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RESEARCH REPORT

New Hampshire Victims Needs Assessment Survey – Survey of Victims

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New Hampshire Department of Justice

Table of Contents

Acknowledgements 3

Summary and Recommendations – Victims of Crime 4

Key Findings - Survey 7

Survey Methodology 12

How to Read This Report..... 13

Experience 14

Medical Services 18

Counseling, Advocacy and Supportive Services 25

Legal Services 34

Other Services and Resources 44

Overall Experience..... 63

Survey Demographics..... 67

Victim Interviews 69

 Background 69

 Methodology..... 69

 Limits of Qualitative Research..... 69

Key Findings – Interviews 71

Detailed Findings - Interviews 72

 Services Victims Needed but Did Not Receive 73

 Reasons Victims Did Not Receive Needed Services 74

 Helping Victims Access to Needed Services..... 75

 Making Services More Helpful..... 76

 Connecting Victims with Services 77

 Best Ways to Inform Victims of Available Resources and Services 78

 Final Thoughts..... 79

Interview Appendix A: Questionnaire 80

Acknowledgements

This work was conducted on behalf of the New Hampshire Department of Justice

The objective of this effort is, *“designed to inform New Hampshire’s strategy for supporting victims of crime through effective and efficient services for those victims. The assessments will document the types of victimization experienced statewide, the associated victim service responses, and the gaps in services and training to providers to help guide the Agency’s strategic planning, funding decisions, and internal policy controls.”*



Thank you to the individuals, organizations and agencies that provided input about their experiences in New Hampshire and suggestions to improve services. We also want to thank the Attorney General’s Office, Victims of Crime Fund Steering Committee for their assistance in developing, implementing and reporting on this needs assessment.

The report was prepared by the research team at Market Decisions Research and Hart Consulting.

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Summary and Recommendations – Victims of Crime

Victims of crime in New Hampshire shared their view of the gaps and unmet needs that warrant further action. Common themes were pulled from the data that can be used to create a roadmap for improvements through strategic planning, training opportunities, funding considerations, and policy decisions. Those topics are addressed below in the areas of awareness of rights and resources, legal services, counseling, advocacy and support services, and financial support.

Awareness of Rights and Resources

Crime victims reported issues with access to resources and services as well as lack of knowledge about their rights as a victim. Systems that offer services can be overwhelming and burdensome for victims to navigate, and the services offered can feel inconsistent and fragmented. Many victims reported a “do it yourself” approach of going online, asking friends who had similar experiences, and figuring things out on their own. Others mentioned specific entry points that once they were connected, were very helpful in system navigation such as community-based programs and Child Advocacy Centers. Even something as simple as the perception of a caring person willing to answer questions was greatly appreciated as opposed to standardized processes that felt cold and impersonal.

In general, victims are open to learning about services through a variety of information pathways including social media, community bulletins and info centers, public service announcements, and directly from first responders or service providers.

However, information must be provided regularly, and follow-up from providers is also key to ensuring that victims digest and understand the information they receive. Victims can be at different points in the continuum of processing, healing, and recovery; they may need multiple opportunities to receive help, even after a period of time has passed since the experience.

About one quarter (24%) of victim respondents said distributing information products in the community and schools would best help victims access resources. One in six (17%) think advocates and service providers should provide more information during service sessions

Legal Services

Among all the types of services listed in the survey, respondents felt that access to legal services was a critically important service but also the hardest to access. Respondents reported that legal guidance and representation (18%) is the most frequently needed but inaccessible service. Victim advocacy (15%), financial assistance (14%) and medical or mental health care (12%) are also needed.

Victims reported problems navigating the system and an unmet need for more training for legal, court and law enforcement professionals on working with victims. 44% of victims said they needed help to learn about what legal services were available. Similarly, respondents reported needing help navigating the legal system (43%) and getting representation in a criminal case (43%). More than a third (37%) of victims said legal help was not easy to access, the highest percentage of all the categories that victims were surveyed on. Victims said they want law enforcement and the courts to listen and not dismiss victims.

Counseling, Advocacy and Support

Respondents recognized the need for counseling, advocacy and support services and those that received services consistently reported that the assistance they received was helpful and important. Over three quarters (77%) were satisfied with the help they received. Only 8% felt dissatisfied. Therapy and mental health services were needed by 36% of victims but were inaccessible to them. Reasons victims had difficulty accessing services include not getting an appointment (28%), difficulty finding a provider (22%), and being unable to afford care (21%).

Most respondents felt that more advocacy, victim's rights, and navigation services were needed and would improve access to services. Accessing help for their problems is difficult for victims primarily due to a lack of guidance, but others are simply turned away by providers or they cannot afford services on their own. This indicates that there is an opportunity for training for providers to also understand how to be effective access points and navigators for their patients. A common theme of system navigation has been presented throughout the study. Focusing on navigation services, whether that be designated people/positions, a multidisciplinary stakeholder concerted effort, or structured state system, is worth further discussion in next steps and strategic planning.

Financial Support

Problems related to financial barriers were prevalent, from needing to take time off from work to deal with the experience or attend appointments, lost wages, problems with health insurance, to losing housing or needing emergency/relocation due to the crime and not having the resources to do so. Providing financial assistance to victims for travel, parking, or other expenses for court dates and appointments would be helpful in getting victims engaged at the beginning of the process and feeling hopeful about their ability to deal with the situation. Relocation assistance and emergency housing services would also help to support victims in a stressful time of need, as well as contribute to a feeling of safety and security.

Underrepresented Population: Youth Victims

Recommendations for further assessment and study into children's victim experiences is important and greatly needed. This study was limited in its scope and therefore collected information from those who were currently 18 and older, especially as adults may be the person perpetrating crimes against children and therefore in control of how and when events and situations are reported (and not reported).

Recommendations

- Planning for community education and outreach that provides consistent messaging to the public, victims and providers, including ongoing efforts to inform and engage the public, including youth, on what the issues are and what resources are available.
- Promotion of Child Advocacy Centers and the services they provide - feedback from respondents showed that services received through these agencies were positive. Negative experiences were primarily due to lack of consistency and resources.

- Increase access to counseling services and reimbursement for appointments- many respondents noted the stress and complications that came with dealing with insurance and getting their needed services covered and reimbursed.
- Training for law enforcement, legal and court professionals, and first responders on victim needs and services. Specifically, training emphasizing trauma informed and victim focused customer service and sensitivity would be well matched to victims' expressed need for conscientious interactions with service providers.
- Provide information and assistance to help victims understand what legal services are available to them and how to effectively access legal services. A lack of understanding around navigating the legal system and getting representation were noted as two of the biggest barriers among victims.
- Advocacy and navigation services - making sure that victims have access to an advocate or someone that can help them navigate services immediately following the crime and including follow up services throughout the process.

Key Findings - Survey

Experience

- Three in five (60%) victims experienced their crime 3 or more years ago. Over one third (37%) had a more recent experience within the last two years.
- 36% of victims experienced domestic or family violence. The next most common crimes are adult sexual assault (28%), adult physical assault (26%), and stalking or harassment (26%).
- 90% of victims told another person about what happened to them.
 - Over half (58%) of those victims spoke to law enforcement personnel, while 31% spoke to family and 28% spoke to friends.
- One fifth (22%) of victims said they did not speak to the police.
 - Among those who did speak to police, nearly one quarter (23%) said the police did not help them. Others said police investigated (15%), provided general help (12%), arrested the suspect (11%), or worked with prosecutors (10%).

Medical Services

- 44% of victims said they did not receive medical attention because they did not need it while 15% needed but did not receive care.
 - The most common facility where victims received medical care is the hospital (18%).
 - Victims who received help from other locations most frequently mentioned a mental health provider.
- 62% of victims found it easy to access needed medical services. Only 10% said it was not easy.
 - Difficulty getting an appointment (24%) was the most common barrier to receiving medical care, followed by dismissive providers (18%).
- Nearly two thirds (66%) of victims were satisfied with the medical help they received. Only 14% expressed dissatisfaction.
 - Dissatisfaction with medical help was mostly due to providers not helping or taking the victim seriously (69%) or providers being rude (19%) to victims.
- Feeling shame and embarrassment (24%) is the most common reason victims did not get medical care. Two in five (42%) said they received all needed medical services.
- Among those who feared medical discrimination, three quarters worried about gender discrimination (75%) while close to two thirds (63%) thought mental illness would be a problem.
- One third (34%) of victims needed but could not access therapy or mental health services. 16% said they could not access sexual assault care or a rape kit.

Counseling, Advocacy, and Supportive Services

- More than half (55%) of victims were able to access counseling, advocacy and supportive services. One quarter (25%) needed but did not receive these services.
- 71% of victims sought help from a counselor or therapist. Close to half (46%) turned to a friend or family member.
- Half (51%) of victims said accessing counseling, advocacy and supportive services were easy. One in six (17%) said it was not easy to access these services.
- Reasons victims had difficulty accessing services include not getting an appointment (28%), difficulty finding a provider (22%), and being unable to afford care (21%).
- Over three quarters (77%) were satisfied with the help they received. Only 8% felt dissatisfied.
 - Victims dissatisfied with their counseling, advocacy or supportive services cited providers not helping or taking the victim seriously (64%).
- The primary reason for dissatisfaction was providers not helping or taking the victim seriously (64%).
- Feelings of shame and embarrassment kept one quarter (25%) of victims from receiving help. A similar number (25%) did not get help due to lack of knowledge.
 - Less than one third (30%) of victims received the counseling, advocacy and supportive help they needed.
 - 24% of victims who did not get help said services were never offered or were told nothing was available.
- A quarter (25%) of victims who feared discrimination thought they would be discriminated against for their mental health or gender.
- Therapy and mental health services were needed by 36% of victims but were inaccessible to them. About one in ten said they needed but did not get legal assistance (11%) or help from a victim advocate (10%).

Legal Services

- 44% of victim cases went to court. A similar number did not go to court (42%).
- About one third (31%) of victims received information about their rights from the police. However, a similar number said no one informed them of their rights (29%).
 - 20% of victims who learned from another source said they had to learn about their rights on their own.
- 44% of victims said they needed help to learn about what legal services were available. Similar numbers needed help navigating the legal system (43%) and getting representation in a criminal case (43%).
- Two in five (41%) victims said that no one referred them to free legal assistance services. 17% said either a domestic violence or sexual assault crisis center referred them while 15% were referred by the police.

- About one in six (15%) victims received free legal help. Over half (55%) got legal help from another source.
- More than a third (37%) of victims said legal help was not easy to access. Only one quarter (26%) said it was easy.
- Those who had difficulty accessing legal help said none was available (20%) or there was limited help they did not qualify for (16%). One in six (15%) said they weren't aware of available legal help.
- Two in five (40%) victims were satisfied with the legal help they received. Nearly one third (30%) were dissatisfied.
 - The most common reason victims were dissatisfied with legal help was that help wasn't available (31%). Over a quarter (28%) said their case was mishandled.
- Overall, 40% of victims said they received the legal help they needed. Those who did not get help said they didn't know what was available (17%), didn't know how to access services (16%) or felt too ashamed or embarrassed (14%).
- One quarter (25%) of victims expected discrimination based on mental illness or gender if they sought legal help.
- One in six (17%) victims needed guidance or knowledge of available legal help but could not access these services. A similar number needed legal representation (15%) but did not get it.

Other Services and Resources

- 60% of victims had problems with money or finances. About half (58%) had problems with their family while just 3% had problems with immigration.
- Half (50%) of victims who had issues with money and finances struggled with debt or collections. A little more than one quarter (27%) had problems paying their utilities.
 - Victims who mentioned other financial problems most frequently said they had recurring bills (24%) or lost income due to time away from work (14%).
- Nearly half (47%) of victims who had education problems dealt with enrollment issues. One fifth (20%) said they faced discipline or expulsion after becoming a victim.
 - Among those experiencing other education issues, three quarters (77%) of victims said they struggled with concentration and making grades.
- The most common employment problem victims experienced was taking time off from work (64%). A quarter (25%) said they had problems with their wages.
 - Among other problems with employment, 40% of victims said they could not work due to the experience while one third (33%) had difficulty concentrating and meeting performance expectations.
- One quarter (25%) of victims with family problems said they had issues with partner/dating violence while one fifth (21%) had trouble with either divorce or custody.
 - Victims who described other family problems commonly said that discord and emotional strain (43%) resulted from the experience with a crime.

- Victims who had problems with government benefits most frequently had trouble with cash assistance (47%). Equal numbers had problems with SNAP (41%) and disability (41%) benefits.
- 50% of victims who had problems with their health insurance had an issue with private insurance. One fifth (19%) had a problem with their Medicaid coverage.
- Among victims who experienced housing problems, nearly half (49%) lost their homes. 38% had difficulty with their landlord/tenant relationship following the crime.
- Half of victims who had issues with immigration said they dealt with visa (50%) and citizenship (50%) problems. Others said they had difficulties with work permits (38%).
- Among victims who experienced other problems, nearly half (48%) said they had physical or mental health issues. Other victims said their experience caused issues with friends or family (13%) while some said that further abuse or harassment occurred (11%).
- Over half (55%) of victims said they sought help for their problems while one fifth (22%) said they need help but did not seek it.
- Half (53%) of victims said they were helped by a counselor or therapist while slightly less said a friend or family member (45%) helped them.
 - 36% of victims who sought help from other sources were aided by a victim advocate. Just over one fifth (23%) were helped by a medical or mental health care provider.
- Over half (58%) of victims said they received counseling or therapy to address their problems. Other victims said they had legal help like accompaniment to legal proceedings (21%) or legal representation (21%).
- Relocation (43%) and emergency housing (36%) are the most common types of housing help needed by victims.
- Two thirds (68%) of victims found accessing services to be relatively easy while just over one quarter (26%) said it was not easy.
- Nearly one quarter (24%) of victims said finding services on their own was too difficult. 19% said that services providers turned them away or that they could not afford or qualify for services (15%).
- 61% of victims were satisfied with the help they received. One fifth (21%) said they were dissatisfied.
 - Victims dissatisfied with the help they received most frequently said services were not effective and didn't solve the problem (28%). 45% said they never received any help.
- 18% of victims said they did not get help either because they felt too ashamed to ask or because they didn't think anything could be done (18%). Others didn't know what services were available (17%) or how to access them (17%).
- Victims expected discrimination based on mental illness (38%), gender (38%) and race (38%) if they sought help for their problems.
- Legal guidance and representation (18%) are the most frequently needed but inaccessible service.

- Victim advocacy (15%), financial assistance (14%) and medical or mental health care (12%) are also needed.

Overall Experience

- 16% of victims said they want law enforcement and the courts to listen and not dismiss victims. Other victims want people to know they should report the crimes (13%) and that New Hampshire lacks sufficient resources.
- Close to one quarter (23%) said advocacy and navigation services are the missing service that could make things better. Others said better access to medical and mental health care (13%) or more effective judicial proceedings (12%).
- About one quarter (24%) said distributing information products in the community and schools would best help victims access resources. One in six (17%) think advocates and service providers should provide more information.
- One in six victims (16%) still have an unmet need for therapy while 12% said they have need for medical care or financial assistance.

Survey Methodology

Research Objectives

The New Hampshire Department of Justice (NHDOJ) desired to learn more about the needs, attitudes and perceptions of victims who experienced crimes in New Hampshire. This survey is part of the larger statewide assessment of crime victims' needs and is a quantitative exploration of victims' perspective on topics related to receiving services in New Hampshire. This evaluation is the first comprehensive assessment of crime victim needs in the state and will inform the NHDOJ's administration of the Victims of Crime Act (VOCA) Assistance Fund. Strategies for supporting victims of crime through effective and efficient services will be developed using the results of this research.

Sample

Convenience sampling was used for this methodology, and surveys were distributed to victims through a network of service providers and stakeholder organizations. This methodology relies on non-probability sampling to capture the views of crime victims in New Hampshire. Because respondents are not sampled in proportion to their demographic frequency in the overall population, the respondents surveyed may differ in meaningful ways from the total population of victims in New Hampshire. The survey data are representative of those victims who took the survey, but because there are unaccounted differences from the overall population, caution should be exercised when trying to relate this data to the crime victim population in New Hampshire overall.

Survey Instrument

The survey instrument was developed by MDR in conjunction with the New Hampshire Department of Justice. The instrument was programmed using Voxco online survey software.

Data Collection

Data collection took place from January to May 2019.

Completed Surveys

A total of 342 surveys were completed during the data collection process.

Response Rate

Due to the use of convenience sampling, a response rate cannot be calculated for this survey.

How to Read This Report

To simplify reporting, certain phrases are abbreviated in reports as follows:

| | |
|-------|-------------------------------------|
| MDR | Market Decisions Research |
| NHDOJ | New Hampshire Department of Justice |

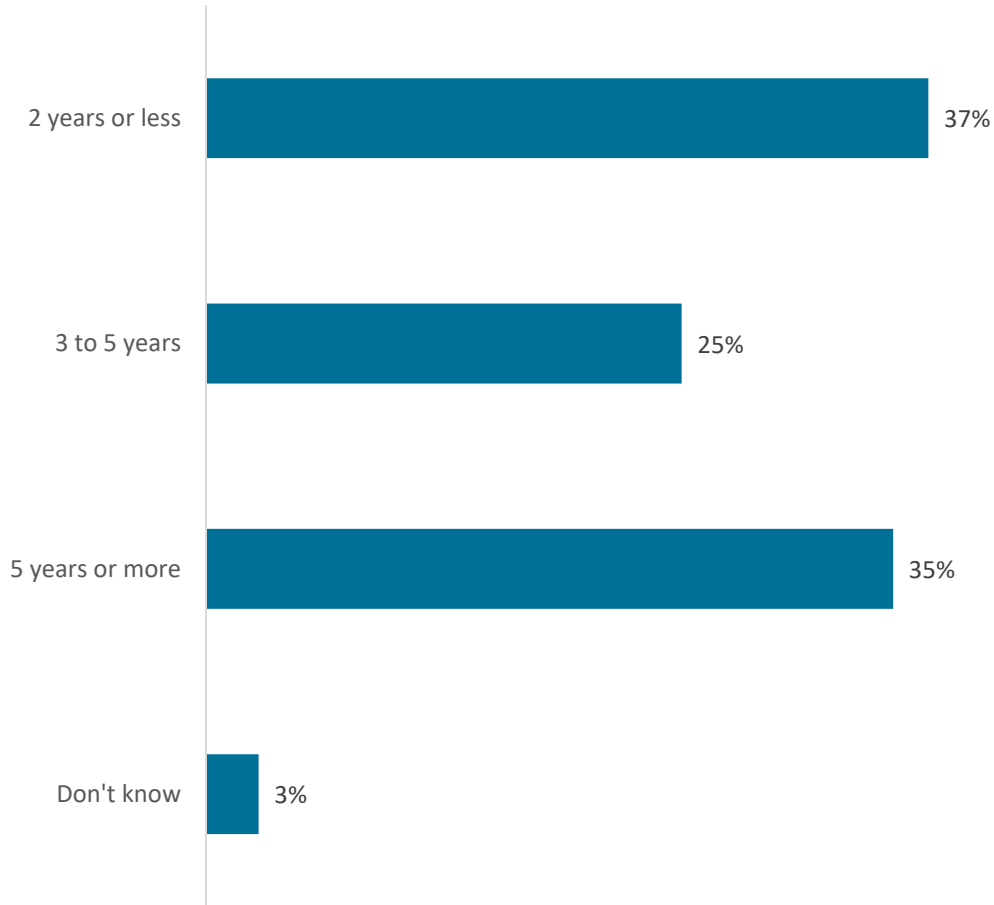
In addition, several abbreviations are used to denote standard responses:

| | |
|-------|--|
| DK | Respondent says, "I don't know" or similar |
| REF | Respondent refuses to answer |
| Other | Infrequent responses combined |

Experience

Q1. How long has it been since you were the victim of a crime?

Figure 1: Years Since Crime Experience (n=330)

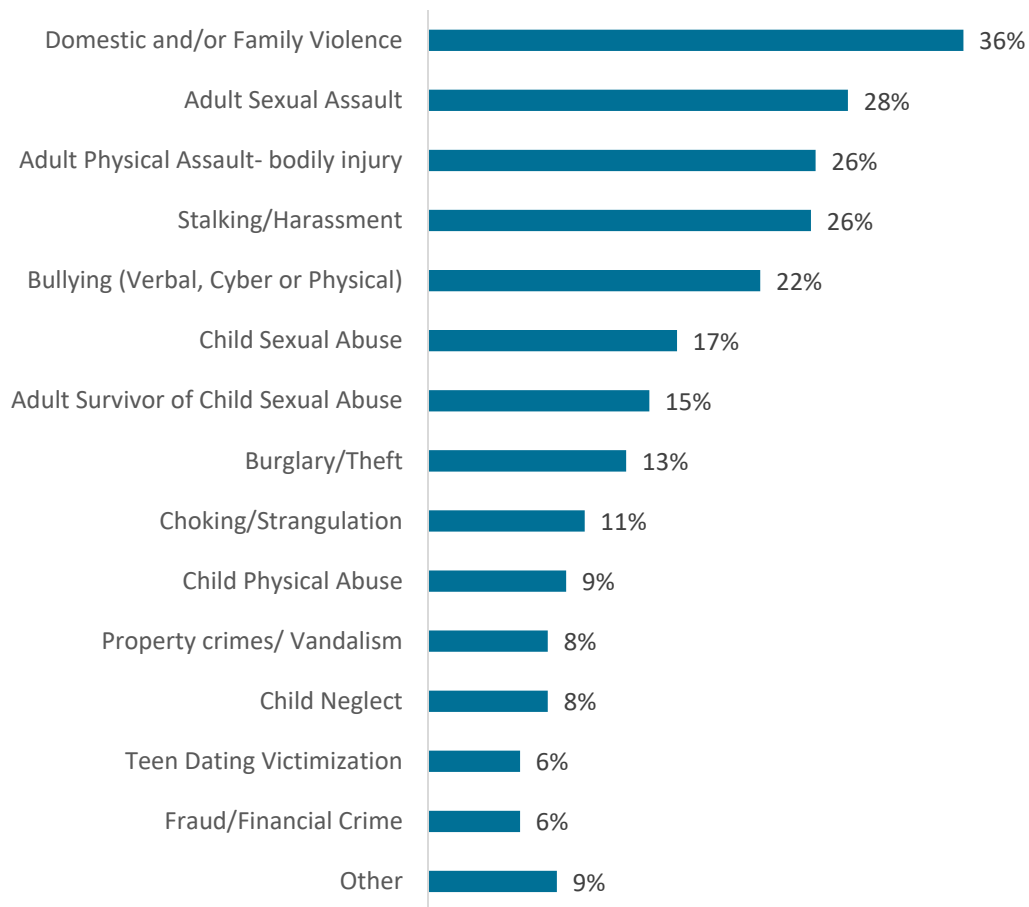


Summary

Three in five (60%) victims experienced their crime 3 or more years ago. Over one third (37%) had a more recent experience within the last two years.

Q2. Which types of crimes or actions were you a victim of?

Figure 2. Types of Crimes Experienced (n=321)



Notes: Multiple responses allowed. Percentages may not add up to 100%. Only responses mentioned by 5% or more are presented.

Summary

36% of victims experienced domestic or family violence. Other common crimes experienced included adult sexual assault (28%), adult physical assault (26%), and stalking or harassment (26%).

Q3. Did you ever tell anyone about what happened to you?

Figure 3. Ever Told Others About the Crime (n=319)

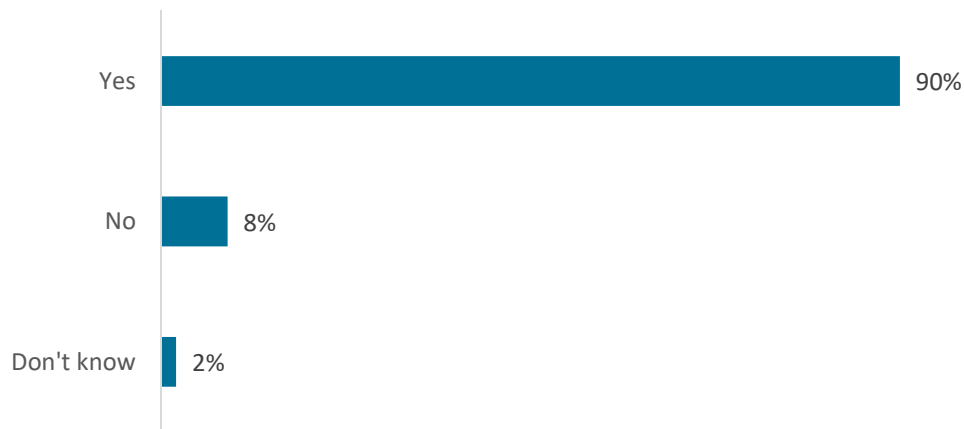


Table 1. Who Victims Speak to About the Crime (n=209)

| Comment | % | Count |
|---------------------------------------|-----|-------|
| Law enforcement personnel | 58% | 155 |
| Family members | 31% | 83 |
| Friends | 28% | 75 |
| Victim's needs service providers | 22% | 58 |
| Medical or mental health professional | 18% | 48 |
| Legal representative | 14% | 38 |
| School employee | 8% | 21 |
| Coworkers | 1% | 3 |
| Other | 4% | 10 |
| DK/REF | 0% | 1 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

90% of victims told another person about what happened to them.

Over half (58%) of those victims spoke to law enforcement personnel, while 31% spoke to family and 28% spoke to friends.

Bottom Line

Law enforcement are critical first-line sources of support and information for victims.

Q3B. If you spoke to the police, what was the response?

Figure 4. Police Response (n=276)

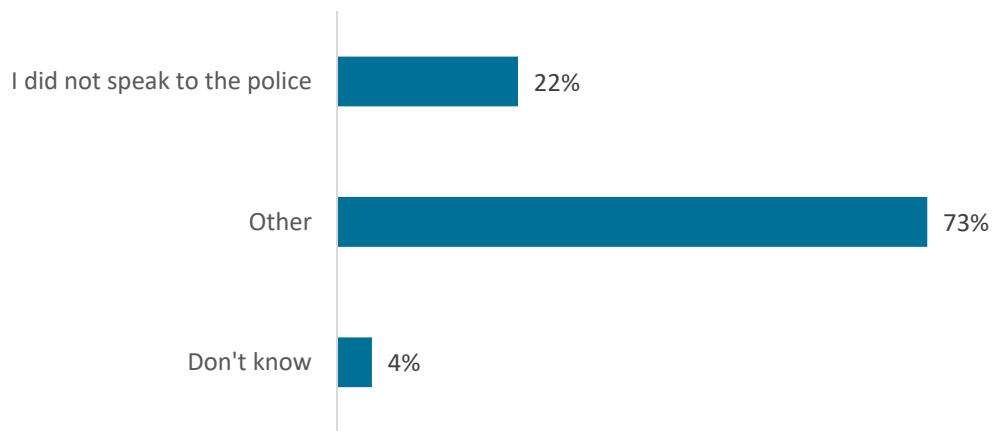


Table 2. Police Response (n=201)

| Comment | % | Count |
|---|-----|-------|
| Police did nothing to help me | 23% | 46 |
| Investigated the incident | 15% | 31 |
| General help/support | 12% | 25 |
| Arrested the suspect/perpetrator | 11% | 23 |
| Cooperated with prosecutors who charged the perpetrator | 10% | 21 |
| Police didn't believe me | 9% | 18 |
| Filled out an incident report | 8% | 16 |
| Interviewed me about the experience | 5% | 10 |
| Referred me to other resources | 4% | 9 |
| Advised me to press charges | 1% | 3 |
| Helped me retrieve personal items | 1% | 3 |
| Other | 9% | 19 |
| DK/REF | 2% | 4 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

One fifth (22%) of victims said they did not speak to the police.

Among those who did speak to police, nearly one quarter (23%) said the police did not help them.

Bottom Line

A significant group of victims feel they didn't receive the help they needed from law enforcement.

Medical Services

Q4. If you received medical help related to what happened to you, where did you receive it?

Figure 5. Where Victims Received Medical Services (n=306)

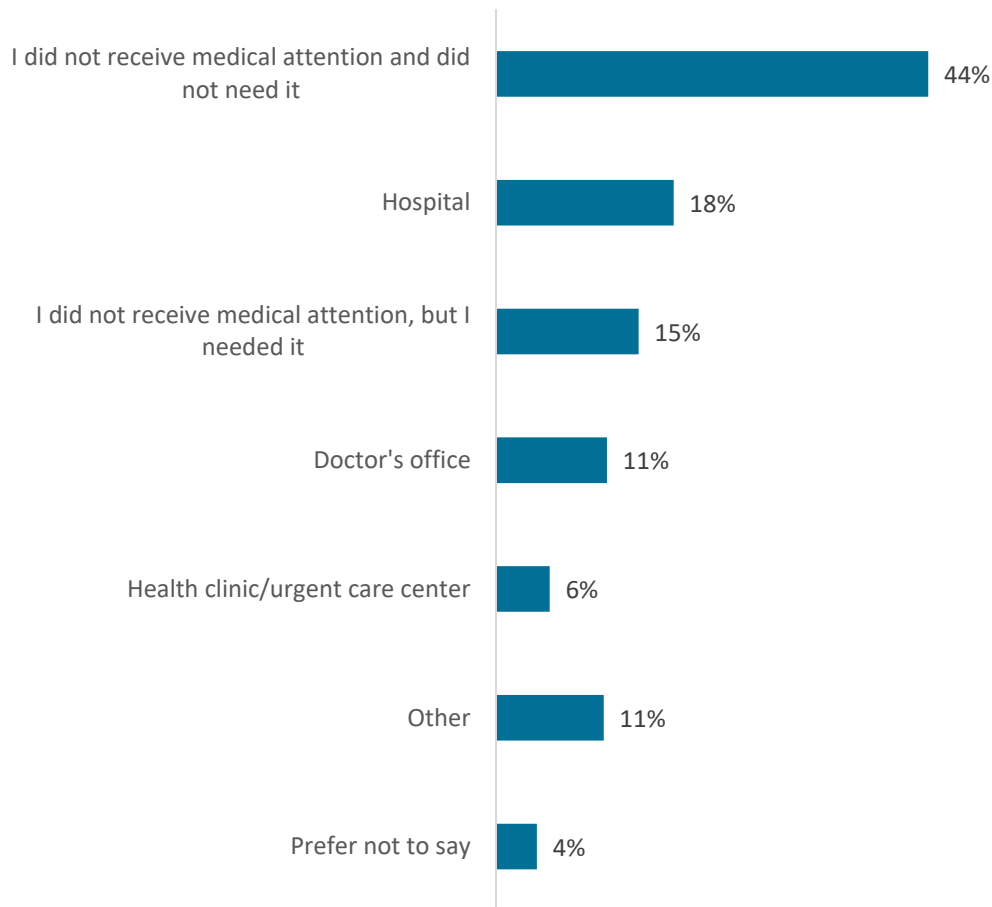


Table 3. Other Places Victims Received Medical Services (n=33)

| Comment | % | Count |
|------------------------|-----|-------|
| Mental health provider | 48% | 16 |
| Emergency responders | 9% | 3 |
| Family or friend | 9% | 3 |
| Did not receive care | 9% | 3 |
| Hospital | 6% | 2 |
| Primary care physician | 6% | 2 |
| Planned Parenthood | 6% | 2 |
| Other | 9% | 3 |
| DK/REF | 3% | 1 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

44% of victims said they did not receive medical attention because they did not need it while 15% needed but did not receive care.

The most common place victims received medical care is the hospital (18%).

Victims who received help from other places most frequently mentioned a mental health provider (48%).

Bottom Line

More than 1 in 7 victims did not get the medical care they needed as a result of their experience

Q5. Was the medical help you received easy to access?

Figure 6. Ease of Access to Medical Services (n=125)

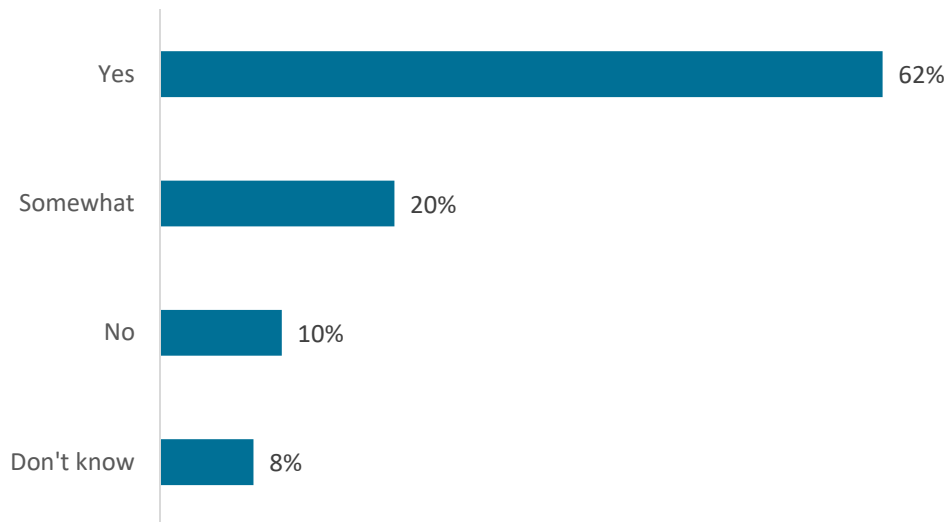


Table 4. Barriers to Medical Services (n=33)

| Comment | % | Count |
|---|-----|-------|
| Could not get an appointment with provider | 24% | 8 |
| Care providers dismissed me, would not listen | 18% | 6 |
| Could not afford care | 9% | 3 |
| Services weren't offered | 9% | 3 |
| Needed referral, could not get a referral | 3% | 1 |
| Other | 39% | 13 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

62% of victims found it easy to access needed medical services. Only 10% said it was not easy.

Difficulty getting an appointment (24%) was the most common barrier to receiving medical care, followed by dismissive providers (18%).

Bottom Line

While medical help is generally accessible to most, those who struggle to access it dealt with scheduling troubles and dismissive providers.

Q6. How satisfied were you with the medical help you got?

Figure 7. Satisfaction with Medical Services (n=124)

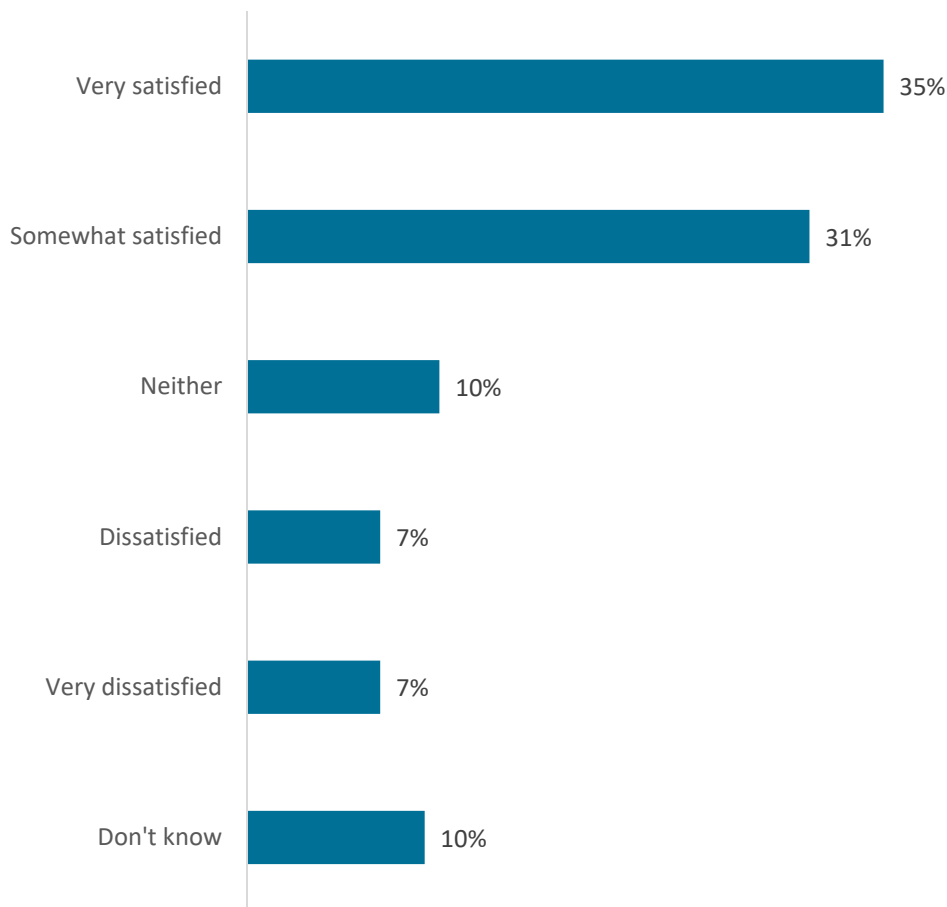


Table 5. Reasons for Dissatisfaction with Medical Help (n=16)

| Comment | % | Count |
|--|-----|-------|
| Provider did not help me or take my concerns seriously | 69% | 11 |
| Provider was rude, disrespectful | 19% | 3 |
| Other | 6% | 1 |
| DK/REF | 6% | 1 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Nearly two thirds (66%) of victims were satisfied with the medical help they received. Only 14% expressed dissatisfaction.

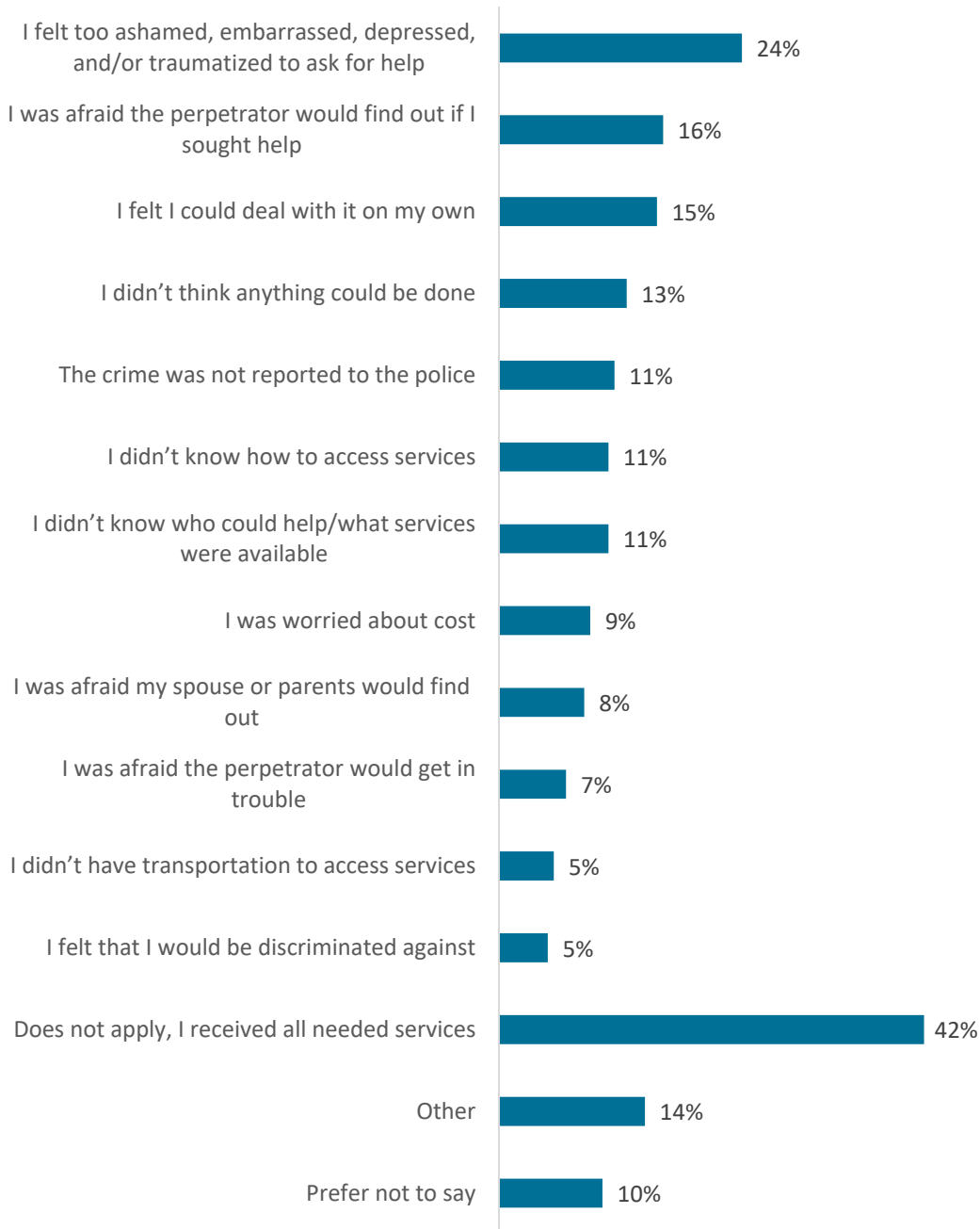
Dissatisfaction with medical help was mostly due to providers not helping or taking the victim seriously (69%).

Bottom Line

Victims are generally satisfied with the medical help they receive following an experience with a crime.

Q7. If you did not get medical help, why not?

Figure 8. Reasons Victims Did Not Get Medical Services (n=168)



Notes: Multiple responses allowed. Percentages may not add up to 100%. Only responses mentioned by 5% or more are presented.

Summary

Feeling shame and embarrassment (24%) is the most common reason victims did not get medical care.

Two in five (42%) said they received all needed medical services.

Bottom Line

Emotional trauma, depression, fear and a feeling that they need to face it alone are strong deterrents to receiving needed medical services.

Q70. If you did not get medical help, why not? – Other (Specify)

Table 6. Reasons Victims Did Not Get Medical Services (n=24)

| Comment | % | Count |
|---|-----|-------|
| Afraid of repercussions | 25% | 6 |
| Never offered any services, told me nothing was available | 25% | 6 |
| Worried about stigma or shame | 13% | 3 |
| Could not afford it | 8% | 2 |
| Other | 25% | 6 |
| DK/REF | 4% | 1 |

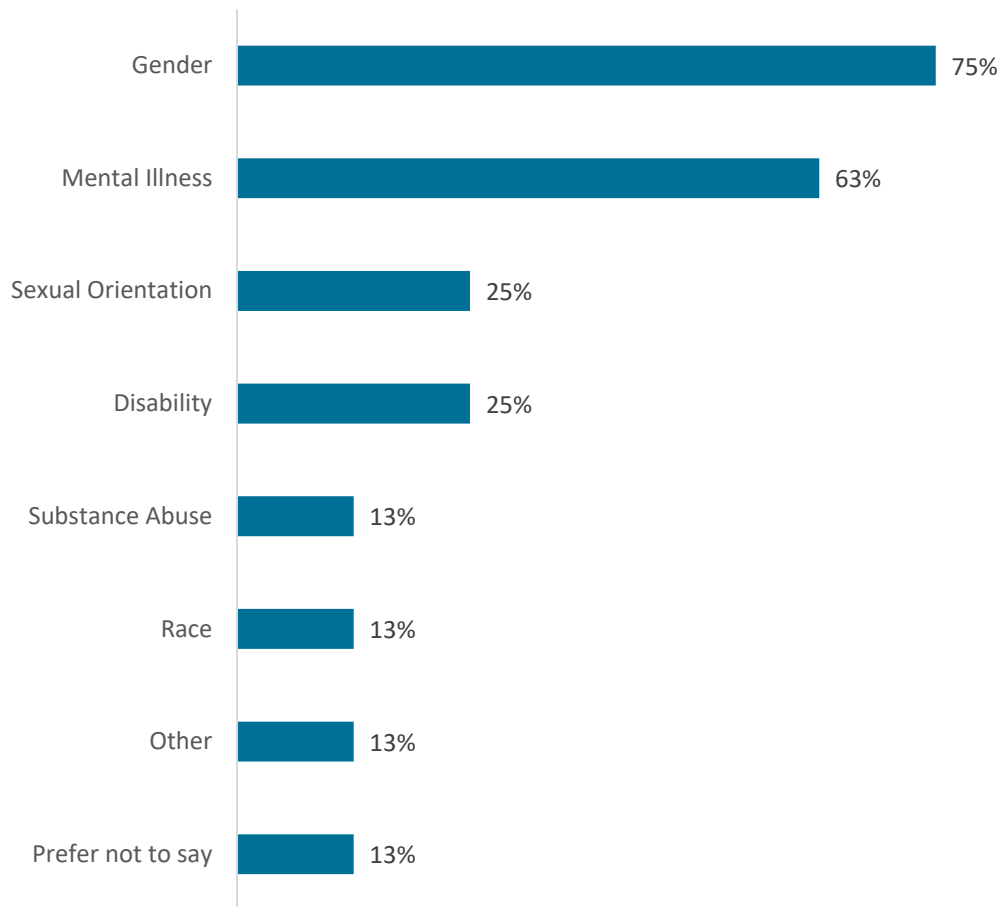
Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Other reasons include fear of repercussions (25%) and never being offered services (25%).

Q7A. If you sought medical care, did you feel you would be discriminated against because of one of the following?

Figure 9. Medical Discrimination (n=8)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Among those who feared medical discrimination, three quarters worried about gender discrimination (75%) while close to two thirds (63%) thought mental illness would be a problem.

Q80. What kind of medical help did you need but not get access to?

Table 7. Medical Services Needed but Not Accessible (n=108)

| Comment | % | Count |
|-----------------------------------|-----|-------|
| Therapy or mental health services | 34% | 37 |
| Sexual assault care, rape kit | 16% | 17 |
| Injury care | 13% | 14 |
| Diagnostics | 6% | 7 |
| Emergency medical attention | 5% | 5 |
| Drug testing | 1% | 1 |
| None | 7% | 8 |
| Other | 9% | 10 |
| DK/REF | 13% | 14 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

One third (34%) of victims needed but could not access therapy or mental health services. 16% said they could not access sexual assault care or a rape kit.

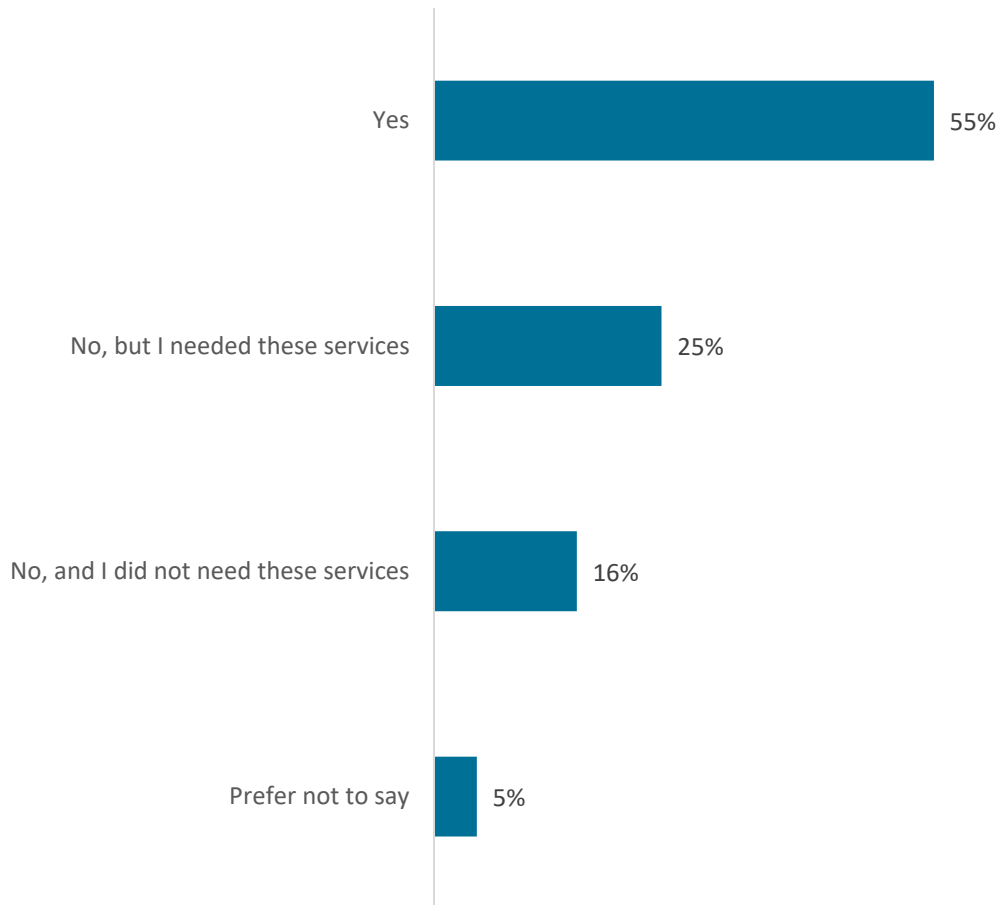
Bottom Line

A lack of mental and behavioral health services is a need for victims that likely impacts other areas of their lives and recovery.

Counseling, Advocacy and Supportive Services

Q9. Did you get any counseling/advocacy/supportive services (such as mental health treatment, therapy, crisis intervention services, advocacy services) related to what happened to you?

Figure 10. Counseling, Advocacy and Supportive Services (n=301)



Summary

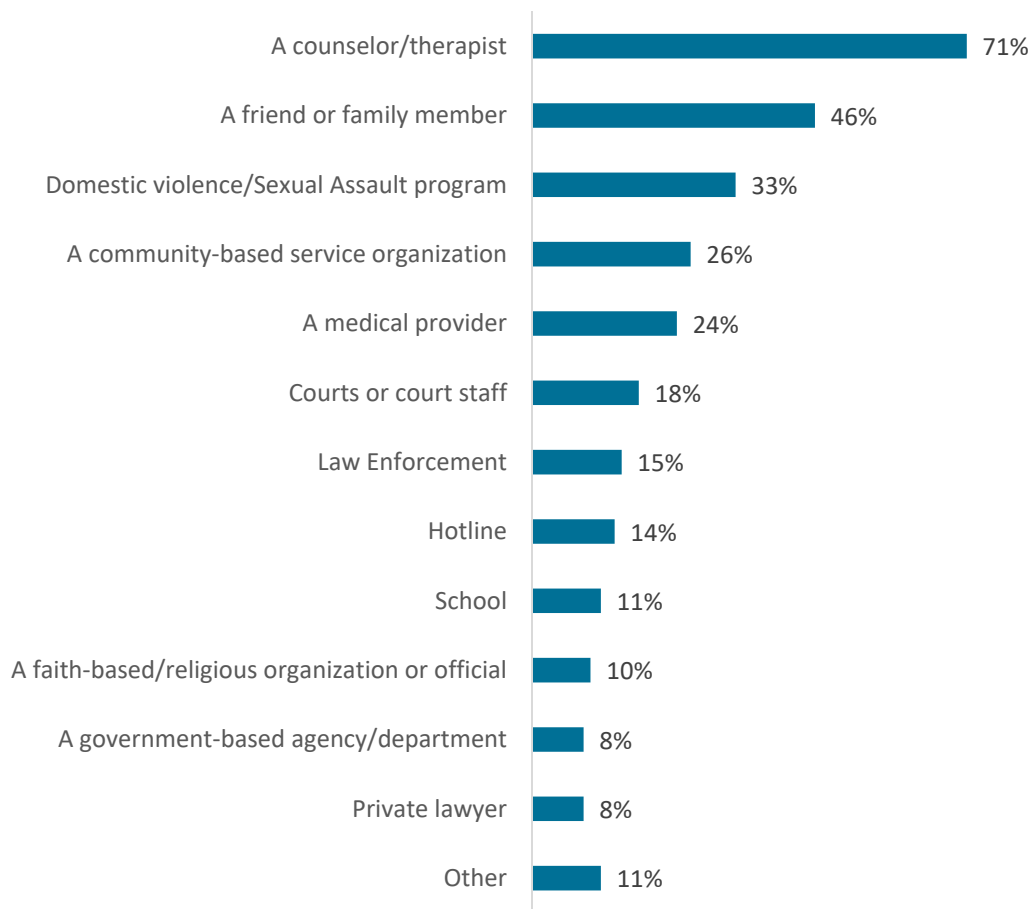
More than half (55%) of victims were able to access counseling, advocacy and supportive services. One quarter (25%) needed but did not receive these services.

Bottom Line

Services are meeting about two thirds of the demand for counseling, advocacy and support. While more than half who need services receive them, a large percentage do not get the help they need.

Q10. Who did you get help from for any counseling/advocacy/supportive services?

Figure 11. Sources of Counseling, Advocacy, and Supportive Services (n=177)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Table 8. Other Sources of Counseling, Advocacy and Supportive Services (n=20)

| Comment | % | Count |
|-----------------------------------|-----|-------|
| Victim advocacy program (general) | 55% | 11 |
| Therapy or mental health services | 20% | 4 |
| Did not receive help | 5% | 1 |
| Other | 10% | 2 |
| DK/REF | 10% | 2 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

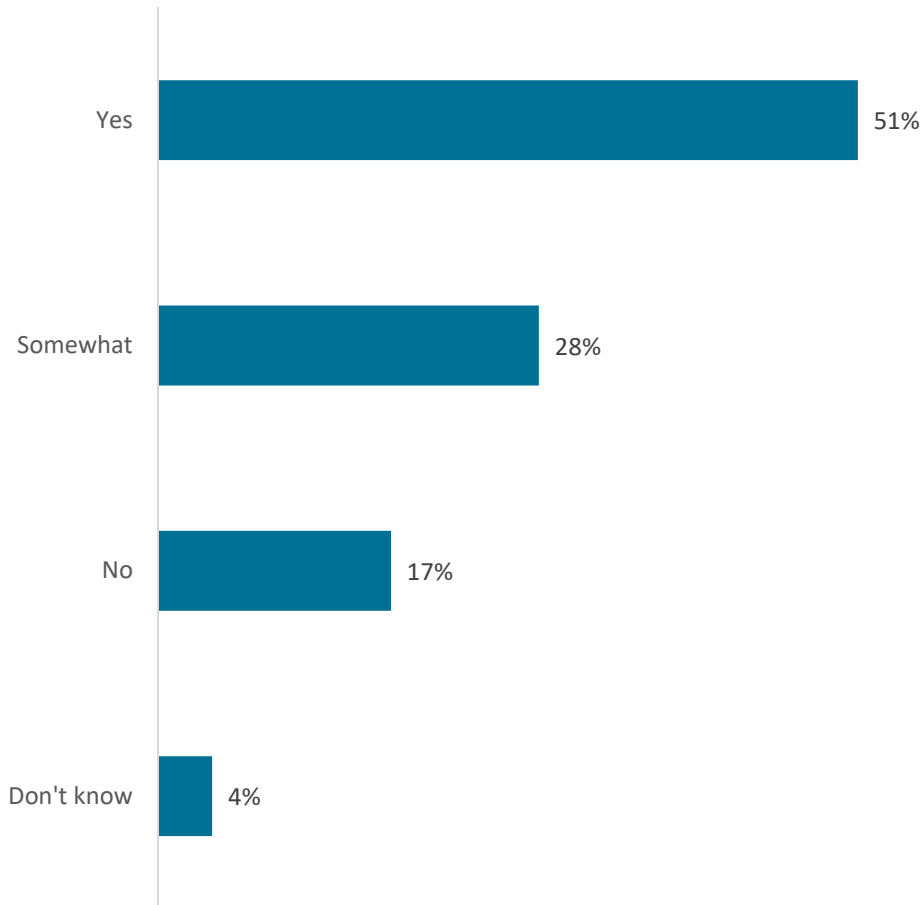
71% of victims sought help from a counselor or therapist. Close to half (46%) turned to a friend or family member.

Bottom Line

Victims obtain services from multiple sources after a crime, but mental health care is the dominant source.

Q11. Was the counseling/advocacy/supportive help easy to access?

Figure 12. Ease of Accessing Counseling, Advocacy and Supportive Services (n=176)



Summary

Half (51%) of victims said accessing counseling, advocacy and supportive services was easy.

One in six (17%) said it was not easy to access these services.

Bottom Line

The majority of victims find it easy to access counseling, advocacy and supportive services.

Q11A0. Why was the counseling, advocacy, supportive help not easy to access?

Table 9. Barriers to Counseling, Advocacy and Supportive Services (n=67)

| Comment | % | Count |
|---|-----|-------|
| Could not get an appointment with provider | 28% | 19 |
| Difficulty finding a provider | 22% | 15 |
| Could not afford care | 21% | 14 |
| Wasn't ready to receive services | 9% | 6 |
| Care providers dismissed me, would not listen | 4% | 3 |
| Needed referral, could not get a referral | 3% | 2 |
| Services weren't offered | 3% | 2 |
| Advocates were unreliable, no-shows | 1% | 1 |
| Other | 15% | 10 |
| DK/REF | 1% | 1 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Reasons victims had difficulty accessing services include not getting an appointment (28%), difficulty finding a provider (22%), and being unable to afford care (21%).

Q12. How satisfied were you with the counseling/advocacy/supportive help you got?

Figure 13. Satisfaction with Counseling, Advocacy and Supportive Services (n=158)

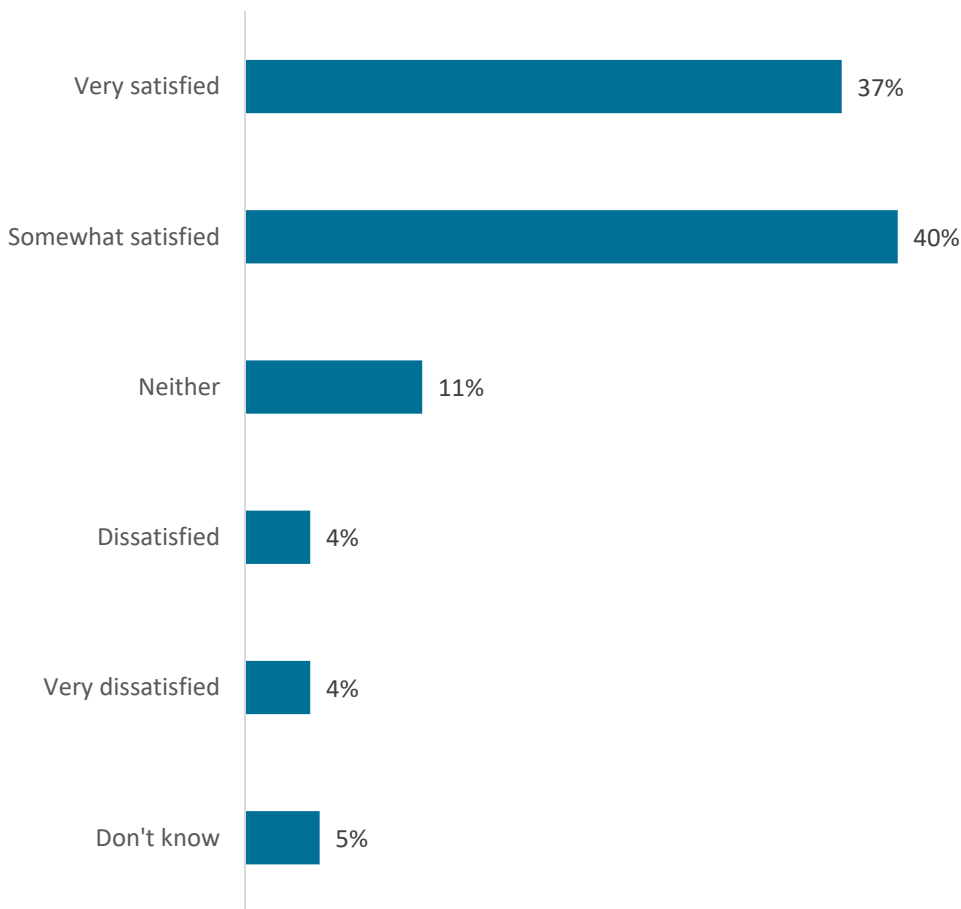


Table 10. Dissatisfied with Counseling, Advocacy and Supportive Services (n=14)

| Comment | % | Count |
|--|-----|-------|
| Provider did not help me or take my concerns seriously | 64% | 9 |
| Provider was rude, disrespectful | 14% | 2 |
| Had to switch providers before receiving needed help | 7% | 1 |
| Other | 7% | 1 |
| DK/REF | 7% | 1 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Over three quarters (77%) were satisfied with the help they received. Only 8% felt dissatisfied.

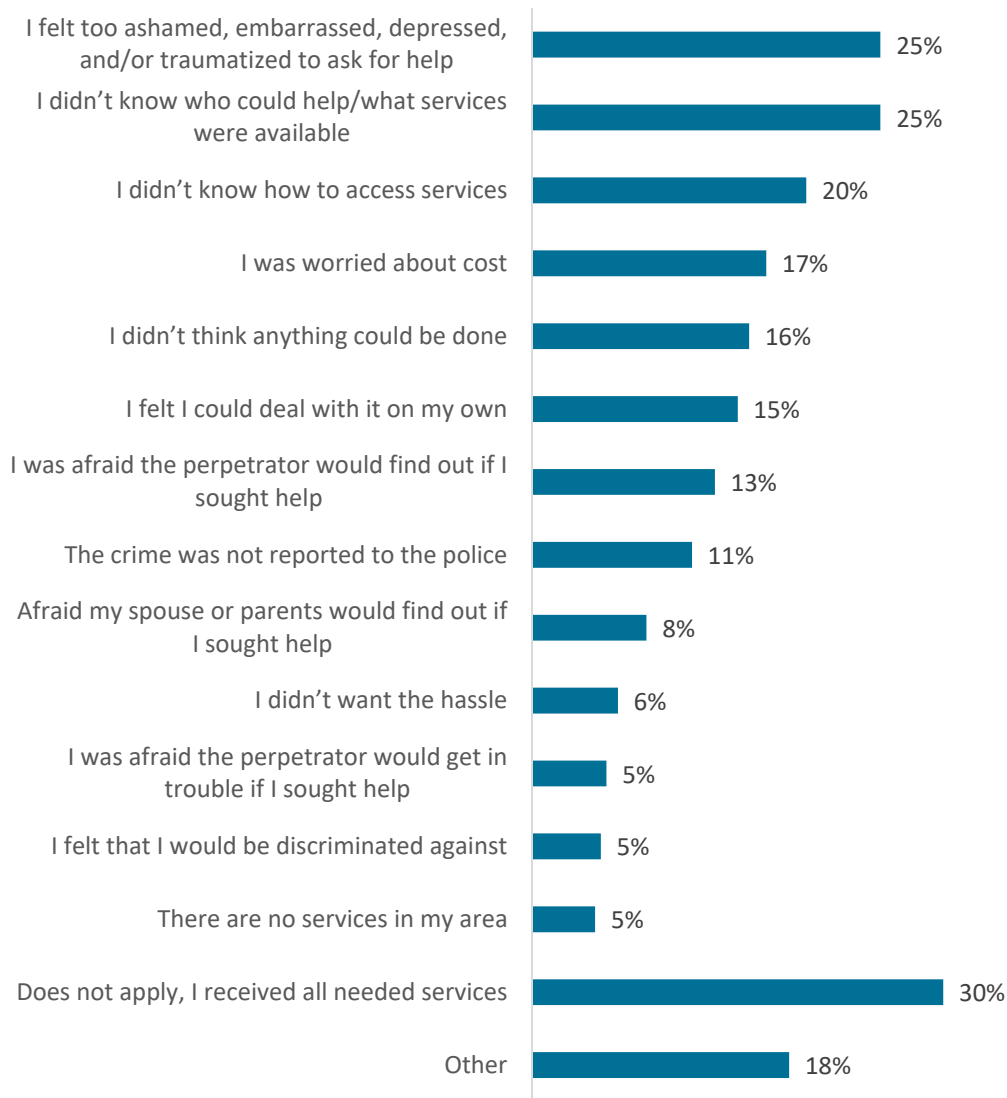
Victims dissatisfied with their counseling, advocacy or supportive services cited providers not helping or taking the victim seriously (64%).

Bottom Line

Most victims are satisfied with the counseling, advocacy and supportive services they received, but those expressing dissatisfaction were unhappy due to provider behavior.

Q13. Why did you not get the counseling/advocacy/supportive help you needed?

Figure 14. Reasons Victims Did Not Get Counseling, Advocacy and Supportive Services (n=244)



Notes: Multiple responses allowed. Percentages may not add up to 100%. Only responses mentioned by 5% or more are presented.

Summary

Feelings of shame and embarrassment kept one quarter (25%) of victims from receiving help. A similar number (25%) did not get help due to lack of knowledge.

Less than one third (30%) of victims received the counseling, advocacy and supportive help they needed.

Bottom Line

Feelings of shame, embarrassment or depression are a common deterrent to getting needed counseling, advocacy and supportive services, as is a lack of knowledge about options.

Q130. Why did you not get the counseling, advocacy, supportive help you needed? - Other (Specify)

Table 11. Reasons Victims Did Not Get Counseling, Advocacy and Supportive Services (n=45)

| Comment | % | Count |
|---|-------------|--------------|
| Never offered any services, told me nothing was available | 24% | 11 |
| Too young to get services | 18% | 8 |
| Afraid of repercussions | 16% | 7 |
| Wasn't ready to receive services | 11% | 5 |
| Had to wait too long for services, gave up | 7% | 3 |
| Could not afford it | 4% | 2 |
| Worried about stigma or shame | 2% | 1 |
| Other | 20% | 9 |
| Total | 100% | 45 |

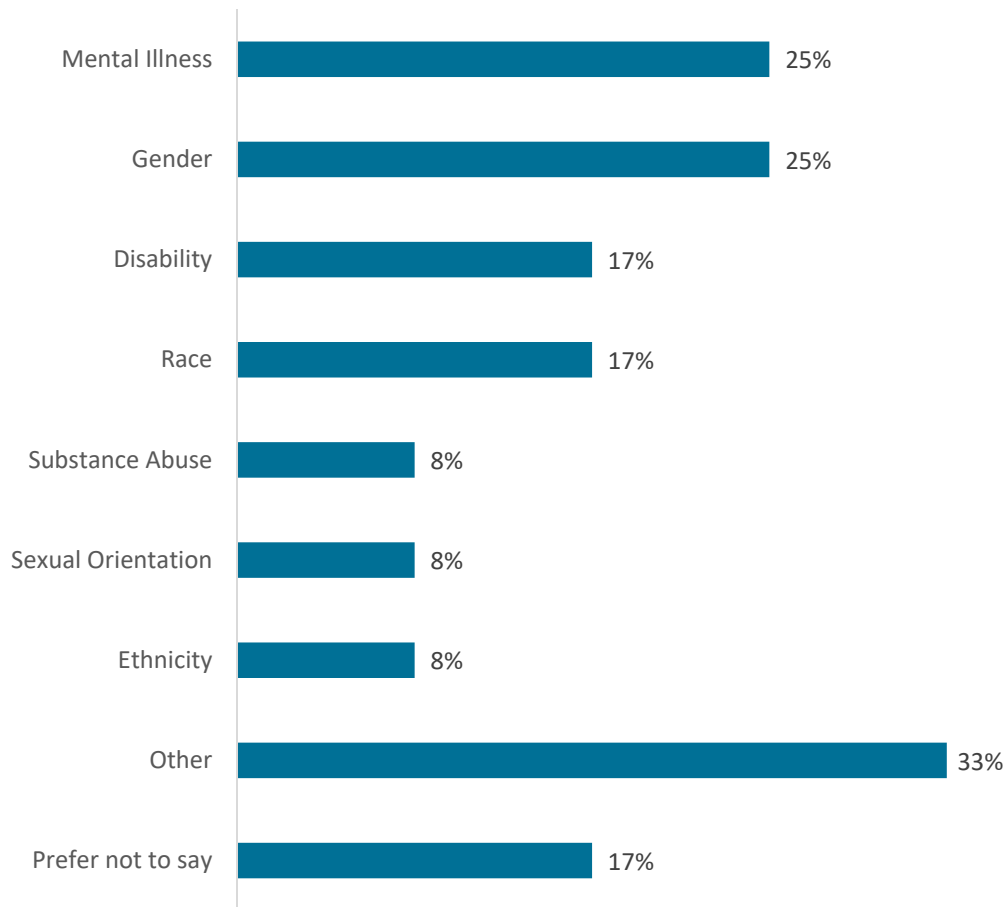
Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

24% of victims who did not get help said services were never offered or were told nothing was available.

Q13A. If you sought counseling/advocacy/supportive services, did you feel you would be discriminated against because of one of the following?

Figure 15. Counseling, Advocacy and Supportive Services Discrimination (n=42)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

A quarter (25%) of victims who feared discrimination thought they would be discriminated against for their mental health or gender.

Q140. What counseling, advocacy, supportive services did you need but did NOT get or have access to?

Table 12. Counseling, Advocacy and Supportive Services Needed but Not Accessible (n=157)

| Comment | % | Count |
|-----------------------------------|-----|-------|
| Therapy or mental health services | 36% | 56 |
| Legal assistance/advocacy | 11% | 18 |
| Help from a victim advocate | 10% | 16 |
| Support group | 7% | 11 |
| Help with the police | 4% | 7 |
| Shelter | 3% | 4 |
| Financial aid for basic needs | 2% | 3 |
| Other | 11% | 18 |
| DK/REF | 20% | 32 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Approximately one-third (36%) of victims needed therapy and mental health services, but they were inaccessible. About one in ten said they needed but did not get legal assistance (11%) or help from a victim advocate (10%).

Bottom Line

Mental and behavioral health services are one of the most frequently lacking services for victims.

Legal Services

Q15. Did your case go to court?

Figure 16. Victim Cases Going to Court (n=286)

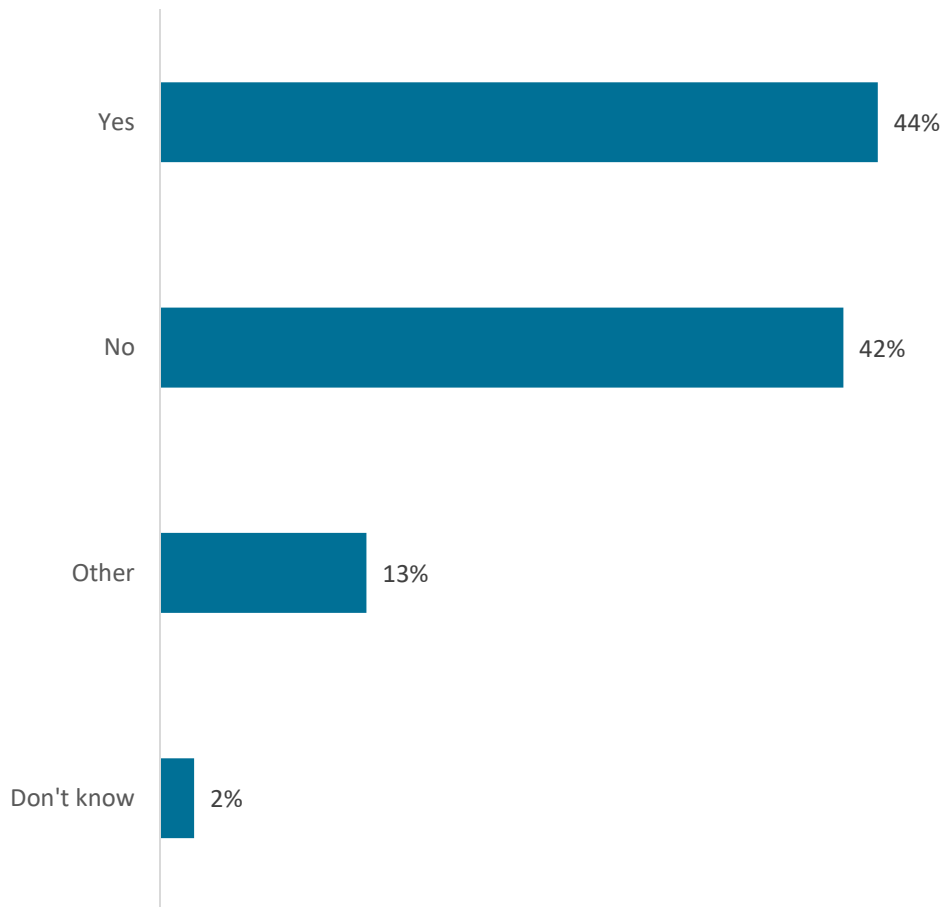


Table 13. Other Case Outcomes (n=35)

| Comment | % | Count |
|--|-----|-------|
| It did go to court | 31% | 11 |
| It did not go to court | 26% | 9 |
| Some of the cases/issues went to court | 17% | 6 |
| Granted a restraining order | 14% | 5 |
| Other | 6% | 2 |
| DK/REF | 6% | 2 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

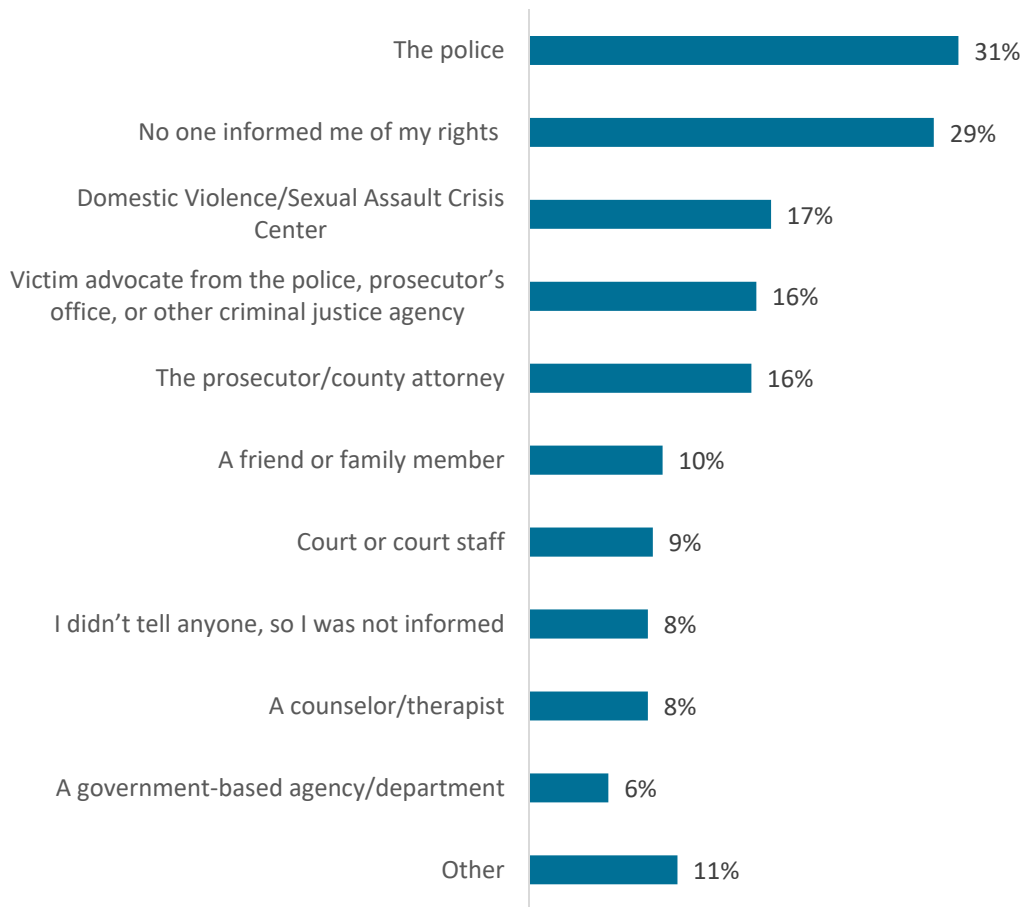
Summary

44% of victim cases went to court. A similar number did not go to court (42%).

Among those who described another case path, about one third (31%) said their case did go to court.

Q16. Who told you about your rights as a crime victim?

Figure 17. Sources of Information on Victims' Rights (n=284)



Notes: Multiple responses allowed. Percentages may not add up to 100%. Only responses mentioned by 5% or more are presented.

Table 14. Other Sources of Information on Victims' Rights (n=30)

| Comment | % | Count |
|-------------------------------------|-----|-------|
| I was not informed about my rights | 27% | 8 |
| I learned about my rights on my own | 20% | 6 |
| Legal representative | 13% | 4 |
| Victim advocate | 10% | 3 |
| Friend or family member | 10% | 3 |
| Police | 7% | 2 |
| Other | 7% | 2 |
| DK/REF | 7% | 2 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

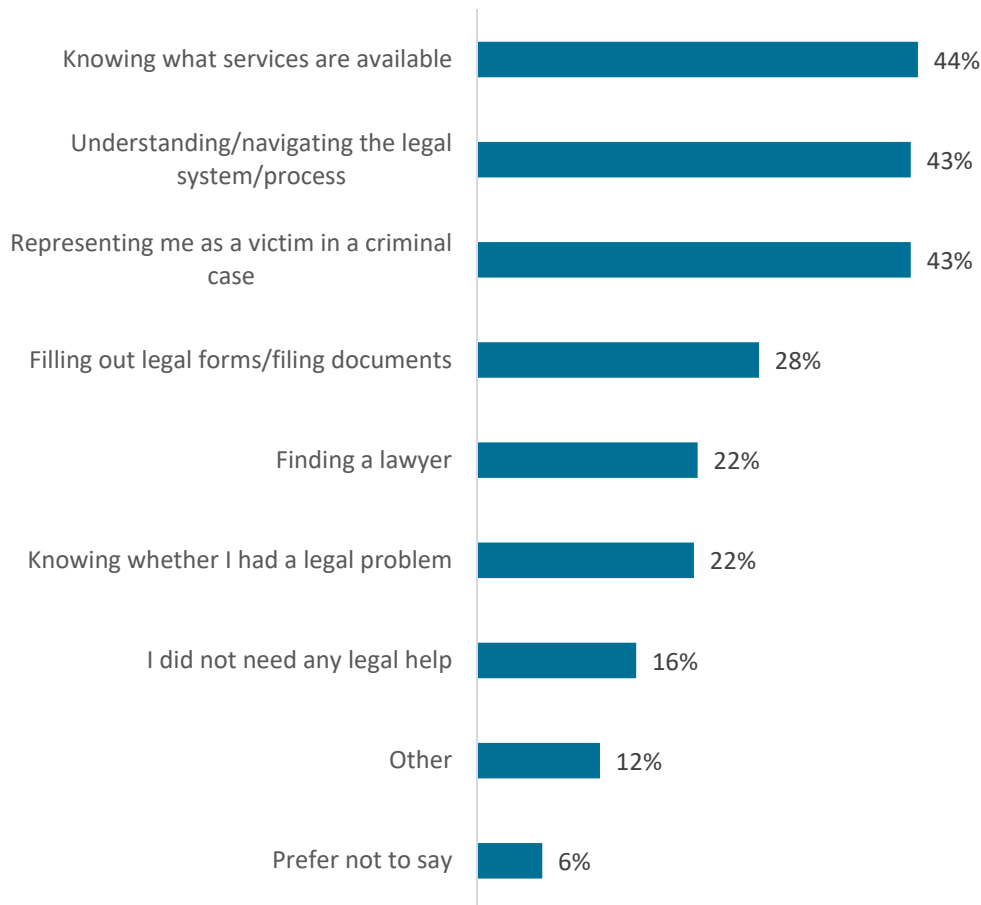
About one third (31%) of victims received information about their rights from the police. A similar percentage said no one informed them of their rights (29%).

Bottom Line

Victims most commonly get information about their rights from the police, but a large number said that no one informed them of their rights.

Q17. What kind of legal help did you need?

Figure 18. Legal Help Needed (n=279)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Table 15. Other Legal Help Needed (n=34)

| Comment | % | Count |
|--------------------------|-----|-------|
| General legal assistance | 41% | 14 |
| Protection services | 26% | 9 |
| Prosecution services | 12% | 4 |
| Did not receive help | 6% | 2 |
| Other | 9% | 3 |
| DK/REF | 6% | 2 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

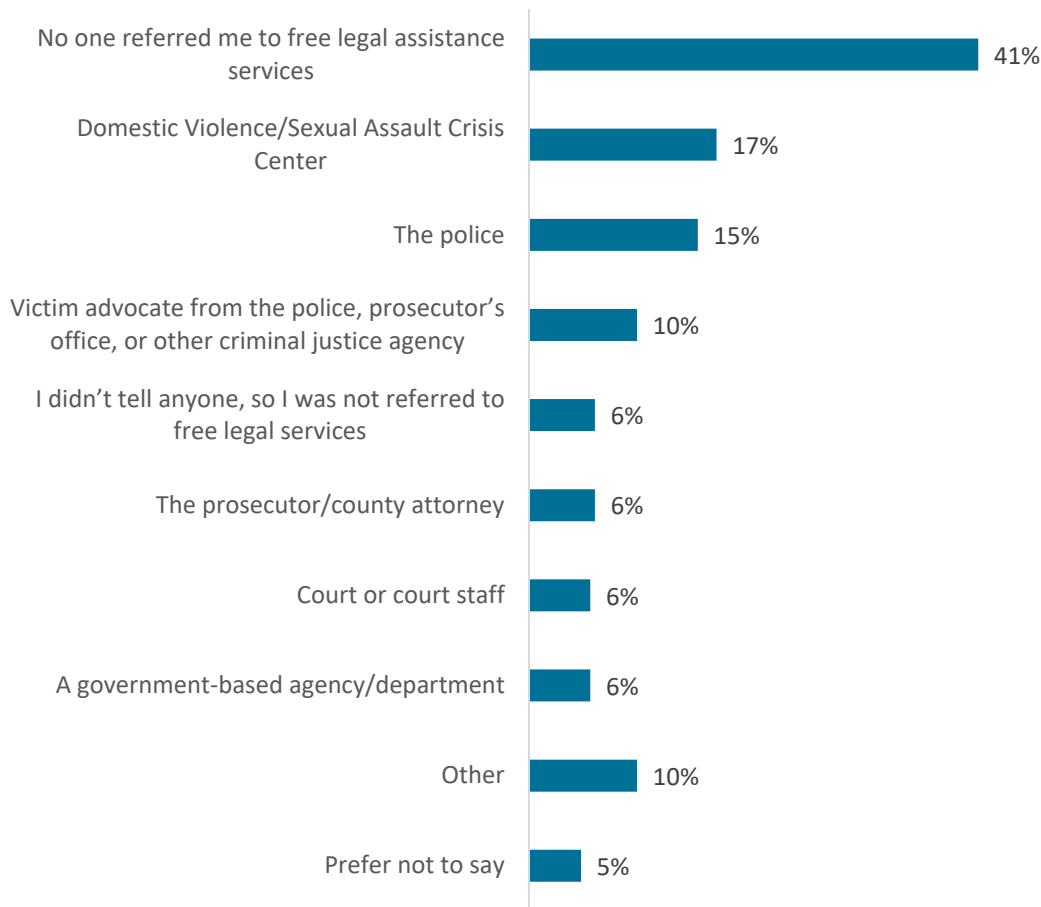
44% of victims said they needed help to learn about what legal services were available. Similar numbers needed help navigating the legal system (43%) and getting representation in a criminal case (43%).

Bottom Line

Simply understanding the legal system and knowing what legal services are available can be a challenge for many victims.

Q18. Who referred you to free legal help?

Figure 19. Referral to Free Legal Help (n=233)



Notes: Multiple responses allowed. Percentages may not add up to 100%. Only responses mentioned by 5% or more are presented.

Table 16. Other Referral to Free Legal Help (n=23)

| Comment | % | Count |
|-------------------------------------|-----|-------|
| Victim advocate or service provider | 35% | 8 |
| Was not referred to free legal help | 26% | 6 |
| Friend or family member | 9% | 2 |
| Legal representative | 9% | 2 |
| Other | 9% | 2 |
| DK/REF | 13% | 3 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Two in five (41%) victims said that no one referred them to free legal assistance services.

17% said either a domestic violence or sexual assault crisis center referred them while 15% were referred by the police.

Among other referring sources, just over one third (35%) of victims were referred to free legal help by a victim advocate or service provider.

Bottom Line

For many, not getting a referral to free legal services could result in unnecessary expenses or a lack of legal representation in general.

Q19. Who did you get legal help from?

Figure 20. Source of Legal Help (n=230)

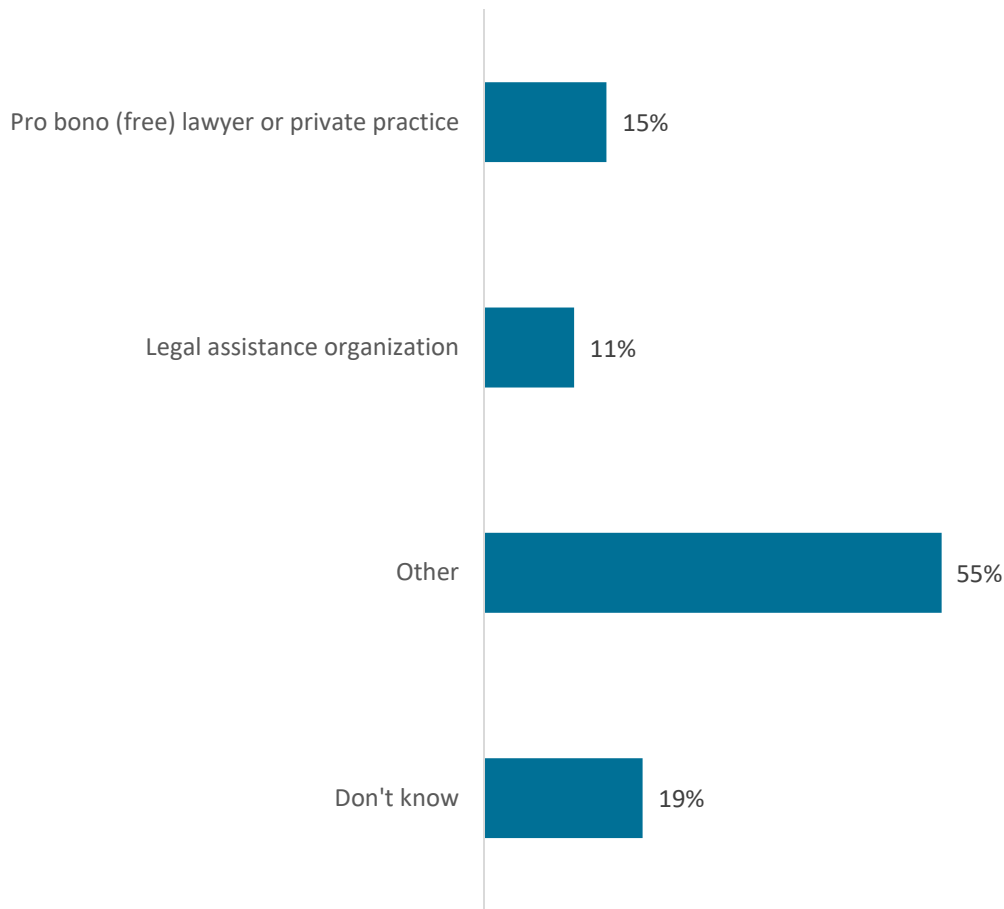


Table 17. Other Sources of Legal Help (n=127)

| Comment | % | Count |
|----------------------------|-----|-------|
| Did not receive legal help | 53% | 67 |
| Attorney | 20% | 25 |
| Victim advocate | 11% | 14 |
| AG, DA or other prosecutor | 8% | 10 |
| Other | 8% | 10 |
| DK/REF | 2% | 3 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

About one in six (15%) victims received free legal help from a lawyer or practice, while 11% received it from an organization.

Bottom Line

Among those who received legal help, many worked with an attorney or private practice (either pro bono or paid). 3.

Q20. Was the legal help you got easy to access?

Figure 21. Ease of Access to Legal Help (n=229)

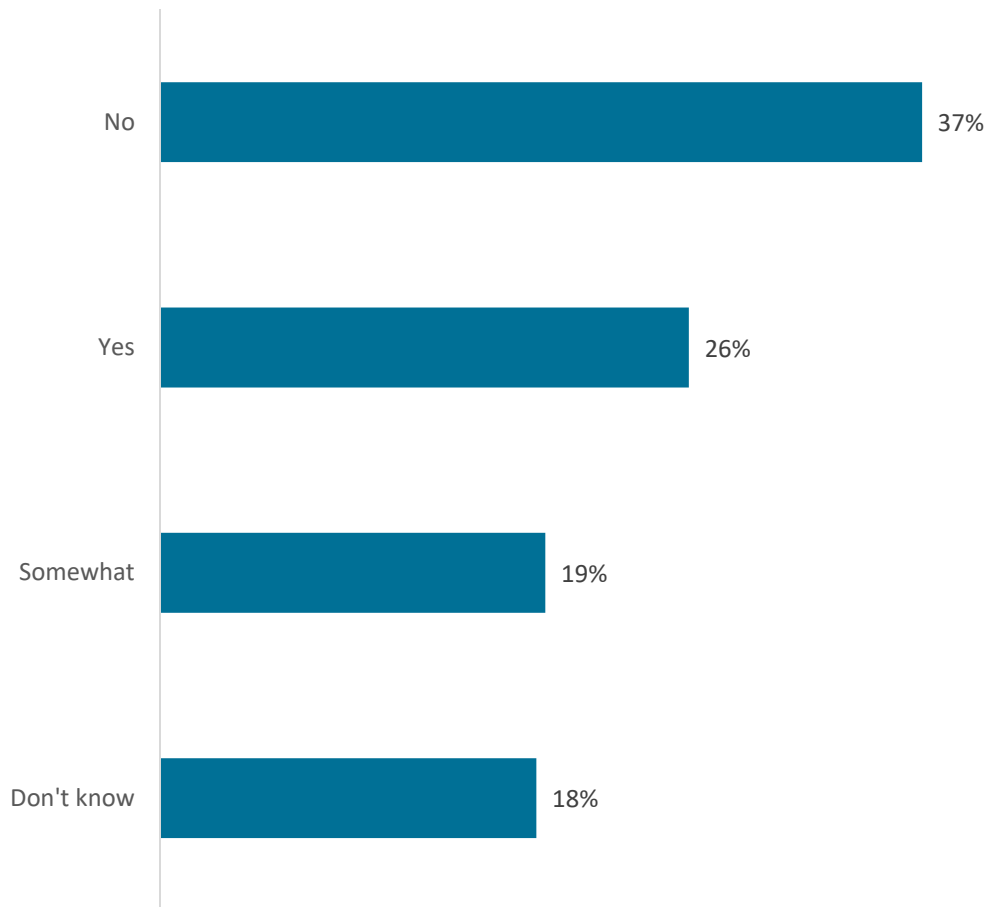


Table 18. Barriers to Legal Help (n=107)

| Comment | % | Count |
|---|-----|-------|
| No legal help available/did not receive help | 20% | 21 |
| Limited legal help available, did not qualify | 16% | 17 |
| Was not aware of legal help available to me | 15% | 16 |
| Could not afford help | 12% | 13 |
| Delays in receiving services | 9% | 10 |
| Paperwork, applications, and other forms were difficult | 6% | 6 |
| Other | 19% | 20 |
| DK/REF | 4% | 4 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

More than a third (37%) of victims said legal help was not easy to access. Only one quarter (26%) said it was easy.

Those who had difficulty accessing legal help said none was available (20%) or there was limited help they did not qualify for (16%).

One in six (15%) said they weren't aware of available legal help.

Bottom Line

Victims have more difficulty accessing legal services than other types of services, such as medical care.

Q21. How satisfied were you with the legal help you got?

Figure 22. Satisfaction with Legal Help (n=227)

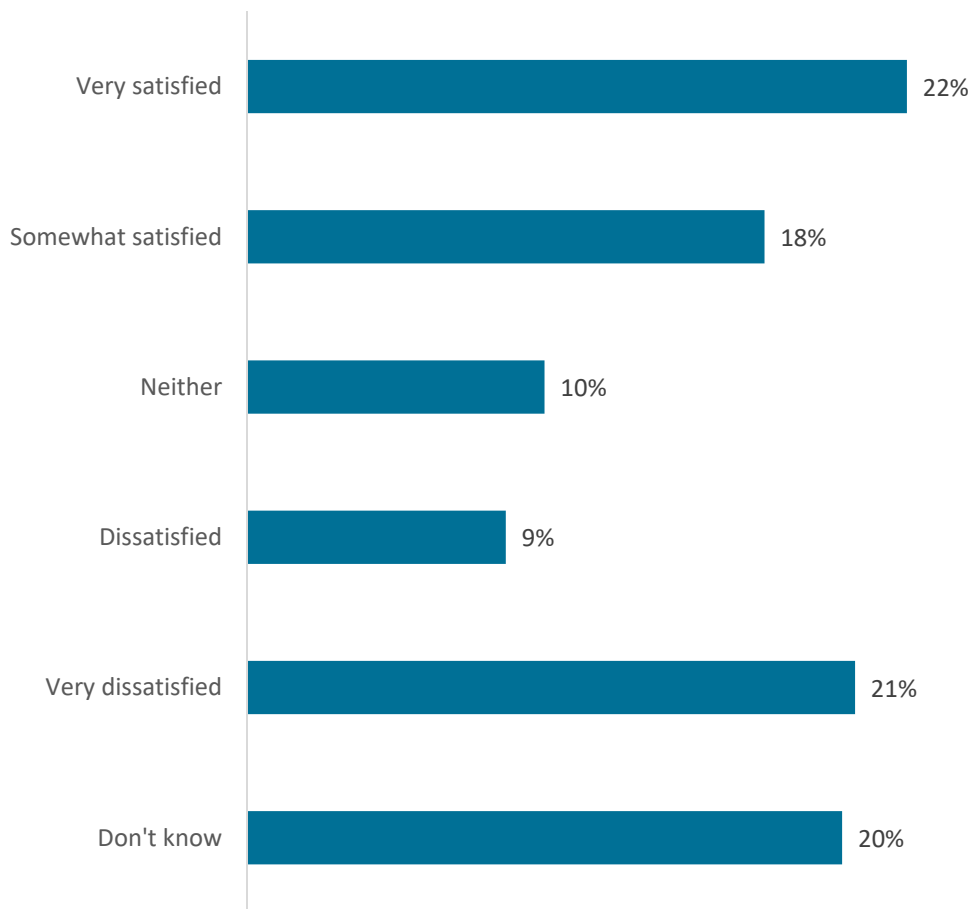


Table 19. Reasons for Dissatisfaction with Legal Help (n=65)

| Comment | % | Count |
|--|-----|-------|
| No legal help available/did not receive help | 31% | 20 |
| Case was mishandled | 28% | 18 |
| Was not informed, did not know what to do | 11% | 7 |
| Attorney or prosecutor did not help | 9% | 6 |
| Police were unhelpful or hindered the case | 8% | 5 |
| Other | 15% | 10 |
| DK/REF | 2% | 1 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Two in five (40%) victims were satisfied with the legal help they received, while nearly one third (30%) were dissatisfied.

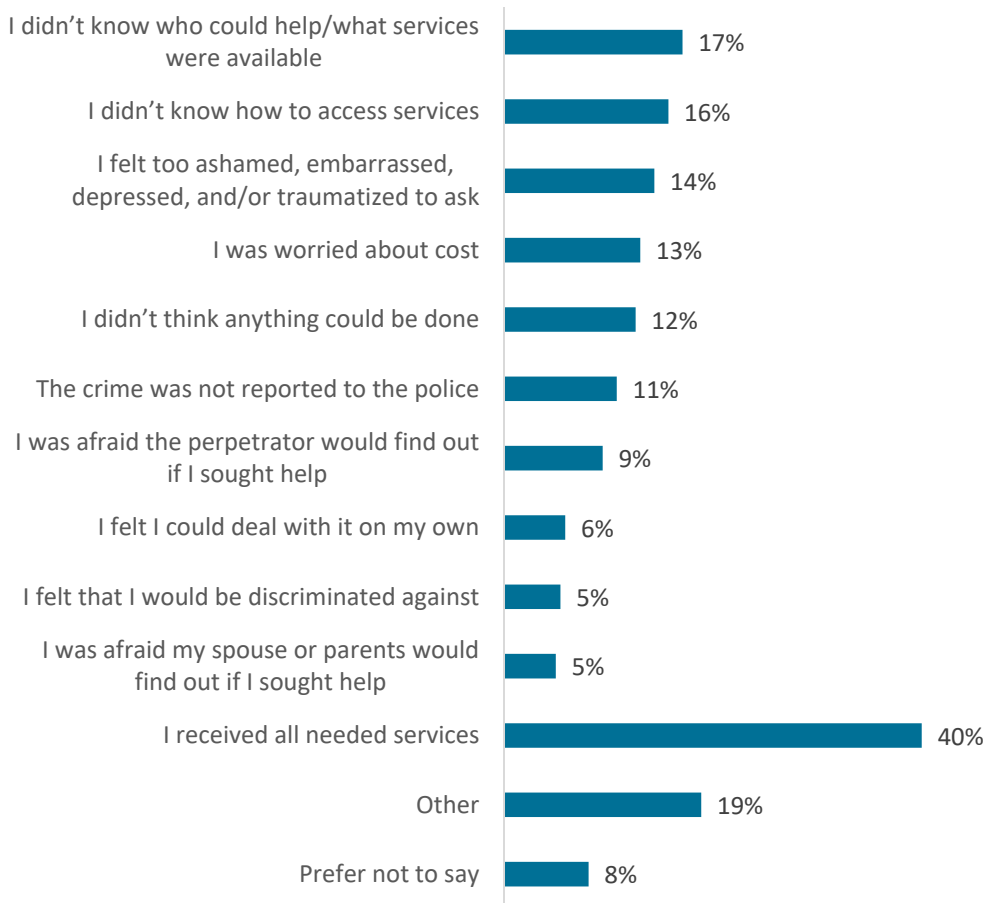
The most common reason victims were dissatisfied with legal help was that help wasn't available (31%). Over a quarter (28%) said their case was mishandled.

Bottom Line

Many victims are not satisfied with the help they received, for a variety of reasons.

Q22. If you did not get legal help, why not?

Figure 23. Reasons Victims Did Not Get Legal Help (n=225)



Notes: Multiple responses allowed. Percentages may not add up to 100%. Only responses mentioned by 5% or more are presented.

Summary

Overall, 40% of victims said they received the legal help they needed.

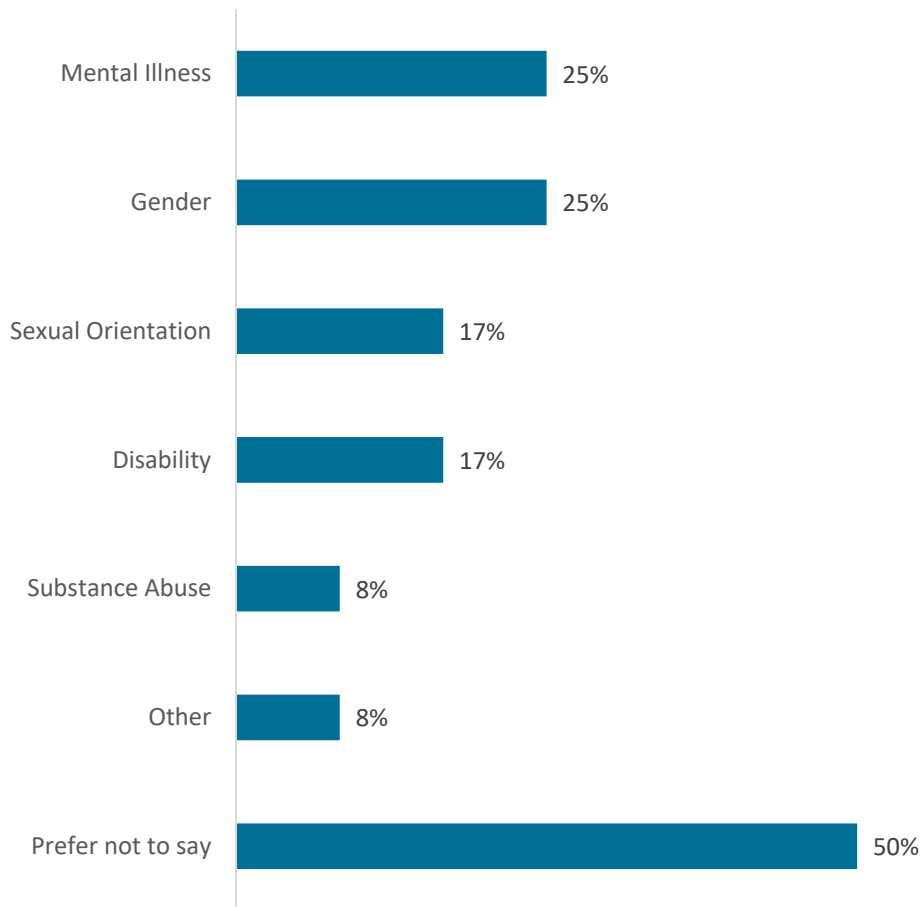
Those who did not get legal help said that they didn't know what help was available (17%), didn't know how to access services (16%) or felt too ashamed or embarrassed (14%).

Bottom Line

Victims often do not get legal services due to a lack of knowledge about availability or how to access them. Others feel too ashamed to ask for help.

Q22A. If you sought legal help, did you feel you would be discriminated against because of one of the following?

Figure 24. Legal Services Discrimination (n=12)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Among victims who expected discrimination if they sought legal help, one quarter (25%) thought it would be based on mental illness or gender.

Q230. What legal help did you need but did NOT get or have access to?

Table 20. Legal Services Needed but Not Received (n=125)

| Comment | % | Count |
|--|-----|-------|
| Knowledge of legal help, guidance | 17% | 21 |
| Legal representation | 15% | 19 |
| Any kind of legal help was needed | 11% | 14 |
| Help with court orders (restraining order, return of personal items, etc.) | 10% | 12 |
| Prosecutorial help | 9% | 11 |
| Cooperation of law enforcement in pressing charges | 6% | 7 |
| Other | 8% | 10 |
| DK/REF | 27% | 34 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

One in six (17%) victims needed guidance or knowledge of available legal help but could not access these services. A similar number needed legal representation (15%) but did not get it.

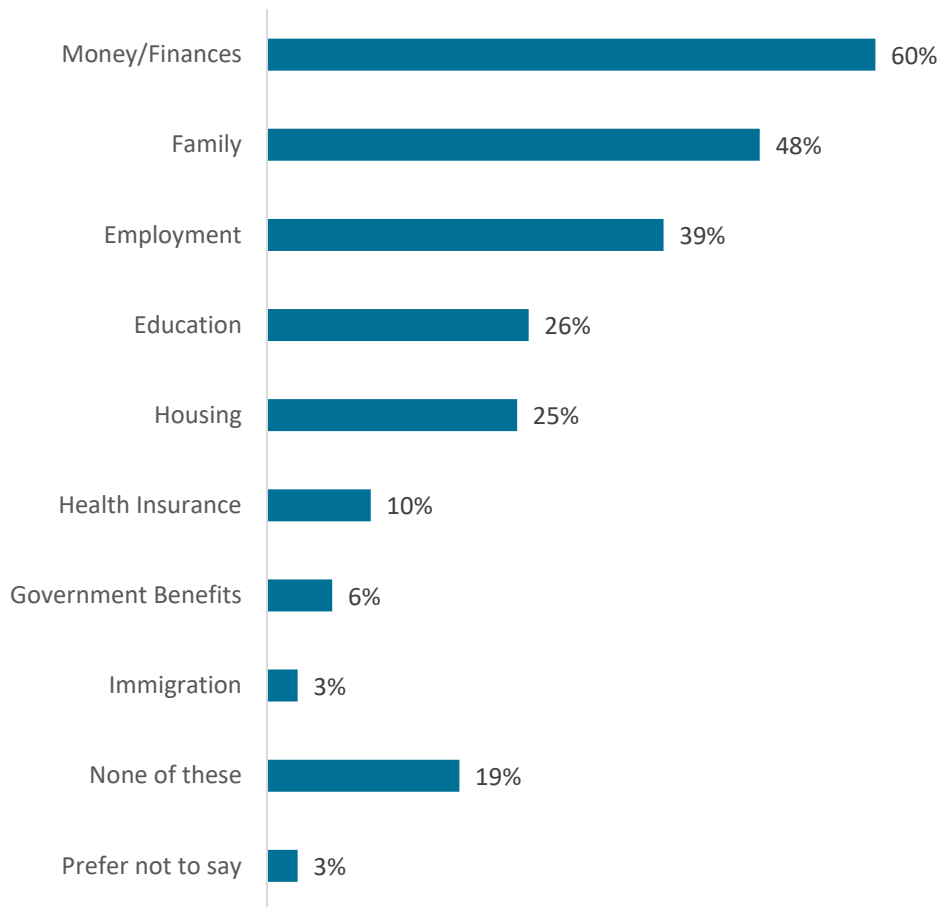
Bottom Line

Victims express a need for a variety of legal services - from general guidance and information to legal representation.

Other Services and Resources

Q24. Did being a victim cause you to have problems with any of the following?

Figure 25. Types of Problems Victims Experienced (n= 265)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

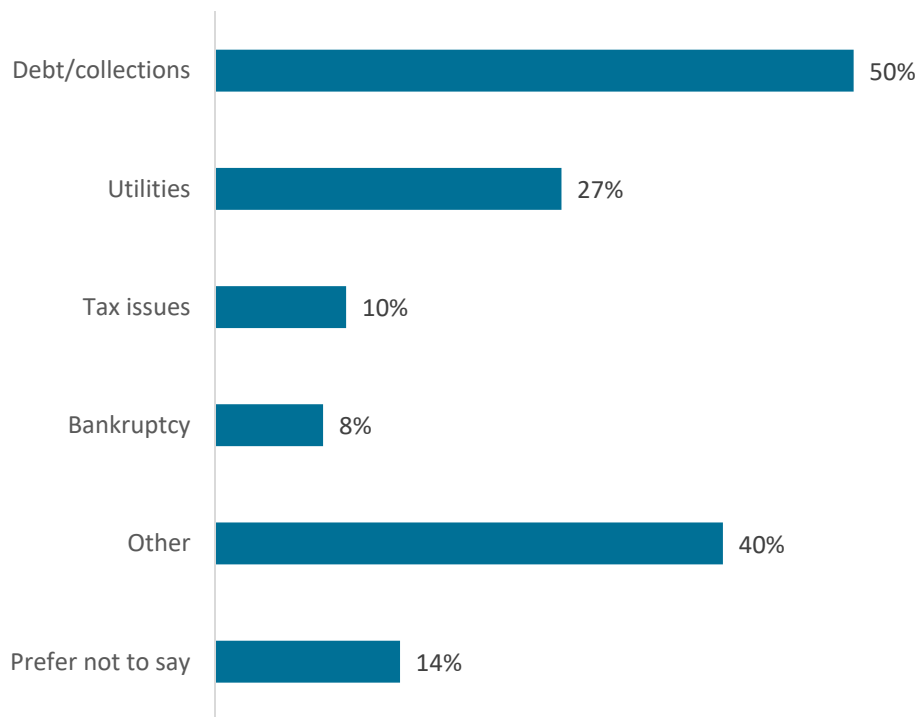
Three in five victims had problems with money or finances. About half (58%) had difficulty with their family, followed by employment, education and housing.

Bottom Line

Financial issues are a major concern for victims after experiencing a crime. Problems with family and employment were also common and may be interrelated with financial struggles.

Q24A. Did being a victim cause you to have any of the following problems with Money/Finances?

Figure 26. Problems with Money and Finances (n=166)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Table 21. Other Problems with Money and Finances (n=66)

| Comment | % | Count |
|---|-----|-------|
| Recurring Bills (e.g. mortgage, car, other bills) | 24% | 16 |
| Lost income due to time away from work | 14% | 9 |
| Living expenses (food, transportation) | 11% | 7 |
| Property damage expenses | 11% | 7 |
| Debt/collections | 8% | 5 |
| Fraud/Identity loss | 8% | 5 |
| No problems | 8% | 5 |
| Utilities | 5% | 3 |
| Educational costs | 3% | 2 |
| Tax Issues | 2% | 1 |
| Other | 20% | 13 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Half (50%) of victims who struggled with money and finances struggled with debt or collections. A little more than one quarter (27%) had problems paying their utilities.

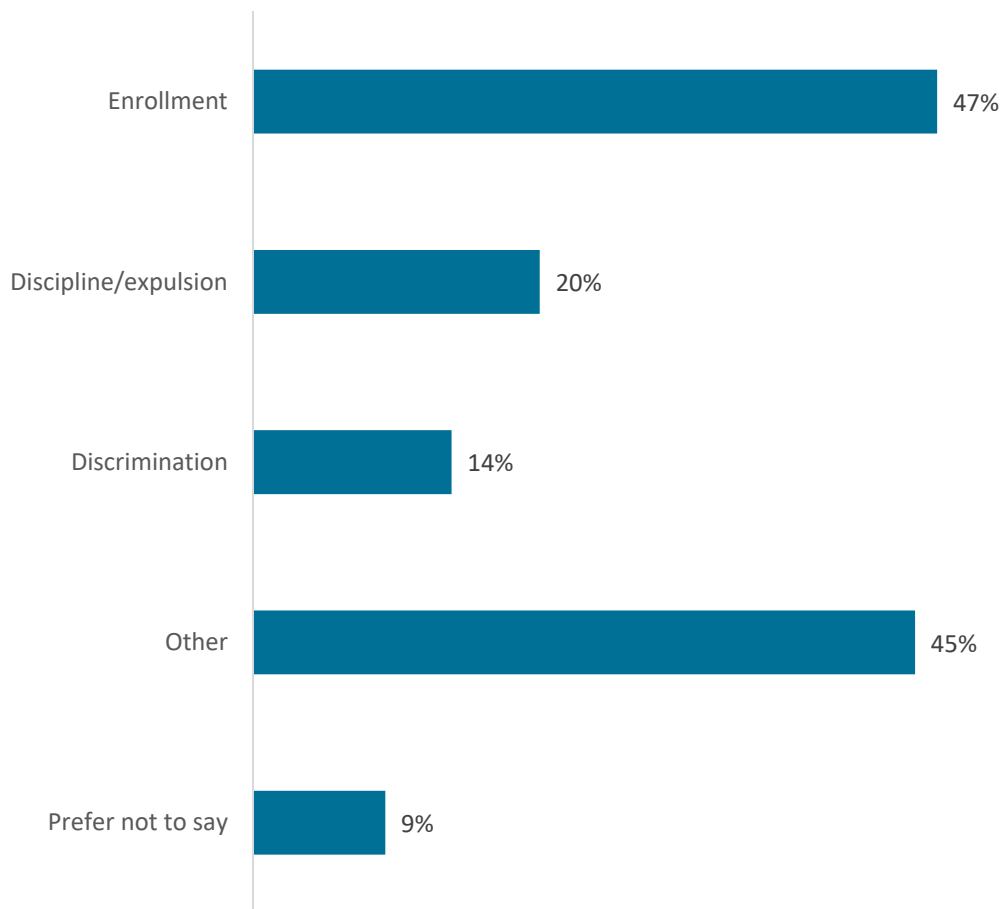
Victims who mentioned other financial problems most frequently said they had recurring bills (24%) or lost income due to time away from work (14%).

Bottom Line

Debt and ongoing bills are common financial issues experienced by victims.

Q24B. Did being a victim cause you to have any of the following problems with Education?

Figure 27. Problems with Education (n=66)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Table 22. Other Problems with Education (n=30)

| Comment | % | Count |
|---|-----|-------|
| Difficulty concentrating, making grades | 77% | 23 |
| Enrollment (dropping out of school or unable to enroll) | 10% | 3 |
| Discipline/expulsion | 3% | 1 |
| Discrimination | 3% | 1 |
| Other | 10% | 3 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Nearly half (47%) of victims who had education problems dealt with enrollment issues. One fifth (20%) said they faced discipline or expulsion after becoming a victim.

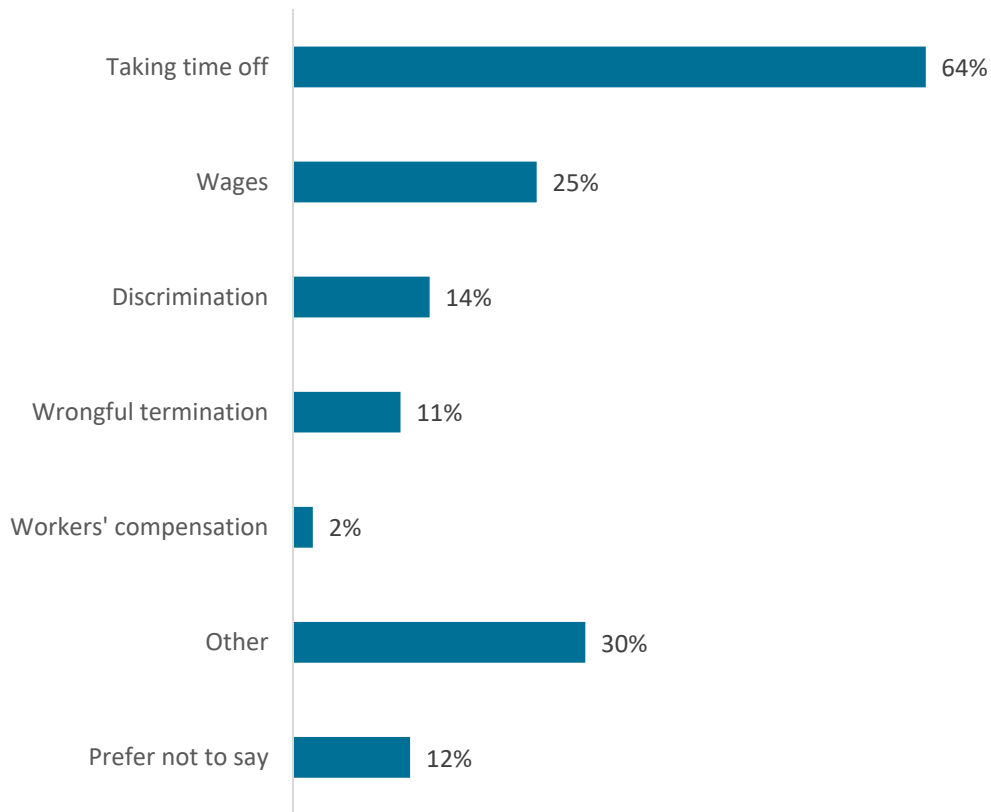
Among those experiencing other education issues, three quarters (77%) of victims said they struggled with concentration and making grades.

Bottom Line

Enrollment problems are the most common education issue victims face after experiencing a crime.

Q24C. Did being a victim cause you to have any of the following problems with Employment?

Figure 28. Problems with Employment (n=101)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Table 23. Other Problems with Employment (n=30)

| Comment | % | Count |
|---|-----|-------|
| Unable to work due to experience | 40% | 12 |
| Concentration/emotional/job performance | 33% | 10 |
| Discrimination | 7% | 2 |
| Taking time off | 3% | 1 |
| Wages | 3% | 1 |
| Wrongful termination (firing) | 3% | 1 |
| No problems | 3% | 1 |
| Other | 3% | 1 |
| DK/REF | 3% | 1 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

The most common employment problem victims experienced was taking time off from work (64%). A quarter (25%) said they had problems with their wages.

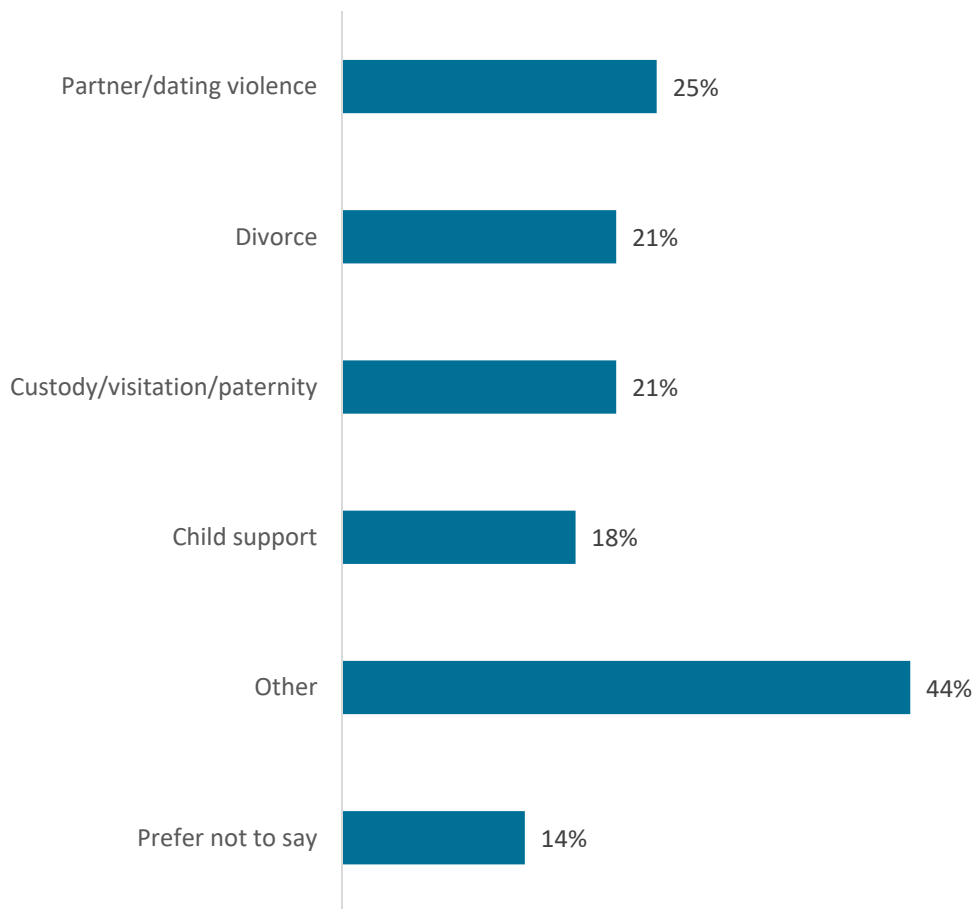
Among other problems with employment, 40% of victims said they could not work due to the experience while one third (33%) had difficulty concentrating and meeting performance expectations.

Bottom Line

Becoming the victim of crime is commonly associated with taking time off from work for a variety of reasons.

Q24D. Did being a victim cause you to have any of the following problems with Family?

Figure 29. Problems with Family (n=126)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Table 24. Other Problems with Family (n=56)

| Comment | % | Count |
|---|-----|-------|
| Discord and emotional strain among family members | 43% | 24 |
| Custody/visitation/paternity | 14% | 8 |
| Partner/dating violence | 9% | 5 |
| Child support | 4% | 2 |
| No problems | 2% | 1 |
| Other | 25% | 14 |
| DK/REF | 4% | 2 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

One quarter (25%) of victims with family problems said they had issues with partner/dating violence while one fifth (21%) had trouble with either divorce or custody.

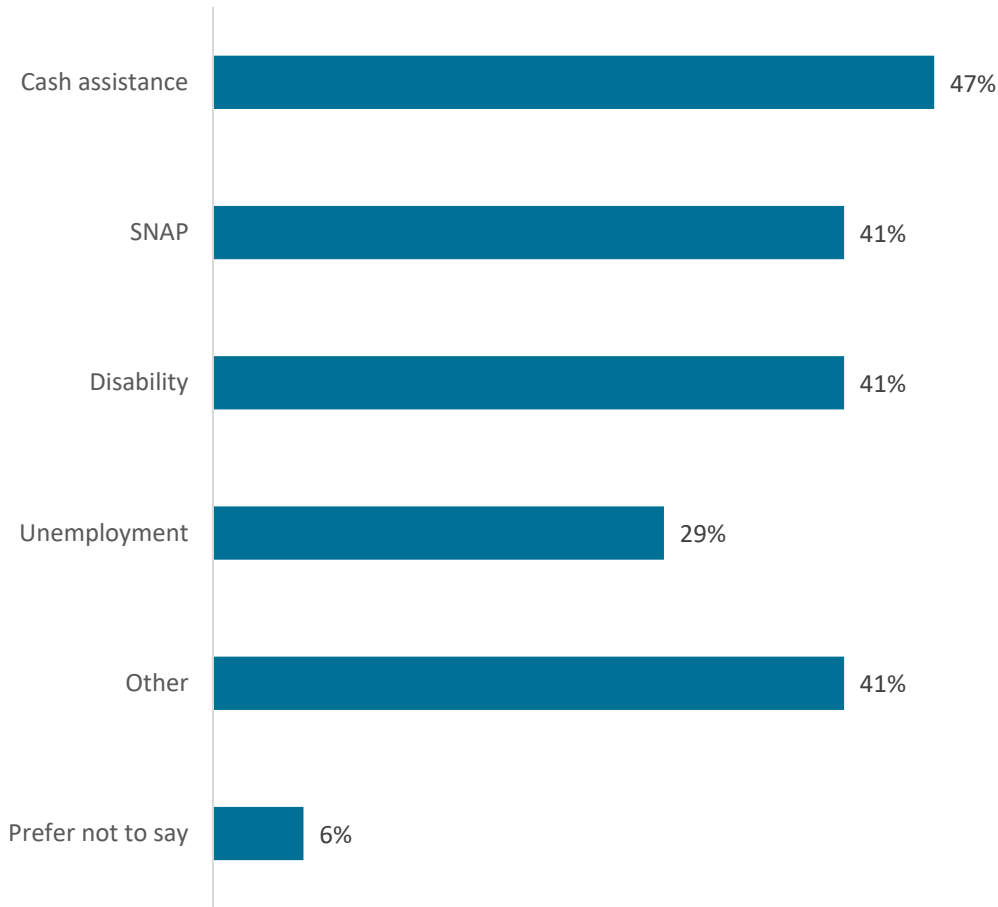
Victims who described other family problems commonly said that discord and emotional strain (43%) resulted from the experience.

Bottom Line

Victims of crime are likely to experience difficulties with their family such as violence, separation, or discord and emotional strain.

Q24E. Did being a victim cause you to have any of the following problems with Government Benefits?

Figure 30. Problems with Government Benefits (n=17).



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

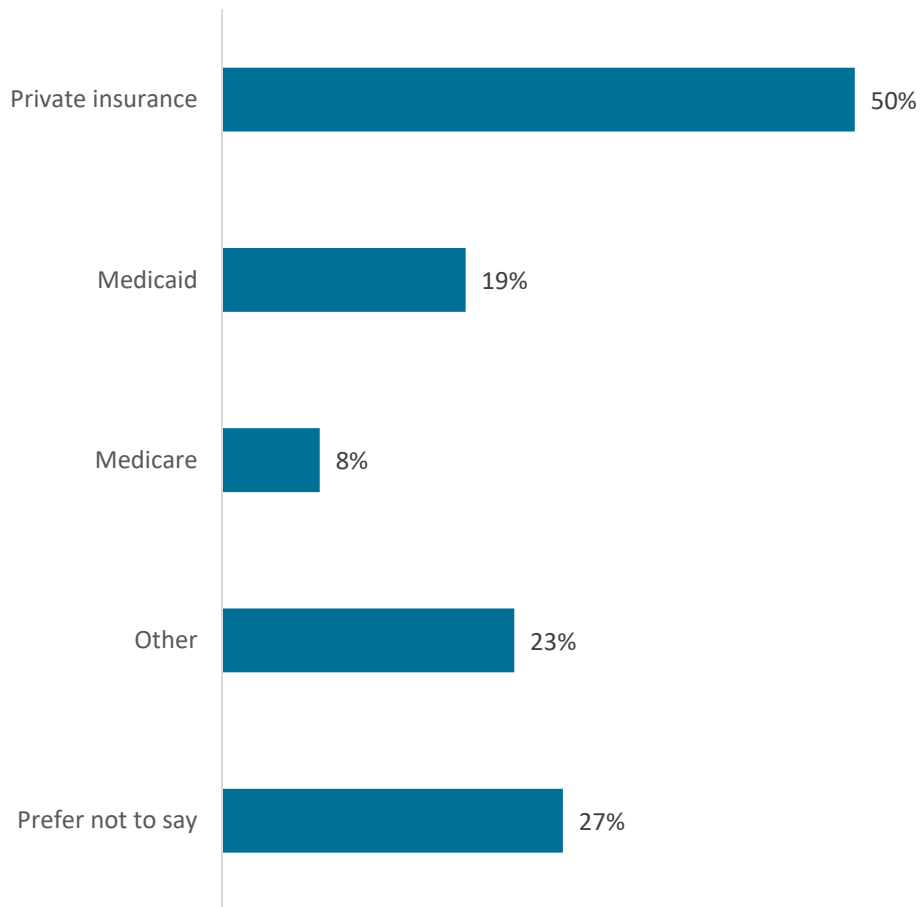
Victims who had problems with government benefits most frequently faced issues with cash assistance (47%). Equal numbers had problems with SNAP (41%) and disability (41%) benefits.

Bottom Line

Overall, few victims reported having trouble with government benefits as a result of their experience.

Q24F. Did being a victim cause you to have any of the following problems with Health Insurance?

Figure 31. Problems with Health Insurance (n=26)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

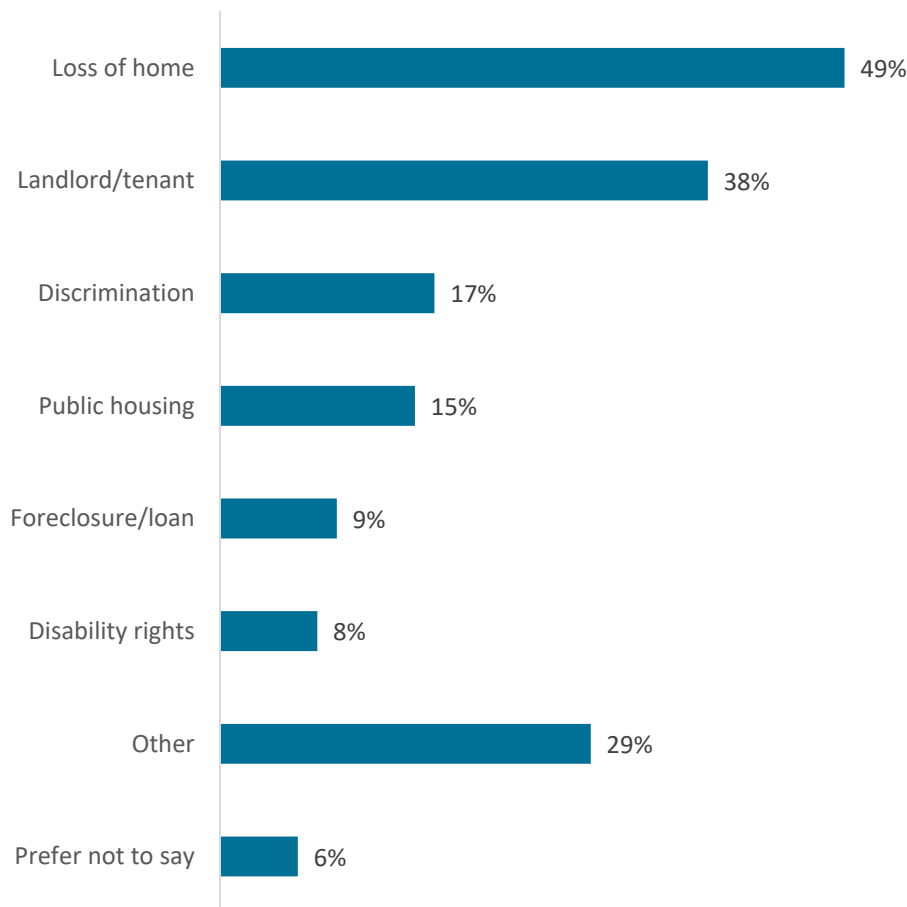
50% of victims who had problems with their health insurance had an issue with private insurance. One fifth (19%) had a problem with their Medicaid coverage.

Bottom Line

Few victims reported having problems with health insurance as a result of their experience

Q24G. Did being a victim cause you to have any of the following problems with Housing?

Figure 32. Problems with Housing (n=65)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Table 25. Other Problems with Housing (n=19)

| Comment | % | Count |
|------------------|-----|-------|
| Loss of home | 37% | 7 |
| Foreclosure/loan | 21% | 4 |
| Landlord/tenant | 11% | 2 |
| Discrimination | 5% | 1 |
| Other | 21% | 4 |
| DK/REF | 5% | 1 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

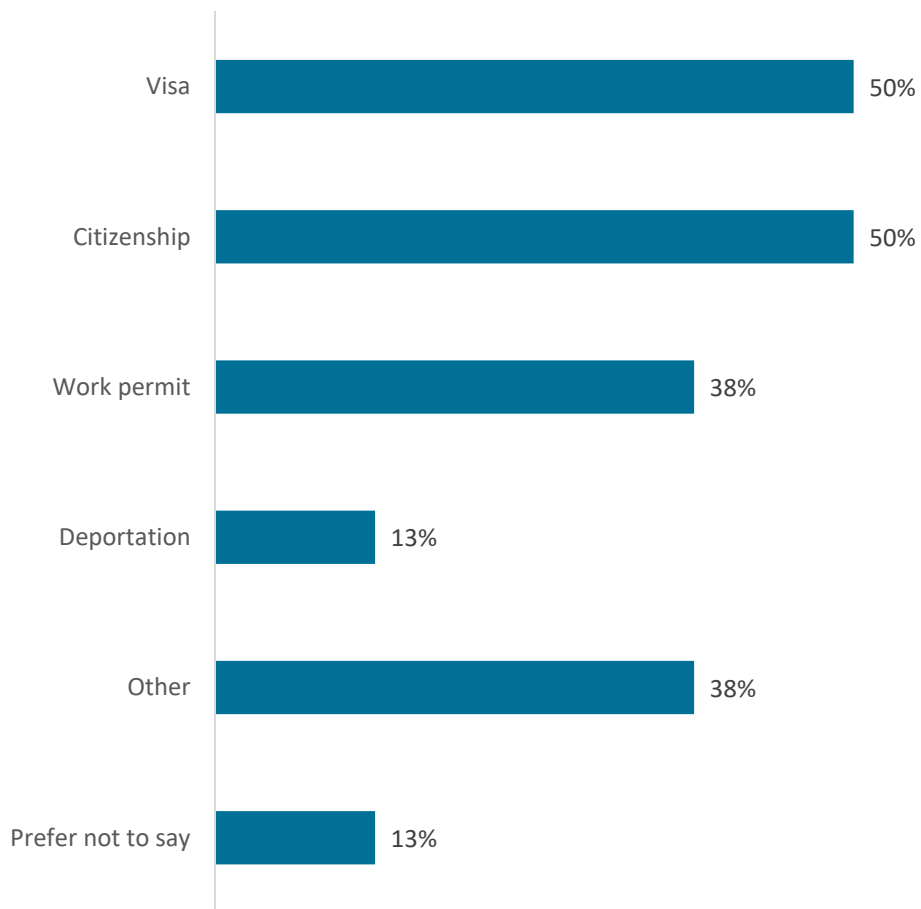
Among victims who experienced housing problems, nearly half (49%) lost their homes. 38% had difficulty with their landlord/tenant relationship following the crime.

Bottom Line

Availability of emergency housing or relocation services are critical for victims of crime, as many noted a loss of their residence as a result of their experience.

Q24H. Did being a victim cause you to have any of the following problems with Immigration?

Figure 33. Problems with Immigration (n=8)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Half of victims who had issues with immigration said they dealt with visa (50%) and citizenship (50%) problems. Others said they had difficulties with work permits (38%)

Bottom Line

Becoming the victim of a crime can negatively impact those in the immigration process, and common effects may include problems with visas, citizenship, and work permit.

Q2410. What other problems did you experience as a result of being the victim of a crime?

Table 26. Other Problems (n=188)

| Comment | % | Count |
|----------------------------------|-----|-------|
| Mental or physical health issues | 48% | 91 |
| Issues with family/friends | 13% | 25 |
| Further abuse or harassment | 11% | 20 |
| Money/finances | 7% | 14 |
| Legal problems | 6% | 12 |
| Housing issues | 5% | 10 |
| No problems or issues | 4% | 8 |
| Employment issues | 4% | 7 |
| Loss or damage to personal items | 2% | 4 |
| Education issues | 1% | 2 |
| Government benefits | 1% | 1 |
| Health insurance problems | 1% | 1 |
| Immigration problems | 1% | 1 |
| Other | 12% | 23 |
| DK/REF | 1% | 2 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

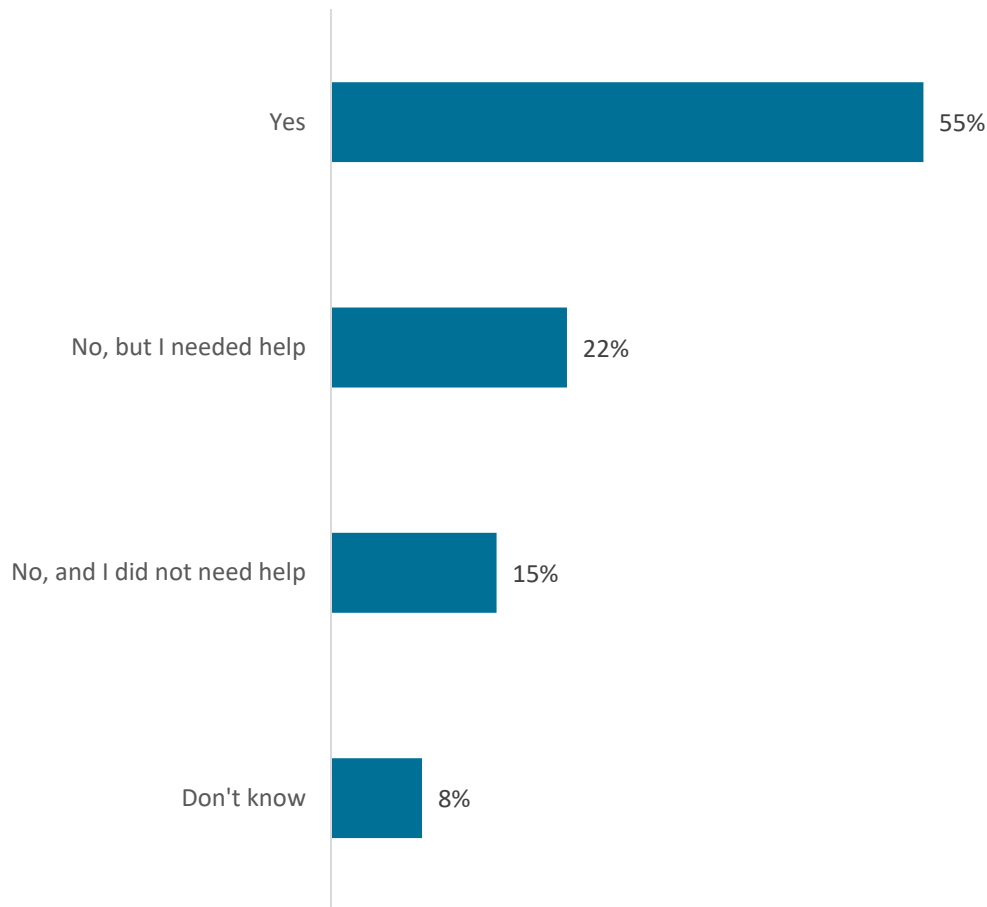
Among victims who experienced other problems, nearly half (48%) said they had physical or mental health issues. Other victims said their experience caused issues with friends or family (13%) while some said that further abuse or harassment occurred (11%).

Bottom Line

Becoming the victim of crime is frequently associated with negative health consequences, both physical and mental, and some victims experience problems with their home and social lives following the event.

Q25. Did you seek help from anyone to deal with these problems?

Figure 34. Seeking Help for Problems (n=262)



Summary

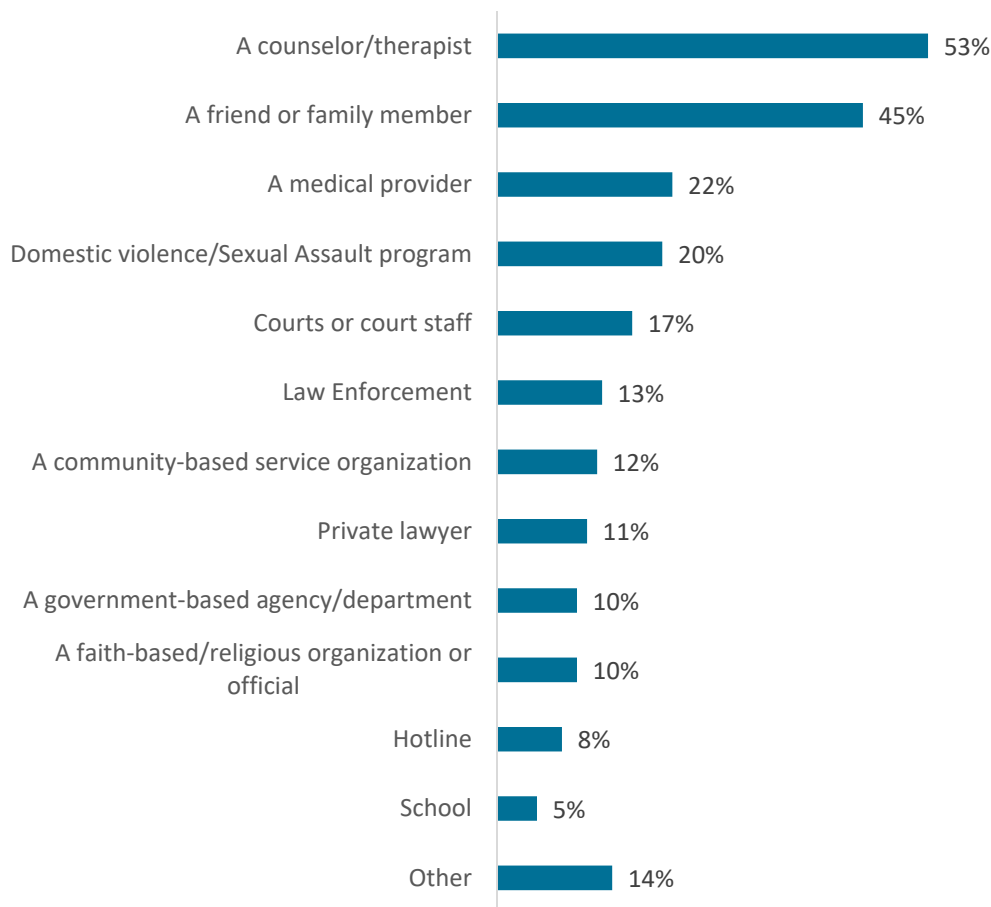
Over half (55%) of victims said they sought help for their problems while one fifth (22%) said they need help but did not seek it.

Bottom Line

One in four victims need help and never seek it, often due to fear, stigma, or challenges associated with accessing services.

Q26. Who did you get help from to address these problems?

Figure 35. Sources of Help for Problems (n=73)



Notes: Multiple responses allowed. Percentages may not add up to 100%. Only responses mentioned by 5% or more are presented.

Table 27. Other Sources of Help for Problems (n=22)

| Comment | % | Count |
|--|-----|-------|
| Victim advocacy or service provider | 36% | 8 |
| Medical or mental health care provider | 23% | 5 |
| Legal representative | 14% | 3 |
| Did not receive help | 14% | 3 |
| Financial institution | 5% | 1 |
| Federal or state program | 5% | 1 |
| Other | 14% | 3 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

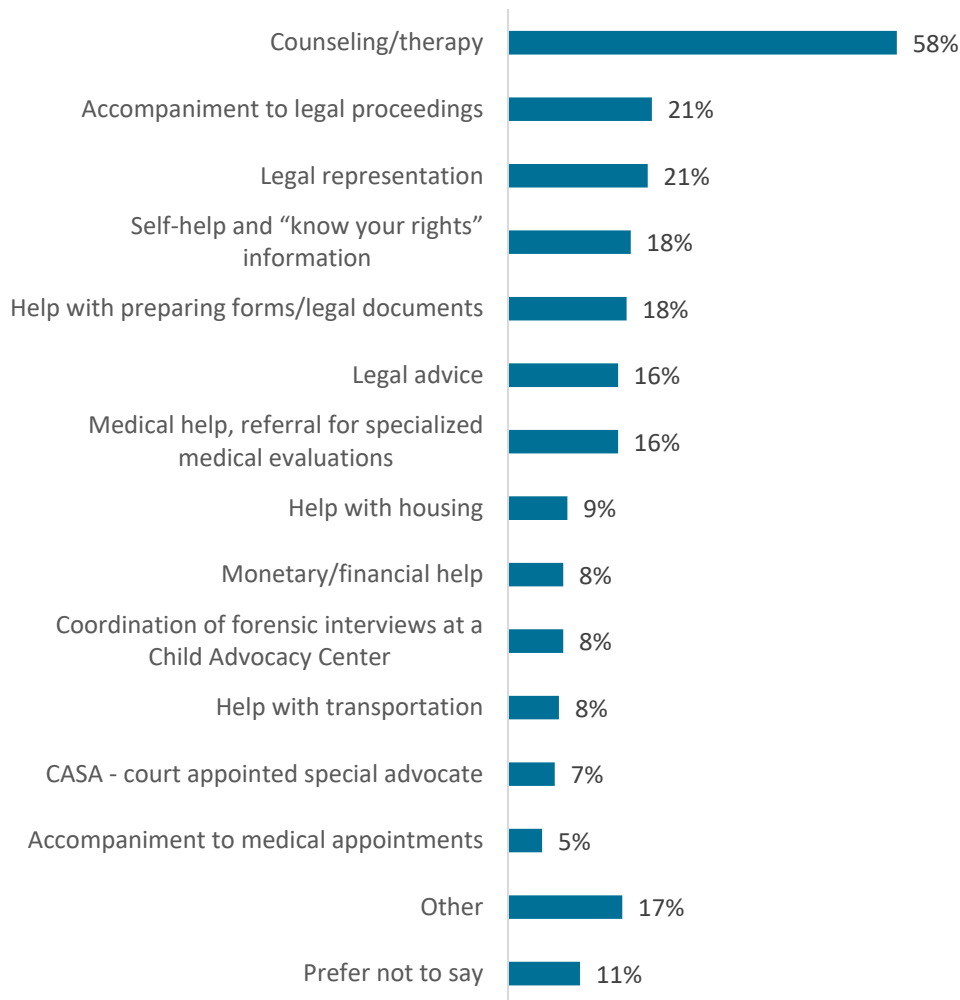
Half (53%) of victims said they were helped by a counselor or therapist, followed by a friend or family member (45%), or a medical provider (22%).

Bottom Line

Victims rely on network of individuals and organizations to help address problems following their experience.

Q27. What kind of help did you get for these problems?

Figure 36. Type of Help Victims Received for Problems (n=160)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Table 28. Other Types of Help for Problems (n=26)

| Comment | % | Count |
|---|-----|-------|
| Did not receive help | 50% | 13 |
| Counseling/therapy | 23% | 6 |
| Help with housing | 8% | 2 |
| Legal representation (a lawyer representing me) | 4% | 1 |
| Monetary/financial help | 4% | 1 |
| Help with preparing forms/legal documents | 4% | 1 |
| Help with transportation | 4% | 1 |
| Other | 12% | 3 |
| DK/REF | 4% | 1 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Over half (58%) of victims said they received counseling or therapy to address their problems.

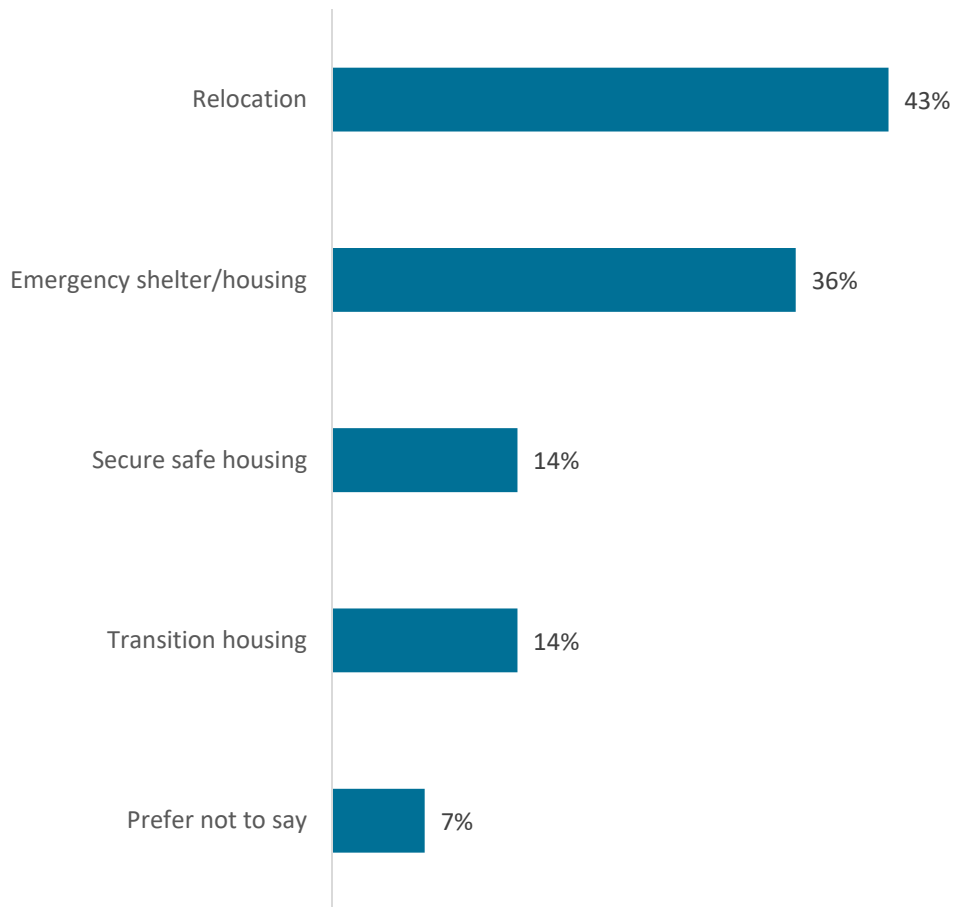
Other assistance received included legal help like accompaniment to legal proceedings (21%) or legal representation (21%).

Bottom Line

Counseling and therapy are high demand services among victims seeking help for their problems. Victims also need legal help either in the form of representation or accompaniment during legal proceedings.

Q27A. What kind of housing help did you receive?

Figure 37. Housing Help (n=14)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Relocation (43%) and emergency housing (36%) are the most common types of housing help needed by victims.

Bottom Line

Among victims needing housing services, the demand for relocation and emergency shelter is relatively high.

Q28. Was the help you got for these problems easy to access?

Figure 38. Ease of Access to Help (n=160)

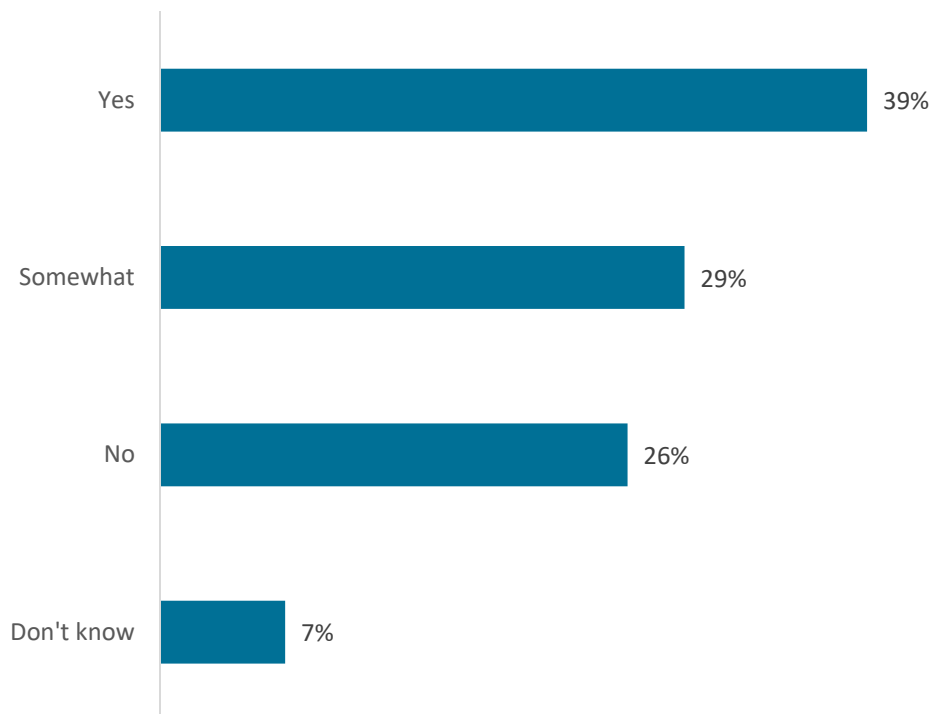


Table 29. Barriers to Accessing Help (n=68)

| Comment | % | Count |
|--|-----|-------|
| Had to find services on my own, too difficult | 24% | 16 |
| Providers turned me away, got the runaround | 19% | 13 |
| Could not afford services, didn't qualify for help | 15% | 10 |
| Personal barriers/struggles | 13% | 9 |
| Service providers overburdened, not accepting new clients/patients | 9% | 6 |
| Did not receive help | 9% | 6 |
| Other | 16% | 11 |
| DK/REF | 1% | 1 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Two thirds (68%) of victims found accessing services to be relatively easy while just over one quarter (26%) said it was not easy.

Nearly one quarter (24%) of victims said finding services on their own was too difficult. 19% said that services providers turned them away or that they could not afford or qualify for services (15%).

Bottom Line

Accessing help for their problems is difficult for victims, primarily due to a lack of guidance, but others are simply turned away by providers or they cannot afford services on their own.

Q29. How satisfied were you with the help you got for these problems?

Figure 39. Satisfaction with Other Help Received (n=160)

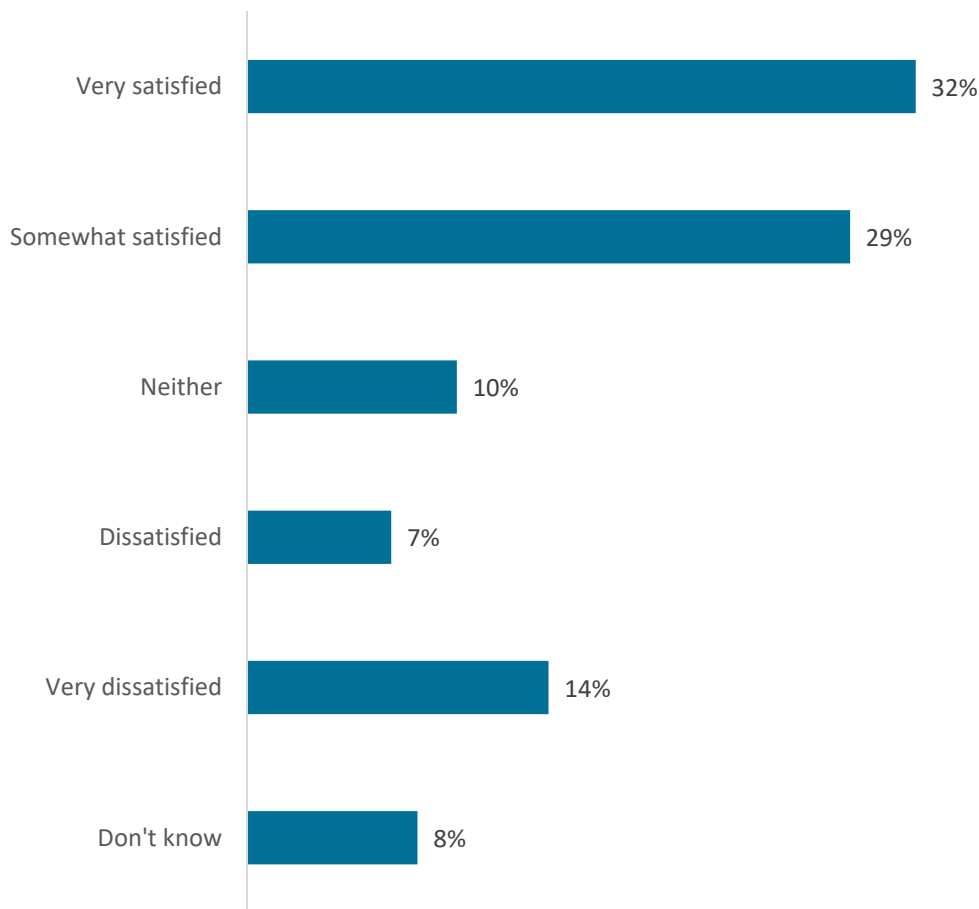


Table 30. Reasons for Dissatisfaction with Help (n=25)

| Comment | % | Count |
|--|-----|-------|
| Did not receive help | 44% | 11 |
| Services not effective, problems persisted | 28% | 7 |
| Perpetrator got away with the crime | 12% | 3 |
| Treated poorly by service providers | 12% | 3 |
| Other | 4% | 1 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

61% of victims were satisfied with the help they received, while 21% were dissatisfied.

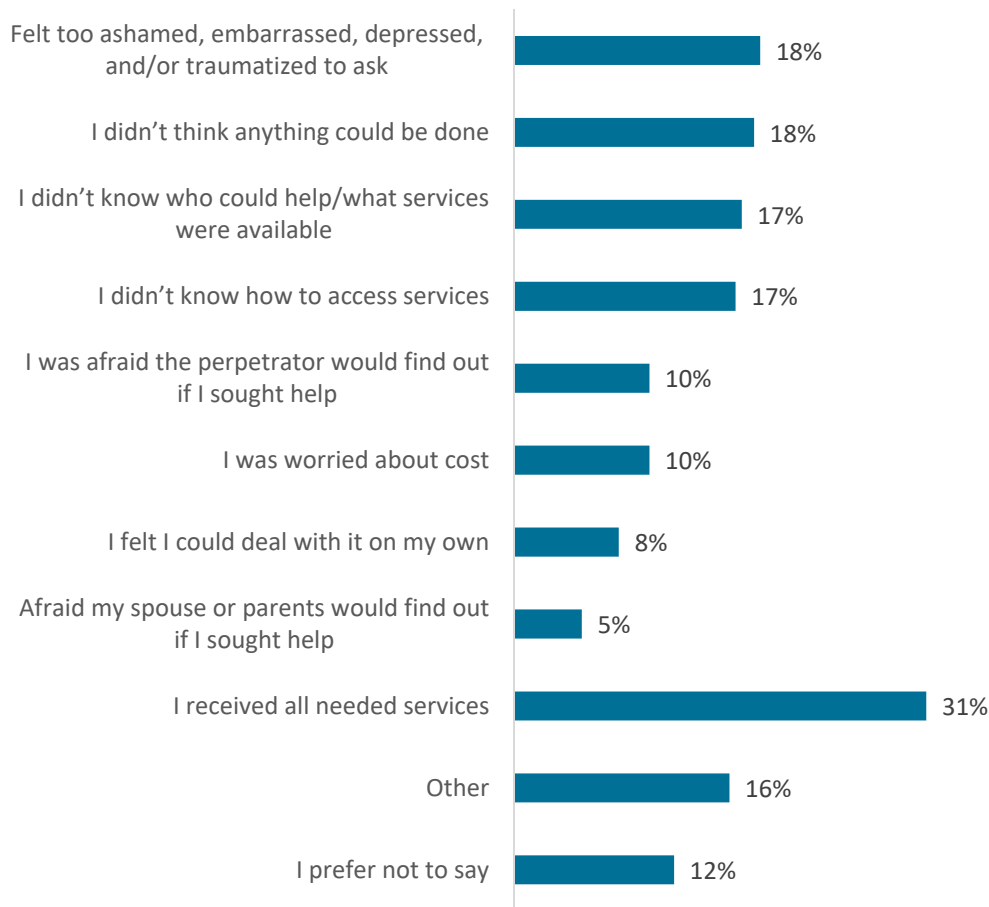
Victims dissatisfied with the help they received most frequently said they never received the help they needed (45%) or services were not effective and didn't solve the problem (28%).

Bottom Line

Satisfaction with the help victims received to address other problems is relatively high.

Q30. If you did not get help for these problems, why not?

Figure 40. Reasons Victims Did Not Get Help (n=217)



Notes: Multiple responses allowed. Percentages may not add up to 100%. Only responses mentioned by 5% or more are presented.

Table 31. Other Reasons Victims Did Not Get Help (n=35)

| Comment | % | Count |
|--|-----|-------|
| Never offered any services, told me nothing was available | 34% | 12 |
| Treated poorly by other providers, did not want further trauma | 14% | 5 |
| Could not afford it | 9% | 3 |
| Wasn't ready to receive services | 9% | 3 |
| Had to wait too long for services, gave up | 9% | 3 |
| Afraid of repercussions | 6% | 2 |
| Too young to get services | 3% | 1 |
| Other | 17% | 6 |
| DK/REF | 3% | 1 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

18% of victims said they did not get help either because they felt too ashamed to ask or because they didn't think anything could be done (18%). Others didn't know what services were available (17%) or how to access them (17%).

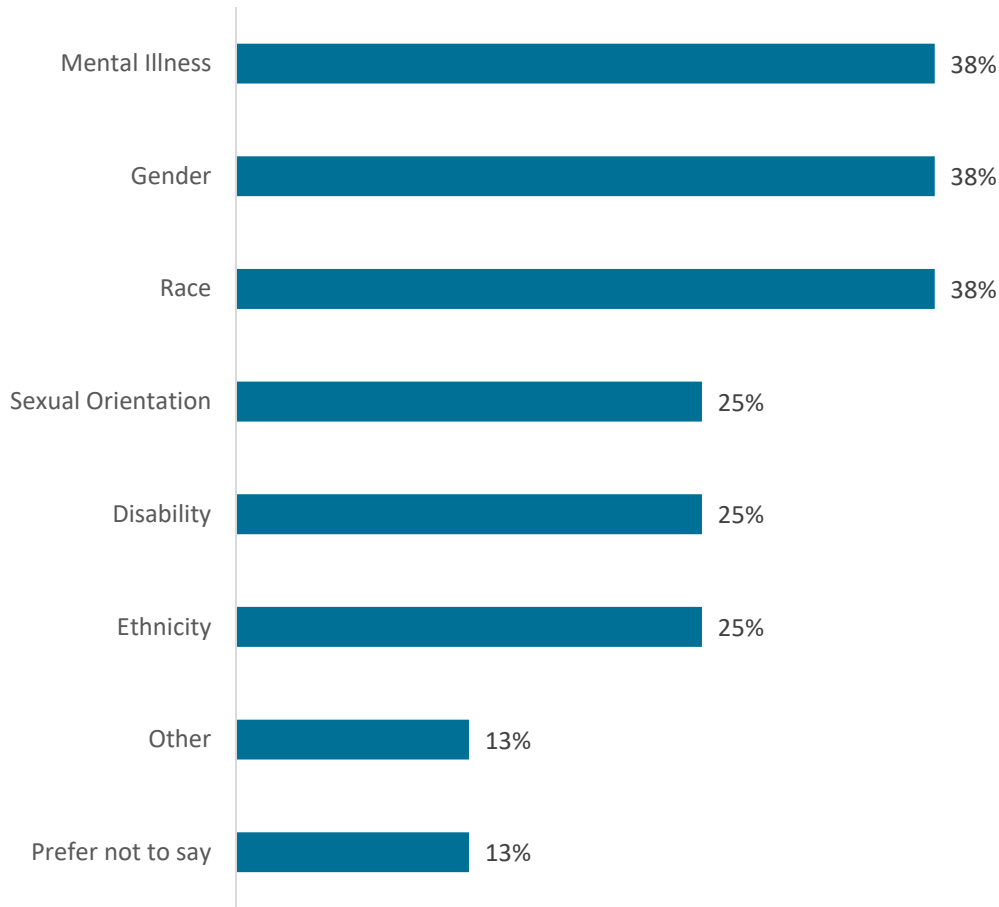
Among those who did not receive help for their problems, one third (34%) said they were never offered services or were told nothing was available.

Bottom Line

A lack of knowledge of available services and how to access them or feelings of embarrassment and fear prevent victims from accessing the help they need.

Q30A. If you got help for these problems, did you feel you would be discriminated against because of one of the following?

Figure 41. Discrimination if Victims Seek Help (n=8)



Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Among victims who expected discrimination if they sought help for their problems, mental illness (38%), gender (38%) and race (38%) were the commonly expected bases for discrimination.

Q310. What other help or services were needed as a result of being a victim but you did NOT get or have access to?

Table 32. Other Help and Services Needed but Not Accessible (n=113)

| Comment | % | Count |
|--|-----|-------|
| Legal guidance, representation | 18% | 20 |
| Victim advocacy services, guidance through process | 15% | 17 |
| Financial assistance | 14% | 16 |
| Medical or mental health care | 12% | 13 |
| Law enforcement help | 9% | 10 |
| Safe housing, shelter, protection from further crime | 8% | 9 |
| Access to information about victim services | 4% | 4 |
| Transportation | 2% | 2 |
| None | 10% | 11 |
| Other | 10% | 11 |
| DK/REF | 12% | 13 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Legal guidance and representation (18%), victim advocacy (15%), financial assistance (14%) and medical or mental health care (12%) are all services that victims want additional access to.

Overall Experience

Q32. As a result of your experience as a victim of crime, what would you like people to know?

Table 33. Feedback (n=183)

| Comment | % | Count |
|---|-----|-------|
| Law enforcement and courts should listen to victims, don't dismiss them | 16% | 30 |
| Report the crime, tell your story | 13% | 23 |
| NH lacks services, wish there had been more resources | 12% | 22 |
| Not enough is done to protect victims or prevent further crimes | 12% | 22 |
| Learn about available services, ask questions or seek guidance | 11% | 20 |
| Being a victim is difficult, painful, confusing | 10% | 18 |
| Seek help for dealing with the trauma | 7% | 12 |
| Outcomes are not always just | 7% | 12 |
| You can grow from the experience; it doesn't define you | 5% | 9 |
| The police are there to help | 4% | 8 |
| Being a victim of crime is more common than you may think | 3% | 5 |
| Available services were very helpful | 3% | 5 |
| Other | 10% | 18 |
| DK/REF | 2% | 3 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

16% of victims said they want law enforcement and the courts to listen and not dismiss victims. Others want people to know they should report the crimes (13%) and that New Hampshire needs more resources (12%).

Bottom Line

Victims highlighted the need for more compassion from law enforcement and court personnel and the importance of victims sharing their stories. Fear of being dismissed is a commonly mentioned barrier to accessing services.

Q33. What services are missing that could make things better for victims of crime?

Table 34. Missing Services (n=156)

| Comment | % | Count |
|---|-----|-------|
| More advocacy, victim's rights, and navigation services | 23% | 36 |
| Better, easy to access medical and mental health care | 13% | 20 |
| Effective courts and prosecution that protects victims | 12% | 19 |
| Effective law enforcement that protects victims | 11% | 17 |
| Notifying victims of law enforcement and court outcomes, better follow-up | 9% | 14 |
| More effective services that meet victim's needs | 8% | 13 |
| Housing and emergency shelters | 7% | 11 |
| Distributed information about victims' services | 5% | 8 |
| Financial assistance | 3% | 5 |
| Diverse providers victims feel comfortable working with | 3% | 5 |
| Transportation services | 3% | 4 |
| Other | 10% | 16 |
| DK/REF | 10% | 15 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Close to one quarter (23%) said advocacy and navigation services are the missing service that could make things better. Others said better access to medical and mental health care (13%) or more effective judicial proceedings (12%).

Bottom Line

Increasing the availability of advocacy, victims' rights, and navigation services would help improve the process for many victims.

Q34. What do you think are the best ways to help victims access resources?

Table 35. Increase Victim Access to Resources (n=156)

| Comment | % | Count |
|--|-----|-------|
| Distribute informational products in the community, schools | 24% | 37 |
| Advocates and service providers should provide information about other related resources | 17% | 27 |
| Online resources, websites and forms, documentation | 12% | 18 |
| Have services available to everyone everywhere | 12% | 18 |
| First responders should provide information about resources | 10% | 15 |
| Promote services on social media, radio, television | 6% | 9 |
| Hotlines for crisis and guidance | 5% | 8 |
| Talk to the victim, believe them | 3% | 5 |
| Other | 15% | 24 |
| DK/REF | 7% | 11 |

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

About one quarter (24%) said distributing information products in the community and schools would best help victims access resources. One in six (17%) think advocates and service providers should provide more information.

Bottom Line

More information needs to be distributed at the community level to increase resource awareness and access.

Q35. What needs do you still have as a result of being a victim of crime that have NOT been met (housing, payment of bills incurred by the crime, therapy, funeral expenses, medical bills, etc.)?

Table 36. Unmet Needs (n=154)

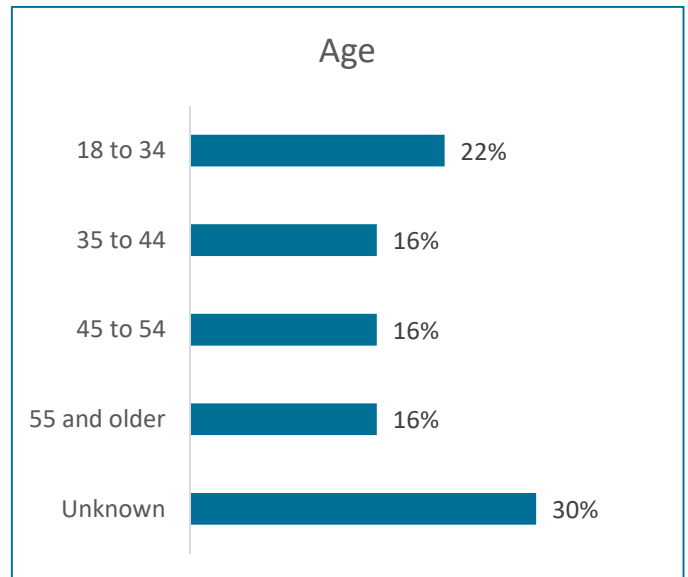
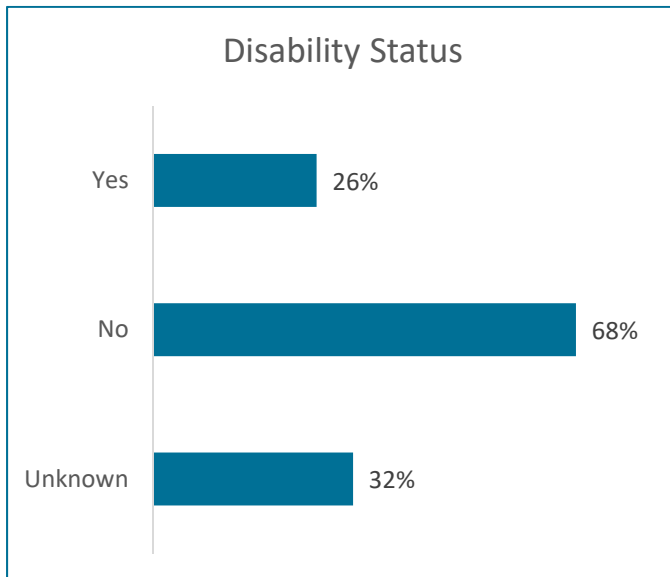
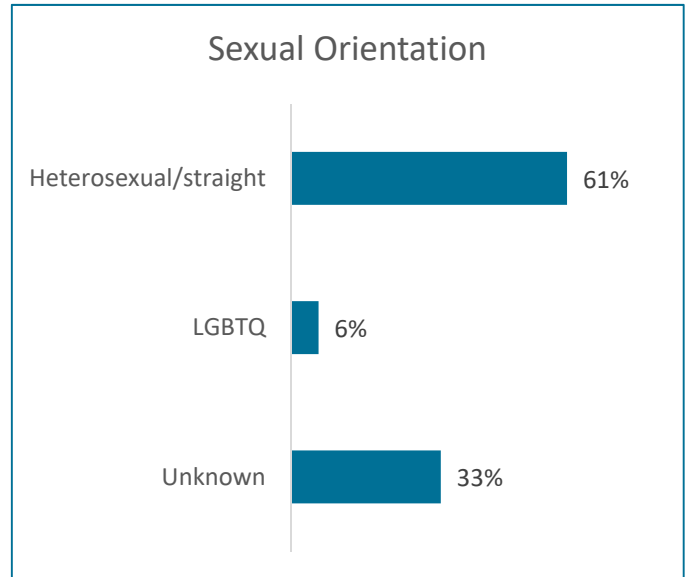
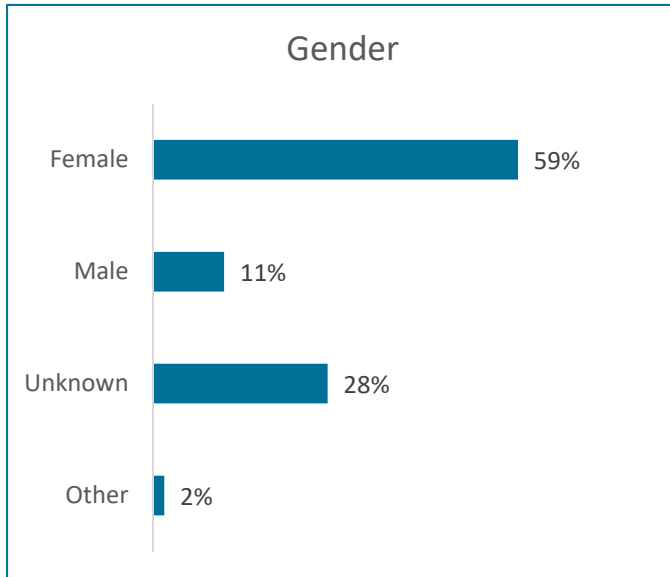
| Comment | % | Count |
|--|-----|-------|
| Therapy | 16% | 24 |
| Medical or mental health care | 12% | 19 |
| Financial assistance | 12% | 19 |
| Overdue bills | 10% | 15 |
| Medical bills | 8% | 13 |
| Legal guidance, representation | 8% | 13 |
| Housing | 8% | 12 |
| Law enforcement help | 5% | 8 |
| Victim advocacy services, guidance through process | 1% | 2 |
| Access to information about victim services | 1% | 1 |
| Transportation | 1% | 1 |
| None | 5% | 8 |
| Other | 14% | 22 |
| DK/REF | 17% | 26 |

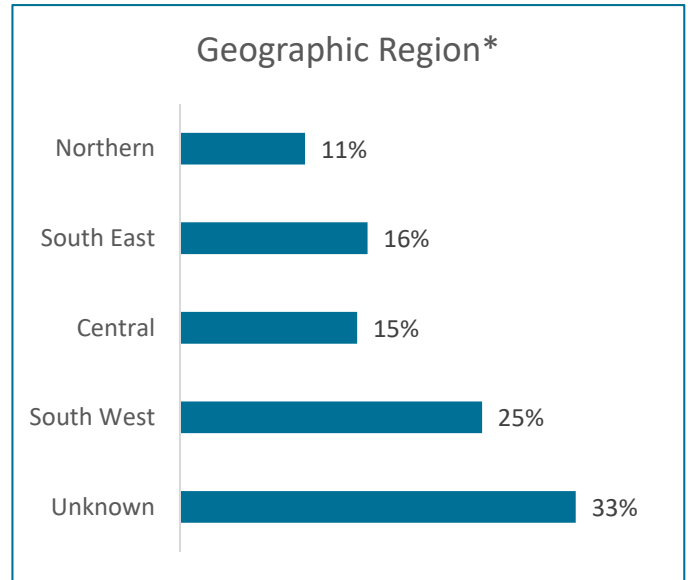
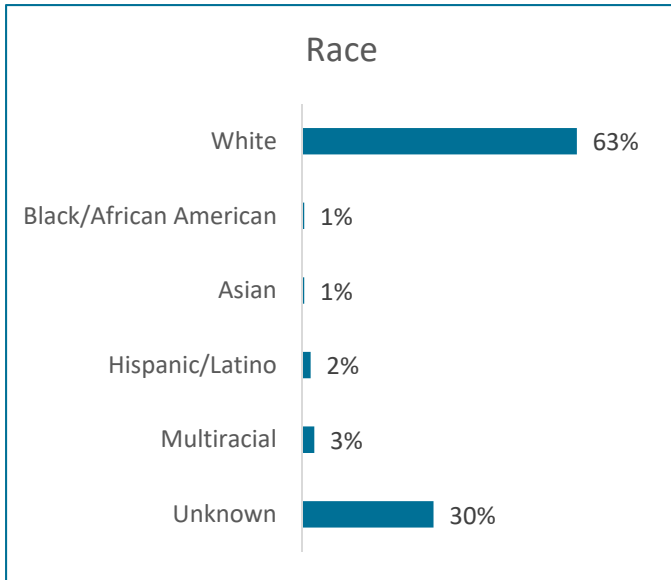
Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

One in six victims (16%) still have an unmet need for therapy while 12% said they have need for medical care or financial assistance.

Survey Demographics





*Geographic regions were developed by grouping counties according to the following:

- Northern – Carroll, Coos, Grafton
- South East – Rockingham, Strafford
- South West – Cheshire, Sullivan, Hillsborough
- Central – Belknap, Merrimack

Victim Interviews

Background

The New Hampshire Department of Justice (NHDOJ) desired to learn more about the attitudes and perceptions of victims who experienced crimes in New Hampshire. This effort is part of the larger statewide assessment of crime victims needs and is a qualitative follow-up to the online victim survey. Key issues identified in both the victim and stakeholder surveys were used to develop the topics explored in these interviews. Of interest were victim perspectives on what services they needed but were not receiving and how the state could improve access to services.

To explore these issues in more detail a brief questionnaire, included in Appendix A, was collaboratively developed between NHDOJ and Market Decisions Research (MDR). The guide was then used for a series of interviews with stakeholders.

Methodology

This report consists of information gained from a series of interviews with victims of crime from New Hampshire. Participants were recruited through the online survey. At the end of each survey, crime victims were invited to opt into a follow-up interview roster and provide their contact information. A total of 54 victims provided their contact information, and 25 interviews were completed between April 3, 2019 and April 30, 2019. Exclusive of the introduction, the interviews lasted an average of 43 minutes.

Limits of Qualitative Research

Interviews are a form of qualitative research. In the simplest terms, the goal is not to count how many individuals feel a certain way or share a specific opinion. Rather, the strength of qualitative research is its ability to uncover the reasons *why* individuals feel a certain way or share a specific opinion. Interviews can identify issues and types of responses but do not result in statistically meaningful allocations of responses by percentages. In-depth interviews can tell us how individuals may act, think or feel, but they cannot tell us in generalizable terms how many individuals think or feel a certain way.

Since interviews allow for probing, in depth discussions, and the use of special tools and techniques, they are much better than quantitative research at exploring beyond the easy to reach surface or top of mind responses. This sub-surface information is much more likely to reveal the underlying attitudes, preferences, and beliefs that ultimately drive thinking and behavior.

Care should always be taken when interpreting or acting on individual participant comments. A single comment may not represent anything more than one individual instance – unless it can be shown to be indicative of a general theme or a pattern of beliefs, perceptions or behaviors.

It should be noted that not every moment of every interview is productive. There are transition questions, and sometimes respondents can get off topic. Additionally, the true value of interviews is that it will allow you to hear first-hand the perceptions, opinions, beliefs, and attitudes of respondents. To preserve their authenticity, respondents' answers

to questions have been transcribed verbatim, but comments presented in this report may be edited to preserve anonymity of the respondents or the subjects of their responses.

Key Findings – Interviews

Services Victims Needed but Did Not Receive

- Most often, victims reported not receiving services from law enforcement or the legal system. Services like protection from further harassment or victimization and legal assistance with filing motions or navigating the courts are in high demand but low in supply.

Reasons Victims Do Not Receive Services

- Victims frequently said services were not received due to providers turning them away - either because victim circumstances didn't meet certain criteria, or providers did not try to help. Many felt like they were uninformed about how services were meant to be accessed or delivered and did not understand how to advocate for themselves.

Helping Victims Get Access to Needed Services

- Increasing communication, follow-up and follow-through from service providers is the primary change that would help victims access needed services. Additional training and education for first responders, particularly on sensitivity and referring victims to other services, would also help victims.

Making Services More Helpful

- For services to be more helpful, victims need to be better informed about services and receive more support and guidance, particularly in the immediate aftermath of a crime when they are first trying to deal with the trauma.

Connecting Victims with Services

- Many victims said they had to find services on their own using online resources or by talking to friends. Others were connected with resources after reaching out to specific service providers like the courts, police, or advocacy centers. Overall, victims are not receiving consistent linkages to services.

Best Ways to Inform Victims of Available Resources and Services

- In general, victims are open to learning about services through a variety of information pathways including social media, community bulletins and info centers, public service announcements, and directly from first responders or service providers. However, information has to be provided regularly, and follow-up from providers is also key to ensuring that victims digest and understand the information they receive.

Final Thoughts

- In reflecting on their experiences, victims want others to know that the process of recovering from a crime is difficult, and while there are many helpful resources, some service providers do not successfully fulfill their missions to assist victims which has the potential to negatively impact future reporting of crimes and use of services. Despite the hardships associated with being a crime victim, respondents said it is possible to get through the experience and grow from the challenges victims face.

Detailed Findings - Interviews

The following descriptive words are used consistently in the report to describe the size of groups that expressed ideas.

- “Most” is more than a majority
- “Many” is up to a majority
- “Some” is less than a majority but still a significant group

Since not every respondent expressed a view on every issue, these are only rough guides to the strength of positions. These findings reflect the comments of participants in the interviews.

Comments from participants are presented in italics. While these are mostly verbatim transcriptions, pauses, incomplete sentences and redundancies were left out. Some comments were clarified to include what the participants were referring to and incomplete comments were made into sentences. By providing comments, readers can see the breadth of discussion and verify or dispute the overall summary of the discussions.

Due to the sensitive nature of the topic and the potential for comments to contain identifying details, comments have been completely de-identified to protect respondent anonymity. For each question, more than one comment from each respondent may be used if the material is relevant to the topic, but comments may be broken apart to reduce possible identification of the respondents or the subjects of their comment. Additionally, some information may be removed from comments to further reduce identifiable details while preserving the value of respondent feedback.

Services Victims Needed but Did Not Receive

Most often, victims reported not receiving services from law enforcement or the legal system. Services like protection from further harassment or victimization and legal assistance with filing motions or navigating the courts are in high demand but low in supply.

What they are saying:

"At first, they tried to help, and they asked to file a restraining order. I made an agreement with abuser and the help stopped. The next time I needed help they did not help me. I called several times and they never responded. I don't know why they wouldn't call me back."

"I needed action by the [Town Name] police department, and they failed me. I had a landlord that was very abusive to me. The cops didn't do nothing about that."

"I had a great team of people supporting me, I was too young to understand, but I had amazing communication from my advocate. The biggest thing was notification. I found out online that he was released. I remember this being absolutely devastating to me. I know that many victims constantly check the Vine to find out the status of the offenders as a matter of safety and security. Finding out online rather than from my advocate was really hard for me."

"More support from the courts would be best. I know a lot of it is centered around the accused being innocent until proven guilty. At the same i felt like it was hard for that because it felt like you were being put on trial not the other way around."

"A lawyer. I have a stalking petition against my neighbor, and he has violated it. They tell me he has not been arrested because He is not being cooperative. I don't understand this. I tried a domestic violence agency in my area, and they said because it wasn't an intimate partner relationship, that a lawyer wouldn't help me because it was "ONLY" stalking."

"I would say inadequate. There could have been more done on behalf of the police department as far as having a victim advocate. I don't know how to put it in the right words. They didn't seem to believe what I was telling them. Because they didn't see bruises, it was like they were saying nothing happened and by the time they figured out something did happen, it was a little too late, if you get what I'm saying."

"I didn't get anybody pressing charges at the time on my behalf. I was a minor when it happened, I was an adult when it was reported."

"While we did receive a lot of updates on the crime itself, I think where it was lacking was the support to get the right psychological help for him. By the time he arrived at our home, he had not received any support about the crime that happened against him and that happened 4 months prior."

Reasons Victims Did Not Receive Needed Services

Victims frequently said services were not received due to providers turning them away - either because victim circumstances didn't meet certain criteria, or providers did not try to help. Many felt like they were uninformed about how services were meant to be accessed or delivered and did not understand how to advocate for themselves.

What they are saying:

"I told the police officers because they keep coming back to the property, I told them, "Can't you tell him that he cannot be doing that and banging on the walls and blasting his music?" And they didn't do nothing to him. He threatened to kill me, my son and my guy. I called the cops, they came, they barely tapped on his window on his door."

"I don't know. It has been one month waiting for immigration. They tell me they will get back with me and they have not been in touch with me."

"I think there were a lot of service providers involved in his case and I think it was just dropped in everything that was going on. So I don't think there was a system in place to make sure that that actually would happen"

"Communication was not good from the police to me. Crimes were focused around a long-running campaign of harassment and threats. I dealt with many officers. Not sure if there was a central point person that may have seen the entire picture."

"I don't think anybody was on the ball or doing their job. I don't know how you work. I don't know who notifies or contacts you. Maybe you didn't even know. Does the victim have to contact you? Does someone else? I can't even say for sure. I just don't know."

"No bruises. They looked me in the face and said, "Well, obviously if he had done something to you, we would see bruises." What they don't understand is that these people have a way of hurting you physically so that there aren't any physical bruises. and they can't just say...oh, you don't have one so, it didn't happen."

"When you live in a small town, there is nowhere for you to go because everyone knows everybody."

"Because I was trying to get therapy since I moved to Haven, a domestic violence shelter. They don't have that. They have so many people to help at the same time so, they helped me a little bit. We have been trying to get therapy for me and my children. And it's not found. There is a little help for domestic violence victims like me. They have been trying to help with a lawyer. They have been helping little by little. The lawyer is pretty much doing me a favor to help me with my case, but they don't have a lot of money to pay."

Helping Victims Access to Needed Services

Increasing communication, follow-up and follow-through from service providers is the primary change that would help victims access needed services. Additional training and education for first responders, particularly on sensitivity and referring victims to other services, would also help victims.

What they are saying:

"They need to do their job and follow up with client. It was very frustrating to reach out and have no one ever call me back. They are supposed to be advocates."

"I think at the victim witness office, make sure those gaps in communication are bridged and make sure advocates are well aware of any changes so they can communicate with the victim."

"I know there is a lot of publicity, but much more publicity. Especially for men. I think there isn't a lot of publicity for men. They are also victims of sexual abuse, it's not as frequent but it happens, and they are less likely to come forward."

"It is a matter of the police having not done what they should have done. In particular, the prosecuting officer not doing what he should have done. I'm not entirely clear what would resolve that. It wouldn't have hurt to have a resource or contact to describe what the normal process looks like or some sort of advocate to help"

"More education, like teaching people in schools more about it. More of a full world thing. If everybody was able to be more open about talking about things like this. More people would come forward to get the help they need. That's hard to figure out how to do that."

"Reinforcing the education piece for those in that environment may be helpful. Throughout the whole process, I felt that I was just pushed through. I showed up and sat at a table of all men... men that knew, liked and respected [him], I sat there and told my story and cried and after all of that, they said, well, we don't have anyone here now for you to talk to but if you would like to speak with someone, you can go downstairs and wait"

"I have needs that are immediate like eating and shelter. I was never told by my advocate, and I don't know if it is just the sheer volume of their caseload."

"For one, take it seriously. Maybe have a better approach to interviewing someone. I think that maybe key piece in all of this is having experienced workers who are well informed, know what they are looking for and understand that there is manipulation that goes along with all of this."

"More information about any financial support that would have been available to me or navigating through resources that I may have been eligible for."

Making Services More Helpful

For services to be more helpful, victims need to be better informed about services and receive more support and guidance, particularly in the immediate aftermath of a crime when they are first trying to deal with the trauma.

What they are saying:

"They should spend more time with the victims and have more follow ups. The first time I needed help, I needed legal advice. I was looking for lawyer, they couldn't provide me with any help there. I had to find all of this information out on my own. As an immigrant, this was not easy. I do not know all of the laws in America."

"Being an adolescent going through that, I would have loved having a teen support group. Teens really benefit from that. People are asking for this. Something specific to youth would benefit in being able to identify with others that have been through similar experiences and not feeling so alone"

"Everybody needs to know that there is a child advocacy center. There is an awareness problem. Police are very unaware. Police need training as well."

"I wish someone else would call on my behalf so they would take it seriously instead of me just saying it. I never feel like I'm being heard."

"It's tricky in my situation because I was so mentally, emotionally and financially shot that I had no idea what was going on. I was also so set on the idea that he could be rehabilitated that I didn't consider the fact that that may not work."

"If there was a victim advocacy fund, we didn't know how to access it, but it would have been helpful for the treatment that he needed afterward."

"They could have let us know what services were available. I had to do that all online myself. I went online, found the coalition, found the name of a counselor. Got her into counseling. Even at the CAC interview, no one said, 'This is how we can help you, your family, your daughter'."

"The courts are glacially slow and way behind in dealing with significant issues. In other words, it takes a very long time for a person to make it through the trial system. And that means you have to keep on coming back to court. If anything, the court process needs to be more rapid."

"It mostly comes down to the experience of the people that you are working with or that you report to - that it is taken seriously each and every time. And the follow through. There was no follow through"

"Hospital. I leave with trauma. Help with education. Women need to be educated. If you educate women and help them to come up, they will be able to help other women that will be beaten."

Connecting Victims with Services

Many victims said they had to find services on their own using online resources or by talking to friends. Others were connected with resources after reaching out to specific service providers like the courts, police, or advocacy centers. Overall, victims are not receiving consistent linkages to services.

What they are saying:

"It was just filing paperwork and go online and figure out how to do it yourself."

"I went through the NH state web page. I went through the bar association, and they recommended Modest Means."

"I went through the child advocacy center. Then through the district attorney's office. Advocate stayed with me well throughout high school. The C.A.C. was the hub of everything. I received all of my counseling and support through them."

"The services that we did receive was predominantly an update on the case and when the person who went to jail, got out and where he was located. That was very valuable to us so that we could prevent being in that area."

"I did research myself and came to find that I could positively pursue restraining orders myself and I did so. One time, successfully, one time not. I was able to find all relevant laws online."

"Through the court systems. They have like lawyers and advocates. They all talk about it. Companies like "Bridges" and "Sharp" they have all the stuff need for everything."

"They give you that little sheet when you file a report.... they just hand you a little sheet!! The entire process was very cold. My friend was the one that gave me a little push. She told me that I really needed to go to Turning Points or WISE"

"I was referred but I think they called me after the incident. It was the domestic violence advocate attorney that reached out to me first. After that the process was pretty seamless. They seemed to work closely together, and I remember that being a positive thing about my experience"

"No idea. No one ever contacted me. I know he called in once, but I don't know where he got that number or who may have referred him to that"

"I believe if I'm not mistaken it was the [town name] police department. Someone who had been assaulted raped or whatever referred me there. Once charges were made as felony sexual assault it sort of, um, I don't remember every little specific thing. and the court system"

"I had to look online for shelters, and I went to Health and Human services and they connected me."

Best Ways to Inform Victims of Available Resources and Services

In general, victims are open to learning about services through a variety of information pathways including social media, community bulletins and info centers, public service announcements, and directly from first responders or service providers. However, information has to be provided regularly, and follow-up from providers is also key to ensuring that victims digest and understand the information they receive.

What they are saying:

"Ads probably. That's what happened to me. I was in college and I saw a discussion panel about it and I just kind of went and that's how I learned more."

"I really feel strongly that just handing out a sheet of paper isn't the best. The most critical element is that one on one conversation with the officer and the victim. He is the intake person and he needs to be ready to provide the right information and do so in a way that the person will be able to follow up."

"More open communication in the community. They do a good job of having things up in bathrooms about Bridges or whatever but More commercials... just more things like that"

"There's lots of ways with social media, you have to be careful with that, but I know that the Y. They do have rape and support things. More volunteer pamphlets."

"A menu, I guess, a list with some description. Give a scenario with a list of examples of options that you have. For example, if he does this, then you can do X, Y or Z"

"Probably online. It would be hard to do it in person, unless the person was willing to go into a place. That's not always an option."

"Maybe if there was some sort of reporting and tracking system, perhaps a simple letter in the mail, they could have sent out a list of available resources."

"As simple as first a flyer and a website. A direct email with a link. If it were almost like, standard, even like an email signature, with a link saying, "Hey these are the services that we offer" I would have clicked on the link. We were really struggling to get enough parties around the support that we needed"

"I would say that follow up is most important. When you are going through all of this, information goes in one ear and out the other because there is so much going on, especially if someone was just victimized. As an advocate now, I hand the victim a packet of information including resources, services, etc. And then I follow up a couple of weeks later to talk about that. It's overwhelming to have all of your information thrown at you. If you have to tell your story, it's really hard to try to process any services that may be important to you at that time."

Final Thoughts

In reflecting on their experiences, victims want others to know that the process of recovering from a crime is difficult, and while there are many helpful resources, some service providers do not successfully fulfill their missions to assist victims, which has the potential to negatively impact future reporting of crimes and use of services. Despite the hardships associated with being a crime victim, respondents said it is possible to get through the experience and grow from the challenges victims face.

What they are saying:

"I am a brave woman. I did my best to get help by doing it by myself. The internet helps me a lot. I asked my friends when I had questions."

"The three most important things are advocacy, notification, and follow up. Especially notification piece because finding out the hard way is really difficult."

"I really went through a lot, and I really want organizations about women to keep standing there for us and keep educating women to their rights and what they need to know and what they need to do"

"I know that my therapist and I have been talking about the huge misnomer as far as girls vs. boys. My stepfather abused my brother as well, so it isn't gender specific. There is no shame for the victims. That is something that I struggle with. No one will believe me. It is my fault. How do we work on getting rid of that stigma? I would think that this is especially hard for men and boys."

"What I took from my experience is that it does no good to call police. I have stopped trying, and I am currently looking to sell my house and just leave the area."

"I can't think of anything other than we really need money going to these agencies for prevention and for support in the aftermath."

"I want to make clear that I would never report this situation again. The process was cold and hard. I felt that I was almost disregarded just because I showed up to court without an advocate."

"I think there needs to be more resources online about stalking victims and what they go through versus being in a relationship with the person. I know there are places out there and I have found them, but they refer me right back to domestic violence resources, but my situation doesn't fall into guidelines to get help from domestic violence resources."

"And that's something that I see over and over again. Don't dismiss me. It's not that simple to the eye at that present moment. There is so much more to it. There are many behaviors and forms of manipulation and it should not be so easily dismissed."

"I think the most important thing for us is that we now receive counseling. It's huge, it's just huge."

Interview Appendix A: Questionnaire

- I. Thinking about your own experience or that of the friend or family member you are answering on behalf of, what did you need as a result of the crime or victim experience that you did not receive?
- II. Why did you not receive this assistance?
- III. What can be done to help others with a similar experience get the help that they need?
- IV. Thinking about the services available to you, how could they have been more helpful?
- V. How did you get connected with the services you received? (Who referred you?)
- VI. What is the best way to let victims and survivors know about available services and resources?
- VII. Was there anything else you wanted to share with us that you were not able to share in the initial survey?