and MM/DD/YYYY?

- ❍ All or nearly all
- ❍ More than half
- ❍ About half
- ❍ Less than half
- ❍ None or nearly none
- ❍ Not sure / Don't track this information

CRIME AND ABUSE TYPES (Section C)

[ASK ALL]

C1. Please report whether your [organization; program, division, or department] provided services for victims of the following types of crime or abuse between MM/DD/YYYY *and* MM/DD/YYYY.

Include any crime types for which your [organization; program, division, or department] provided services regardless of whether it was a crime for which the victim first sought services or a crime that was identified later and for which your [organization; program, division, or department] also provided services to the victim.

[SHOW IF A10=multiple physical locations]

Please respond to these questions as they relate to activities at your physical location only.

CRIME TYPE	**Yes**	**No**
Child physical abuse or neglect …….....	❍	❍
Child sexual abuse/assault or rape ……	❍	❍
Child sexual abuse materials……..	❍	❍
Child marriage or forced marriage ……	❍	❍
Teen dating violence …….....	❍	❍
Kidnapping (noncustodial) ……	❍	❍
Kidnapping (custodial) ……	❍	❍
Adult physical assault (includes aggravated and simple assault, attempted homicide/murder, and physical altercations between non-family members or non-intimate partners)……	❍	❍
Adult sexual assault or rape	❍	❍
Adult domestic and/or family violence (includes intimate partner/dating violence, violation of domestic violence protective orders)	❍	❍
Stalking/Harassment (includes cyber stalking, cyber harassment, and violation of stalking protective orders) …….....	❍	❍
Survivors of homicide victims …….....	❍	❍
Bullying (verbal, cyber, or physical) …….....	❍	❍
Hate crimes (based on race, ethnicity, sex, religion, disability, or sexual orientation)..	❍	❍
Elder abuse (includes physical, emotional, or sexual abuse; neglect; financial exploitation; or fraud) …….....	❍	❍
Adults sexually abused or assaulted as children…….....	❍	❍

CRIME TYPE	**Yes**	**No**
Human trafficking (sex) …….....	❍	❍
Human trafficking (labor) …….....	❍	❍
Technology-facilitated abuse (use of technology to violate an individual's privacy and cause them emotional, physical, or social harm)…….....	❍	❍
Community violence (violence that happens between unrelated individuals, who may or may not know each other, generally outside the home) or gang violence ……..	❍	❍
Terrorism…….....	❍	❍
Mass violence…….....	❍	❍
Identity theft (stealing personal or financial information) …….....	❍	❍
Financial fraud (deceiving someone for financial gain, including scams)……	❍	❍
Financial exploitation (illegal or improper use of resources by someone in a trusted relationship)……	❍	❍
DUI or DWI crashes…….....	❍	❍
Robbery (taking or attempting to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear) …….....	❍	❍
Burglary (unlawful entry of a structure to commit a felony or theft) …….....	❍	❍
Motor vehicle theft…….....	❍	❍
Victim witness intimidation…….....	❍	❍
Witness of violence ……	❍	❍
Other *(Please specify)*: [TEXT BOX] …….....	❍	❍

VICTIM CHARACTERISTICS (Section D)

[ASK ALL]

In this section, please indicate if your [organization; program, division, or department] provided services to individuals of the following characteristics between MM/DD/YYY and MM/DD/YYYY. *This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

[SHOW IF A10=multiple physical locations]

Please respond to these questions as they relate to activities at your physical location only.

D4. Which of the following sexes did your [organization; program, division, or department] provide services to between MM/DD/YYYY and MD/DD/YYYY? *Select all that apply. Please answer this question to the best of your ability even if your [organization; program, division, or department] does not formally track this information.*

- ❑ Females
- ❑ Males

[ASK ALL]

D5. Which of the following age groups did your [organization; program, division, or department] provide services to between MM/DD/YYYY and MM/DD/YYYY? *Select all that apply. Please answer this question to the best of your ability even if your [organization; program, division, or department] does not formally track this information.*

- ❑ Youth (0-17)
- ❑ Adults (18-59)
- ❑ Older adults (60 or over)

[ASK ALL]

D6. Which of the following races and/or ethnicities did your [organization; program, division, or department] provide services to between MM/DD/YYYY and MM/DD/YYYY? *Select all that apply. Please answer this question to the best of your ability even if your [organization; program, division, or department] does not formally track this information.*

- ❑ American Indian or Alaska Native
- ❑ Asian
- ❑ Black or African American
- ❑ Hispanic or Latino
- ❑ Middle Eastern or North African
- ❑ Native Hawaiian or Pacific Islander
- ❑ White
- ❑ Multiple Races

SERVICES FOR VICTIMS (Section E)

[ASK ALL]

In this section, please indicate whether your [organization; program, division, or department] directly provided any of the following services between MM/DD/YYYY and MM/DD/YYYY. *This includes in-person, phone, and virtual services; direct referrals; and prevention activities. Direct services do not include general outreach to raise awareness about availability of services.*

We recognize that victim service [organizations; programs, divisions, or departments] provide a wide array of services to victims. Do your best to place the services your [organization; program, division, or department] provided within the categories.

[SHOW IF A10=multiple physical locations]

Please respond to these questions as they relate to activities at your physical location only.

E1. Information and referral services

Did your [organization; program, division, or department] provide…	Yes	No
Information on victim rights/how to obtain notifications	❍	❍
Information about the criminal justice process	❍	❍
Information on how to report crimes or abuse to law enforcement	❍	❍
Updates on case status (e.g., investigation and other case processing updates that are not tied to court proceeding)	❍	❍
Referrals for reentry-related needs, terms, and conditions of probation for victims with a criminal history, probation, or expungement or vacatur for victims with a criminal history	❍	❍
Referrals for basic needs other than housing (e.g., food, clothing, hygiene)	❍	❍
Referral to other services, supports, and resources (e.g., legal, medical, faith-based organizations, address-confidentiality programs)	❍	❍

[ASK ALL]

E2. Monetary assistance

Did your [organization; program, division, or department] provide…	Yes	No
Filing for victim compensation assistance, including filing and appealing claims	❍	❍
Restitution claim or collection assistance	❍	❍
Emergency financial assistance (e.g., emergency loans, petty cash, payment for or assistance in procuring items such as food, clothing, changing windows and/or locks, taxis, medications, durable medical equipment)	❍	❍
Public benefits assistance (e.g., TANF/welfare, housing, social services, disability)	❍	❍
Other compensation/monetary services	❍	❍

[ASK ALL]

E3. Material assistance

Did your [organization; program, division, or department] provide…	Yes	No
Emergency, transitional, or relocation housing (e.g., shelter, hotel, safe house)	❍	❍
Housing assistance (e.g., long-term/stable housing, rental assistance)	❍	❍
Childcare or dependent care services (including coordination of services)	❍	❍
Employment or educational services (including job training, financial literacy, career services, or employment assistance)	❍	❍
Intervention with employer, creditor, landlord, or academic institution	❍	❍
Transportation services (including direct transportation, bus/cab/train fare, ride-share fare or arrangement)	❍	❍
Assistance meeting other basic needs (e.g., food, clothing, hygiene)	❍	❍
Assistance with the return or replacement of personal effects or property	❍	❍
Assistance with obtaining or replacing documents (e.g., birth certificate, driver's license, social security card, identification card)	❍	❍
Other material or financial advocacy/support assistance services	❍	❍

[ASK ALL]

E4. Mental health treatment or support services

Did your [organization; program, division, or department] provide…	Yes	No
Crisis counseling (by a licensed professional)	❍	❍
Emotional support services (e.g., peer- or advocate-led support groups, social programming for children)	❍	❍
Mental health services provided by a clinician (e.g., individual or group counseling or other therapy services by a licensed professional)	❍	❍
Substance use treatment (including assessment, prevention, or treatment)	❍	❍
Traditional or cultural services (e.g., specialized support or services that often incorporate cultural teachings, traditional healing practices, and community-based, grassroots approaches to facilitate healing)	❍	❍
Alternative healing (e.g., therapeutic mind and body practices like meditation, breathing exercises, movement education, yoga, tai chi, acupuncture, art, music, dance, canine or equine therapy)	❍	❍
Other mental health treatment or support services	❍	❍

[ASK ALL]

E5. Safety services

Did your [organization; program, division, or department] provide…	Yes	No
General information about crime and victimization prevention or risk reduction	❍	❍
Immediate or emergency safety planning	❍	❍
Long-term safety planning	❍	❍
Risk assessments	❍	❍
Crisis intervention (i.e., communicating among professionals and	❍	❍

victims regarding activities resulting from the victimization)		
Conflict resolution, mediation, negotiation	❍	❍
Crime/violence de-escalation support (i.e., using violence interrupter techniques to prevent retaliation; behavioral techniques to reduce the intensity of a volatile situation, promote safety, and reach a peaceful resolution)	❍	❍
Assistance with applying to an address-confidentiality program (e.g., obtaining a substitute address, mail forwarding)	❍	❍
Self-defense instruction (e.g., learning to physically protect yourself through classes like martial arts, Rape Aggression Defense [RAD], tactical skills)	❍	❍
Other safety services	❍	❍

[ASK ALL]

E6. Medical and physical health assistance

Did your [organization; program, division, or department] provide…	**Yes**	**No**
Accompaniment to medical care or forensic medical examinations	❍	❍
Medical care (emergency or follow-up)	❍	❍
Forensic medical examinations or medical evidence collection	❍	❍
STD or HIV testing, prophylaxis, or treatment	❍	❍
Other medical/hospital/clinic treatment	❍	❍
Victim advocacy in navigating the health care system	❍	❍
Assistance with rehabilitation and physical recovery from violence-related injuries	❍	❍
Other health advocacy services	❍	❍

[ASK ALL]

E7. Legal and victims' rights assistance

Did your [organization; program, division, or department] provide…	**Yes**	**No**
Information to guide the victim through the justice system and legal process (e.g., staff who serve as a navigator)	❍	❍
Criminal legal assistance to victims who are defendants, including representation	❍	❍
Civil legal assistance for a victim (e.g., family law such as custody, visitation, or support; housing; landlord or tenant; consumer protection; or employment matters)	❍	❍
Legal assistance with protective, restraining, or no-contact orders	❍	❍
Court accompaniment – civil or criminal court	❍	❍
Parole board accompaniment/parole board-related services	❍	❍
Victim/witness support (e.g., witness preparation, impact statement assistance, prosecution accompaniment)	❍	❍
Law enforcement interview accompaniment /advocacy	❍	❍
Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release)	❍	❍
Other legal and victims' rights assistance	❍	❍

[ASK ALL]

E8. Other types of services

Did your [organization; program, division, or department] provide…	Yes	No
Case management (e.g., working individually with victims to assess their needs and create a service plan and then support them in that plan)	❍	❍
Supervised child visitation/safe exchange	❍	❍
On-scene crisis response (e.g., community crisis response, where immediate, in-person crisis intervention is provided at the crime scene)	❍	❍
Education about victimization dynamics (one-on-one or in group settings)	❍	❍
Language and accessibility services (e.g., providing or arranging translation or interpretation services, use of language line, hiring bilingual staff, services for deaf and hard of hearing)	❍	❍
Assistance making funeral, burial, cremation, memorial, or other related arrangements for people who died because of violence	❍	❍
Services designed and targeted specifically to meet the needs of culturally- or ethnically-specific populations (***not*** *including language services*)	❍	❍
Nonmedical forensic interviews	❍	❍
Restorative justice/victim offender dialogue	❍	❍
Other services	❍	❍

[ASK IF MORE THAN FIVE SERVICES ARE MARKED AS YES IN E1-E8]

E9. Between MM/DD/YYYY and MM/DD/YYYY, what were the five types of direct victim services **your [organization; program, division, or department]** provided to the most number of victims? *Estimates are acceptable*
[NOTE: This item will display a multi-select drop down list of all items marked as "yes" in E1-E8.]

Choose your top 5 victim services:

Response #1

Response #2

Response #3

Response #4

Response #5

[ASK ALL]

E10. Was your [organization; program, division, or department] part of a multi-disciplinary team (MDT) focused on crime victimization or victim services between MM/DD/YYYY and MM/DD/YYYY? *An MDT is a formalized group of people from three or more fields who collaborate; have a common purpose, goal, and shared definition of the problem they are addressing; and provide a coordinated response to a client or patient (e.g., task forces, Sexual Assault Response Teams [SART], Coordinated Community Response Teams [CCRT], fatality review teams).*

❍ Yes
❍ No
❍ Not sure

[ASK ALL]

E11. With how many different entities, if any, did your [organization; program, division, or department] have a formal agreement to assist victims between MM/DD/YYYY and MM/DD/YYYY? *A formal agreement is an official document like a Memorandum of Understanding (MOU) or Memorandum of Agreement (MOA) that outlines the details of the partnership.*

- ❍ None
- ❍ 1
- ❍ 2 to 3
- ❍ 4 to 6
- ❍ 7 to 10
- ❍ 11 to 15
- ❍ More than 15

[ASK ALL]

E12. Between MM/DD/YYYY and MM/DD/YYYY, did staff from your [organization; program, division, or department] ever provide services offsite at any of the following locations?

Location	Yes	No
Courthouses or court-related settings (e.g., DA's office, public defender's office)	❍	❍
Hospitals or community-based health clinics	❍	❍
Law enforcement agencies	❍	❍
Prisons, jails, or juvenile facilities	❍	❍
Public spaces (e.g., coffee shops, libraries, grocery stores, shopping malls)	❍	❍
School/college/university buildings	❍	❍
Victims' homes	❍	❍
On site of the victimization	❍	❍

[ASK ALL]

E13. Between MM/DD/YYYY and MM/DD/YYYY, did your [organization; program, division, or department] offer services remotely or virtually to victims? *(e.g., online, over the phone, or texting)*

- ❍ Yes
- ❍ No

[ASK ALL]

E14. Between MM/DD/YYYY and MM/DD/YYYY, did your [organization; program, division, or department] provide 24-hour-a-day, 7-days-per-week crisis response coverage/services?

- ❍ Yes
- ❍ No

[ASK ALL]

E15. Between MM/DD/YYYY and MM/DD/YYYY, from which sources did your [organization; program, division, or department] receive the most referrals? *Select up to five responses.*

- ❑ Adult protective services
- ❑ Child protection
- ❑ Community-based victim service provider/organization

- ❑ Corrections (e.g., probation, parole, or correctional facility staff)
- ❑ Court
- ❑ Educational institution/organization or campus-based services
- ❑ Faith-based organization
- ❑ Hospital/healthcare provider
- ❑ Law enforcement agency (e.g., FBI, police, or sheriff's department)
- ❑ Legal services agency
- ❑ Mental healthcare provider
- ❑ Prosecutor's office
- ❑ Self-referrals or referrals from family or friends
- ❑ TANF/welfare/public benefits agencies
- ❑ Other *(Please specify)*: [TEXT BOX]

[ASK ALL]

E16. Between MM/DD/YYYY and MM/DD/YYYY, what was the primary reason, if any, that victims seeking services could not be served by your [organization; program, division, or department]?

- ❍ Program at capacity (e.g., insufficient funding, staffing, or resources)
- ❍ Victim unable to attend/participate (e.g., unable to access transportation, childcare, internet, phone)
- ❍ Services inappropriate (e.g., needs unmet, victim ineligible)
- ❍ Other *(Please specify)*: [TEXT BOX]
- ❍ Not applicable, all victims seeking services were served

[ASK ALL]

E17. Between MM/DD/YYYY and MM/DD/YYYY, which, if any, services that victims need are the most difficult to access in your local area? *Select up to five responses.*

- ❑ Shelter or housing
- ❑ Monetary or material assistance
- ❑ Mental health services
- ❑ Safety services (e.g., safety planning, address confidentiality, and self-defense) (Does NOT include protective orders)
- ❑ Medical or physical health assistance
- ❑ Transportation
- ❑ Criminal legal assistance (e.g., juvenile, military, or tribal)
- ❑ Civil legal assistance
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❍ None, there are no services that victims need that are difficult to obtain in the local area

[ASK ALL]

E18. Between MM/DD/YYYY and MM/DD/YYYY, which, if any, methods did your [organization; program, division, or department] use to measure victim outcomes or the impact of your services? *Select all that apply.*

- ❑ Case management records/documentation
- ❑ Victim exit survey

- ❑ Satisfaction survey of victims who have received services
- ❑ External program evaluation
- ❑ Follow-up surveys or interviews of victims who have received services (e.g., 3 months after services)
- ❑ Pre/post assessments of victims who have received services
- ❑ Stakeholder/partner survey on services implementation
- ❑ Examination of other data sources (e.g., legal outcomes of victims who have received services)
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❍ None, my organization does not measure victim outcomes or the impact of our services

STAFFING AND RESOURCES (Section F)

[ASK ALL]

This section asks questions about staffing and resources at your [organization; program, division, or department]. [IF A1=EMBEDDED *Please answer these questions about staff working with your victim services program(s) only.]*

[SHOW IF A10=multiple physical locations]

Please respond to these questions as they relate to activities at <u>your physical location only</u>.

F1. How many of the following types of staff members worked for your [organization; program, division, or department] on or around MM/DD/YYYY? *Count each person only once. Estimates are acceptable. Please include staff at all levels, such as victim compensation specialists, directors of victim service programs, and intake specialists. This question is estimating a snapshot of the size of the victim service provider workforce on or around MM/DD/YYYY.*

F1a. Paid staff working full time for your victim service [organization; program, division, or department] *(at least 35 hours per week)*

[NUMBER BOX]

F1b. Paid staff working part time for your victim service [organization; program, division, or department] *(less than 35 hours per week)*

[NUMBER BOX]

F1c. Unpaid volunteers/interns working for your victim service [organization; program, division, or department]

[NUMBER BOX]

F1d. Subcontractor, subgrantee, or contractor staff working for your victim service [organization; program, division, or department]

[NUMBER BOX]

[ASK IF F1c >0]

F2. Approximately what portion of all work at your [organization; program, division, or department] was <u>performed by unpaid volunteers</u> (as opposed to paid staff members) on or around MM/DD/YYYY?

- ❍ All or nearly all was performed by volunteers
- ❍ More than half

- ❍ About half
- ❍ Less than half
- ❍ None or nearly none was performed by volunteers

[ASK ALL]

F3. Between MM/DD/YYYY and MM/DD/YYYY, how many hours, if any, of training (e.g., continuing education units) or professional development for victim services were required for paid staff members in direct service positions at your [organization; program, division, or department]? *Select one response in each row.*

Timeframe	Hours required								
	None	1-5	6-10	11-20	21-40	41-60	61-80	81-100	More than 100
A. Within the first year of service	❍	❍	❍	❍	❍	❍	❍	❍	❍
B. Annually in subsequent years	❍	❍	❍	❍	❍	❍	❍	❍	❍

[ASK ALL]

F4. Between MM/DD/YYYY and MM/DD/YYYY, did the amount of victim services funding received by your [organization; program, division, or department] increase, decrease, or stay about the same?

- ❍ Increased
- ❍ Decreased
- ❍ Stayed about the same

[ASK ALL]

F5. How concerned or not concerned are you about the amount of victim services funding that you expect will be available for your [organization; program, division, or department] in the future?

- ❍ Very concerned
- ❍ Somewhat concerned
- ❍ Not too concerned
- ❍ Not concerned at all

MASS VIOLENCE AND CRIMINAL INCIDENTS WITH MULTIPLE CASUALTIES (Section G)

[ASK ALL]

This section asks about your [organization's; program, division, or department's] preparedness and response activities related to mass violence and larger criminal incidents with multiple casualties between MM/DD/YYYY and MM/DD/YYYY.

[SHOW IF A10=multiple physical locations]

Please respond to these questions as they relate to activities at your physical location only.

SUPPORT FOR VICTIMS AND RESPONSE TO CRIMINAL INCIDENTS

G3. Does your [organization; program, division, or department] conduct trauma-informed care training for individuals outside of your [organization; program, division, or department]? *Exclude training for your internal staff, volunteers, or contractors.*

- ❍ Yes
- ❍ No

[ASK IF G1= Yes]

G4. To which of the following types of individuals or entities does your [organization; program, division, or department] conduct trauma-informed care training? *Exclude training for your internal staff, volunteers, or contractors. Select all that apply.*

- ❑ Behavioral health providers
- ❑ Primary care providers
- ❑ Emergency department health care providers
- ❑ Other health care providers
- ❑ Emergency medical technicians (EMTs), paramedics, or firefighters
- ❑ Emergency management personnel
- ❑ Victim service providers
- ❑ Courts (e.g., judges, clerks)
- ❑ Law enforcement
- ❑ Lawyers and other legal assistance providers
- ❑ Child Protective Services
- ❑ Adult Protective Services
- ❑ Military personnel
- ❑ Community members
- ❑ Volunteers
- ❑ Faith-based organizations
- ❑ Media/news staff or organizations
- ❑ School staff or educational providers
- ❑ Hospitality staff (e.g., restaurant and hotel staff)
- ❑ Other *(Please specify)*: [TEXT BOX]

[ASK ALL]

G5. Is your [organization; program, division, or department] prepared to provide victim services in the response to mass violence incidents if they occur in your jurisdiction?

- ❍ Yes
- ❍ No → Do not ask questions in Section G

RESPONSE PLAN FOR MASS VIOLENCE

[ASK IF G3= Yes]

G6. Which, if any, of the following criteria does your [organization; program, division, or department] use to identify an incident as mass violence? *Select all that apply.*

- ❑ Number of people killed and/or injured
- ❑ Incident is related to terrorism
- ❑ Incident is related to drugs
- ❑ Incident is related to crime (e.g., domestic violence, robbery)
- ❑ Incident is related to gangs or organized crime
- ❑ Location of incident (e.g., public or private setting)
- ❑ Duration of incident
- ❑ Number of perpetrators/criminals involved
- ❑ Volume of resources needed for response/recovery
- ❑ Type of weapon used
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❍ None, my organization does not use any specific criteria to identify mass violence incidents

[ASK IF G3= Yes]

G7. Does your [organization; program, division, or department] have a documented plan in place to specifically respond to mass violence incidents should they occur in your jurisdiction?

- ❍ Yes
- ❍ No
- ❍ Not sure

[ASK IF G3= Yes]

G8. Does your local authority (e.g., town, city, county) have a communications plan for mass violence or criminal incidents with multiple casualties?

- ❍ Yes
- ❍ No
- ❍ Not sure

[ASK IF G6=Yes]

G8a. Is your [organization; program, division, or department] formally included in this communications plan? *This might involve specific roles and responsibilities for your organization, such as being listed as a key responder, participating in regular coordination meetings, or having designated tasks during a mass violence incident.*

- ❍ Yes
- ❍ No
- ❍ Not sure

[ASK IF G3= Yes]

G9. Which of the following communication methods, if any, does <u>your</u> [organization; program, division, or department] use to provide public information about mass violence or criminal incident with multiple casualties that has occurred in your jurisdiction? *Select all that apply.*

- ❑ Bulletin or press release
- ❑ Email, listserv, or eBlast distribution
- ❑ Information center (e.g., centralized incident response center, Family Assistance Center, Resiliency Center)
- ❑ Social media (e.g., Facebook, X)
- ❑ Telephone outreach (e.g., calls, text alerts)
- ❑ Website
- ❑ Other *(Please specify)*: [TEXT BOX]
- ❍ None, information is not provided to the public about mass violence incidents

[ASK ALL]

Thank you for completing this survey. If you have any additional comments, please use the space below.

Attachment 5: Frequently Asked Questions

NSVSP

NATIONAL SURVEY OF VICTIM SERVICE PROVIDERS

Frequently Asked Questions

What is the National Survey of Victim Service Providers (NSVSP)?

The National Survey of Victim Service Providers collects detailed information from victim service providers about topics like the services they offer to victims of crime and abuse, characteristics of the victims they serve, and gaps in their services. The NSVSP is one of the most comprehensive sources of information on victim service providers in the United States. The U.S. Department of Justice's (DOJ) Bureau of Justice Statistics (BJS) and the Office for Victims of Crime (OVC) sponsor the NSVSP. BJS is authorized to conduct this data collection under Title 34 U.S.C. § 10132. To learn more about the NSVSP and to take your survey online, visit www.NSVSP.org. For more information about BJS and how it collects, uses, and projects its data, see the BJS Data Protection Guidelines at bjs_data_protection_guidelines.pdf.

Why was my organization selected for this survey?

From all victim service providers in the 50 states and the District of Columbia, BJS selected a sample of approximately 6,000 victim service providers to represent victim service providers with similar characteristics. Your organization happened to be one of those selected to participate! If your organization does not provide services to victims of crime and abuse, please report this in the survey to update our records for your organization.

How long will it take to complete the survey?

Approximately 25 minutes.

Why should my organization participate in the NSVSP?

The victim service field changes frequently. We need reliable and up-to-date information to better understand current victim services nationwide and to plan for emerging issues that victim service providers are facing. The NSVSP results help policymakers, funders, practitioners, and their communities understand gaps in services and knowledge, resource limitations, staffing, and the stability of victim service providers. Your response is completely voluntary, but we hope you will participate because your insights will contribute to data-informed decision-making at the federal, state, and local level.

Who is the best person at my organization to complete the NSVSP?

Someone with direct knowledge about the available services for victims of crime and abuse at your organization and your organization's funding sources and staffing. If one person does not know all the answers, multiple people within your organization can collaborate on the survey.

What if I don't think I am the right person to take the survey?

We want to know that! Please email Support@NSVSP.org or call 227-248-9484 to notify us of updated contact information or let us know we have an error in our records. We want to make sure all future communication about the survey is sent to your organization's preferred contact.

NSVSP

NATIONAL SURVEY OF VICTIM SERVICE PROVIDERS

My organization took the 2019 NSVSP. Should we take the 2026 NSVSP?

Yes, please! Some information may have changed since 2019. The 2026 NSVSP collects updated information about victim service providers and explores changes in the field over time.

How is the NSVSP different from other data collections with victim service providers?

Victim service providers with federal grant funding are required to report data on topics that are similar to questions on the NSVSP. However, the NSVSP is an opportunity to also collect data from victim service providers that are not federally funded. The National Census of Victim Service Providers (NCVSP), another DOJ-sponsored study, creates a national roster of victim service providers but does not ask detailed questions about their structure, resources, service provision, and victims served. The NSVSP fills this gap by surveying a proportion of all victim service providers in the U.S., regardless of whether they receive federal funding, and asking them detailed questions about these topics. Through a statistical technique called sampling, the NSVSP is designed to produce estimates that represent all victim service providers in the U.S. without surveying every single victim service provider.

How will the NSVSP data be used?

By law, BJS may only use the data for statistical or research purposes [34 U.S.C § 10134]. Your survey responses will be combined with those from other victim service providers to publish summaries in statistical briefs and special reports. BJS will make the NSVSP microdata available to researchers, professionals, and others for secondary analysis purposes through the National Archive of Criminal Justice Data, subject to strong confidentiality protections and applicable federal law. Examples of NSVSP data products can be found on BJS's website at https://bjs.ojp.gov/data-collection/national-survey-victim-service-providers-nsvsp.

How will you protect my information?

While we have your name and organization listed, that is mainly to keep the roster of victim service providers addresses up to date. Contact information is only accessible in the federal database of victim service providers and is not available to the public. The NSVSP will not ask for information about specific clients or victims. We *do not* need highly specific information about cases. No identifying information about yourself or your organization will be published in any reports or otherwise released to the public.

BJS will protect the confidentiality of your data to the fullest extent under federal law [34 U.S.C. § 10231]. Any person who violates these provisions may be punished by a fine up to $10,000, in addition to any other penalties imposed by law. Per the Cybersecurity Enhancement Act of 2015, federal information systems are protected from malicious activities through cybersecurity screening of transmitted data. The NSVSP has been [approved] by the Office of Management and Budget (OMB Number: 1121-0363, approval expires DATE). If this number were not displayed, we could not conduct this survey. Your voluntary participation in this survey is important; however, you may decline to answer any or all questions.

Find out more about the NSVSP and related data collections at **bjs.ojp.gov/topics/victims/services-for-crime-victims**. If you have additional questions or received more than one invitation, contact ICF at 227-248-9484 or Support@NSVSP.org. ICF is

an independent research company funded by BJS and OVC to conduct this study.

Attachment 6: Invitation Letter

NSVSP

NATIONAL SURVEY OF VICTIM SERVICE PROVIDERS

<<SUID>> <DATE>>

<<ORGNAME>>
c/o [IF COMPLETED FRAME VERIFICATION, *FirstName* LastName, IF DID NOT COMPLETE FRAME VERIFICATION, *POC Title* OR "Victim Services Program Director"],
<< ORGADDR1>>
<< ORGADDR2>>
<<ORGCITY>>, <<ORGSTATE>> <<ORGZIP>>

Dear [IF COMPLETED FRAME VERIFICATION, *FirstName* LastName, IF DID NOT COMPLETE FRAME VERIFICATION, *POC Title* OR "Victim Services Program Director"],

We are excited to announce that your organization has been selected to participate in the **2026 National Survey of Victim Service Providers (NSVSP)**, a data collection sponsored by the Bureau of Justice Statistics (BJS) and the Office for Victims of Crime (OVC) within the U.S. Department of Justice. This survey is one of the most comprehensive sources of information on victim service providers (VSPs) nationwide, and your insights will contribute to data-informed decision-making at the federal, state, and local level. You may also receive an e-mail inviting you to complete the survey.

Here's how to participate:

Step 1: Go to NSVSP.org

Step 2: Enter your password.

PASSWORD: 1234ABCD

You can also access your survey directly by scanning this QR code.

MERGE QR CODES

We kindly ask that you complete this approximately 25-minute survey by **Month DD, YYYY.** You can complete the survey in multiple sittings and share it with your colleagues if you need their assistance.

The survey asks about:

- Your organization's structure and operations
- Characteristics of the victims your organization serves
- Services your organization provides
- Your organization's staffing and workforce

You will **not** be asked to share any confidential information about individual clients or sensitive organizational records. The survey is best completed by someone at your organization who is knowledgeable about these topics. To make completion faster, you may wish to gather relevant information before beginning the survey.

Although this study is voluntary, your participation is vital as every VSP is unique, and your input ensures your organization's critical work is reflected in the survey results. We thank you in advance for taking time out of your busy schedule to complete the 2026 NSVSP.

For any questions or concerns regarding the 2026 NSVSP, please contact ICF, an independent research company funded by BJS and OVC to conduct this important work, at 227-248-9484 or Support@NSVSP.org. Additional information and Frequently Asked Questions are available on the survey website.

Thank you for your time and participation in this important research.

Sincerely,

Kevin M. Scott, PhD
Principal Deputy Director, BJS
U.S. Department of Justice

Katherine Darke Schmitt
Principal Deputy Director, OVC
U.S. Department of Justice

BJS is authorized to conduct this data collection under Title 34 United States Code, § 10132. By law, BJS will use the information you provide only for statistical or research purposes and must protect the confidentiality of information identifiable to a private person against unauthorized disclosure or misuse [Title 34 U.S.C. § 10134 and 10231]. Any person who violates these provisions may be punished by a fine up to $10,000, in addition to any other penalties imposed by law. Per the Cybersecurity Enhancement Act of 2015, federal information systems are protected from malicious activities through cybersecurity screening of transmitted data. The BJS Data Protection Guidelines (https://bjs.ojp.gov/document/bjs_data_protection_guidelines.pdf) provide more detailed information on how BJS and its data collection agents will use and protect data collected under BJS's authority.

Attachment 7: Invitation Email

From: Support@NSVSP.org
To: [IF COMPLETED FRAME VERIFICATION, *POCemail*, IF DID NOT COMPLETE FRAME VERIFICATION, *POCemail* from frame + alternate emails]
Subject: Your invitation to complete the 2026 National Survey of Victim Service Providers

NSVSP
NATIONAL SURVEY OF VICTIM SERVICE PROVIDERS

Dear [IF COMPLETED FRAME VERIFICATION, *FirstName* LastName, IF DID NOT COMPLETE FRAME VERIFICATION, *POC Title* OR "Victim Services Program Director"],

We are excited to announce that your organization has been selected to participate in the **2026 National Survey of Victim Service Providers (NSVSP)**, a data collection sponsored by the Bureau of Justice Statistics (BJS) and the Office for Victims of Crime (OVC) within the U.S. Department of Justice. You may also receive a letter inviting you to complete the survey.

The NSVSP is a nationwide data collection effort designed to produce reliable information about the victim service field. Your insights will contribute to data-informed decision-making at the federal, state, and local level.

To access and complete the NSVSP:

Survey website: NSVSP.org
Password: [123456A]
Due date: [Month DD, YYYY]
Approximate time to complete: 25 minutes

The survey asks about:

- Your organization's structure
- Characteristics of victims served
- Types of victim services provided
- VSP staffing levels

The survey does not ask for confidential information about your clients or organization.

The survey should be completed by someone at your organization who is knowledgeable about these topics. The survey can be completed in multiple sittings and shared with colleagues if you need assistance.

Although this survey is voluntary, no two VSPs are the same, and your participation helps ensure that the perspectives and experiences of organizations like yours are accurately reflected in the survey results.

Need Help?

For any questions or concerns regarding the 2026 NSVSP, or if you believe you have received this email in error, please contact ICF, an independent research company funded by BJS and OVC to conduct this important work, at 227-248-9484 or Support@NSVSP.org.

We thank you in advance for taking time out of your busy schedule to complete the 2026 NSVSP.

Sincerely,

Kevin M. Scott, PhD
Principal Deputy Director, BJS
U.S. Department of Justice

Katherine Darke Schmitt
Principal Deputy Director, OVC
U.S. Department of Justice

BJS is authorized to conduct this data collection under Title 34 United States Code, § 10132. By law, BJS will use the information you provide only for statistical or research purposes and must protect the confidentiality of information identifiable to a private person against unauthorized disclosure or misuse [Title 34 U.S.C. § 10134 and 10231]. Any person who violates these provisions may be punished by a fine up to $10,000, in addition to any other penalties imposed by law. Per the Cybersecurity Enhancement Act of 2015, federal information systems are protected from malicious activities through cybersecurity screening of transmitted data. The BJS Data Protection Guidelines provide more detailed information on how BJS and its data collection agents will use and protect data collected under BJS's authority.

Attachment 8: Reminder Email #1

From: Support@NSVSP.org
To: [IF COMPLETED FRAME VERIFICATION, *POCemail*, IF DID NOT COMPLETE FRAME VERIFICATION, *POCemail* from frame + alternate emails]
Subject: Reminder: The 2026 NSVSP is not complete without your responses



Dear [IF COMPLETED FRAME VERIFICATION, *FirstName* LastName, IF DID NOT COMPLETE FRAME VERIFICATION, *POC Title* from frame OR "Victim Services Program Director" if *POC Title* is NULL],

The due date for the 2026 National Survey of Victim Service Providers (NSVSP) is just two weeks away.

Did you know that victim service providers (VSPs) participating in the **2019 NSVSP** reported delivering an average of 27 different types of services to meet the needs of crime victims? Findings like these help provide a national picture of the victim services field and are only possible because organizations like yours take the time to participate in the NSVSP. Learn more about the 2019 NSVSP findings here.

If you have not yet completed the 2026 survey, we encourage you to do so today. Most organizations can complete the questionnaire in approximately 25 minutes, and you may save your responses and return later if needed. The survey asks about your organization's structure, the victims you serve, the services you provide, and staffing levels. **You will not be asked to provide confidential information about your clients or organization.**

To access and complete the NSVSP:

> **Survey website and FAQs:** NSVSP.org
> **Password:** [123456A]
> **Due date:** [Month DD, YYYY]

Although this study is voluntary, **your participation helps ensure that the variety of organizations, services, and communities within the victim services field is accurately represented.** With your help, the Bureau of Justice Statistics (BJS) and the Office for Victims of Crime (OVC) can fill important gaps in our understanding of the victim services field and support data-informed decision-making at the federal, state, and local level.

[IF TIER 2 or 3 INSERT: "To help make it easier for your organization to participate, we invite you to work with a member of the NSVSP team who can assist you in completing the survey. To request assistance, please contact us through the scheduler, by phone at 227-248-9484, or through email at Support@NSVSP.org.

For any questions or concerns, or if you believe you have received this email in error, please contact ICF, an independent research company conducting the survey on behalf of BJS and OVC, at 227-248-9484 or Support@NSVSP.org.

Thank you, in advance, for your time and participation in the 2026 NSVSP.

Sincerely,

Kevin M. Scott, PhD
Principal Deputy Director, BJS
U.S. Department of Justice

Katherine Darke Schmitt
Principal Deputy Director, OVC
U.S. Department of Justice

BJS is authorized to conduct this data collection under Title 34 United States Code, § 10132. By law, BJS will use the information you provide only for statistical or research purposes and must protect the confidentiality of information identifiable to a private person against unauthorized disclosure or misuse [Title 34 U.S.C. § 10134 and 10231]. Any person who violates these provisions may be punished by a fine up to $10,000, in addition to any other penalties imposed by law. Per the Cybersecurity Enhancement Act of 2015, federal information systems are protected from malicious activities through cybersecurity screening of transmitted data. The BJS Data Protection Guidelines provide more detailed information on how BJS and its data collection agents will use and protect data collected under BJS's authority.

Attachment 9: Reminder Email #2

From: Support@NSVSP.org
To: [IF COMPLETED FRAME VERIFICATION, *POCemail*, IF DID NOT COMPLETE FRAME VERIFICATION, *POCemail* from frame + alternate emails]
Subject: Reminder to complete the 2026 National Survey of Victim Service Providers

NSVSP
NATIONAL SURVEY OF VICTIM SERVICE PROVIDERS

Dear [IF COMPLETED FRAME VERIFICATION, *FirstName* LastName, IF DID NOT COMPLETE FRAME VERIFICATION, *POC Title* OR "Victim Services Program Director"],

This is a reminder that the deadline to complete the 2026 National Survey of Victim Service Providers (NSVSP) is **Month DD, YYYY**, which is just one week away. Your participation helps ensure that victim service providers are accurately represented in national data. See our victim services infographic for an example of how NSVSP data are used.

[IF TIER 2 or 3 INSERT: "We have NSVSP staff who can assist you in completing the survey. To request assistance, please contact us through the scheduler, by phone at 227-248-9484, or through email at Support@NSVSP.org, and a member of the team will assist you."]

To access and complete the NSVSP:

Survey website: NSVSP.org

Password: [123456A]

Approximate time to complete: 25 minutes

The survey asks about your organization's structure, the victims you serve, the services you provide, and staffing levels. It should be completed by a staff member who is knowledgeable about these topics. **You will not be asked to provide confidential information about your clients or organization.**

Questions? Contact ICF, an independent research company conducting this survey on behalf of the Bureau of Justice Statistics (BJS) and the Office for Victims of Crime (OVC), at 227-248-9484 or Support@NSVSP.org.

Although participation is voluntary, your participation is vital to the success of this effort. We sincerely appreciate your time and consideration and the important work your organization does to support victims and survivors.

Sincerely,

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U.S. Department of Justice

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Attachment 10: Nonresponse Email #1

From: Support@NSVSP.org
To: [IF COMPLETED FRAME VERIFICATION, *POCemail*, IF DID NOT COMPLETE FRAME VERIFICATION, POCemail from frame + alternate emails]
Subject: We still want to hear from you! Due date extended for 2026 NSVSP

NSVSP
NATIONAL SURVEY OF VICTIM SERVICE PROVIDERS

Dear [IF COMPLETED FRAME VERIFICATION, *FirstName* LastName, IF DID NOT COMPLETE FRAME VERIFICATION, *POC Title* OR "Victim Services Program Director"],

Hearing how your organization serves crime victims and their communities is so important that we have **extended the due date for your responses to the 2026 National Survey of Victim Service Providers (NSVSP) to Month DD.**

In the 2019 NSVSP, three-quarters of victim service providers (VSPs) reported providing immediate or emergency safety planning to victims of crime. Findings like these help provide a national picture of victim services and are only possible because organizations like yours participate in the NSVSP. With your help, the Bureau of Justice Statistics (BJS) and the Office for Victims of Crime (OVC) can update this information and improve understanding of the victim services field. Explore our victim services infographic to see how NSVSP data are used.

To access and complete the NSVSP:

Survey website: NSVSP.org

Password: [123456A]

Approximate time to complete: 25 minutes

Need help completing the survey? We understand that finding the time to participate can be challenging. To help make participation easier, NSVSP staff are available to answer questions or assist you in completing the survey. To request assistance, please contact us through the scheduler, by phone at 227-248-9484, or through email at Support@NSVSP.org. ICF, an independent research company, has been funded by BJS and OVC to conduct this important work.

The survey asks about your organization's structure, the victims you serve, the services you provide, and staffing levels and it should be completed by a staff member who is knowledgeable about these topics. **You will not be asked to provide confidential information about your clients or organization.**

Although this survey is voluntary, your response helps ensure that the variety of VSPs, services, and communities is accurately represented in the survey findings.

We appreciate your time and consideration and hope you will take advantage of this deadline extension to complete the 2026 NSVSP.

Sincerely,

Kevin M. Scott, PhD
Principal Deputy Director, BJS
U.S. Department of Justice

Katherine Darke Schmitt
Principal Deputy Director, OVC
U.S. Department of Justice

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Attachment 11: Nonresponse Letter #1

NSVSP

NATIONAL SURVEY OF VICTIM SERVICE PROVIDERS

<<SUID>> <DATE>>
<<ORGNAME>>
c/o [*POC Title* OR "Victim Services Program Director"],
<< ORGADDR1>>
<< ORGADDR2>>
<<ORGCITY>>, <<ORGSTATE>> <<ORGZIP>>

Dear [*POC Title* OR "Victim Services Program Director"],

Hearing how your organization serves crime victims and their communities is so important that **we have extended the due date for your responses to the 2026 National Survey of Victim Service Providers (NSVSP) to Month DD**.

In the 2019 NSVSP, 71 percent of VSPs reported assisting victims with filing for a restraining, protection, or no-contact order. Findings like these help provide a national picture of victim services and are only possible because organizations like yours participate. With your help, the Bureau of Justice Statistics (BJS) and the Office for Victims of Crime (OVC) can update this information to support data-informed decision-making at the federal, state, and local level.

Here's how to participate:

Step 1: Go to NSVSP.org

Step 2: Enter your password.

PASSWORD: 1234ABCD

You can also access your survey directly by scanning this QR code.

MERGE QR CODES

You can access the survey from any device with an internet connection, and your responses will be saved as you go, allowing you to return to the survey at any time. You can also send it to your colleagues if you need their assistance. The survey takes approximately 25 minutes to complete.

The survey asks about:

- Your organization's structure and operations
- Characteristics of the victims your organization serves
- Services your organization provides
- Your organization's staffing and workforce

You will not be asked to share any confidential information about individual clients or sensitive organizational records. The survey is best completed by someone at your organization who is knowledgeable about these topics.

For questions or assistance, please contact our NSVSP staff who are available to help you with the survey via the online scheduler [insert URL], by phone at 227-248-9484, or via email at Support@NSVSP.org. ICF is an independent research company funded by BJS and OVC to conduct this important work.

Although this survey is voluntary, your response helps ensure that the variety of victim service providers, services, and communities is accurately represented in the survey findings.

We appreciate your time and consideration and hope you will take advantage of this deadline extension to complete the 2026 NSVSP.

Sincerely,

Kevin M. Scott, PhD
Principal Deputy Director, BJS
U.S. Department of Justice

Katherine Darke Schmitt
Principal Deputy Director, OVC
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Attachment 12: Nonresponse Email #2

From: Support@NSVSP.org
To: [POCemail from frame + alternate emails]
Subject: Final deadline is Month day - Please complete the 2026 NSVSP

NSVSP
NATIONAL SURVEY OF VICTIM SERVICE PROVIDERS

Dear [*POCTitle* OR "Victim Services Program Director"],

We have extended the deadline for the 2026 National Survey of Victim Service Providers (NSVSP) to Month DD because we still hope to receive your organization's response.

To access and complete the NSVSP:

Survey website and FAQs: NSVSP.org

Initial password: [123456A]

Approximate time to complete: 25 minutes

Our project team stands by to help you complete the survey should you need assistance. Please contact us through the scheduler, by phone at 227-248-9484, or via email at Support@NSVSP.org. ICF is an independent research company funded by the Bureau of Justice Statistics (BJS) and the Office for Victims of Crime (OVC) to conduct this important work.

The survey asks about your organization's structure, the victims you serve, the services you provide, and staffing levels. **You will not be asked to provide confidential information about your clients or organization.** The questionnaire should be completed by a staff member who is knowledgeable about these topics.

Although participation is voluntary, every victim service provider (VSP) offers unique services and serves different communities. Your response helps ensure that the variety of VSPs is represented in the survey findings.

Thank you for your time and consideration and for the important work your organization does to support victims and survivors.

Sincerely,

Kevin M. Scott, PhD
Principal Deputy Director, BJS
U.S. Department of Justice

Katherine Darke Schmitt
Principal Deputy Director, OVC
U.S. Department of Justice

BJS Bureau of Justice Statistics

OVC Office for Victims of Crime

BJS is authorized to conduct this data collection under Title 34 United States Code, § 10132. By law, BJS will use the information you provide only for statistical or research purposes and must protect the confidentiality of information identifiable to a private person against unauthorized disclosure or misuse [Title 34 U.S.C. § 10134 and 10231]. Any person who violates these provisions may be punished by a fine up to $10,000, in addition to any other penalties imposed by law. Per the Cybersecurity Enhancement Act of 2015, federal information systems are protected from malicious activities through cybersecurity screening of transmitted data. The BJS Data Protection Guidelines provide more detailed information on how BJS and its data collection agents will use and protect data collected under BJS's authority.

Attachment 13: Nonresponse Email #3

From: Support@NSVSP.org
To: [POCemail from frame + alternate emails]
Subject: 2026 NSVSP: The results are incomplete without your response

NSVSP
NATIONAL SURVEY OF VICTIM SERVICE PROVIDERS

Dear Dear [*POCTitle* OR "Victim Services Program Director"],

The extended due date for the **2026 National Survey of Victim Service** has passed, but we still need additional responses to ensure organizations like yours are represented in the survey findings. In the coming weeks, we will be calling organizations that have not yet responded. **Help us reduce that call list by completing the survey today.**

To access and complete the NSVSP:

Survey website and FAQs: NSVSP.org

Password: [123456A]

Approximate time to complete: 25 minutes

Need help? NSVSP staff are available to answer questions and assist you in completing the survey. Contact us through the scheduler, by phone at 227-248-9484, or through email at Support@NSVSP.org. ICF, an independent research company, is conducting this survey on behalf of the Bureau of Justice Statistics (BJS) and the Office for Victims of Crime (OVC).

The survey asks about your organization's structure, the victims you serve, the services you provide, and staffing levels. **You will not be asked to provide confidential information about your clients or organization.** The questionnaire should be completed by a staff member who is knowledgeable about these topics and can be shared with colleagues if additional information is needed.

Although this study is voluntary, your participation is vital to the success of this effort. We hope you will take this final opportunity to ensure that organizations like yours are represented in the 2026 NSVSP.

Sincerely,

Kevin M. Scott, PhD
Principal Deputy Director, BJS
U.S. Department of Justice

Katherine Darke Schmitt
Principal Deputy Director, OVC
U.S. Department of Justice

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Attachment 14: Nonresponse CATI Script

If sampled VSPs do not respond to the NSVSP by the extended due date, they will receive up to 8 phone calls during the nonresponse follow-up period. Below is a script trained interviewers at ICF will use as a guide when making these calls. If the respondent agrees to complete the survey over the phone, the ICF interviewer will load the web survey and complete it with the respondent.

ANSWERING MACHINE TEXT:

AM_TEXT

PROMPT ON 1ST, 4th, and 8th ATTEMPT RESULTING IN AN ANSWERING MACHINE

1 Hello, my name is _____. I am calling regarding the 2026 National Survey of Victim Service Providers, called the NSVSP. Our records do not show a response from [A_AGENCY]. We are only able to survey a portion of Victim Service Providers nationwide, so your participation ensures the populations you serve are represented in the survey results. Please take this survey before it is too late. If you would prefer to complete the survey by phone or have any questions, please call us at 227-248-9484 and mention your organization code [MASTERID].

SCRIPT:

[ASK ALL]

INT01

Hello, this is ____ calling from ICF about the 2026 National Survey of Victim Service Providers, or NSVSP. The NSVSP is a coordinated data collection effort between the Bureau of Justice Statistics and the Office for Victims of Crime, both located in the U.S. Department of Justice.

Is this:

[A_AGENCY]

Located at:

[LOCADD1]
[LOCADD2]
[LOCCITY], [LOCSTATE] [LOCZIP5]-[LOCZIP4]

INTERVIEWER NOTE: TARGET RESPONDENT IS: [POC TITLE OR DIRECTOR OF VICTIM SERVICES]

01 Yes, information is correct
02 Yes, but with edits to VSP Information

10 Callback
20 Refusal
D1 Answering Machine - **target VSP/respondent**
D2 Answering Machine - **clearly not target VSP/respondent**
D3 Answering Machine - **unsure if target VSP/respondent**
B2 Busy
DA Dead Air
HU Hang Up
NA No Answer
NW Non-Working Number

[ASK IF INT01=02]
[MUL=8]

FAC_EDIT

INTERVIEWER: SELECT THE FIELDS THAT NEED UPDATING

1 VSP Line 1: [FACNAME1]
2 VSP Line 2: [FACNAME2]
3 Address Line 1: [LOCADD1]
4 Address Line 2: [LOCADD2]
5 City: [LOCCITY]
6 State: [LOCSTATE]
7 Zip: [LOCZIP5]
8 Zip+4: [LOCZIP4]

9 REFUSED [EXCLUSIVE]

[ASK IF FAC_EDIT=1]

U_FACNAME1

What is the correct VSP name?

1 Enter response [TEXT BOX]

[UPDATE FACNAME1 WITH U_FACNAME1]

[ASK IF FAC_EDIT=2]

U_FACNAME2

What is the correct second part of the VSP name?

1 Enter response [TEXT BOX]

[UPDATE FACNAME2 WITH U_FACNAME2]

[ASK IF FAC_EDIT=3]

U_LOCADD1

What is the correct address?

1 Enter response [TEXT BOX]

[UPDATE LOCADD1 WITH U_LOCADD1]

[ASK IF FAC_EDIT=4]

U_LOCADD2

What is the correct address?

1 Enter response [TEXT BOX]

[UPDATE LOCADD2 WITH U_LOCADD2]

[ASK IF FAC_EDIT=5]

U_LOCCITY

What is the correct city?

1 Enter response [TEXT BOX]

[UPDATE LOCCITY WITH U_LOCCITY]

[ASK IF FAC_EDIT=6]

U_LOCSTATE

What is the correct state?

AL Alabama
AK Alaska
AZ Arizona
AR Arkansas

CA California
CO Colorado
CT Connecticut
DE Delaware
DC District of Columbia
FL Florida
GA Georgia
HI Hawaii
ID Idaho
IL Illinois
IN Indiana
IA Iowa
KS Kansas
KY Kentucky
LA Louisiana
ME Maine
MD Maryland
MA Massachusetts
MI Michigan
MN Minnesota
MS Mississippi
MO Missouri
MT Montana
NE Nebraska
NV Nevada
NH New Hampshire
NJ New Jersey
NM New Mexico
NY New York
NC North Carolina
ND North Dakota
OH Ohio
OK Oklahoma
OR Oregon
PA Pennsylvania
RI Rhode Island
SC South Carolina
SD South Dakota
TN Tennessee
TX Texas
UT Utah
VT Vermont
VA Virginia
WA Washington
WV West Virginia
WI Wisconsin
WY Wyoming

[UPDATE LOCSTATE WITH U_LOCSTATE]

[ASK IF FAC_EDIT=7]

U_LOCZIP5

What is the correct five-digit zip code?
RANGE 00000-99999 [NUMBER BOX]

[UPDATE LOCZIP5 WITH U_LOCZIP5]

[ASK IF FAC_EDIT=8]

U_LOCZIP4

What are the last four digits of the nine-digit zip code?
RANGE 0000-9999 [NUMBER BOX]

[UPDATE LOCZIP4 WITH U_LOCZIP4]

[ASK IF INT01=01,02]

Q2

May I please speak with [POC TITLE OR DIRECTOR OF VICTIM SERVICES] regarding this VSP organization's 2026 National Survey of Victim Service Providers?

1 Speaking with respondent
2 Transferring to respondent
3 Respondent Voice Mail [GO TO AM_CNT]
4 Update Respondent
5 Respondent not available
9 REFUSED

[ASK IF Q2=4]

NEW_POC

Who would be the best person to contact that is knowledgeable about your VSP organization's daily operations?

1 Enter new POC Title or Name [TEXT BOX]
9 REFUSED

[UPDATE POC TITLE OR DIRECTOR OF VICTIM SERVICES WITH NEW_POC]

[ASK IF NEW_POC=1]

TEL03

May I have their telephone number?

[NUMBER BOX; 10 DIGITS]

[ASK IF NEW_POC=1]

NEWRESP

Can you connect me with them now?

1 Speaking with respondent
2 Transferring to respondent
3 Respondent Voice Mail [GO TO AM_CNT]
4 Respondent not available
9 REFUSED

[ASK IF Q2=1,2 OR NEWRESP=1,2]

Q3

[IF Q2=2 OR NEWRESP=2 INSERT "Hello, this is ____ calling from ICF about the 2026 National Survey of Victim Service Providers, or NSVSP. The NSVSP is a coordinated effort between the Bureau of Justice Statistics and the Office for Victims of Crime, both located in the U.S. Department of Justice."]

As a Victim Service Provider, your organization has been invited to participate in the 2026 NSVSP. We have been trying to reach you for the past few weeks to make sure your organization and the communities you serve are represented in the survey's results. Our records indicate that we have not received your VSP organization's responses. We are calling to complete the survey now over the phone. Is this a good time?

INTERVIEWER NOTE: The mailed packet and emails contained:
1. Letter requesting your VSP organization's participation from BJS and OVC.
2. Instructions on how to complete the survey on the internet.
3. A Frequently Asked Questions document with answers.

- **IF ASKED, IT TAKES ABOUT 25 MINUTES.**
- **OFFER TO START SURVEY NOW WITH OPTION TO FINISH AT LATER TIME.**
- **IF RESPONDENT HESITATES TO COMPLETE THE SURVEY, REMIND THE RESPONDENT THAT:**
  - **THE SURVEY IS VOLUNTARY BUT THE ACCURACY OF THE SURVEY RESULTS DEPENDS ON THEIR PARTICIPATION.**
  - **THE SURVEY ALLOWS VSPS TO COMPARE ORGANIZATIONS LIKE THEIRS TO OTHERS ALL ACROSS THE U.S.**
  - **THEIR INDIIVDUAL RESPONSES WILL NOT BE RELEASED TO THE PUBLIC AND WE WILL NOT ASK FOR ANY CONFIDENTIAL INFORMATION ABOUT THEIR CLIENTS OR ORGANIZATION.**

INTERVIEWER NOTE FOR REFERENCE:
[A_AGENCY]

Located at:

[LOCADD1]
[LOCADD2]
[LOCCITY], [LOCSTATE] [LOCZIP5]-[LOCZIP4]

01 Yes, continue
02 No, not a good time
03 No longer provide Victim Services
04 Never Provided Victim Services
05 Merged with another VSP
06 Duplicate VSP
07 VSP Closed
08 Satellite VSP
09 VSP is a Jail/Prison
10 Already completed on the Web
11 Respondent Voice Mail [GO TO AM_CNT]
99 REFUSED

[ASK IF Q2=5 OR NEWRESP=4 OR Q3=02]
MAKEAPPT
When would be a good time to call back?

1 MAKE APPOINTMENT [GO TO CALLBACK SCREEN]

[ASK IF Q3=10]
DIDALEADY
Great. Thank you for taking the time to complete this important survey. We will confirm we have received your responses and if anything is missing, we may reach back out to you.

1 Continue

[ASK IF Q3=01]

INTRVW

Okay, let's go ahead and complete the survey right now. Give me a moment while I pull up your file.

INTERVIEWER:

- **CLICK LINK BELOW TO OPEN SURVEY IN A DIFFERENT SCREEN.**
- **AFTER YOU COMPLETE WEB SURVEY WITH RESPONDENT, RETURN HERE AND SELECT "COMPLETED WEB SURVEY WITH RESPONDENT."**
- **IF YOU DID NOT COMPLETE WEB SURVEY WITH RESPONDENT, THEN CHOOSE "QUIT" AND ASSIGN APPROPRIATE DISPOSITION (e.g., callback, refusal).**

WWW.NSVSP.ORG

1 Completed Web Survey with Respondent

Attachment 15: Final Thank You Email

From: Support@NSVSP.org
To: [*POCemail* from NSVSP response]
Subject: Thank you for your participation in the 2026 NSVSP!

NSVSP
NATIONAL SURVEY OF VICTIM SERVICE PROVIDERS

Dear [*FirstName LastName*],

The Bureau of Justice Statistics (BJS) and the Office for Victims of Crime (OVC) at the U.S. Department of Justice want to express our sincere thanks for participating in the 2026 National Survey of Victim Service Providers (NSVSP). We know that as a busy victim services professional, you have many competing demands on your time, so we thank you for completing the survey. Your responses will help us provide reliable, up-to-date information about victim service organizations across the nation and better understand the types of victims they serve and the services they offer.

Now that the survey has closed, BJS will prepare the data for public release, which will include removing all information that could identify your individual organization, and produce a public report. We encourage you to subscribe to JUSTSTATS, BJS's email list, to be notified of these data releases, at bjs.ojp.gov/subscribe. Your contributions to the 2026 NSVSP will inform data-driven decision-making at the federal, state, and local level. We also hope that your organization uses the 2026 NSVSP data. It can be used to understand topics including, but not limited to, whether VSPs of similar types as yours are experiencing staffing issues, how other organizations measure their client outcomes, and what victim services are difficult to access in your local area. In the meantime, we encourage you to explore the victim services data BJS currently have available on our website.

Thank you again for your support of this research. It would not have been possible without your participation!

Sincerely,

Kevin M. Scott, PhD
Principal Deputy Director, BJS
U.S. Department of Justice

BJS Bureau of Justice Statistics

Katherine Darke Schmitt
Principal Deputy Director, OVC
U.S. Department of Justice

OVC Office for Victims of Crime