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RESEARCH REPORT
New Hampshire Victims Needs Assessment Survey – Survey of Stakeholders

June 2019

New Hampshire Department of Justice

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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.

Summary and Reccomendations – Stakeholders

Stakeholders and service providers in New Hampshire provided their expertise for this Statewide Needs Assessment through the online survey and key informant interviews. The MDR Research Team also participated in a number of stakeholder meetings and small group discussions with front line staff whenever possible throughout the assessment process. Of interest were stakeholder perspectives on how to increase knowledge of and access to services, how NHDOJ could improve trainings and service coordination, and what stakeholders perceived at priority issues moving forward.

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. Many of the issues and topics addressed mirrored what was discussed by respondents to the victim's surveys and interviews. Those topics are addressed below in the areas of awareness and access of services, coordination and collaboration, needs and challenges, funding and resources, top priorities, and training.

Awareness and Access of Services

Stakeholders and service providers were consistent in their feedback that many issues impact awareness and access to services, and that availability, affordability, and coordination in particular should be areas of focus for improvements. Most organizations rely on brochures to distribute program information, with just 3 in 5 using a website or networking with other service providers to disseminate messaging. This supports the victim's survey results that awareness of resources and services is a critical issue. But it also highlights the need for sharing of information between the providers themselves. Any future campaigns or communication plans need to include both the general, victims, and provider populations as awareness in all categories is needed. Stakeholders and victims would also benefit from more online and technology-based information services that are updated regularly and come from a centralized source. Providers often do not have the time or resources to develop or update their own communication mediums, something that might be organized and supported at the state level.

Stakeholders agreed that victim's need access to more counseling services, mental health services, and emergency services. These top needs could be reviewed and considered for additional funding from state and federal sources. Critical barriers to access continue to be shame, lack of awareness, lack of trust, and lack of resources to either attend appointments or pay for services.

Nearly one quarter of stakeholders thought that immigrant and non-English speakers are the most under- or un-served groups, followed by LGBTQ populations. These disparate populations face additional barriers to access and warrant further examination in future research for targeted solutions.

Better coordination and collaboration between stakeholders will also build trust in the victim population as they feel more connected and satisfied with the comprehensive services provided- this includes services that are provided where the victim lives and making sure they are affordable.

Coordination and Collaboration

Providers identified two primary ways NHDOJ can better coordinate services and programs. First, by facilitating a statewide conversation where all services are represented in decisions, NHDOJ can ensure that provider needs are met and accounted for. Second, NHDOJ should consider ways to increase information sharing and communication, particularly around what services victims receive, to enable providers to track and meet the needs of each victim across various services and providers. Much like the victim respondents expressed a need for system and service navigation services, stakeholders also see value in an overarching organization, like the state, to lead the way in coordination and interagency collaboration. They especially stressed the idea of regional meetings, regular forums, or statewide conferences to increase knowledge and collaboration.

A key lesson shared by stakeholders is that successful provision of victim services relies on a team of stakeholders who cooperate to serve victims. Successes are often realized when programs are properly funded, providers are properly trained, and victims are properly informed of services available to them. However, providers tend to agree that meeting victim needs is the biggest challenge due to the complexity of those needs and problems associated with being a victim of crime.

"Never underestimate the importance of having a team to support an individual rather than it all being on one person. Then if one person leaves than the whole support system leaves. Having a multi-faceted effort to support a person. Allowing people to talk to each other." -*Stakeholder interviewee*

Needs and Challenges

Stakeholders said the most critical barriers to service providers are lack of staff, lack of financial resources, and lack of victim transportation. Beyond the previously stated high need for counseling and mental health services for victims, stakeholders recognized that housing and transportation are the top two immediate issues victim's face when trying to navigate the system, especially right after their victim experience. This corresponds with the stakeholder's responses to training needs, they identified civil legal assistance, housing, and mental health services as the top three most important issues that they would like to receive training on to better assist the victims they serve. The number one way they felt that services to victims of crimes could improve was to increase funding for those services. Housing issues in particular were mentioned in the stakeholder interviews, with multiple respondents speaking very highly of the Housing First Program and advocates- stating that the work completed due to that program have been "phenomenal".

A barrier for service providers that was clear from the interviews was making training more available and affordable. There was a desire for more training offerings, low or no cost sessions, and increased opportunities to bring disciplines together for discussion. Including the victim's voice in those trainings to specifically address the needs and challenges they face would be very impactful.

Funding and Resources

The New Hampshire DOJ has been successful in getting out information to stakeholders, with 88% having some degree of familiarity with the DOJ programs and resources, but only 13% said

they are extremely familiar. Continuing that trend, 82% are familiar with OVWA, and 67% know of the Victim's Compensation Program. Over half of respondents also reported having received federal funds and just under half also receive state funds. Importantly, one-third report that they rely on state funds for their operations. Funding from federal and state programs is essential to keep programs staffed and keep the doors open for many service providers.

Even with this financial need at the service provider level, respondents advocate for any increased funding to help directly impact the access to resources by victims.

The top ways that stakeholders feel that they could be better supported was by trainings, technical assistance and through NHDOJ's role in facilitating discussions for service providers.

Top Priorities

Stakeholders emphasized service availability as a top priority and suggested increasing funding, tracking and meeting victim needs, and standardizing services as ways to approach the issue. When asked to rank issues that needed to be addressed by training, assistance, or resources, stakeholders felt that;

1. Civil legal assistance is the most important issue
2. Housing assistance is the second most important issue
3. Mental health services are the third most important issue

Stakeholders said that improving service coordination and increasing funding would be the best way to improve the provision of services. There were also concerns expressed in multiple sections of the survey that non-English speaking victims, immigrants and refugees, and LGBTQ populations were being underserved and that those issues need to be addressed somehow moving forward. The most common feedback from stakeholders was the request for more provider training and provision of more services.

Training

Stakeholders view cost and low frequency of trainings as the primary barriers, and they think NHDOJ can do more to reduce the financial burden and provide more offerings. Stakeholders rated funding as the most challenging factor they deal with when signing up for training.

Stakeholders want more training opportunities, especially focusing on enhancing their own programming, learning how to better serve marginalized populations, and training on domestic violence and sexual assault. Stakeholders reported they have everything they need to participate in distance learning as a form of ongoing technical assistance, but that in-person trainings were preferred for hands-on intense learnings with opportunities to have discussions with other professionals.

To that end, three quarters of stakeholders would find value in attending a State Victim Academy Training, but most stated they would need financial assistance to do so. Stakeholders are supportive of a more structure training model and unified standards to guide their work with victims.

Recommendations

- Serve as the state's clearinghouse for victim's services information and dissemination and assist stakeholders by providing consistent and unified messaging and outreach materials.

- Encourage stakeholders to collaborate and engage with other service providers and training programs though grant application requirements, when appropriate.

- Identifying an existing state group or creating a task force to better identify and coordinate services across the state, especially for marginalized populations and systemwide issues like housing and transportation.

- There is a need and desire for more low cost, frequent, standardized, and quality training programs to be offered to all service providers and advocates.

- In addition to in-person and technology-based learning sessions, stakeholders support the idea of forums, meetings, conferences, and other gatherings that focus on networking, sharing of information, and contributing to their state's knowledge base and strategies. Stakeholders want to be a part of the process, along with the participation of victims and survivors.

Key Findings - Survey

Organization and Agency

- A variety of organizations and agencies are represented in the survey, although the most commonly mentioned organization or agency was CASA of New Hampshire (22%).

- CASA (7%) is the most commonly mentioned program/division followed by the Domestic Violence Unit (3%) and DCYF (3%).

- 2 in 5 (40%) reported working for an advocacy-focused organization or agency while a similar number said they work for a non-profit (36%).

- Close to half (45%) reported a catchment service area encompassing the State of New Hampshire. One fifth (22%) work specifically in one county.

- Roughly one quarter (24%) of stakeholders said they work in Merrimack county. Very few stakeholders said they work in Grafton (4%), Belknap (6%), Hillsborough (6%) and Strafford (6%).

- Nearly one third (32%) of respondents work in an advocate role. One quarter work in a direct/front-line service capacity.

- Over one third (35%) of stakeholders have more than 15 years of experience working with victims of crime. Eight in ten (81%) have more than 3 three years' experience.

Service Delivery

- Close to half (46%) of stakeholders said their organization serves all populations. The most common specific population is children (38%). Just over one in five (12%) stakeholders provides services to deaf/hard of hearing victims.

- Over one fifth (22%) of stakeholders reported serving more than 100 victims per month, and 12% said they serve between 51 and 100 each month.

- Almost two in five (37%) reported screening clients for being victims of crime while one quarter (25%) do not. 29% said that screening occurs before clients reach their organization or agency.

- Two in five (41%) stakeholders said that greater than 75% of their clients in the past year were victims of crime.

- More than eight in ten (84%) reported that their organization or agency is aware of the crime victims' bill of rights.

- Over half (53%) of stakeholders reported serving victims of Domestic or Family Violence. Child crimes including physical abuse (47%), sexual abuse/assault (46%) and neglect (44%) are the next most common types of crime victims served.

- Three quarters (76%) of stakeholders said they provide information and referral services. Personal Advocacy (62%) and Emotional Support/Safety Services (56%) are the next most common services.

- Among those providing information and referral services, nearly all (99%) stakeholders refer victims to other services, support, and resources. 69% provide information about victim rights to notification and about the criminal justice process.

- Among advocacy and accompaniment service providers, just over half (54%) of stakeholders provide victim advocacy and accompaniment for law enforcement interviews. Only one fifth (22%) provide immigration assistance to victims.

- Among emotional support and safety service providers, crisis intervention is provided by more than three quarters (78%) of stakeholders. Two in five (41%) stakeholders said they provide support groups to victims.

- Among those helping with shelter and housing, nearly three quarters (74%) of stakeholders said they aid with obtaining or sustaining housing, and seven in ten supply emergency shelter or safe housing.

- Among those assisting with the criminal justice system, nearly nine in ten (88%) stakeholders provide information and education about the criminal justice system. 70% provide court advocacy and accompaniment, but only two in five (42%) assist with restitution.

- Among civil legal assistance providers, four in five (82%) stakeholders provide civil legal assistance in obtaining protection or restraining orders. 73% reported providing legal assistance with family law issues.

- Among medical and health service providers, over half (58%) of stakeholders refer victims to additional medical care or specialties. 30% provide comprehensive physical exams.

- Among stakeholders providing supportive services, one in six (17%) said they provide expressive arts while 14% provide trauma informed yoga as supportive services. Over one third of stakeholders use type of victimization (35%) as a service criterion, while other use age of the victim (31%) and service area (23%).

- Nearly two in five stakeholders use type of victimization (39%) as a service criterion, while others use age of the victim (32%) and service area (23%).

- Eight in ten (82%) stakeholders said their services are provided for free.

- Over half (56%) of stakeholders rely on telephone language lines to serve LEP victims. Over a third (38%) utilize paid interpreters.

- 63% of stakeholders can accommodate victims with either cognitive or mobility disabilities. Over half can accommodate hearing (58%) and visually (57%) impaired victims.

Funding

- 88% of stakeholders have some degree of familiarity with the New Hampshire DOJ programs and resources, but only 13% said they are extremely familiar.

- Over eight in ten (82%) stakeholders are familiar with OVWA, and two thirds (67%) know of the Victim's Compensation Program.

- Nearly one third (32%) reported having received NHDOJ funding assistance, but more than half (54%) did not know if they have received funding.

- Over half (54%) of stakeholders said they have received federal grant funds while 44% have received state grant funds. Over one third (35%) receive donations.

- Over half (54%) of stakeholders said they have received federal grant funds while 47% have received state grant funds. Over one third (35%) receive donations.
- A third (32%) of stakeholders said their organization currently relies on state grant funds. Just over one fifth mentioned using federal grants (22%) and donations (21%).
- If funding changed, a quarter (24%) of stakeholders said they would have to reduce their volume of services or victims. 44% said they do not know how a change in funding would affect them.

Outreach

- Most (71%) stakeholder organizations rely on brochures to distribute information. Just over 3 in 5 utilize a website (61%) or network with other providers (62%) to distribute information.

Evaluation

- Only two in five (41%) stakeholders said their organization conducts victim satisfaction surveys for their services. One third (33%) do not survey victim satisfaction.
- 61% of stakeholders said they track the number and type of victims served. Just over one fifth (22%) track victim outcomes.
- 46% of stakeholders said their organization uses data to improve services and outcomes. One fifth (21%) do not use data to improve.
- Just over one quarter (28%) of stakeholders said their organization had undergone evaluation by an external evaluator. 53% did not know if this had occurred.

Challenges

- Stakeholders said the most critical barriers to service providers are lack of staff (68%), lack of financial resources (62%), and lack of victim transportation (53%).
    - The least important barriers are lack of policies and procedures (63%) and eligibility restrictions (49%).
- Stakeholders said the most critical barriers facing victims include lack of service awareness (79%), shame or embarrassment (79%), and lack of trust in the system (78%).

Victims' Needs

- Stakeholders agree there is a need beyond current capacity for counseling (86%), mental health services (85%), and transportation services (82%).

- Stakeholders think that medical, therapy, and counseling services (15%) would be helpful to receive through victim's compensation. Transportation (10%) and general financial support (12%) were also suggested by stakeholders.

- Over one quarter (28%) of stakeholders mentioned housing as a lacking service. Transportation (23%) and medical services (222%) were also mentioned by one fifth of stakeholders.

Future Directions

- One quarter (25%) of stakeholders think that immigrant and non-English speakers are the most under- or un-served victim population, followed by the LGBT (22%) population.

- Nearly one third (31%) of stakeholders agree said that civil legal assistance is the most important emerging trend or issue to be addressed.
    - 27% said mental health services are the second most important issue while 25% mentioned housing as the third.

- One fifth (21%) of stakeholders said that increasing funding would improve the provision of services. 19% think better service coordination is necessary while 20% simply want more services or resources.

- The most common feedback from stakeholders was the request for more provider training (7%) and provision of more services for victims (5%).

Training and Technical Assistance

- Two thirds (67%) of stakeholders receive training from the Attorney General's Office. The next most common training sources are state organizations (64%), webinars (58%), and internal trainings (51%).

- Stakeholders rated funding as the most challenging factor they deal with when signing up for training. Time away from work is the least challenging.

- The most important training factor for stakeholders is gaining information that enhances a program or service (95%). The ability to practice new skills (84%) and interact with other professionals (82%) are also important.

- CLE (13%) is the most commonly required continuing education credit. Nearly three in five do not require continuing education credits for attending training.

- Nearly nine in ten (87%) stakeholders prefer a multi-topic conference training format. Just over half (55%) said that self-paced distance learning was preferred.

- Case study (84%) is the most preferred form of training followed by panel presentation (71%), lectures (68%) and interactive activities (66%).

- Eight in ten (81%) stakeholders are interested in using distance learning technology to access training.

- Almost all (94%) stakeholders have the necessary technology for distance learning.

- Seven in ten said they are interested in advanced training for sexual assault (70%), and two thirds are interested in domestic violence (68%).

- Among stakeholders interested in marginalized populations, 38% want training for LGBT populations while one quarter (25%) want training for immigrant and non-English speakers.

State Victim Assistance Academy

- 37% of stakeholders would prefer a quarterly training structure for a 40-hour academy. About one third (32%) said training throughout the year would work for them.

- One third (34%) of stakeholders said the March to May timeframe would work best for attending the Academy.

- Over one quarter (29%) said they could pay between $250 and $500 to attend the Academy. However, 60% said they were unsure how much they could afford to pay.

- Two in five (43%) stakeholders said they would need a financial scholarship to attend the Academy.

- Nearly three quarters (74%) would find value in attending an Academy.

Survey Methodology

Research Objectives

The New Hampshire Department of Justice (NHDOJ) desired to learn more about the needs, attitudes and perceptions of stakeholders who work with victims in the state. This survey is part of the larger statewide assessment of crime victims needs and is a quantitative exploration of stakeholders' perspectives and experiences providing services to victims. 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 stakeholders through a network of service providers and stakeholder organizations. This methodology relies on non-probability sampling to capture the views of the agencies, organizations and individuals that provide services to 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 service providers in New Hampshire. The survey data are representative of those stakeholders 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 service provider 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 209 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/REF	Respondent says, "I don't know" or similar
REF	Respondent refuses to answer
NA	Question is not applicable
Other	Infrequent responses combined

Callouts

Significant Differences* Between Groups

Within the report, significant differences are presented in a call-out like this one. If there are no significant differences or these differences do not add to understanding, no call out is used.

* Using a 95% Confidence Interval

Organization and Agency

Q1A. What is the name of the organization or agency you are representing in this survey?

Table 1: Respondent Organization/Agency (n=175)

Comment	%	Count
CASA of New Hampshire	23%	41
Bridges: Domestic & Sexual Violence Support	5%	9
NH DHHS	4%	7
Sullivan County Department of Corrections	3%	6
New Hampshire Legal Assistance	3%	5
Manchester Police Department	3%	5
Starting Point	3%	5
NHCADSV	3%	5
DK/REF	1%	2
Other	51%	90

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

Summary

A variety of organizations and agencies are represented in the survey, although the most commonly mentioned organization or agency was CASA of New Hampshire (22%).

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Q1B. What is the name of the division or program that serves victims (if applicable)?

Table 2: Respondent Division/Program (n=106)

Comment	%	Count
CASA	7%	7
Domestic Violence Unit	4%	4
DCYF	4%	4
New Hampshire DHHS	3%	3
Domestic Violence Emergency Project	2%	2
Domestic Violence Advocacy Project	2%	2
Other	65%	69
DK/REF	14%	15

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

Summary

CASA (7%) is the most commonly mentioned program/division followed by the Domestic Violence Unit (3%) and DCYF (3%).

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Q2. What type of organization/agency do you work in?

Figure 1. Type of Organization/Agency (n=208)

Type of Organization/Agency	Percentage
Advocacy	40%
Non-Profit	36%
Human/Social Services	19%
Law Enforcement	17%
Government	10%
Legal Services	9%
Health/Medical Services	7%
Mental Health	6%
County Attorney's Office	6%
Educational Institution	5%
Other	4%
Legislation/Policy Making	3%
District Court Prosecution	2%
Judicial Branch	2%
Faith-Based	2%
Probation/Corrections	1%
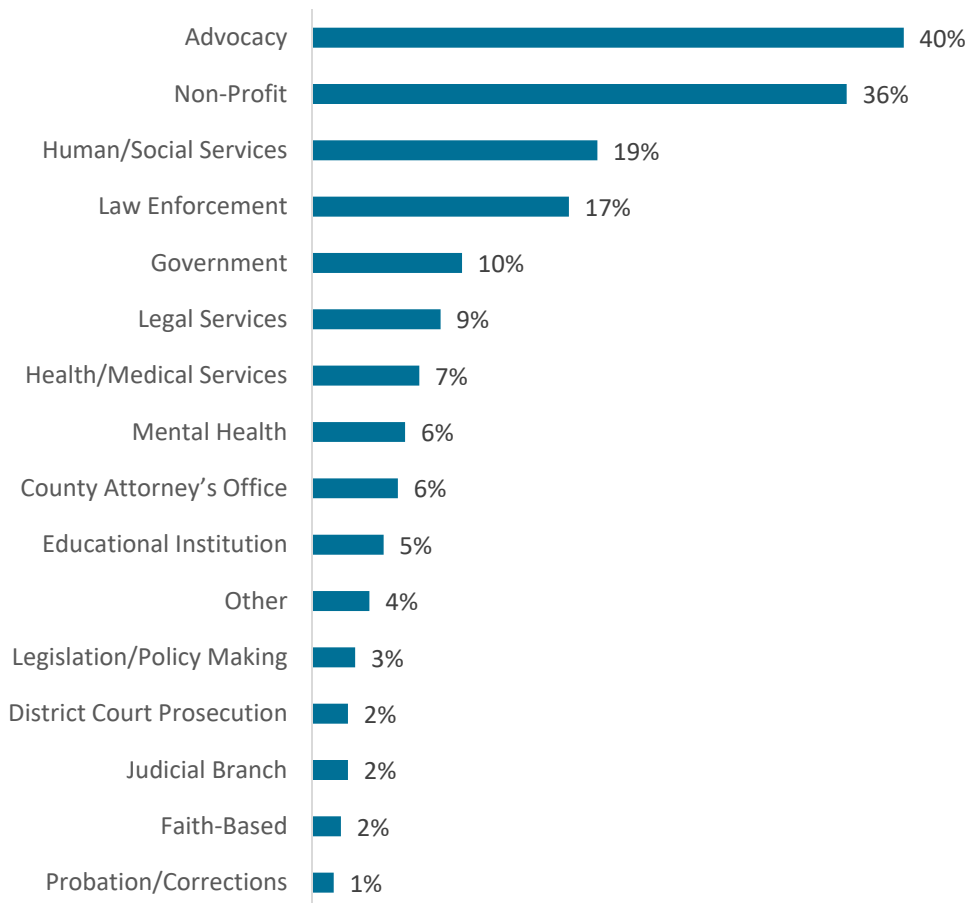
Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

2 in 5 (40%) reported working for an advocacy-focused organization or agency while a similar number said they work for a non-profit (36%).

Bottom Line

Most stakeholders reported working for Advocacy and non-profit organizations while fewer are affiliated with judicial, faith, and probation or corrections.

Q3. What is your organization's catchment area?

Figure 2. Catchment Area (n=209)
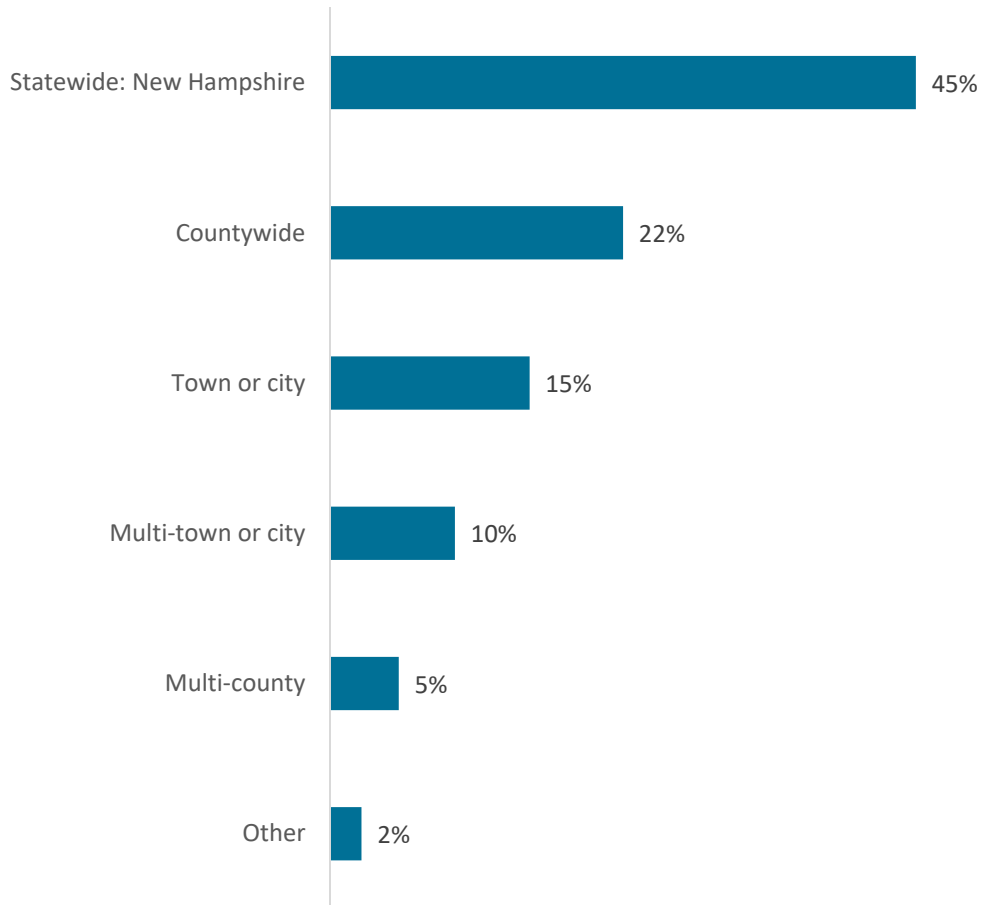
Category	Percentage
Statewide: New Hampshire	45%
Countywide	22%
Town or city	15%
Multi-town or city	10%
Multi-county	5%
Other	2%

Summary

Close to half (45%) reported a catchment service area encompassing the State of New Hampshire. One fifth (22%) work specifically in one county.

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Q3A. Which county does your organization or agency serve?

Figure 3. County Served – Among County-level Catchment Providers (n=49)

County	Percentage
Merrimack	24%
Carroll	18%
Sullivan	12%
Coos	12%
Rockingham	10%
Strafford	6%
Hillsborough	6%
Belknap	6%
Grafton	4%
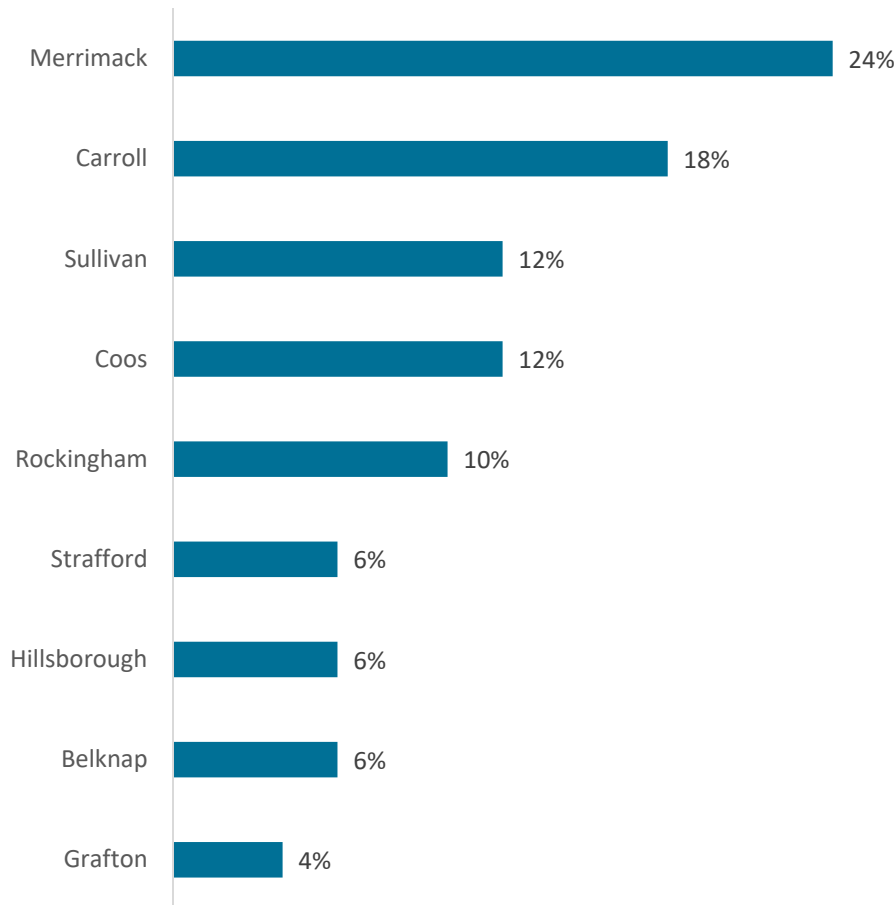
Summary

Roughly one quarter (24%) of stakeholders said they work in Merrimack county. Very few stakeholders said they work in Grafton (4%), Belknap (6%), Hillsborough (6%) and Strafford (6%).

Q4. Which of the following best describes your current role?

Figure 4. Role in Organization/Agency (n=208)

Role	Percentage
Advocate	32%
Direct Victim Service Delivery/Front Line Staff	25%
Management	24%
CASA/GAL	20%
Volunteer	12%
Trainer/Educator	9%
Administrative Staff	7%
Attorney	6%
Counselor/Therapist	6%
Prosecutor	3%
County Attorney/Assistant County Attorney	2%
Other	9%
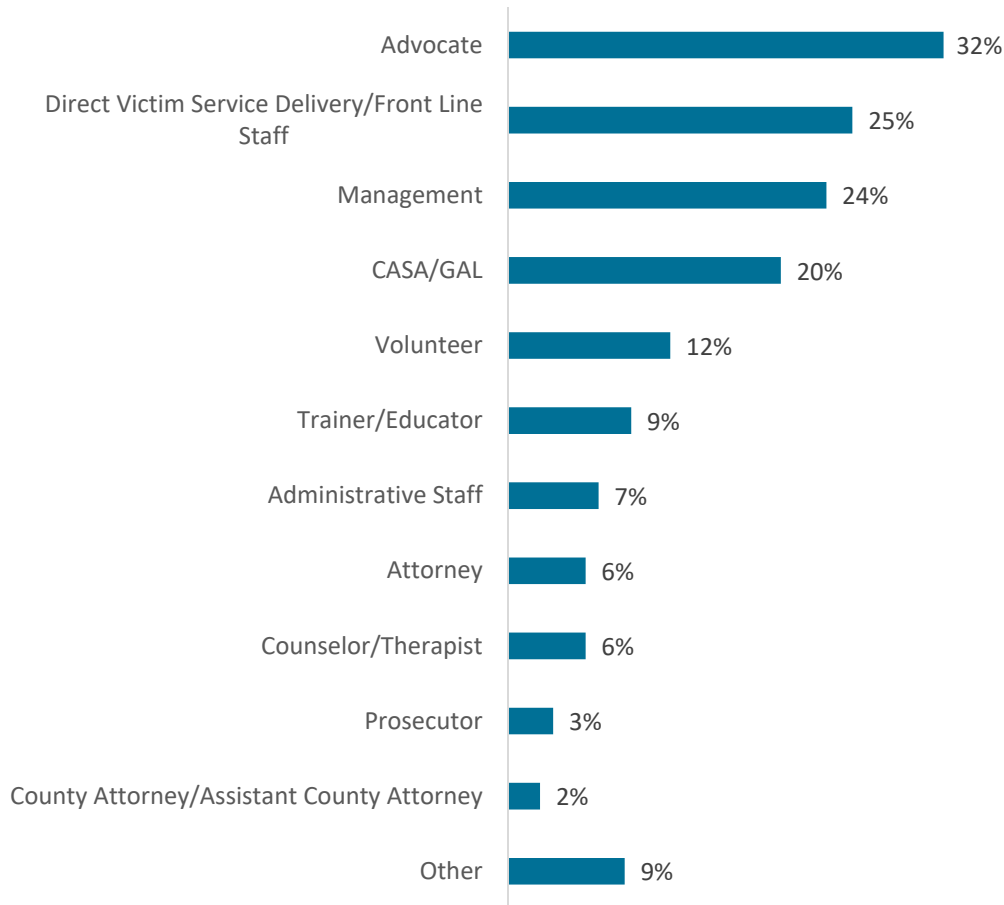
Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Nearly one third (32%) of respondents work in an advocate role. One quarter work in a direct/front-line service capacity.

Bottom Line

Most stakeholders work in advocacy and other front-line capacities.

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Q5. How many years of experience do you have working with victims of crime?

Figure 5. Years of Experience (n=207)
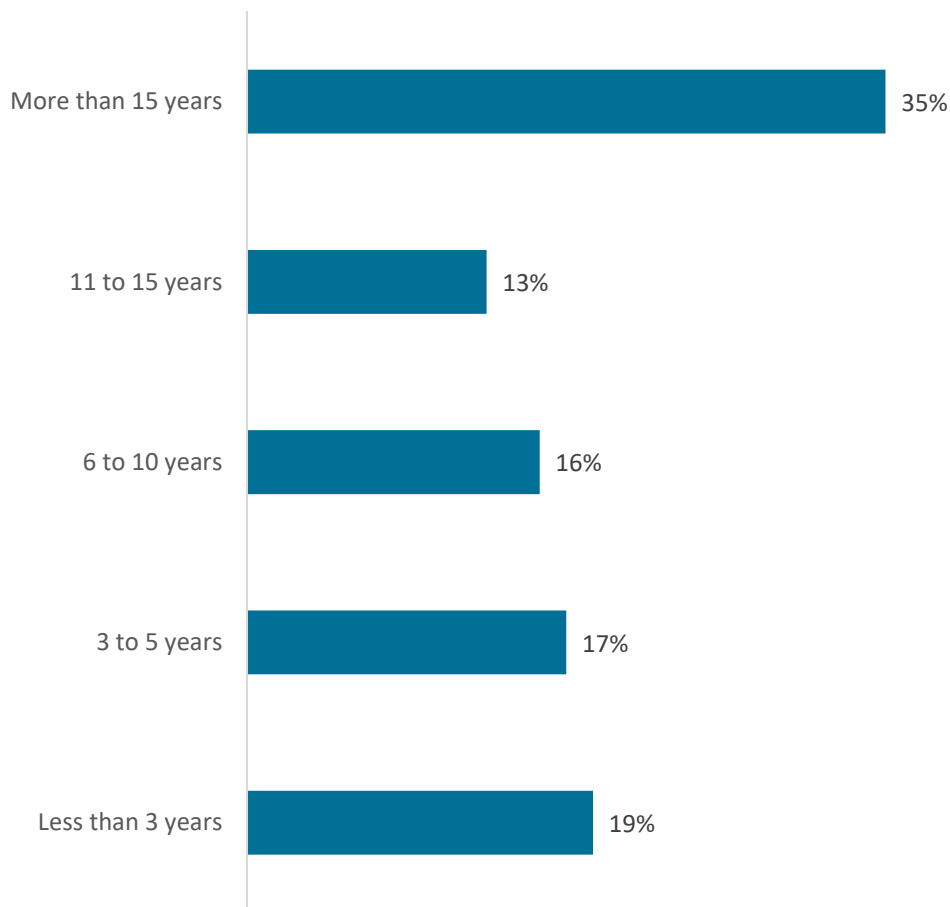
Summary

Over one third (35%) of stakeholders have more than 15 years of experience working with victims of crime. Eight in ten (81%) have more than 3 three years' experience.

Bottom Line

Stakeholders tend to work in the field of victim services for many years with most having 3 or more years of experience.

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Service Delivery

Q6. Which populations do you serve?

Figure 6. Populations Served (n=208)

Population	Percentage
All-inclusive/no primary population	46%
Children	38%
Women	27%
Men	26%
Low income	25%
Parents/Caregivers	22%
Gender non-conforming/Genderqueer/Transgender	22%
People with differing abilities (of any kind, including developmental and physical)	21%
LGBTQ	21%
Homeless populations	19%
Senior citizens	17%
Veterans	16%
Limited English Proficiency (LEP)	15%
Immigrants/Refugees/Asylum Seekers	14%
Deaf/Hard of Hearing	12%
Other population	6%

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

Summary

Close to half (46%) of stakeholders said their organization serves all populations. The most common specific population is children (38%). Just over one in five (12%) stakeholders provides services to deaf/hard of hearing victims.

Bottom Line

While many stakeholders report serving an all-inclusive population, minority and certain disabled populations appear to be less well-served.

Q7. On average, how many victims of crime does your organization/agency serve in one month?

Figure 7. Victims Served Per Month (n=207)
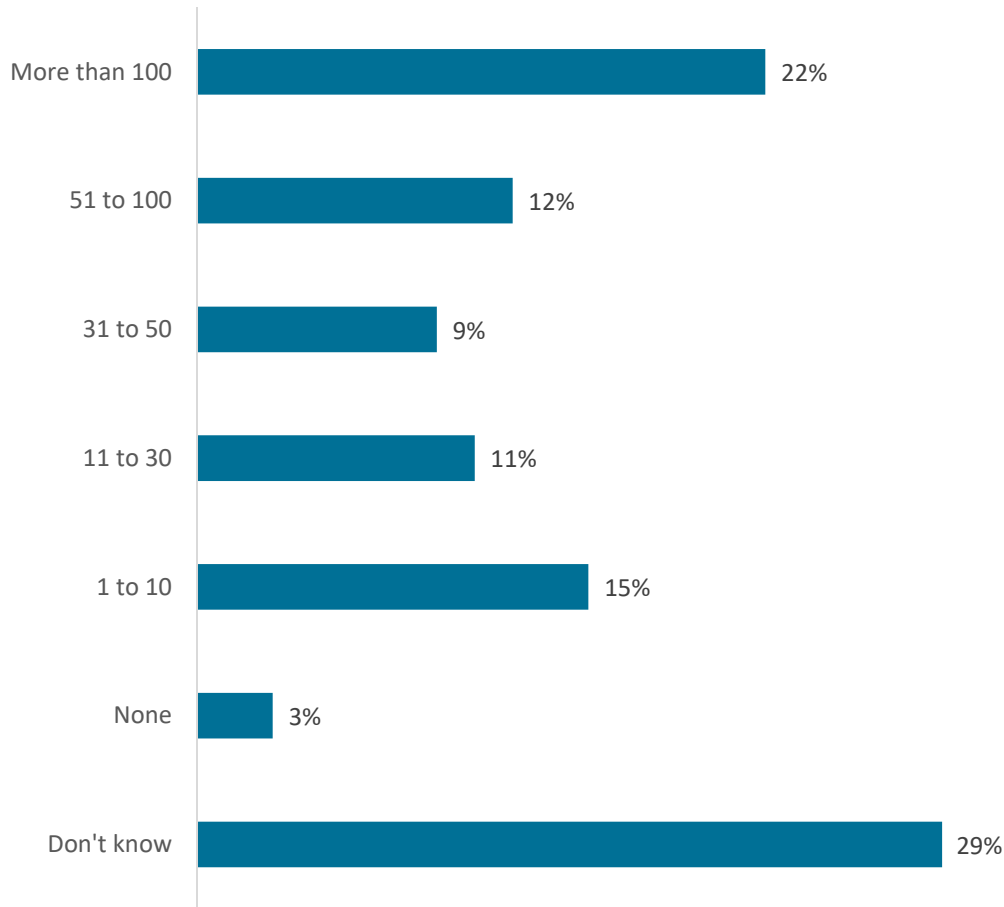
Summary

Over one fifth (22%) of stakeholders reported serving more than 100 victims per month, and 12% said they serve between 51 and 100 each month.

Bottom Line

On average, stakeholders are serving large numbers of victims every month.

Q8. Does your organization/agency screen clients for being the victim of a crime?

Figure 8. Screening for Victims (n=203)

Yes — 37%

Screening occurs before clients reach us — 29%

No — 25%

Don't know — 8%
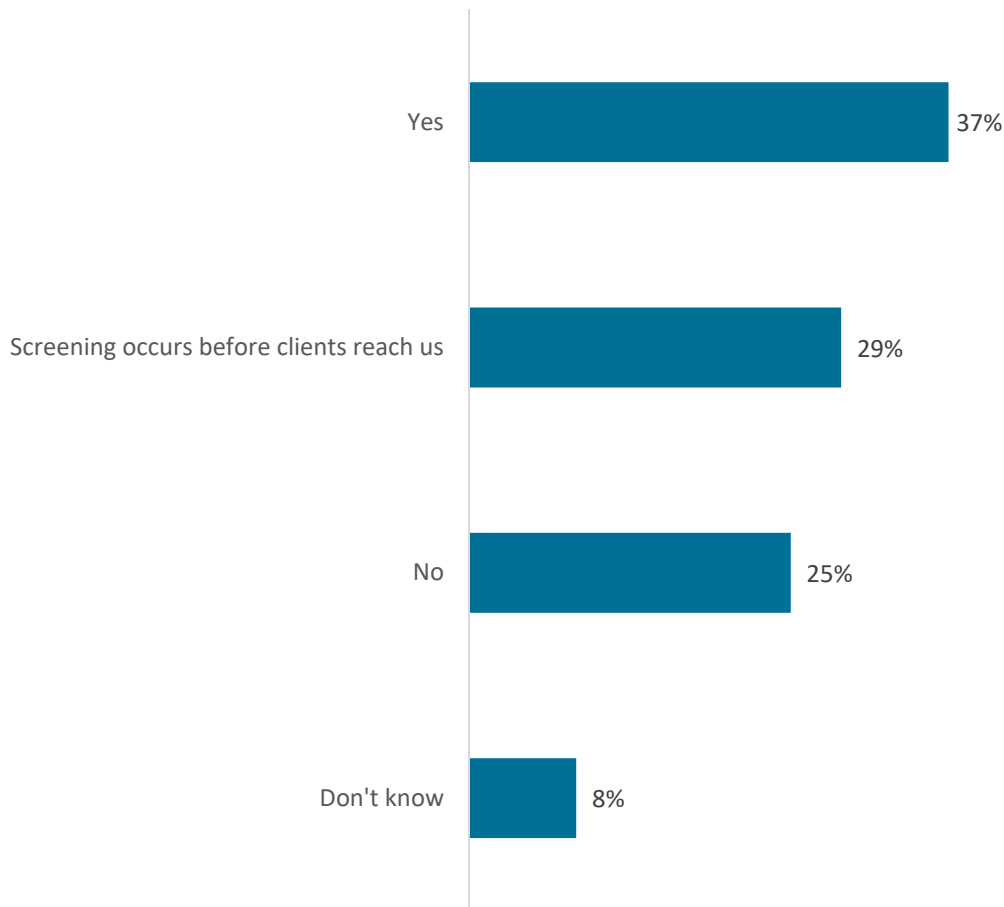
Summary

Almost two in five (37%) reported screening clients for being victims of crime while one quarter (25%) do not. 29% said that screening occurs before clients reach their organization or agency.

Bottom Line

While many stakeholders screen clients for being a victim of crime, over half said they do not or that screening occurs before they provide services.

Q9. What percent of the clients your organization/agency has served in the past year were a victim of crime (self-identified and/or identified by another source)?

Figure 9. Percentage of Clients Who are Victims (n=207)
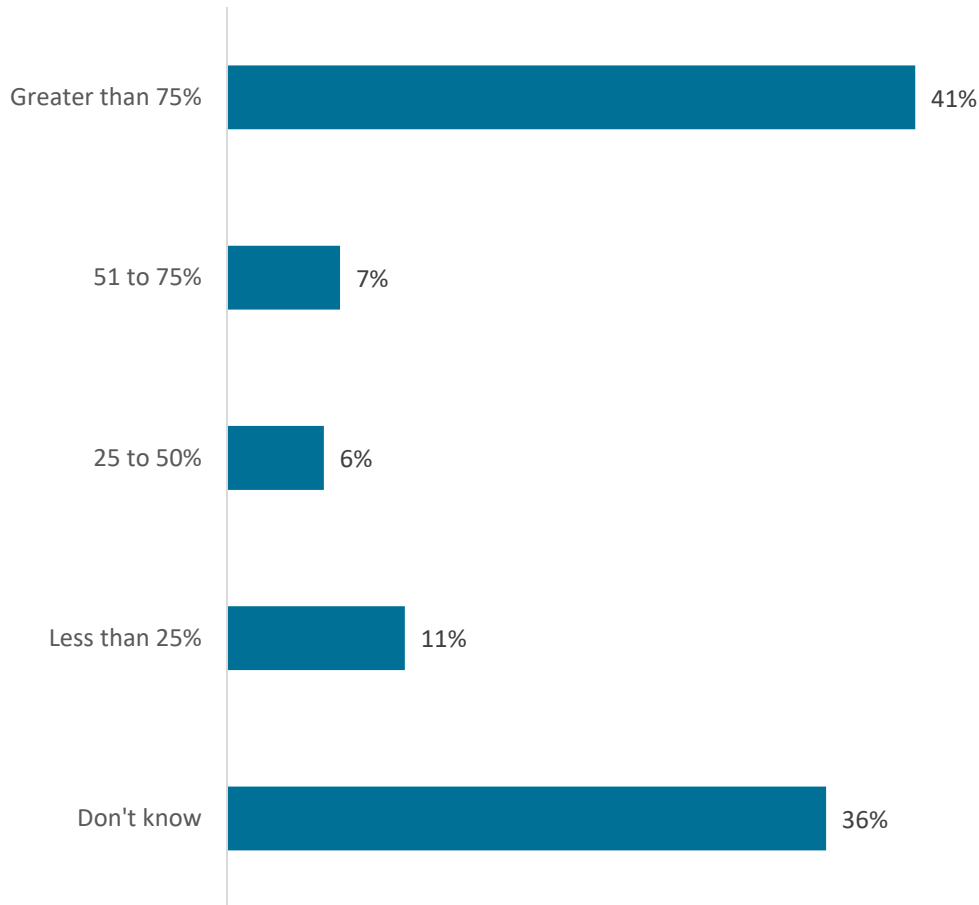
Summary

Two in five (41%) stakeholders said that greater than 75% of their clients in the past year were victims of crime.

Q10. Is your organization/agency aware of the crime victims' bill of rights?

Figure 10. Awareness of Victims' Bill of Rights (n=209)
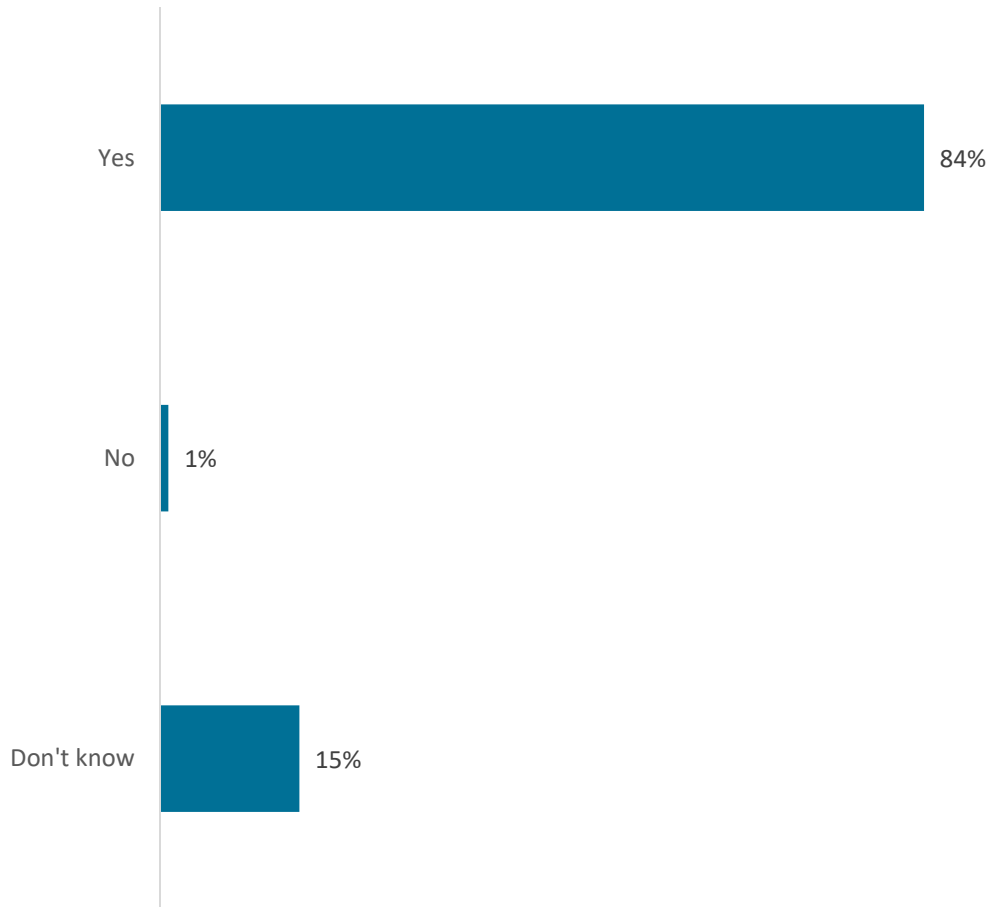
Yes — 84%

No — 1%

Don't know — 15%

Summary

More than eight in ten (84%) reported that their organization or agency is aware of the crime victims' bill of rights.

Bottom Line

Awareness of the Victims' Bill of Rights is generally high among stakeholders. However, there is room for improvement.

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Q11. What types of crime victims does your organization/agency serve?

Figure 11. Types of Crimes Victims Served (n=208)

Type	Percentage
Domestic and/or Family Violence	53%
Child Physical Abuse	47%
Child Sexual Abuse/Assault	46%
Child Neglect	44%
Adult Sexual Assault	36%
Stalking/Harassment	34%
Adults Sexually Abused Children	33%
Choking/Strangulation	32%
Human Trafficking: Sex	31%
Child Pornography/Sexual Abuse Images	31%
All crimes	29%
Adult Physical Assault	29%
Teen Dating Victimization	28%
Elder Abuse	25%
Bullying (Verbal, Cyber or Physical)	22%
Elder Neglect	20%
Kidnapping (custodial)	13%
Human Trafficking: Labor	13%
Financial Exploitation	11%
Hate Crime	11%
Survivors of Homicide Victims	10%
Kidnapping (non-custodial)	10%
Fraud/Financial Crime	9%
Kidnapping (stranger)	8%
Property Crimes/Vandalism	6%

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

Summary

Over half (53%) of stakeholders reported serving victims of Domestic or Family Violence. Child crimes including physical abuse (47%), sexual abuse/assault (46%) and neglect (44%) are the next most common types of crime victims served.

Bottom Line

While domestic violence and child victims of crime are the most common groups served by New Hampshire stakeholders, many different types of crime victims are represented in the survey.

MARKET DECISIONS RESEARCH

Q12. What types of services does your organization/agency provide to victims?

Figure 12. Type of Services Provided (n=209)
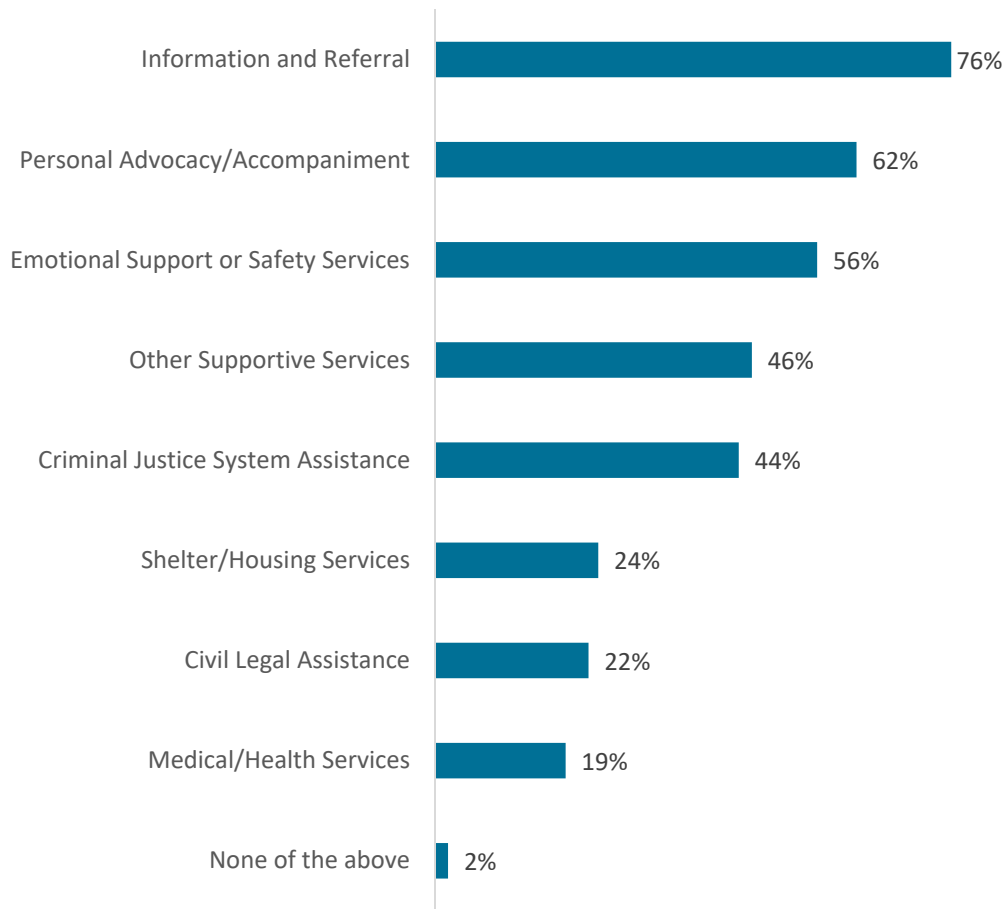
Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Three quarters (76%) of stakeholders said they provide information and referral services. Personal Advocacy (62%) and Emotional Support/Safety Services (56%) are the next most common services.

Bottom Line

Stakeholders provide a wide range of services like information and referral, advocacy, and support, but there is a gap related to shelter, civil legal, and medical/health services.

Q12A. Which information and referral services do you provide to victims?

Figure 13. Information and Referral Services (n=158)

Referral to other services, supports, and resources — 99%
Information about victim rights, how to obtain notifications — 69%
Information about the criminal justice process — 69%
Referral to victim service programs — 62%
Referral to other services not captured here — 18%

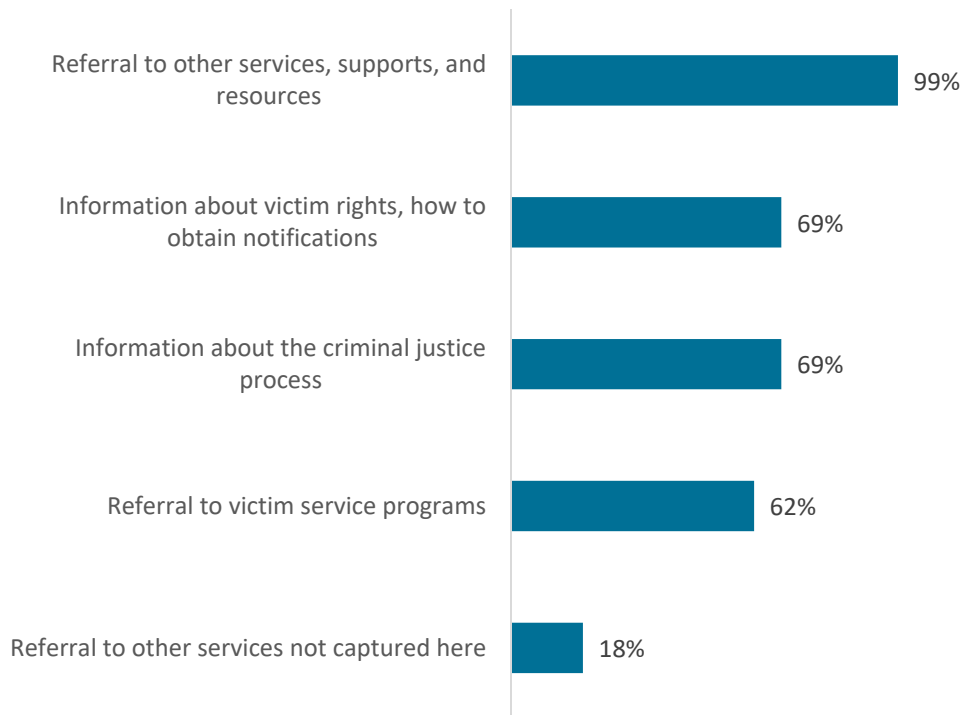Notes: Multiple responses allowed. Percentages may not add up to 100%.

Table 3. Other Referral Service Programs (n=88)

Comment	%	Count
Crisis Centers	49%	43
Victim's Compensation	38%	33
Legal Services	15%	13
Victims Witness Advocates	10%	9
Other	18%	16
DK/REF	1%	1

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

Table 4. Other Information and Referral Services (n=26)

Comment	%	Count
Mental health services	58%	15
Government/welfare benefits counseling	42%	11
Life services (housing, employment, financial)	27%	7
Legal services	23%	6
Medical services	12%	3
Other	4%	1
DK/REF	8%	2

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

Summary

Among those providing information and referral services, nearly all (99%) stakeholders refer victims to other services, support, and resources. 69% provide information about victim rights to notification and about the criminal justice process.
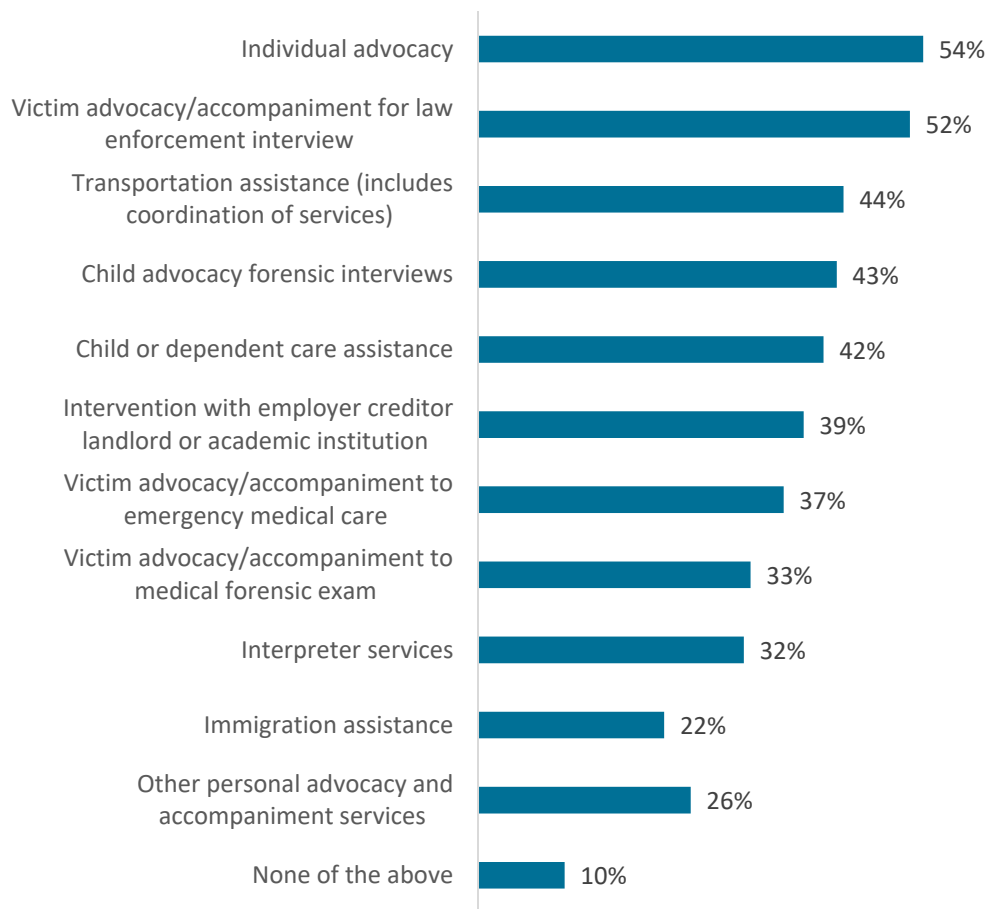
Bottom Line

Stakeholders are universally referring victims to other services, information, and support programs. The most common service program victims are referred to is crisis center service.

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Q12B. Which personal advocacy and accompaniment services do you provide to victims?

Figure 14. Personal Advocacy and Accompaniment Services (n=125)

Service	Percentage
Individual advocacy	54%
Victim advocacy/accompaniment for law enforcement interview	52%
Transportation assistance (includes coordination of services)	44%
Child advocacy forensic interviews	43%
Child or dependent care assistance	42%
Intervention with employer creditor landlord or academic institution	39%
Victim advocacy/accompaniment to emergency medical care	37%
Victim advocacy/accompaniment to medical forensic exam	33%
Interpreter services	32%
Immigration assistance	22%
Other personal advocacy and accompaniment services	26%
None of the above	10%

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

Summary

Among advocacy and accompaniment service providers, just over half (54%) of stakeholders provide victim advocacy and accompaniment for law enforcement interviews. Only one fifth (22%) provide immigration assistance to victims.

Bottom Line

Advocacy and accompaniment services for interviews, medical appointments, and other scenarios are readily available. Services for immigrants are less likely to be offered among these stakeholders.

Q12C. Which emotional support or safety services do you provide to victims?

Figure 15. Emotional Support and Safety Services (n=115)

Crisis intervention	78%
Support groups (facilitated or peer)	41%
Hotline/crisis line counseling	34%
Emergency financial assistance	32%
On-scene crisis response	32%
Individual counseling, therapy	24%
Other therapy	20%
Other emotional support or safety services	19%
None of the above	7%
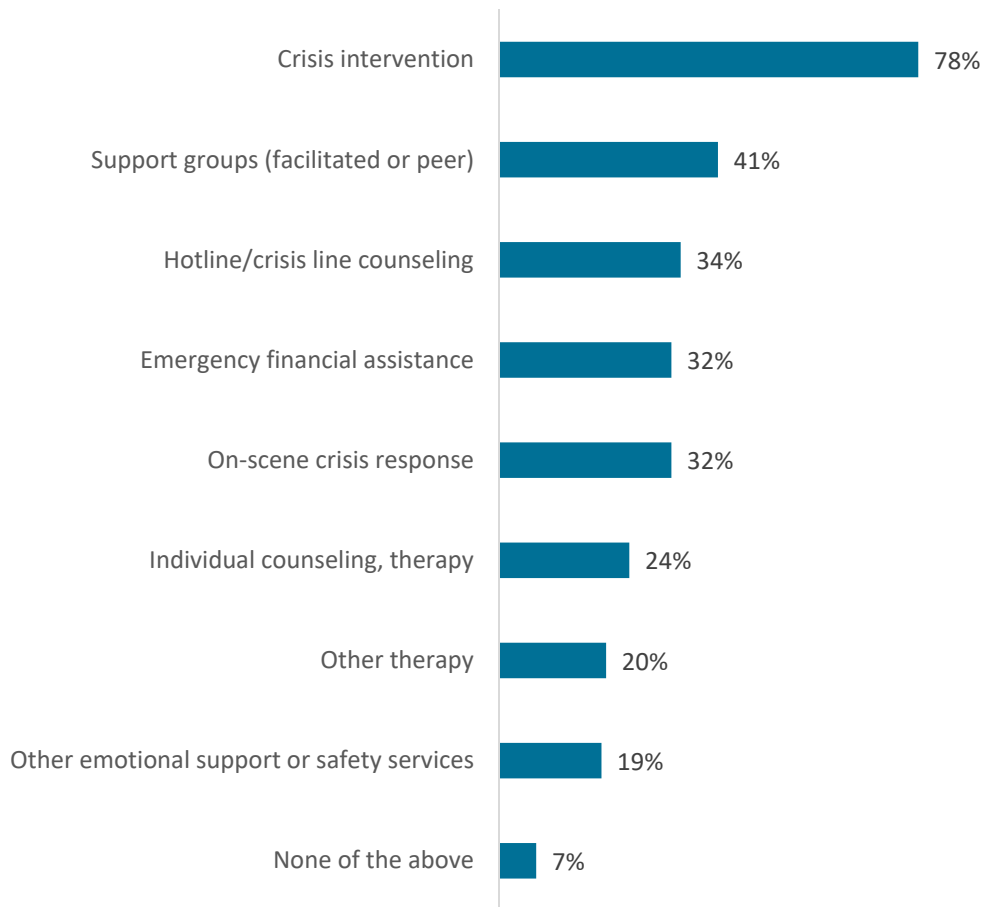
Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Among emotional support and safety service providers, crisis intervention is provided by more than three quarters (78%) of stakeholders. Two in five (41%) stakeholders said they provide support groups to victims.

Bottom Line

Crisis intervention is the primary support and safety service provided by stakeholders while few provide individual counseling or therapy.

Q12D. Which shelter/housing services do you provide to victims?

Figure 16. Shelter and Housing Services (n=50)

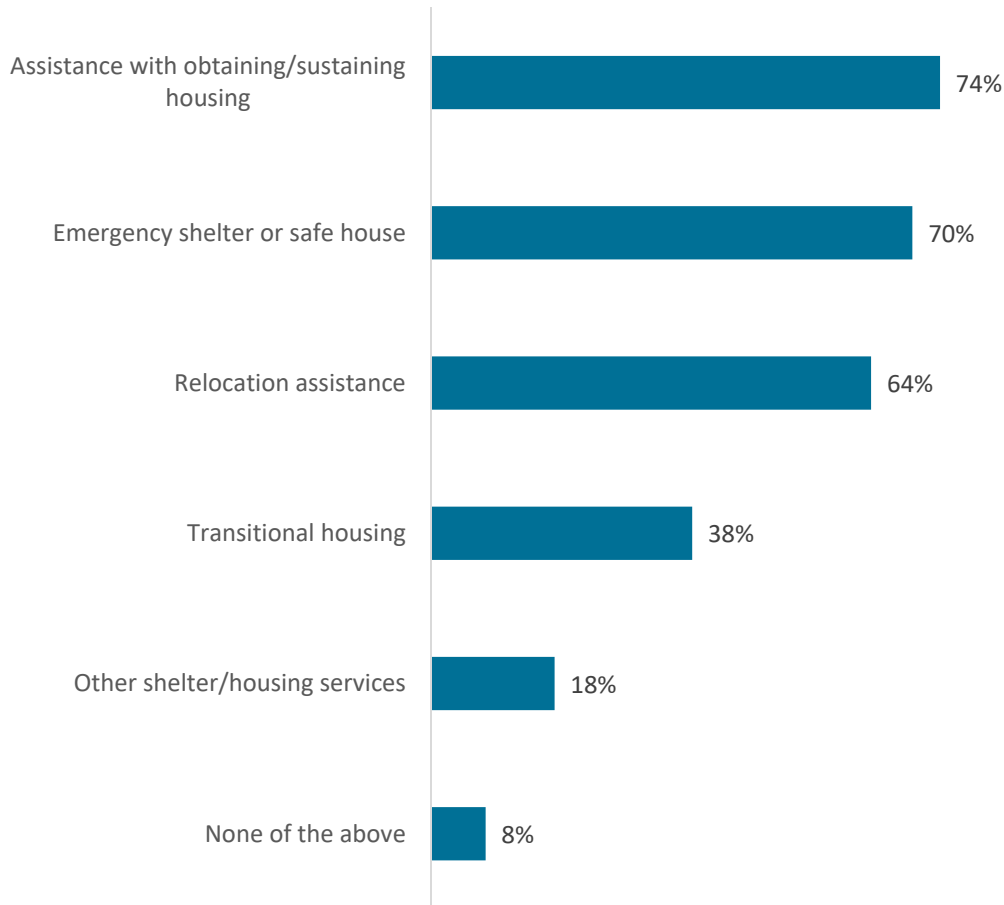Notes: Multiple responses allowed. Percentages may not add up to 100%.
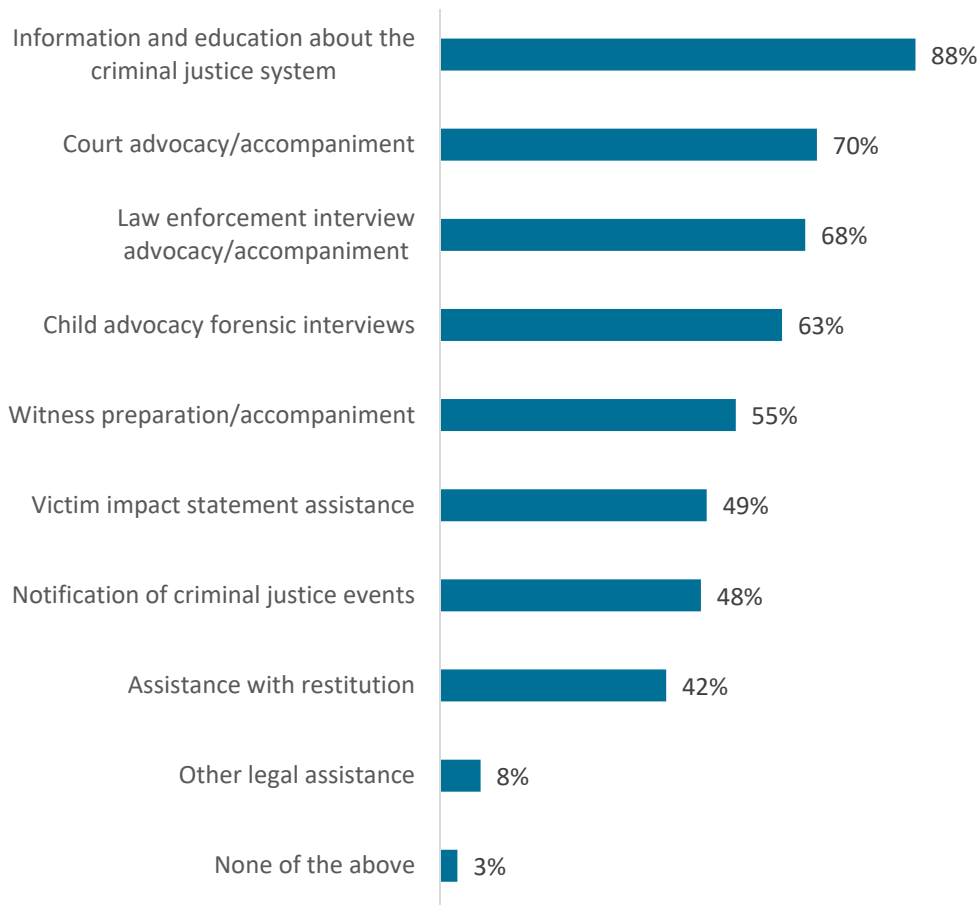
Summary

Among those helping with shelter and housing, nearly three quarters (74%) of stakeholders said they aid with obtaining or sustaining housing, and seven in ten supply emergency shelter or safe housing.

Bottom Line

Most stakeholders provide some form of shelter or housing assistance, but transitional housing seems to be undersupplied relative to other housing services.

Q12E. Which criminal justice system assistance services do you provide to victims?

Figure 17. Criminal Justice System Assistance (n=93)

Service	Percentage
Information and education about the criminal justice system	88%
Court advocacy/accompaniment	70%
Law enforcement interview advocacy/accompaniment	68%
Child advocacy forensic interviews	63%
Witness preparation/accompaniment	55%
Victim impact statement assistance	49%
Notification of criminal justice events	48%
Assistance with restitution	42%
Other legal assistance	8%
None of the above	3%

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

Summary

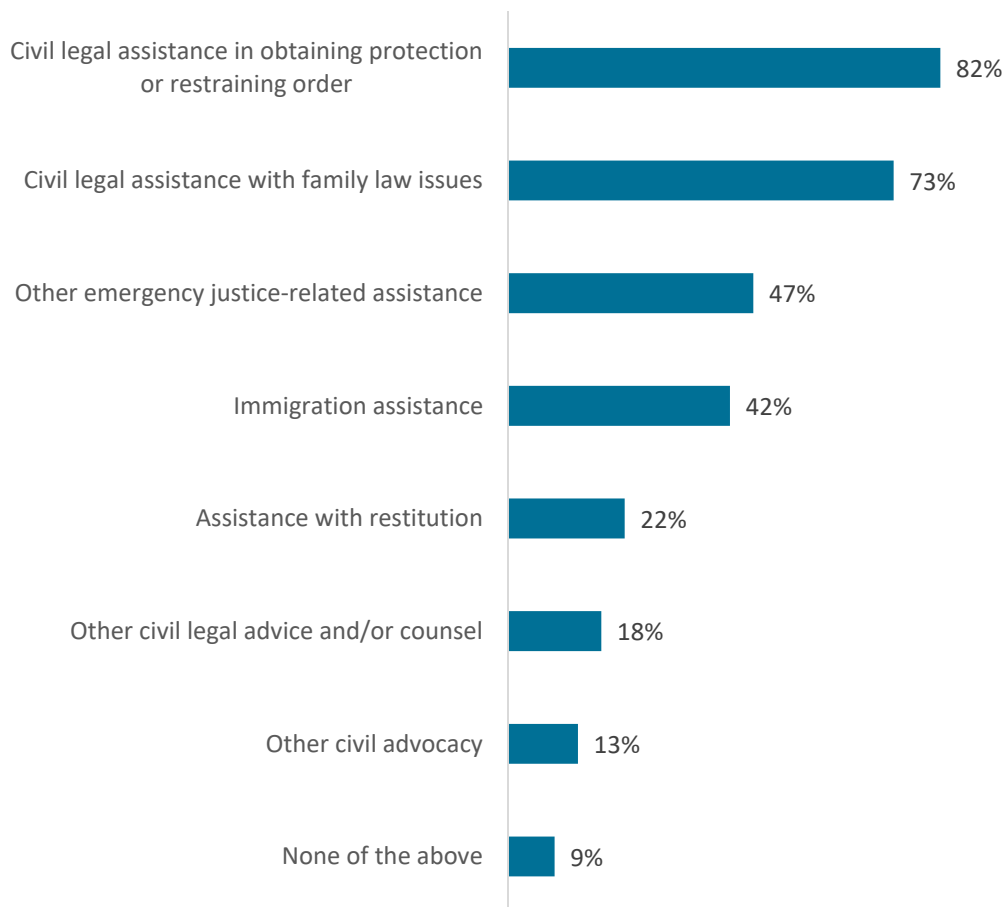Among those assisting with the criminal justice system, nearly nine in ten (88%) stakeholders provide information and education about the criminal justice system. 70% provide court advocacy and accompaniment, but only two in five (42%) assist with restitution.

Bottom Line

Many stakeholders are providing information and education about the criminal justice system in addition to other services.

Q12F. Which civil legal assistance services do you provide to victims?

Figure 18. Civil Legal Assistance Services (n=45)

Civil legal assistance in obtaining protection or restraining order — 82%

Civil legal assistance with family law issues — 73%

Other emergency justice-related assistance — 47%

Immigration assistance — 42%

Assistance with restitution — 22%

Other civil legal advice and/or counsel — 18%

Other civil advocacy — 13%

None of the above — 9%

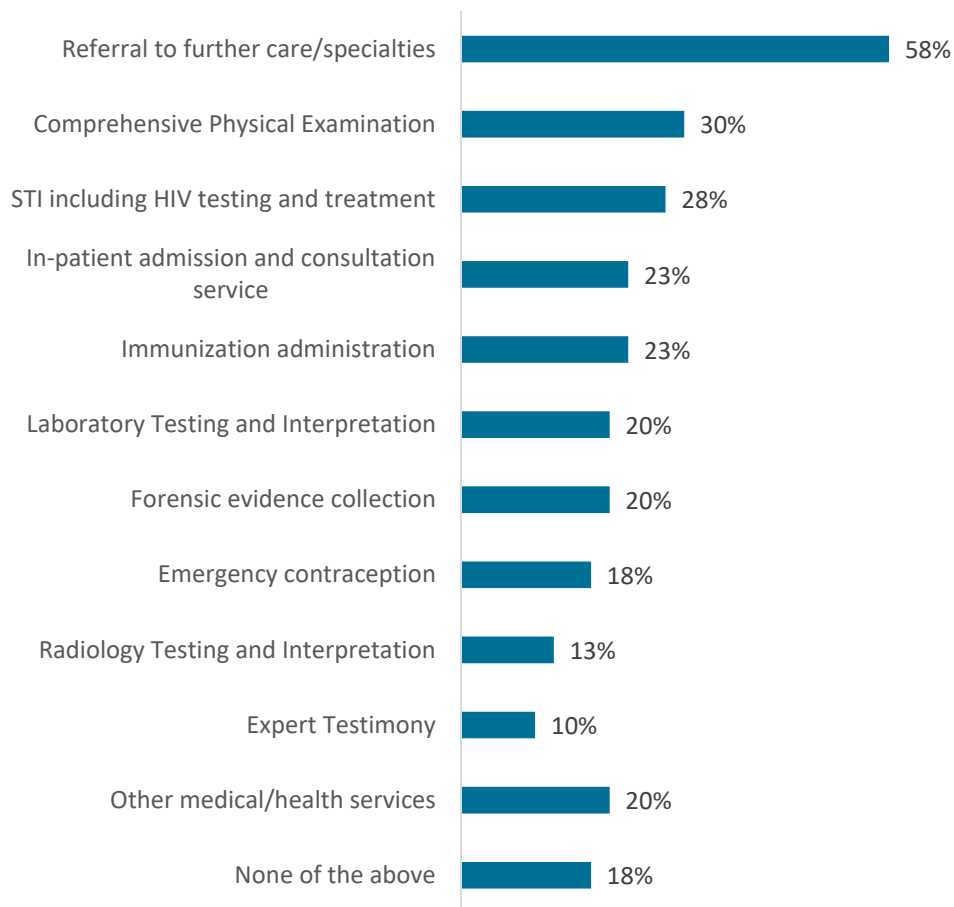Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Among civil legal assistance providers, four in five (82%) stakeholders provide civil legal assistance in obtaining protection or restraining orders. 73% reported providing legal assistance with family law issues.

Bottom Line

Among stakeholders providing legal assistance, help with protective legal measures and family law issues is well supplied. However, there are fewer options available for immigration and restitution assistance.

Q12G. Which medical/health services do you provide to victims?

Figure 19. Medical and Health Services (n=40)

Service	Percentage
Referral to further care/specialties	58%
Comprehensive Physical Examination	30%
STI including HIV testing and treatment	28%
In-patient admission and consultation service	23%
Immunization administration	23%
Laboratory Testing and Interpretation	20%
Forensic evidence collection	20%
Emergency contraception	18%
Radiology Testing and Interpretation	13%
Expert Testimony	10%
Other medical/health services	20%
None of the above	18%

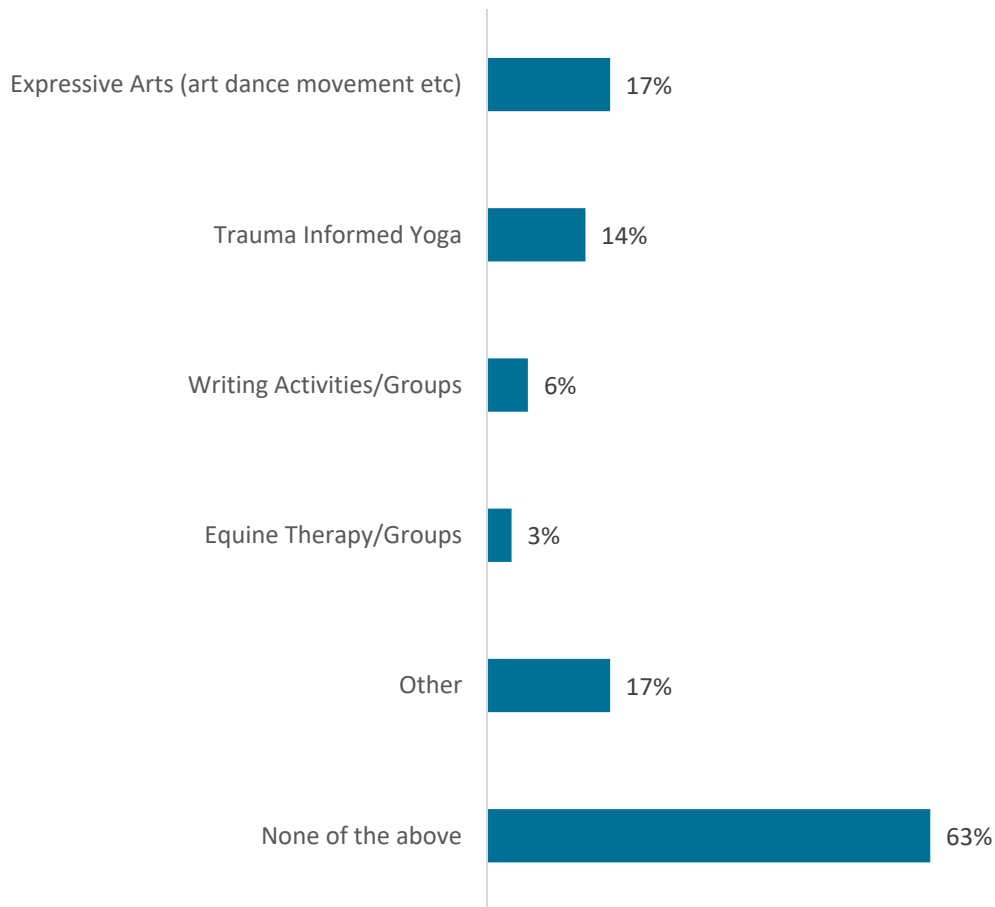Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Among medical and health service providers, over half (58%) of stakeholders refer victims to additional medical care or specialties. 30% provide comprehensive physical exams.

Bottom Line

While a majority of organizations providing health services refer out to other providers, many others in the state provide some type of direct service including exams, lab tests, immunizations and other treatments.

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Q12H. Which other supportive services do you provide to victims?

Figure 20. Supportive Services (n=86)

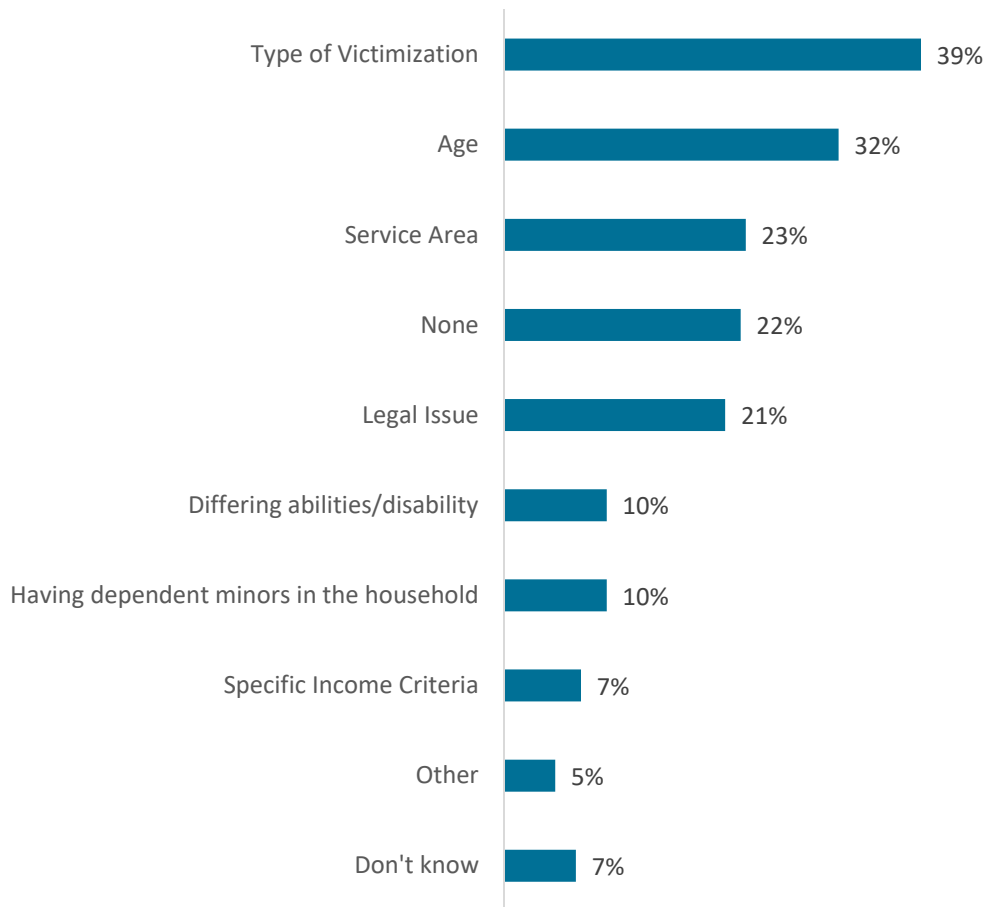Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Among stakeholders providing supportive services, one in six (17%) said they provide expressive arts while 14% provide trauma informed yoga as supportive services. 63% said they provide none of these supportive services.

Bottom Line

Very few stakeholders reported providing other less traditional supportive services, but trauma informed yoga and expressive arts are the most common among those who do provide services.

Q13. Which eligibility criteria does your organization/agency use?

Figure 21. Eligibility Criteria (n=206)

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

Summary

Nearly two in five stakeholders use type of victimization (39%) as a service criterion, while others use age of the victim (32%) and service area (23%).
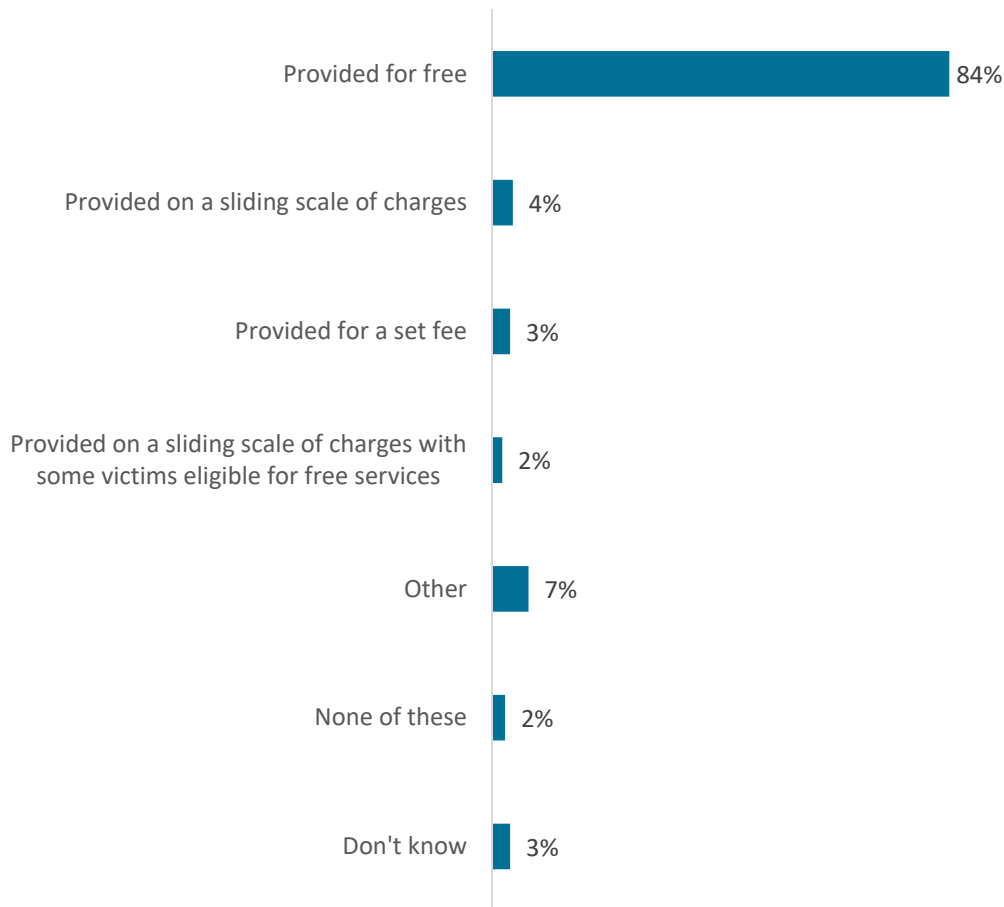
Bottom Line

Four in five stakeholders use some type of criteria to determine eligibility, most commonly type of victimization.

Q14. Are the services/assistance provided to victims by your organization/agency?

Figure 22. Costs of Services for Victims (n=208)

Category	Percentage
Provided for free	84%
Provided on a sliding scale of charges	4%
Provided for a set fee	3%
Provided on a sliding scale of charges with some victims eligible for free services	2%
Other	7%
None of these	2%
Don't know	3%

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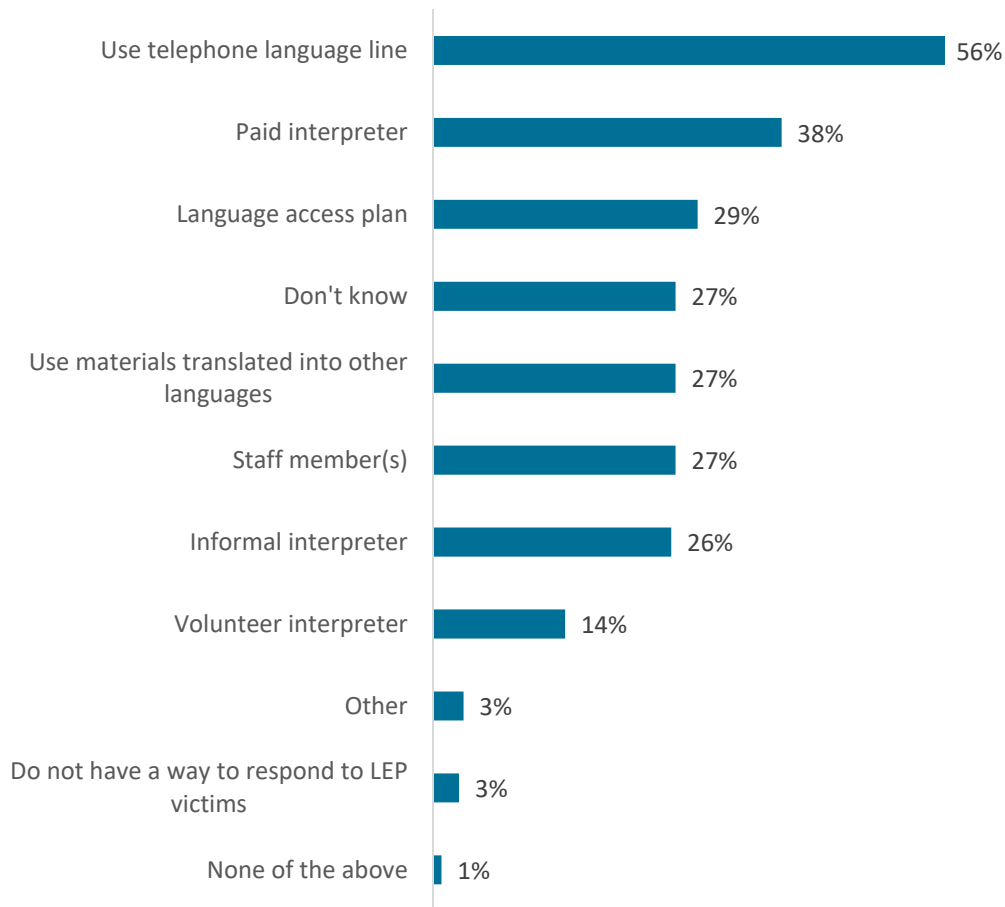
Summary

More than eight in ten (84%) stakeholder said their services are provided for free. "Other" costs are most commonly subsidized by other funding sources.

Bottom Line

The majority of stakeholders provide services to victims for free.

Q15. How do you provide assistance to victims with Limited English Proficiency (LEP)?

Figure 23. Assistance for Limited English Proficiency (n=207)
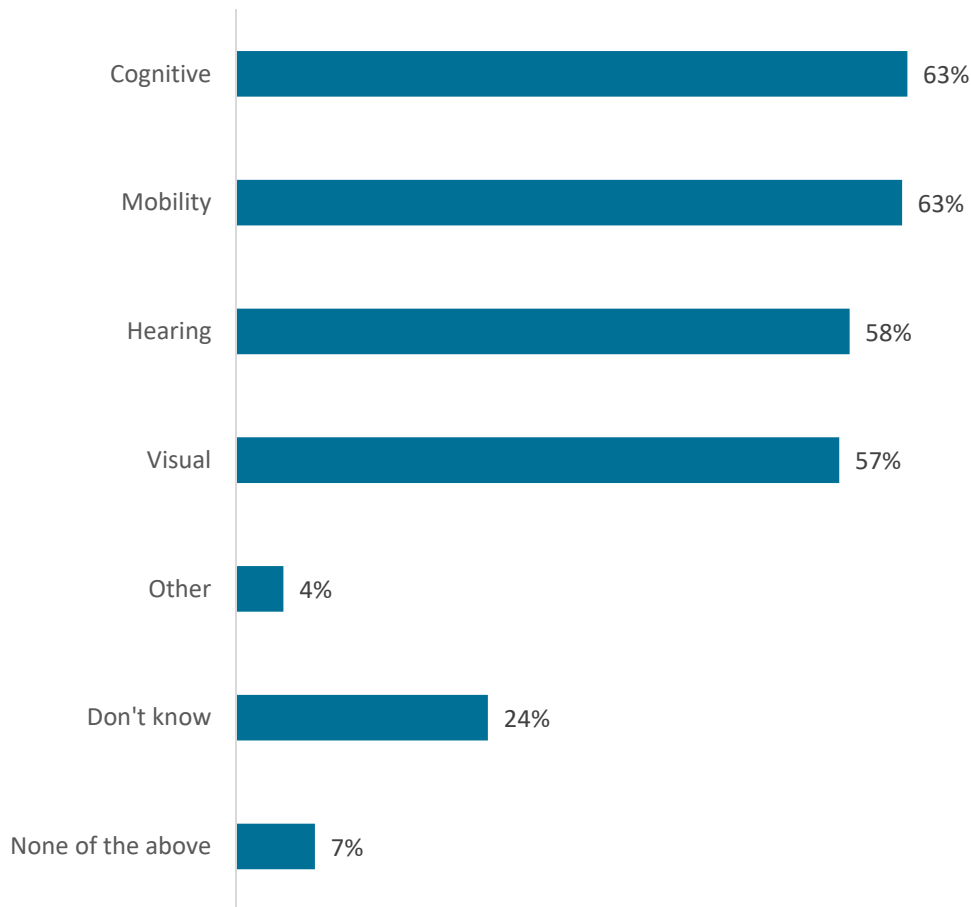

Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Over half (56%) of stakeholders rely on telephone language lines to serve LEP victims. Over a third (38%) utilize paid interpreters.

Q16. Which kinds of differing abilities/disabilities can your organization/agency accommodate?

Figure 24. Types of Disabilities Served (n=203)

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

Summary

63% of stakeholders can accommodate victims with either cognitive or mobility disabilities. Over half can accommodate hearing (58%) and visually (57%) impaired victims.

Bottom Line

The majority of stakeholders reported capacity to serve most kinds of disabilities and victims with varying abilities.

Funding

Q17. How familiar are you with the programs and resources provided by the New Hampshire Department of Justice?

Figure 25. Familiarity with NH DOJ Programs and Resources (n=207)
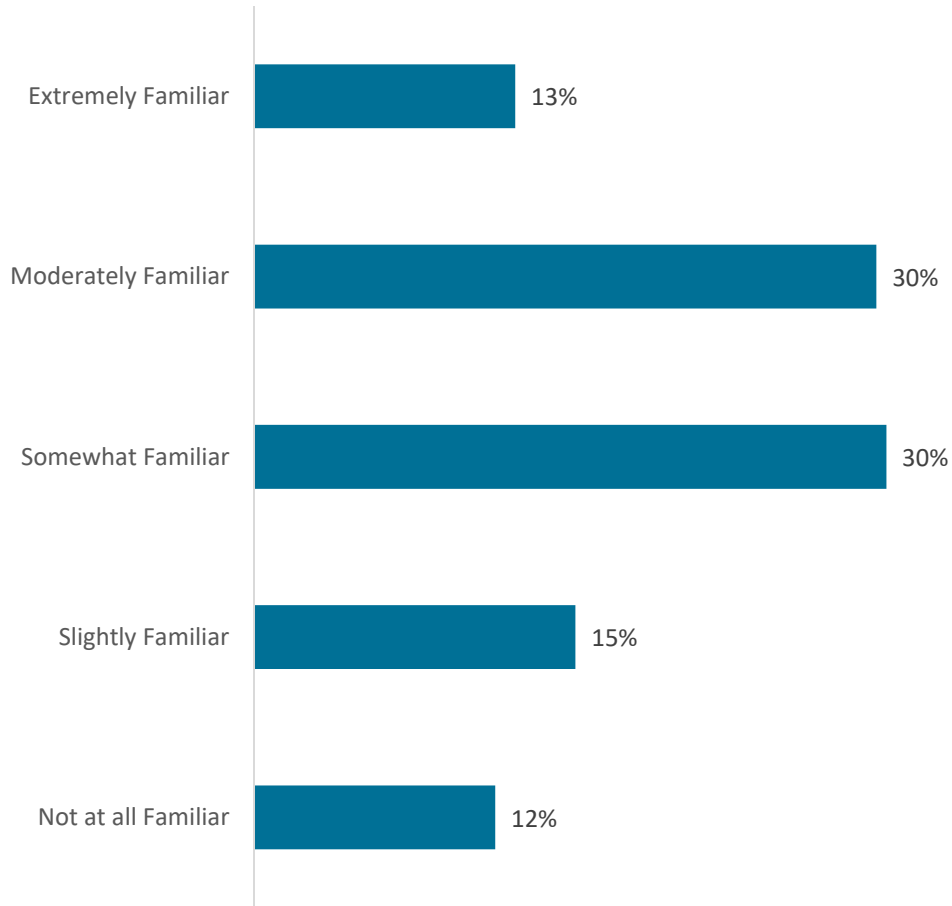
Summary

88% of stakeholders have some degree of familiarity with the New Hampshire DOJ programs and resources, but only 13% said they are extremely familiar.

Bottom Line

While the majority of stakeholders have some familiarity with NHDOJ programs and resources, there is an opportunity to improve communication among agencies and organizations in the state.

Q17A. What NH DOJ programs and resources are you familiar with?

Figure 26. Known NH DOJ Programs and Resources (n=185)
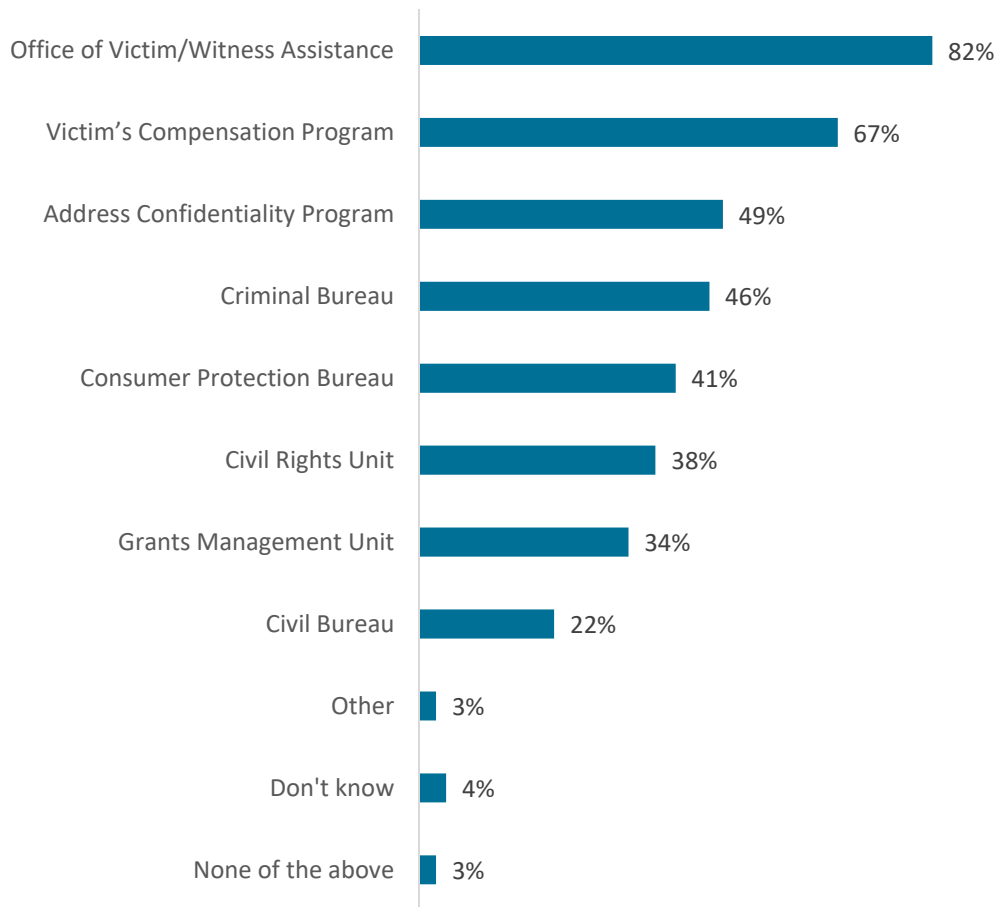

Program	Percentage
Office of Victim/Witness Assistance	82%
Victim's Compensation Program	67%
Address Confidentiality Program	49%
Criminal Bureau	46%
Consumer Protection Bureau	41%
Civil Rights Unit	38%
Grants Management Unit	34%
Civil Bureau	22%
Other	3%
Don't know	4%
None of the above	3%

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

Summary

Over eight in ten (82%) stakeholders are familiar with OVWA, and two thirds (67%) know of the Victim's Compensation Program.

Bottom Line

Overall, New Hampshire stakeholders are most familiar with DOJ's Office of Victim/Witness Assistance and the Victims' Compensation Program.

Q18. Has your organization/agency ever received funding assistance through the New Hampshire Department of Justice?

Figure 27. Received funding Assistance from NH DOJ (n=208)
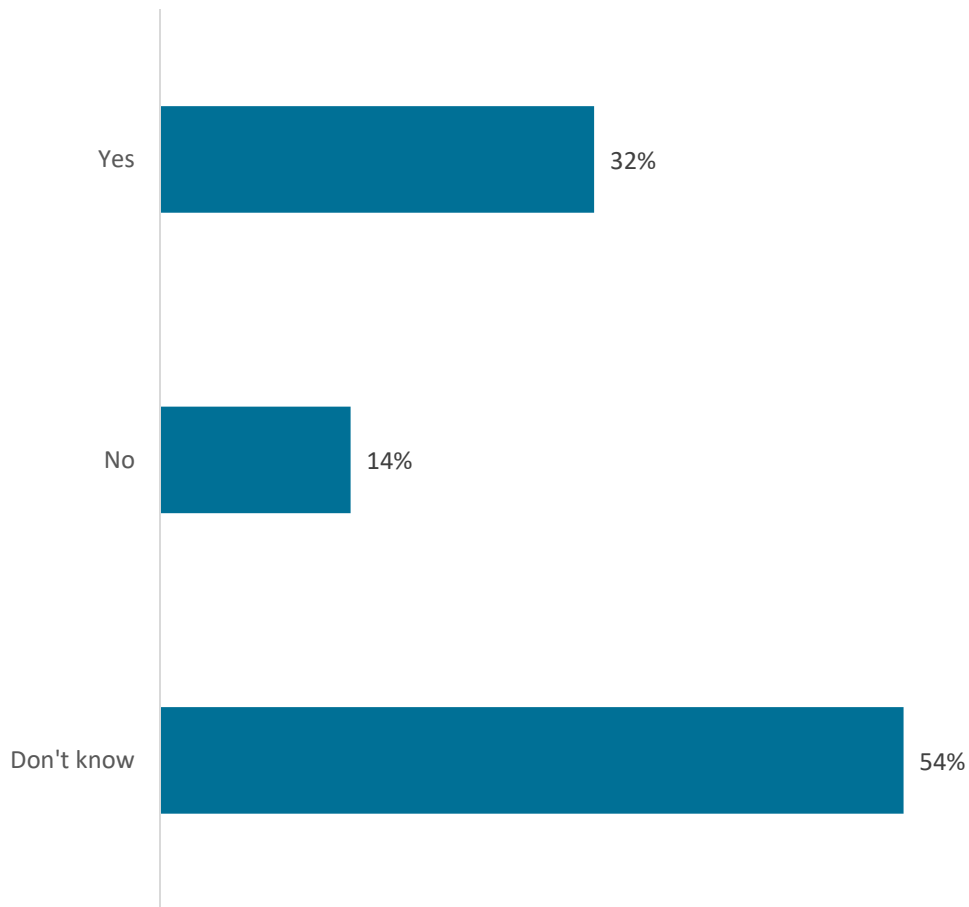
Summary

Nearly one third (32%) reported having received NHDOJ funding assistance, but more than half (54%) did not know if they have received funding.

Bottom Line

The majority of stakeholders are not sure if they receive NHDOJ funding.

Q18A. Which types of funding has your organization/agency received?

Figure 28. Types of Funding (n=200)

Federal grant funds	54%
State grant funds	47%
Donations	35%
Scholarships	4%
Other	8%
Don't know	34%
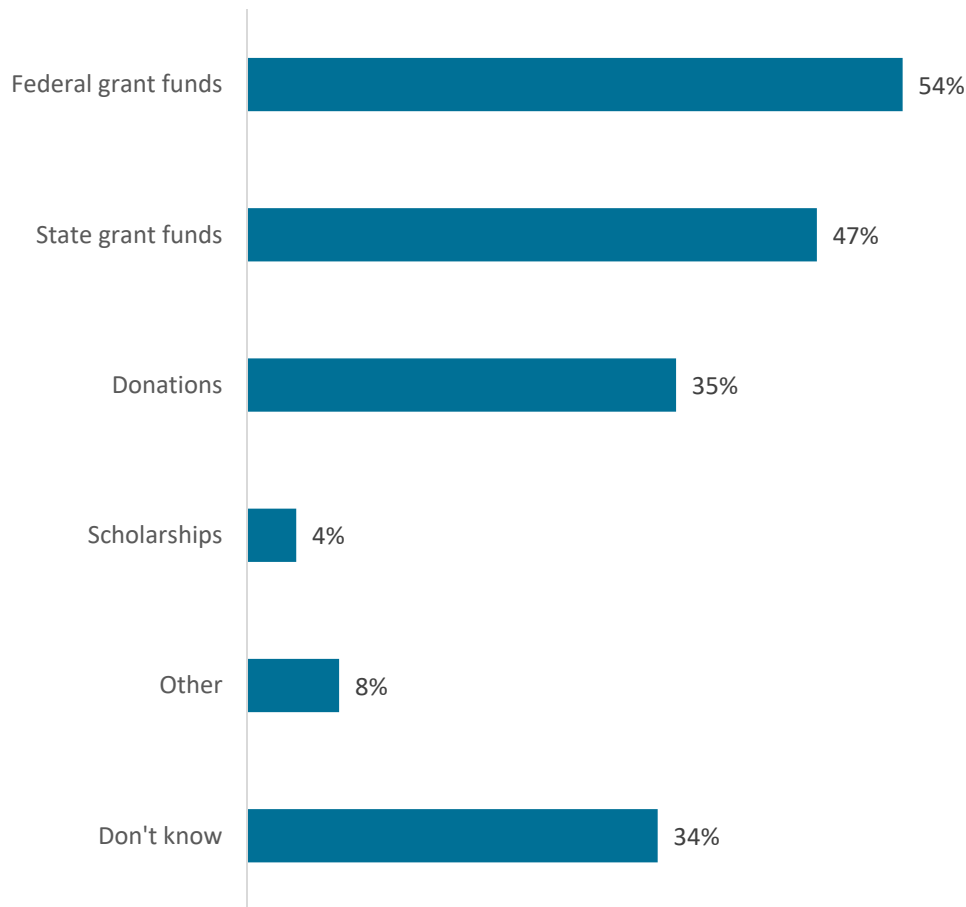
Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Over half (54%) of stakeholders said they have received federal grant funds while 47% have received state grant funds. Over one third (35%) receive donations.

Bottom Line

State and federal grant funding is critical to the sustained operation of service providers in New Hampshire.

Q19O. How does your organization or agency currently fund its victims' services programs and activities?

Table 6. Funding for Victim Services (n=140)

Comment	%	Count
State grant funds	32%	45
Federal grant funds	22%	31
Donations	21%	30
Grants (General)	20%	28
Public funding (general)	19%	26
No funding needed	13%	18
Fundraising	10%	14
Private funding	5%	7
Other	4%	6
DK/REF	10%	14

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

Summary

A third (32%) of stakeholders said their organization currently relies on state grant funds. Just over one fifth mentioned using federal grants (22%) and donations (21%).

Bottom Line

Stakeholders are reliant on a mix of funding sources to sustain their victim services and program activities.

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Q20O. If current funding was to change, how do you expect to sustain victim services/programs in the future?

Table 7. Backup Funding Options (n=117)

Comment	%	Count
Reduce the volume of services and victims served	24%	28
Public/local funding (general)	8%	9
Grants (General)	7%	8
Donations	3%	4
Private funding	3%	4
Adjust budget or restructure	3%	4
Fundraising	3%	3
Federal grant funds	2%	2
State grant funds	1%	1
No funding needed	1%	1
Shift services to partner organizations	1%	1
Other	6%	7
DK/REF	44%	52

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

Summary

If funding changed, a quarter (24%) of stakeholders said they would have to reduce their volume of services or victims. 44% said they do not know how a change in funding would affect them.
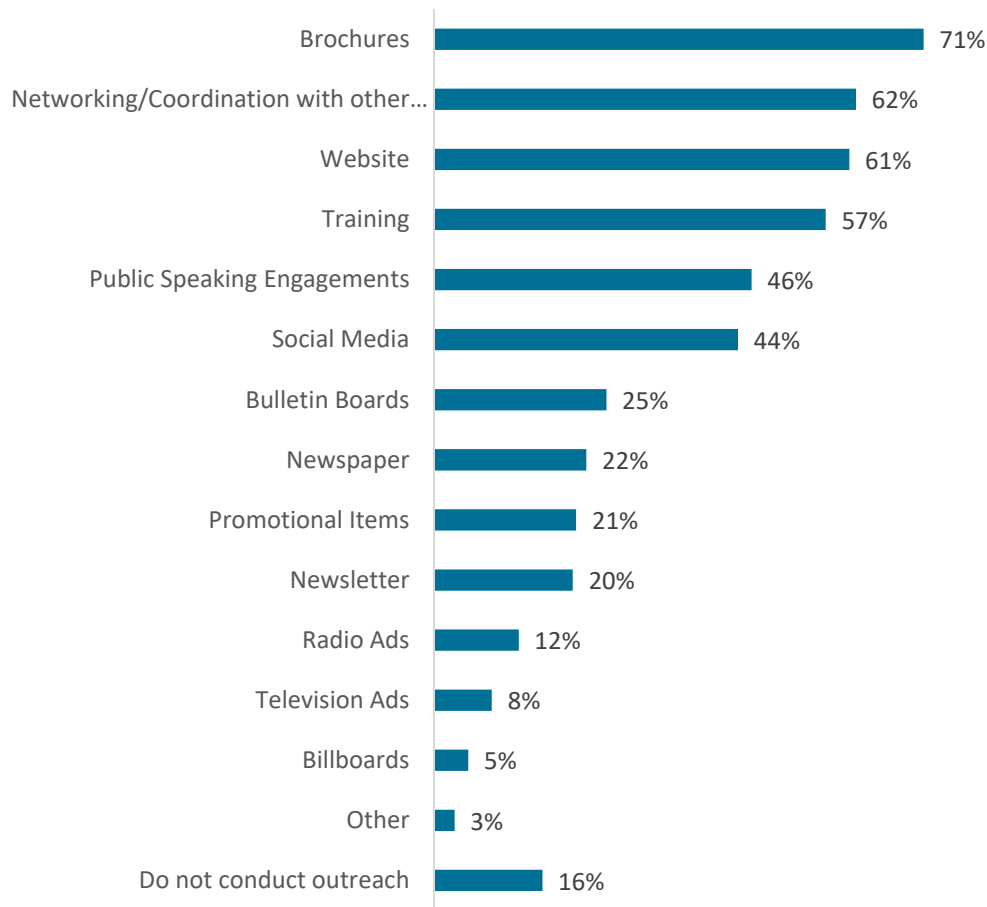
Bottom Line

Stakeholders anticipate that a decrease in funding would force them to reduce the volume of services provided or victims served. Many do not know how a change in funding would impact their work.

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Outreach

Q21. What outreach methods does your organization/agency use to distribute information about crime victims' rights, services, or related topics?

Figure 29. Outreach Methods (n=203)

Method	Percentage
Brochures	71%
Networking/Coordination with other…	62%
Website	61%
Training	57%
Public Speaking Engagements	46%
Social Media	44%
Bulletin Boards	25%
Newspaper	22%
Promotional Items	21%
Newsletter	20%
Radio Ads	12%
Television Ads	8%
Billboards	5%
Other	3%
Do not conduct outreach	16%

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

Summary

Most (71%) stakeholder organizations rely on brochures to distribute information. Just over 3 in 5 utilize a website (61%) or network with other providers (62%) to distribute information.
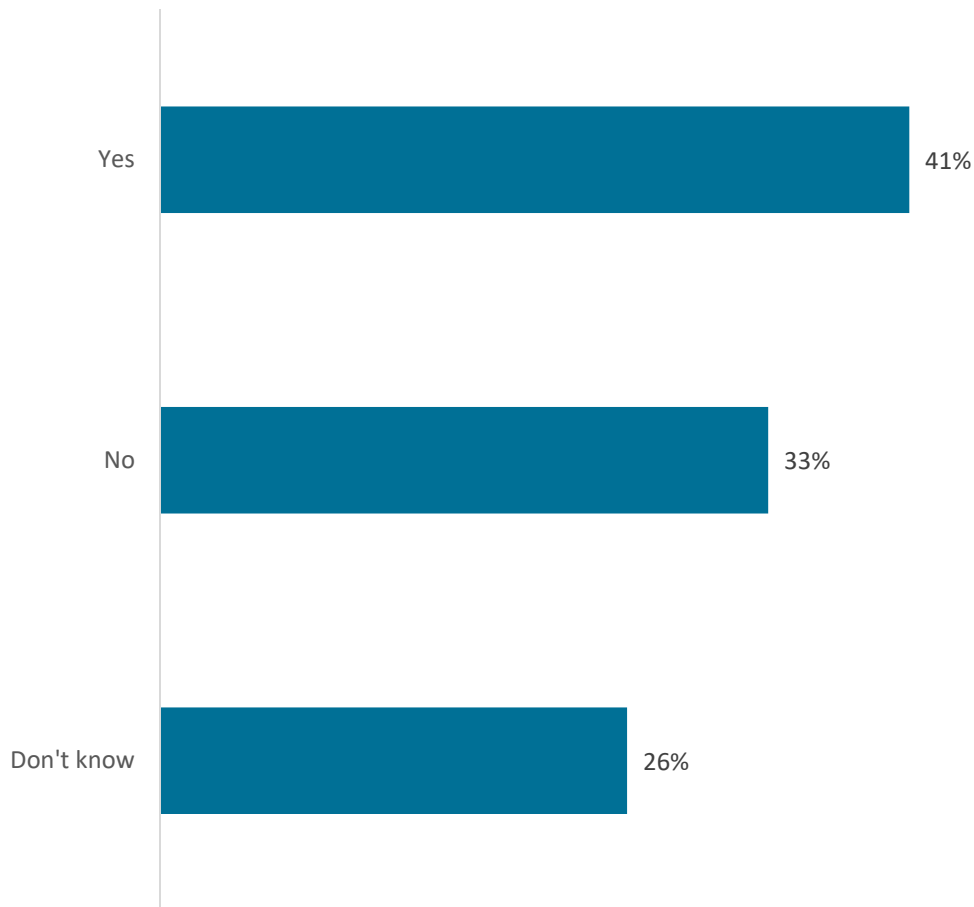
Bottom Line

Stakeholders utilize a variety of information distribution methods. Very little emphasis is placed on traditional media messaging through radio, television, and billboard ads.

Evaluation

Q22. Does your organization/agency survey victims about their satisfaction with services?

Figure 30. Service Satisfaction Surveys (n=209)
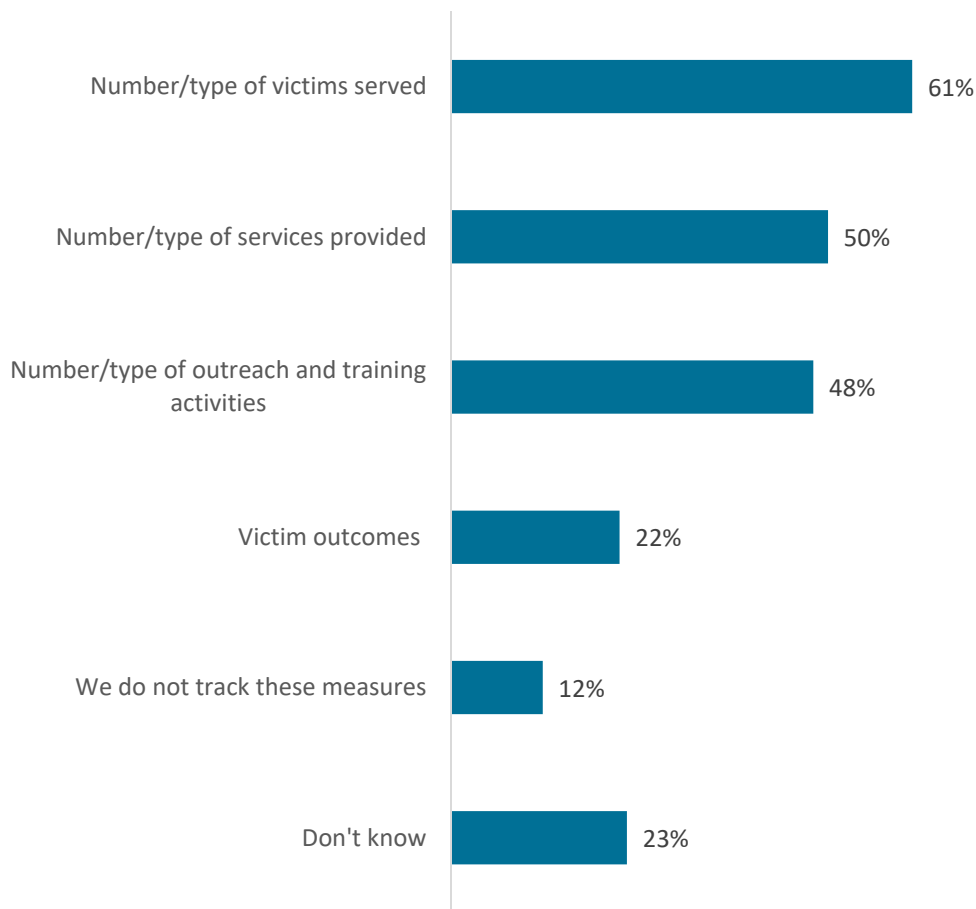
Summary

Only two in five (41%) stakeholders said their organization conducts victim satisfaction surveys for their services. One third (33%) do not survey victim satisfaction.

Bottom Line

Less than half of stakeholders measure satisfaction with services. There is room to improve satisfaction tracking among victims receiving services.

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Q23. Which performance measures are tracked consistently by your organization/agency?

Figure 31. Performance Measure Tracked by Service Providers (n=207)

Number/type of victims served — 61%
Number/type of services provided — 50%
Number/type of outreach and training activities — 48%
Victim outcomes — 22%
We do not track these measures — 12%
Don't know — 23%

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

Summary

61% of stakeholders said they track the number and type of victims served. Just over one fifth (22%) track victim outcomes.

Bottom Line

Stakeholders are most likely to track service volume metrics, but relatively few are tracking victim outcomes.

Q24. Does your organization/agency use data collected on victim services and outcomes to improve services?

Figure 32. Using Data to Improve Services and Outcomes (n=203)

Yes — 46%

No — 21%

Don't know — 33%
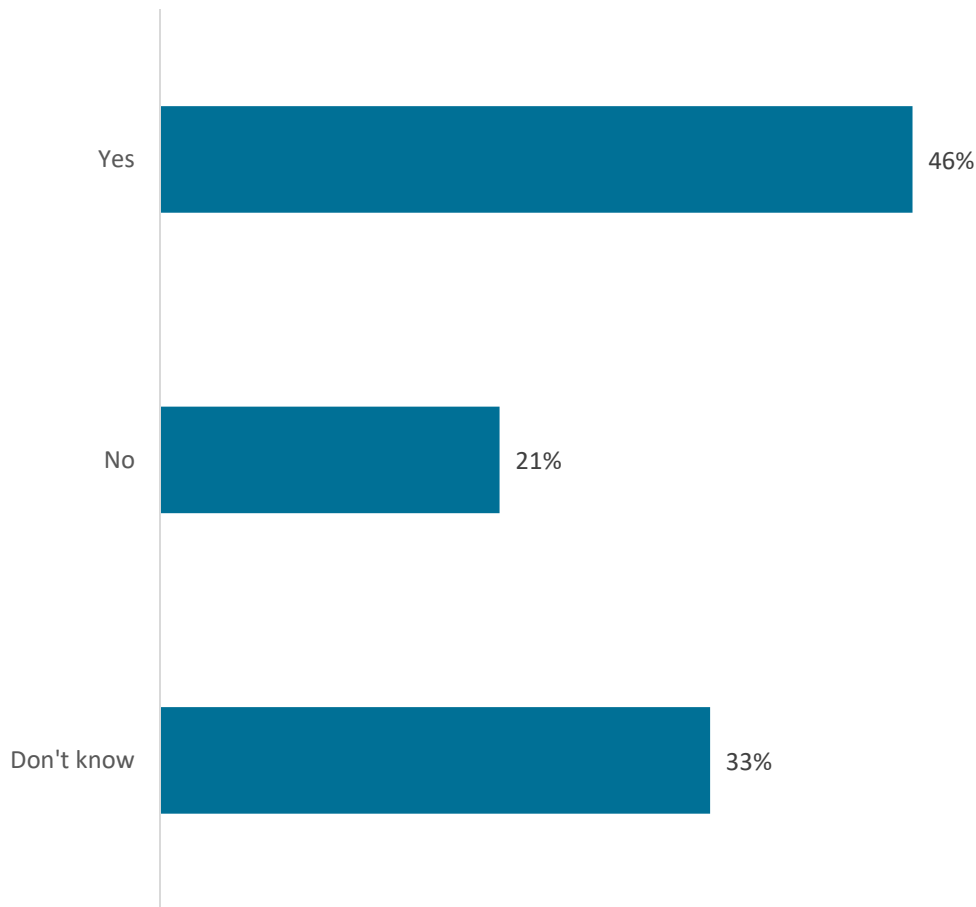
Summary

46% of stakeholders said their organization uses data to improve services and outcomes. One fifth (21%) do not use data to improve.

Bottom Line

There is a significant opportunity to improve how organizations collect and use data to inform their work and measure outcomes.

Q25. Has any aspect of your organization/agency's victim service programs or activities ever been evaluated by an external evaluator?

Figure 33. Evaluated by an External Evaluator (n=203)
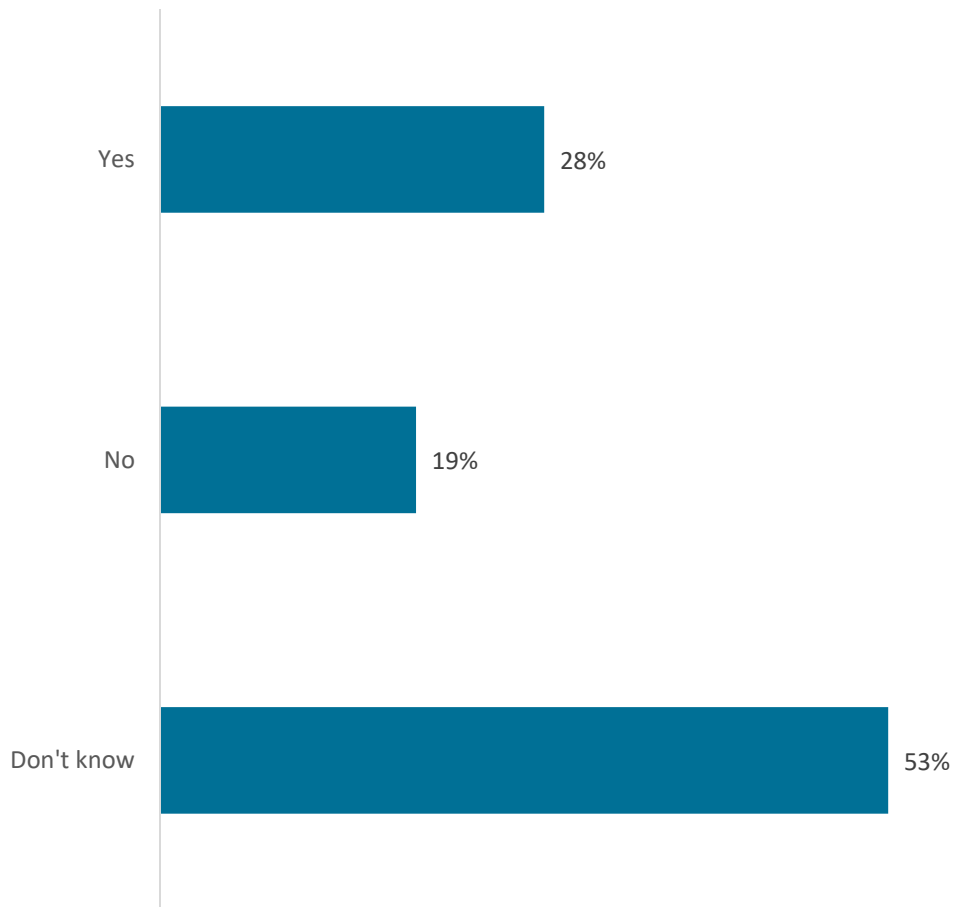
Summary

Just over one quarter (28%) of stakeholders said their organization had undergone evaluation by an external evaluator. 53% did not know if this had occurred.

Bottom Line

Few stakeholders could confirm that their programs and activities had been evaluated by an external evaluator.

Challenges

Q26. What is the most critical barrier your organization faces in providing services to victims?

Figure 34. Critical Barriers for Service Providers (n=209)

Legend: Agree, Neither, Disagree

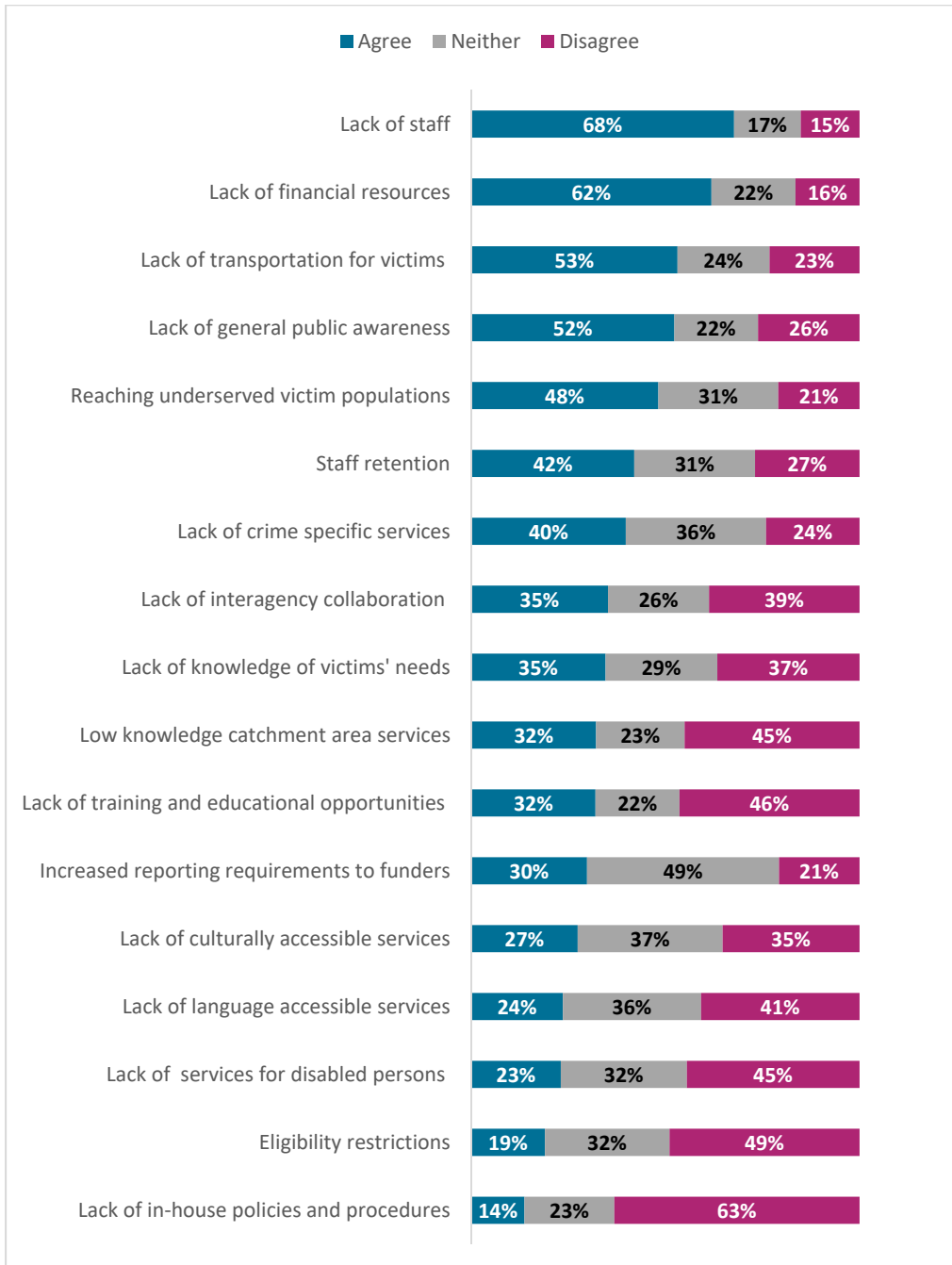| Barrier	Agree	Neither	Disagree
Lack of staff	68%	17%	15%
Lack of financial resources	62%	22%	16%
Lack of transportation for victims	53%	24%	23%
Lack of general public awareness	52%	22%	26%
Reaching underserved victim populations	48%	31%	21%
Staff retention	42%	31%	27%
Lack of crime specific services	40%	36%	24%
Lack of interagency collaboration	35%	26%	39%
Lack of knowledge of victims' needs	35%	29%	37%
Low knowledge catchment area services	32%	23%	45%
Lack of training and educational opportunities	32%	22%	46%
Increased reporting requirements to funders	30%	49%	21%
Lack of culturally accessible services	27%	37%	35%
Lack of language accessible services	24%	36%	41%
Lack of services for disabled persons	23%	32%	45%
Eligibility restrictions	19%	32%	49%
Lack of in-house policies and procedures	14%	23%	63%

Summary

Stakeholders said the most critical barriers to service providers are lack of staff (68%), lack of financial resources (62%), and lack of victim transportation (53%).
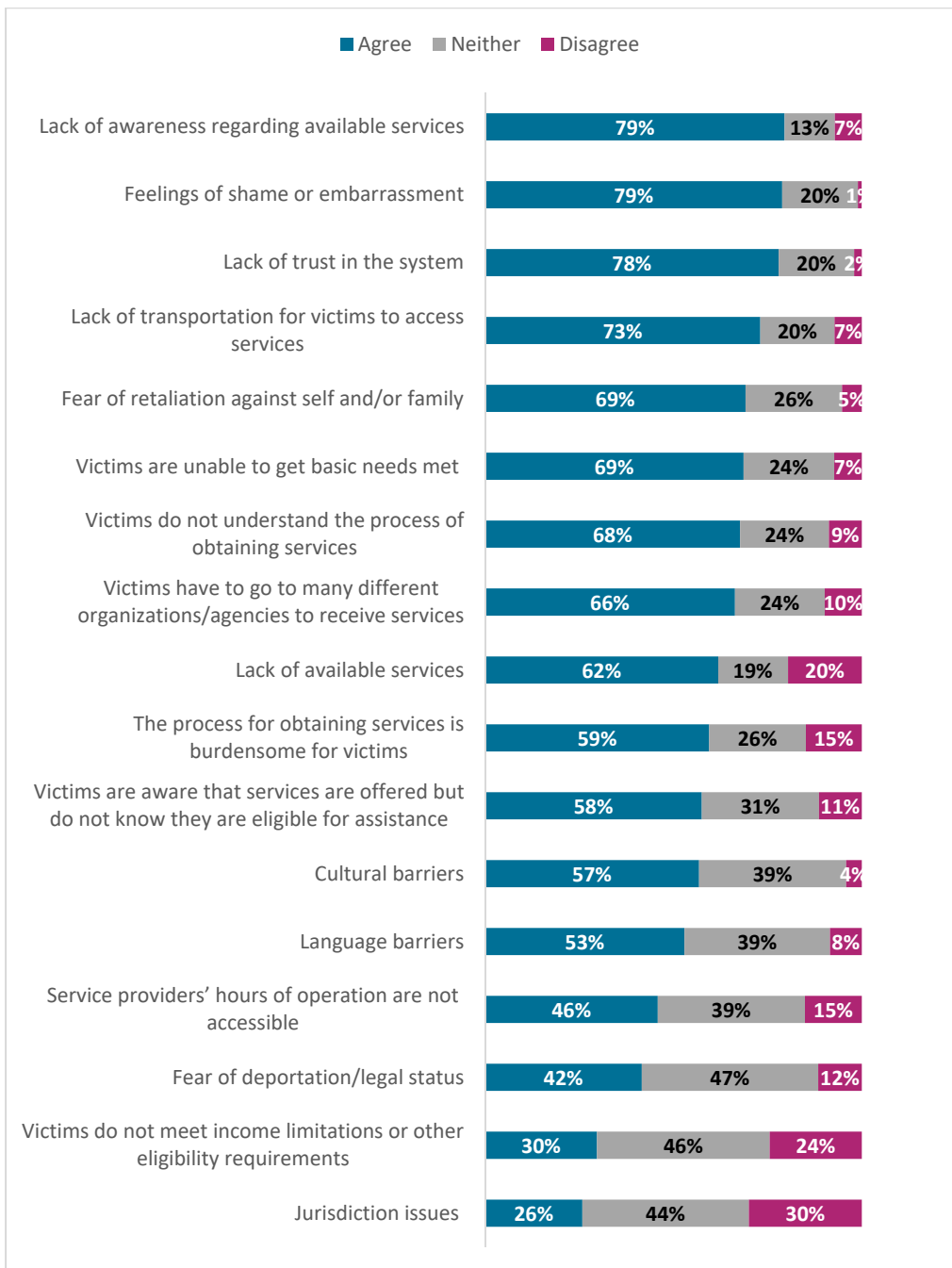
The least important barriers are lack of policies and procedures (63%) and eligibility restrictions (49%).

Bottom Line

Funding, staffing and marketing/outreach are all critical barriers stakeholders face in providing services. Transportation is also a significant problem for victims.

Q27. What is the most critical barrier victims face in seeking services?

Figure 34. Critical Barriers for Victims (n=209)

Barrier	Agree	Neither	Disagree
Lack of awareness regarding available services	79%	13%	7%
Feelings of shame or embarrassment	79%	20%	1%
Lack of trust in the system	78%	20%	2%
Lack of transportation for victims to access services	73%	20%	7%
Fear of retaliation against self and/or family	69%	26%	5%
Victims are unable to get basic needs met	69%	24%	7%
Victims do not understand the process of obtaining services	68%	24%	9%
Victims have to go to many different organizations/agencies to receive services	66%	24%	10%
Lack of available services	62%	19%	20%
The process for obtaining services is burdensome for victims	59%	26%	15%
Victims are aware that services are offered but do not know they are eligible for assistance	58%	31%	11%
Cultural barriers	57%	39%	4%
Language barriers	53%	39%	8%
Service providers' hours of operation are not accessible	46%	39%	15%
Fear of deportation/legal status	42%	47%	12%
Victims do not meet income limitations or other eligibility requirements	30%	46%	24%
Jurisdiction issues	26%	44%	30%

Summary

Stakeholders said the most critical barriers facing victims include lack of service awareness (79%), shame or embarrassment (79%), and lack of trust in the system (78%).
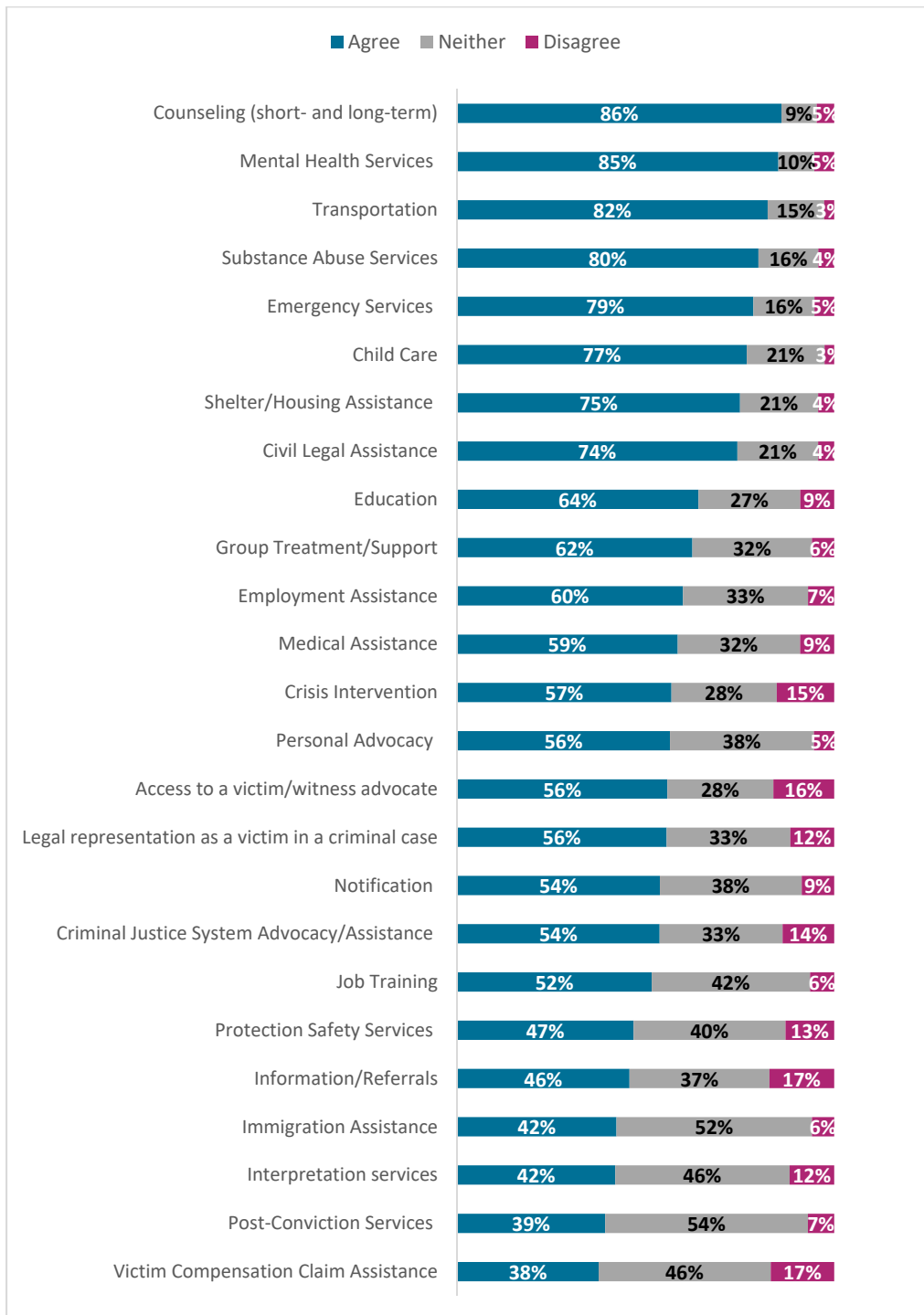
Bottom Line

Stakeholders agree that victims face the greatest challenges with general awareness of services, and feelings of shame, embarrassment and distrust.

Victims' Needs

Q28. There is a need beyond the current capacity for which of the following services?

Figure 35. Services Where Need Exceeds Capacity (209)

Legend: ■ Agree ■ Neither ■ Disagree

Service	Agree	Neither	Disagree
Counseling (short- and long-term)	86%	9%	5%
Mental Health Services	85%	10%	5%
Transportation	82%	15%	3%
Substance Abuse Services	80%	16%	4%
Emergency Services	79%	16%	5%
Child Care	77%	21%	3%
Shelter/Housing Assistance	75%	21%	4%
Civil Legal Assistance	74%	21%	4%
Education	64%	27%	9%
Group Treatment/Support	62%	32%	6%
Employment Assistance	60%	33%	7%
Medical Assistance	59%	32%	9%
Crisis Intervention	57%	28%	15%
Personal Advocacy	56%	38%	5%
Access to a victim/witness advocate	56%	28%	16%
Legal representation as a victim in a criminal case	56%	33%	12%
Notification	54%	38%	9%
Criminal Justice System Advocacy/Assistance	54%	33%	14%
Job Training	52%	42%	6%
Protection Safety Services	47%	40%	13%
Information/Referrals	46%	37%	17%
Immigration Assistance	42%	52%	6%
Interpretation services	42%	46%	12%
Post-Conviction Services	39%	54%	7%
Victim Compensation Claim Assistance	38%	46%	17%

Summary

Stakeholders agree there is a need beyond current capacity for counseling (86%), mental health services (85%), and transportation services (82%).

Bottom Line

Victims have significant needs that exceed stakeholder capacity for counseling, mental health, and transportation services.

Q29O. What, if any, other services would be helpful to receive through victim's compensation?

Table 8. Additional Services Through Victim's Compensation (n=60)

Comment	%	Count
Medical, therapy, or counseling services	15%	8
General financial support	12%	6
Transportation	10%	5
Housing or property storage services	8%	4
Personal property damage compensation	6%	3
Legal or court fees	6%	3
Childcare	4%	2
Other	15%	8
DK/REF	29%	15

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

Q30O. What other services do crime victims express a need for that are currently lacking or unavailable in New Hampshire?

Table 9. Lacking or Unavailable Services (n=87)

Comment	%	Count
Housing	28%	24
Transportation	23%	20
Medical services	22%	19
Legal services	17%	15
Childcare	11%	10
Victims navigator/assistance services	7%	6
Other	15%	13
DK/REF	16%	14

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

Summary

Stakeholders think that medical, therapy, and counseling services (15%) would be helpful to receive through victim's compensation. Transportation (10%) and general financial support (12%) were also suggested by stakeholders.

Over one quarter (28%) of stakeholders mentioned housing as a lacking service. Transportation (23%) and medical services (222%) were also mentioned by one fifth of stakeholders.

Future Directions

Q31O. What populations are currently underserved or un-served in your community?

Table 10. Underserved populations (n=102)

Comment	%	Count
Immigrant and non-English speakers	25%	26
LGBT	22%	22
Male domestic violence/sexual assault victims	17%	17
Rural crime victims	10%	10
Physically/mentally disabled	10%	10
Children and youth	9%	9
All victims	8%	8
Elderly	5%	5
Low income	5%	5
Substance abuse/addicts	4%	4
Other	3%	3
DK/REF	18%	18

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

Summary

One quarter (25%) of stakeholders think that immigrant and non-English speakers are the most under- or un-served victim population, followed by the LGBT (22%) population.

MARKET DECISIONS RESEARCH

Q32AO. What are the three most important emerging trends or priority issues in the field of victim services that you would like to see addressed through training, technical assistance, or resources?

Table 11. Most Important Emerging Trends or Issues (n=127)

Comment	%	Count
Civil legal assistance	40	31%
Mental health services	34	27%
Housing assistance	32	25%
Substance abuse	27	21%
Human trafficking	22	17%
Training for service providers	19	15%
Transportation	11	9%
Crisis management	10	8%
Domestic violence services	10	8%
Funding for services	8	6%
Barriers/lack of access to services	8	6%
Advocacy services	8	6%
Trauma informed care	7	6%
Identity crimes	7	6%

Notes: Multiple responses allowed. Percentages may not add up to 100%. Only responses with 5% or greater frequency are displayed.

Summary

Nearly one third (31%) of stakeholders agree said that civil legal assistance is the most important emerging trend or issue to be addressed.

27% said mental health services are the second most important issue while 25% mentioned housing as the third.

Bottom Line

Stakeholders have consistently mentioned legal assistance, mental health, and housing needs as the most important, under-supplied or high demand issues.

Q33O. How could the provision of services to crime victims in New Hampshire be improved?

Table 12. Ways to Improve Provision of Services (n=95)

Comment	%	Count
Increase funding	21%	20
Provide more services/resources	20%	19
Better coordination of services	19%	18
Increase staffing/retention	16%	15
Better marketing/advertising of services	12%	11
Increase/expedite access to services	11%	10
Training for staff and stakeholders	11%	10
Other	8%	8
DK/REF	9%	9

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

Q34O. Do you have any additional comments or suggestions?

Table 13. Additional Feedback (n=42)

Comment	%	Count
More training for services providers	7%	3
Provide more services for victims	5%	2
Other	26%	11
DK/REF	62%	26

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

Summary

One fifth (21%) of stakeholders said that increasing funding would improve the provision of services. 19% think better service coordination is necessary while 20% simply want more services or resources.

Bottom Line

Additional funding for service providers and better coordination of services are the primary ways stakeholders think services could be improved.

Training and Technical Assistance

Q35. What are your current sources of training related to victims of crime?

Figure 36. Current Sources of Training (n=200)
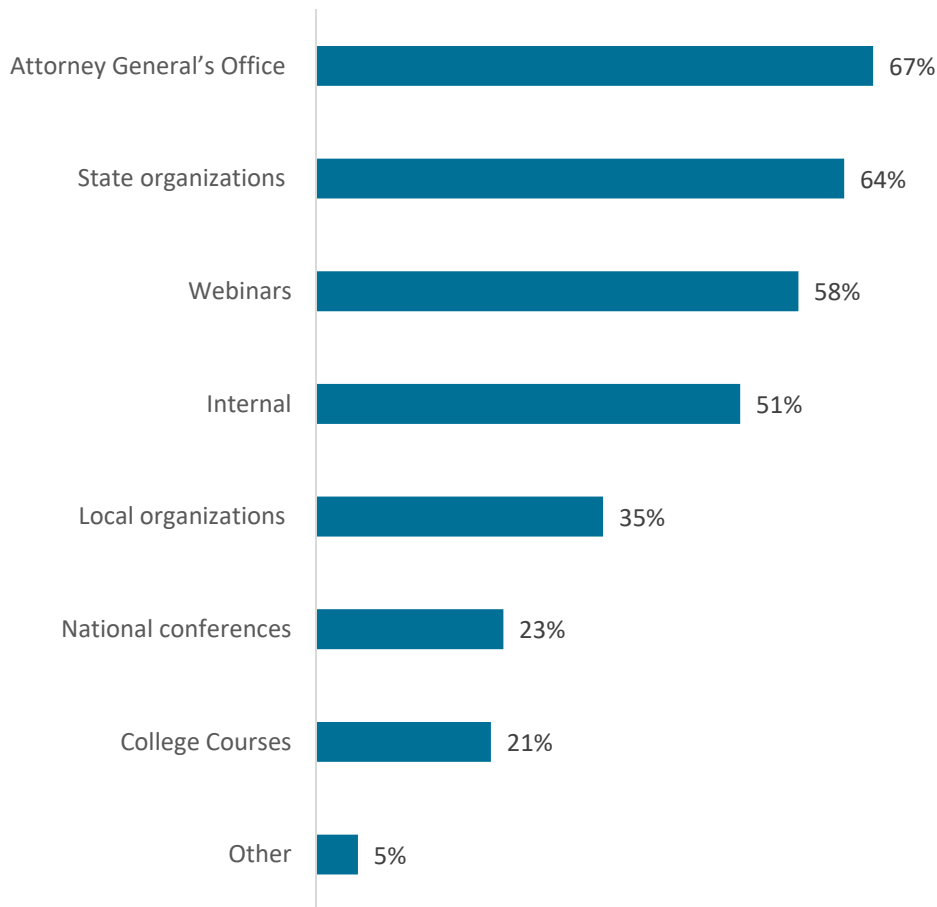
Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Two thirds (67%) of stakeholders receive training from the Attorney General's Office. The next most common training sources are state organizations (64%), webinars (58%), and internal trainings (51%).

Bottom Line

Organizations are more likely to rely on state resources than college courses or national conferences for their training.

Q35O_1. What are your current sources of training related to victims of crime? - Local organizations (Specify)

Table 14. Training from Local Organizations (n=60)

Comment	%	Count
Crisis Center	18%	11
Domestic Violence Programs	12%	7
Bridges	10%	6
Starting Point	7%	4
SART	7%	4
HAVEN	5%	3
Mental Health Program	5%	3
Turning Points Network	5%	3
Other	32%	19
DK/REF	3%	2

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

Summary

Stakeholders receiving training from local organizations most often go to crisis centers (18%) or domestic violence programs (12%).

Bottom Line

Among stakeholders using local training organizations, crisis centers are the most frequently utilized source.

Q35O_2. What are your current sources of training related to victims of crime? - State organizations (Specify)

Table 15. Training from State Organizations (n=117)

Comment	%	Count
CASA	46%	54
NH Coalition Against Domestic and Sexual Violence	31%	36
NH Bar Association	15%	17
GSCA	7%	8
All of the above	7%	8
Other	8%	9
DK/REF	3%	3

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

Summary

The most common state organization training mentioned by stakeholders is CASA (46%), but nearly a third (31%) go to NH Coalition Against Domestic and Sexual Violence.

Bottom Line

The NH CASA organization is an important source of training along with NHCADSV.

MARKET DECISIONS RESEARCH

Q35O_3. What are your current sources of training related to victims of crime? - National conferences (Specify)

Table 16. Training from National Conferences (n=40)

Comment	%	Count
EVAW	13%	5
NCAC	8%	3
NAPSA	5%	2
OVW	5%	2
National CASA	5%	2
Other	63%	25
DK/REF	3%	1

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

Summary

Ending Violence Against Women (13%) is the most frequently mentioned national conference for training.

Bottom Line

Stakeholders attend many kinds of national conferences, specifically those relevant to their discipline and role in service delivery.

Q35O_4. What are your current sources of training related to victims of crime? - Other (Specify)

Table 17. Other Sources of Training (n=10)

Comment	%	Count
CASA	30%	3
NHCADSV	10%	1
State or American Bar Association	10%	1
Advocacy Learning Center	10%	1
Other	20%	2
DK/REF	20%	2
CASA	30%	3

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

Summary

Among other training sources mentioned by stakeholders, CASA (30%) is the most common.

Q36. Using a 1-5 scale (where 1 is most challenging and 5 is least challenging), please rank the following challenges you face when signing up for training.

Table 18. Challenges to Receiving Training (n=209)

Challenges	Average Rating	Ranking
Funding	2.63	1 – Most Challenging
Shortage of Relevant Training Opportunities	2.94	2
Travel Distance	2.96	3
Short-Staffed	3.02	4
Time Away from Work	3.43	5 – Least Challenging

Summary

Stakeholders rated funding as the most challenging factor they deal with when signing up for training. Time away from work is the least challenging.

Q37. How important are the following factors when you are participating in training? [% Important]

Figure 37. Important Training Factors (n=209)
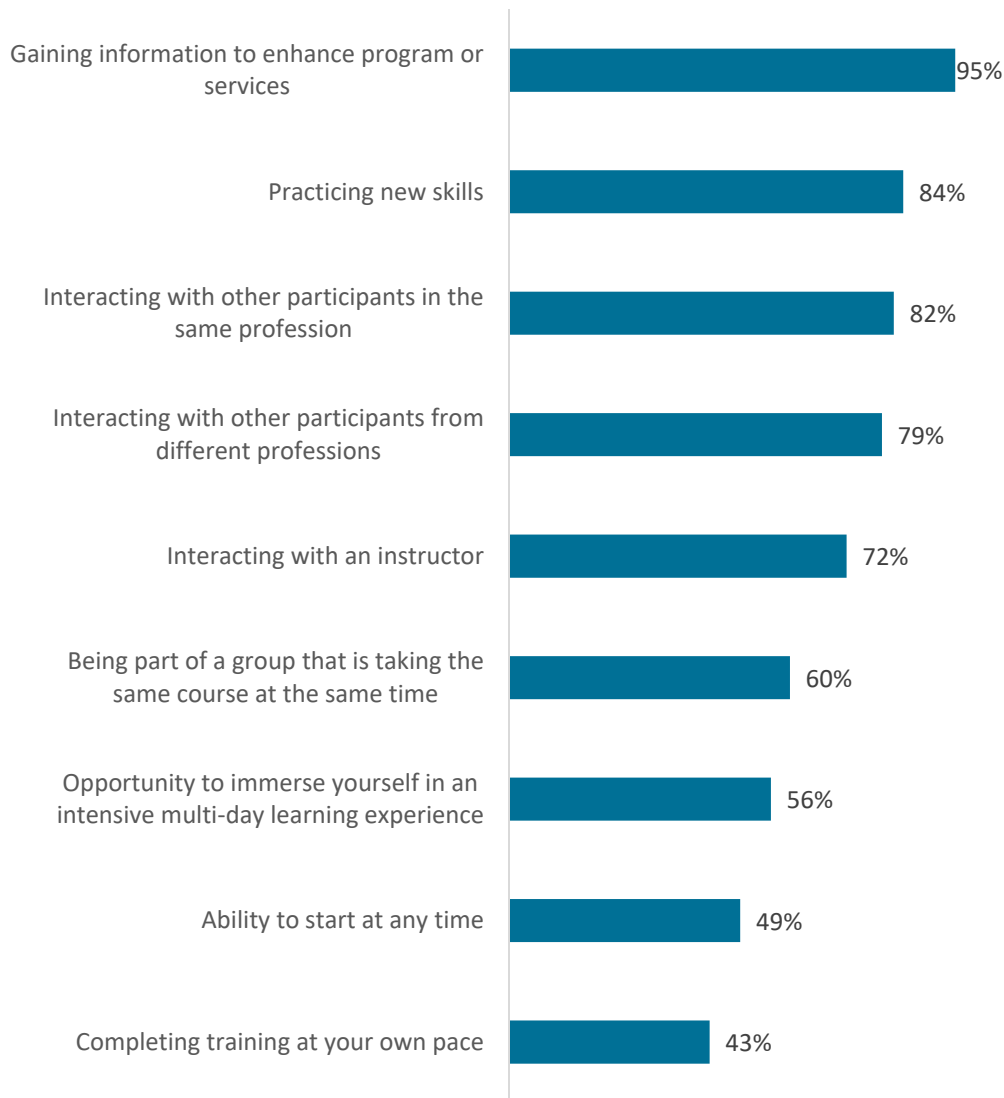
Summary

The most important training factor for stakeholders is gaining information that enhances a program or service (95%). The ability to practice new skills (84%) and interact with other professionals (82%) are also important.

Bottom Line

Stakeholders are interested in learning in a variety of ways, but interactivity with colleagues and trainers is key.

Q38. Which continuing education credit do you require for attending training?

Figure 38. Continuing Education Credits Required by Providers (n=188)
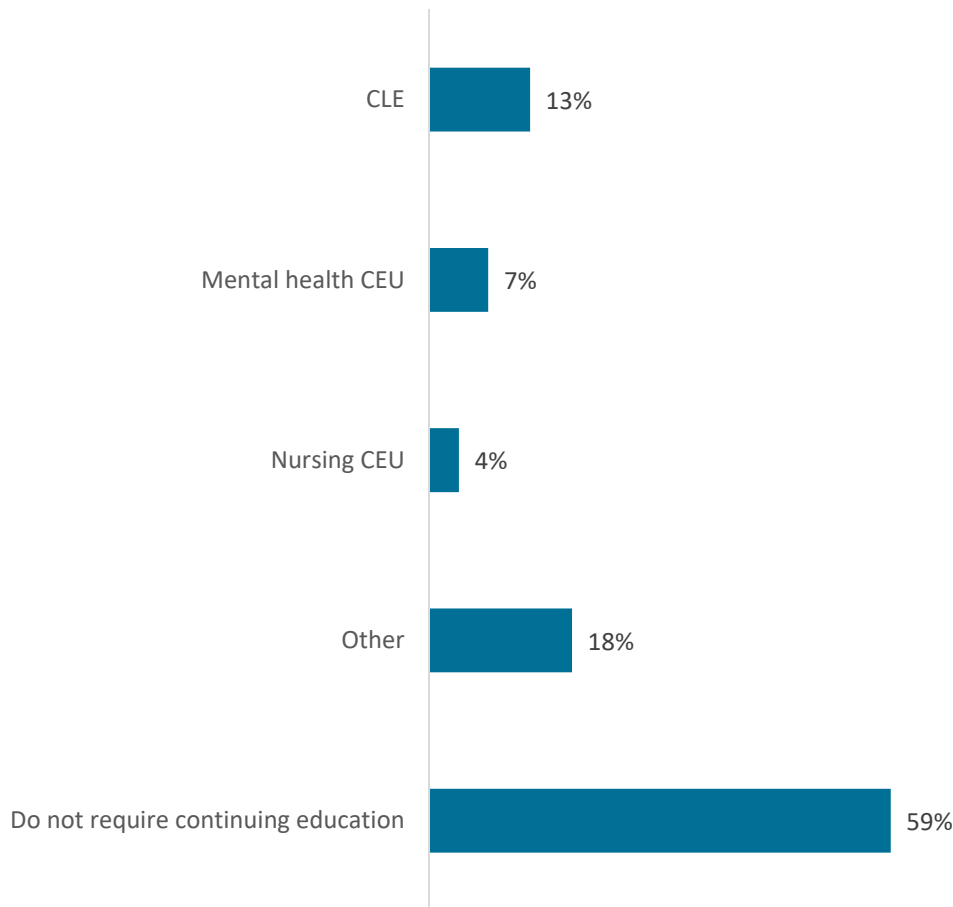
Notes: Multiple responses allowed. Percentages may not add up to 100%.

Table 40. Other Continuing Education Credits (n=33)

Comment	%	Count
Law enforcement	15%	5
CASA training	12%	4
Medical/health services	6%	2
CME	3%	1
Other	45%	15
DK/REF	15%	5

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

Summary

CLE (13%) is the most commonly required continuing education credit. Nearly three in five do not require continuing education credits for attending training.

Bottom Line

The majority of stakeholders do not require continuing education credits for attending training.

Q39. What is your preferred training format?

Figure 39. Preferred Training Format (n=206)

Conference (multiple topics) — 87%
Workshop style events (one topic) — 81%
Webinar presentation — 67%
Distance education that can be completed at your own pace — 55%
A combination of classroom instruction and distance learning — 47%
Other — 1%
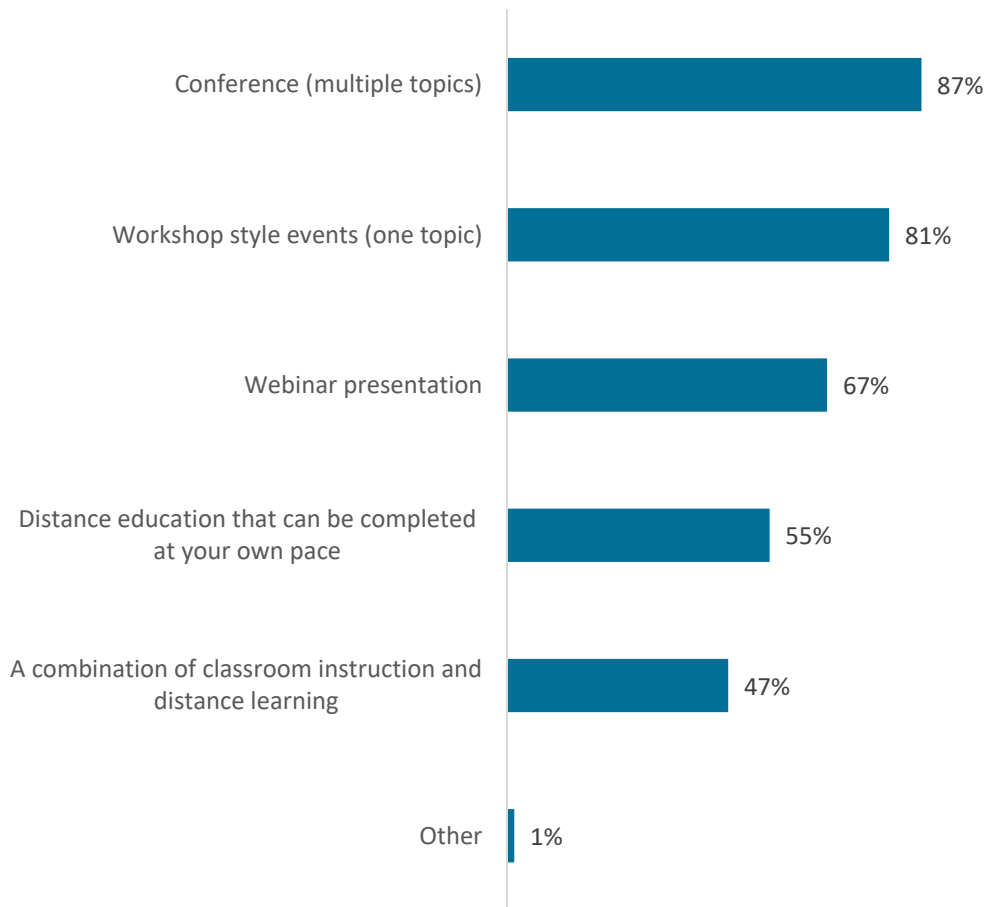
Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Nearly nine in ten (87%) stakeholders prefer a multi-topic conference training format. Just over half (55%) said that self-paced distance learning was preferred.

Bottom Line

Multi-topic conferences and single topic workshop formats tend to be preferred over webinars and distance education.

Q40. What is your preferred style of training?

Figure 40. Preferred Training Style (n=206)
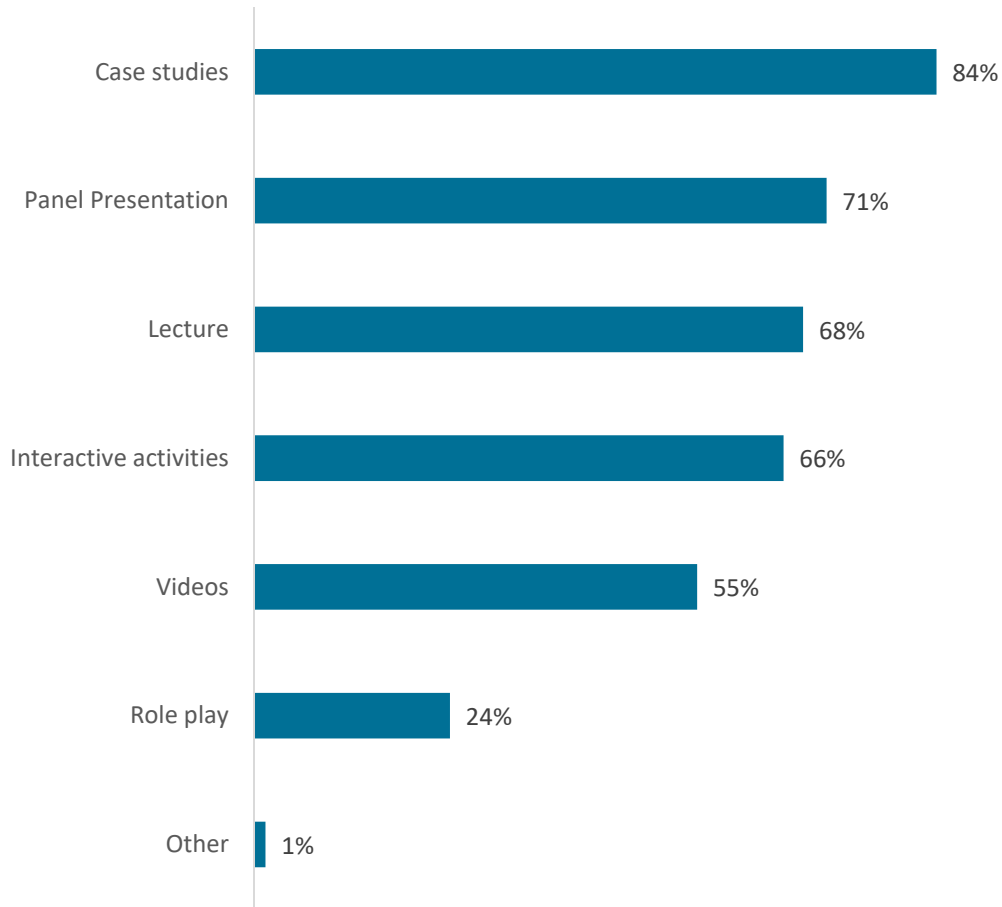
Notes: Multiple responses allowed. Percentages may not add up to 100%.

Summary

Case study (84%) is the most preferred form of training followed by panel presentation (71%), lectures (68%) and interactive activities (66%).

Bottom Line

Following the preference for a multi-topic conference format, stakeholders want training that includes traditional lecture material, expert panels, and interactive activities and case studies.

Q41. Would you be interested in taking training using distance learning technology?

Figure 41. Interest in Distance Learning Technology (n=202)

Yes — 81%
No — 19%
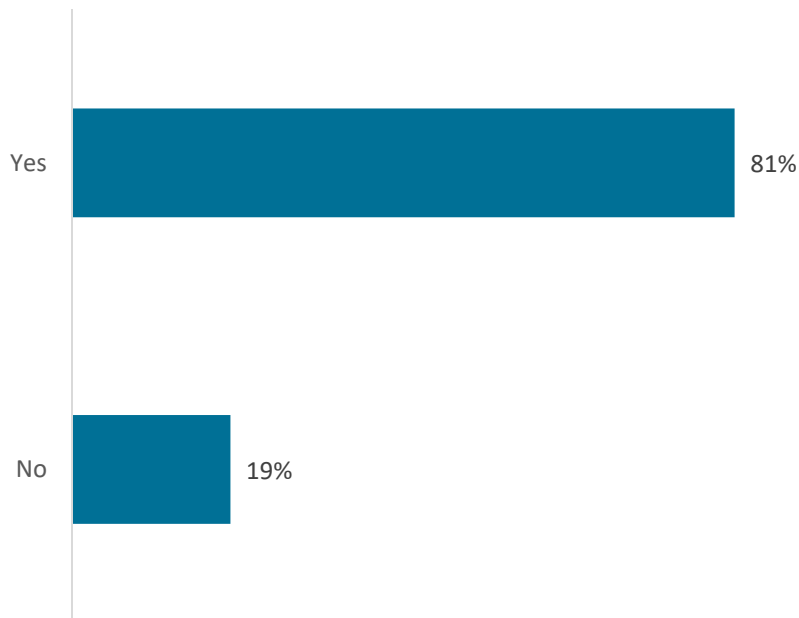
Q42. Do you have the technology needed for distance learning (e.g. computer, internet)?

Figure 42. Percent that have Distance Learning Technology (n=205)

Yes — 94%
No — 1%
Don't know — 5%
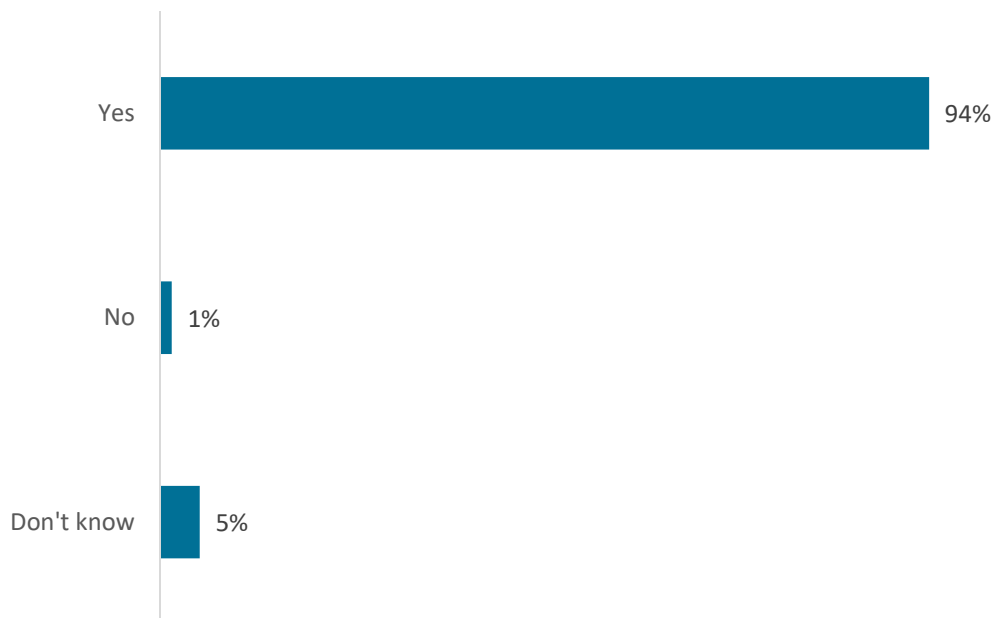
Summary

Eight in ten (81%) stakeholders are interested in using distance learning technology to access training.

Almost all (94%) have the necessary technology.

Bottom Line

Despite distance learning not being the preferred training method for stakeholders, most are open to using the technology.

Q43. What is your level of interest in receiving training for the following topics?

Figure 43. Interest in Training Level for Service Area Topics (n=209)

Legend: ■ Basic ■ Intermediate ■ Advanced

Topic	Basic	Intermediate	Advanced
Sexual Assault	9%	21%	70%
Domestic Violence	9%	22%	69%
Child Abuse/Neglect	12%	27%	61%
Stalking	14%	29%	56%
Child Sexual Exploitation	15%	29%	56%
Strangulation	19%	28%	52%
Human Trafficking - Sex	17%	35%	49%
Victim Issues in Rural Counties	20%	37%	43%
Suicide	22%	36%	42%
School Violence/Bullying	21%	39%	40%
Marginalized Populations	30%	38%	31%
Human Trafficking - Labor	24%	45%	31%
Homicide	42%	31%	27%
Workplace Violence	35%	40%	25%
Campus Crimes and Victimization	39%	37%	24%
Financial Crimes	47%	30%	23%
Hate and Bias Crimes	31%	47%	22%
Driving While Intoxicated	51%	31%	18%
International Victimization Issues	50%	33%	17%
Mass Violence	54%	32%	14%
Gangs	50%	37%	13%
Other	61%	39%	0%

Summary

Seven in ten said they are interested in advanced training for sexual assault (70%), and two thirds are interested in domestic violence (68%).

Bottom Line

Stakeholders generally want training in all topics, but sexual assault, domestic violence, and child abuse/neglect are areas where they want the most advanced training. This aligns with the more common types of crimes reported by stakeholders.

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Q43AO. Which marginalized populations would you like to receive further additional training with? Other - Specify

Table 18. Interest in Marginalized Population Training (n=69)

Comment	%	Count
LGBT	43%	30
Immigrant and non-English speakers	26%	18
Physically/mentally disabled	16%	11
Low income	10%	7
Children and youth	6%	4
Elderly	6%	4
Rural crime victims	4%	3
Substance abuse/addicts	4%	3
Homeless	4%	3
All victims	3%	2
Male domestic violence/sexual assault victims	1%	1
Other	7%	5
DK/REF	4%	3

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

Summary

Among stakeholders interested in marginalized populations, 43% want training for LGBT populations while one quarter (26%) want training for immigrant and non-English speakers.

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Q44. What type of structure would you prefer for a 40-hour Academy?

Figure 44. Preferred 40-Hour Academy Structure (n=200)

Summary

37% of stakeholders would prefer a quarterly training structure for a 40-hour academy. About one third (32%) said training throughout the year would work for them.

Bottom Line

The majority of stakeholders would prefer training that occurs over a longer period of time compared to training that occurs all at once.
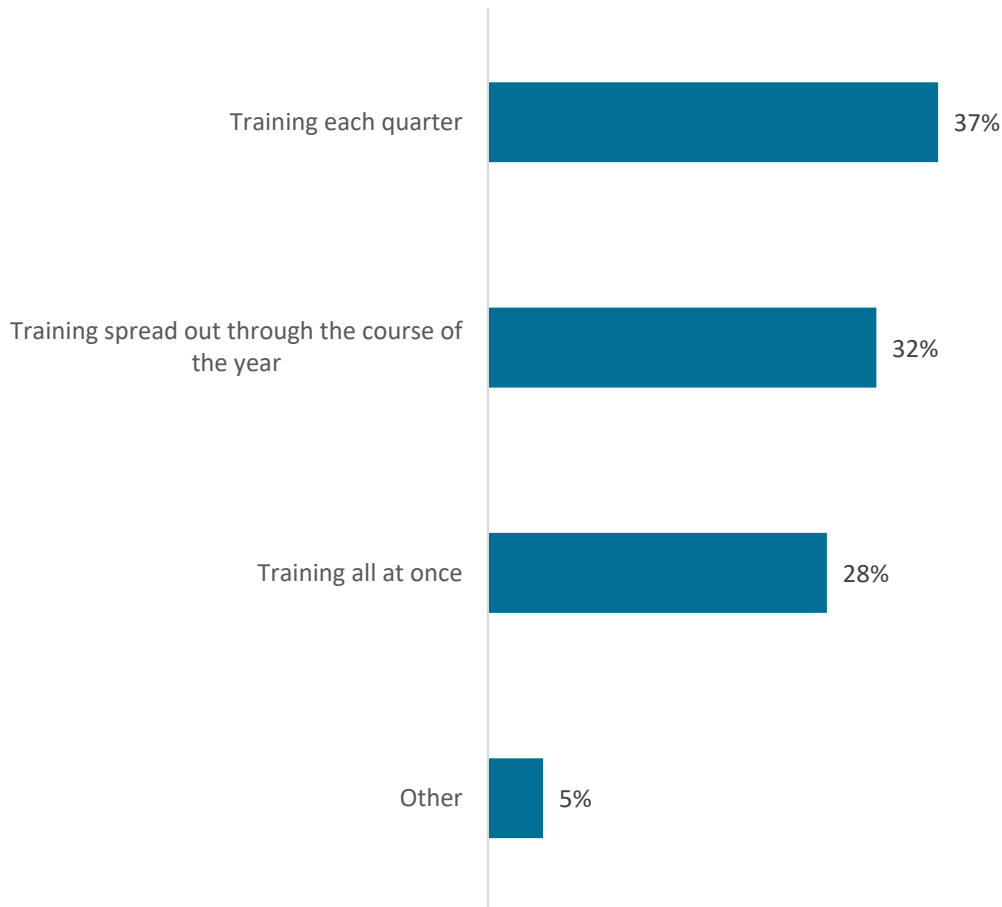
Table 19. Other 40-Hour Academy Training Structure (n=9)

Comment	%	Count
Flexible scheduling	56%	5
Mixed in-person/distance learning	11%	1
Local training	11%	1
DK/REF	22%	2
Total	**100%**	**9**

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

Q45. What would be the BEST time of year for you to attend the Academy?

Figure 45. Preferred Time of Year for Training (n=189)
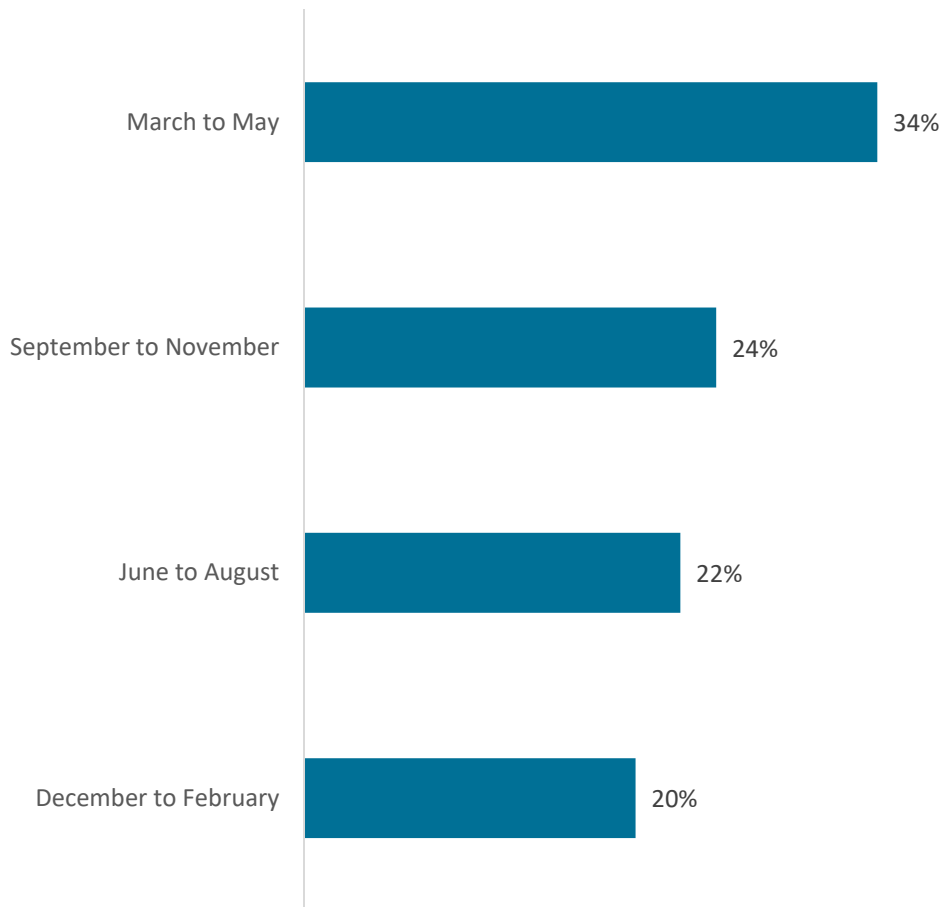
Summary

One third (34%) of stakeholders said the March to May timeframe would work best for attending the Academy.

Bottom Line

While spring is the most preferred time of year for attending the Academy, stakeholders are generally open to attending during other times of the year as well.

Q46. How much could you pay to attend the Academy (includes registration, materials, room and board for approximately 40 hours of trainings)?

Figure 46. Preferred Training Price-point (n=196)
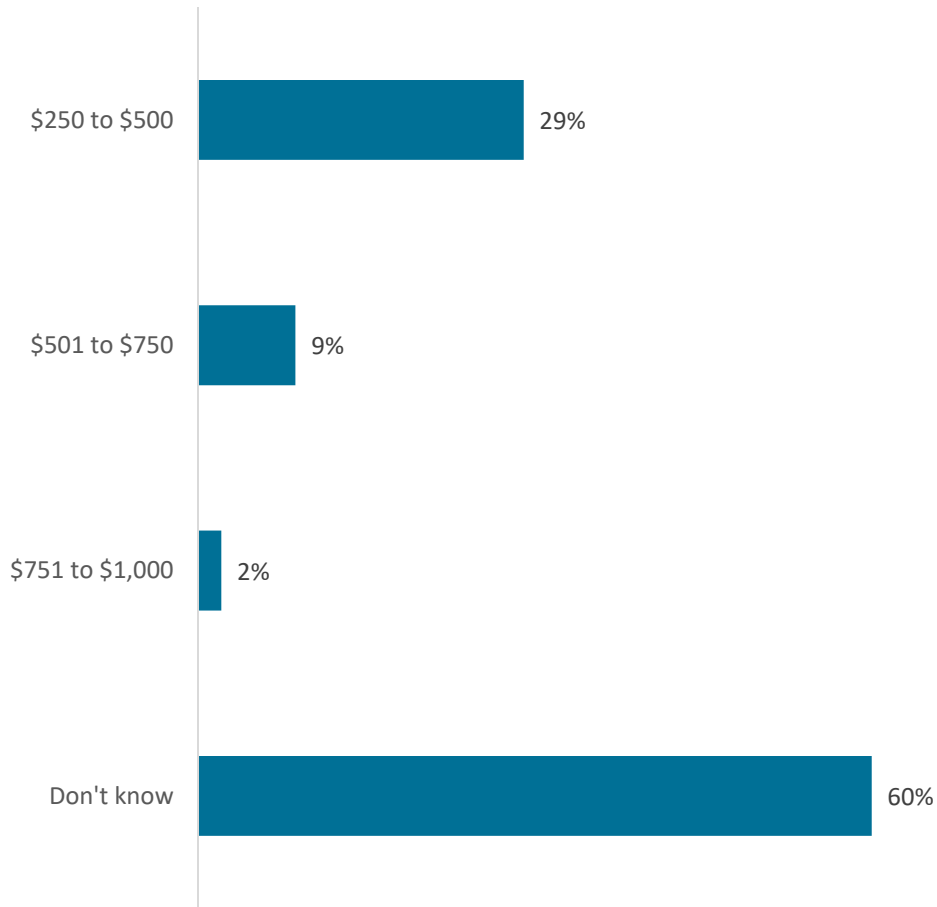
Summary

Over one quarter (29%) said they could pay between $250 and $500 to attend the Academy. However, 60% said they were unsure how much they could afford to pay.

Q47. Would you have a financial need for a scholarship, if available?

Figure 47. Need for Training Scholarship (n=197)
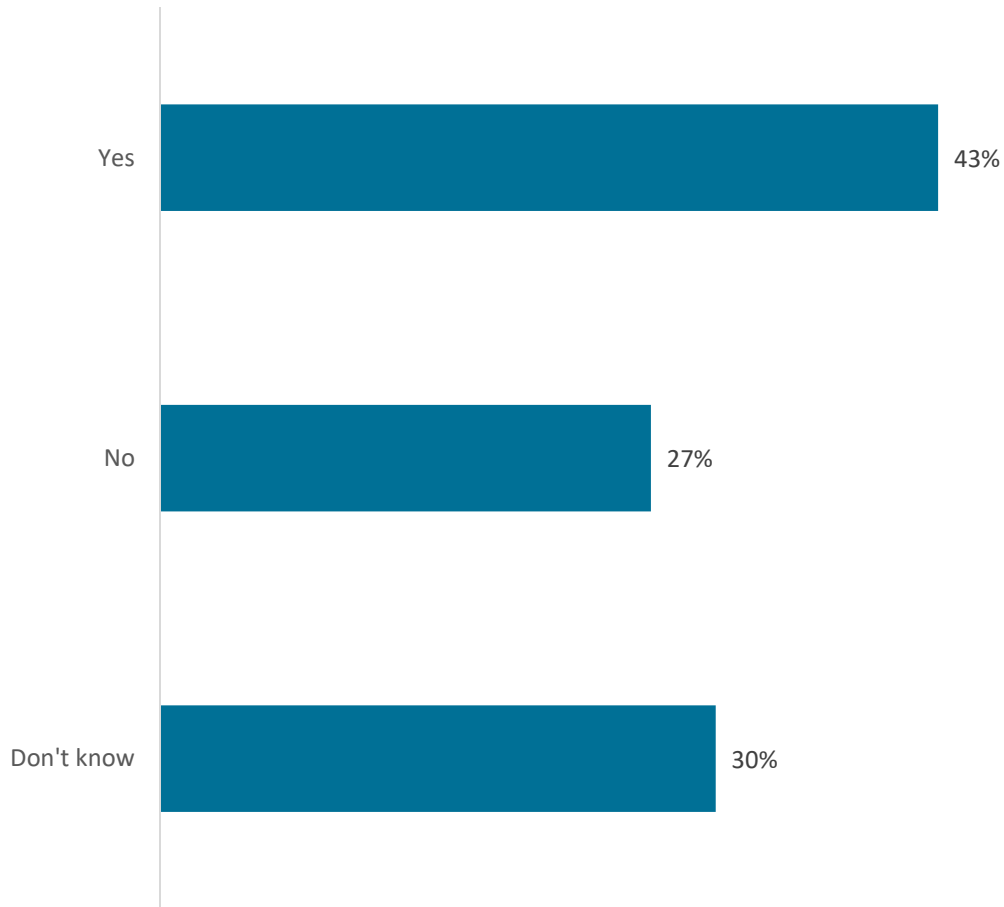
Summary

Two in five (43%) stakeholders said they would need a financial scholarship to attend the Academy.

Q48. Would you find value in attending a Statewide Victim Assistance Academy?

Figure 48. Interest in Statewide Victim Assistance Academy (n=198)
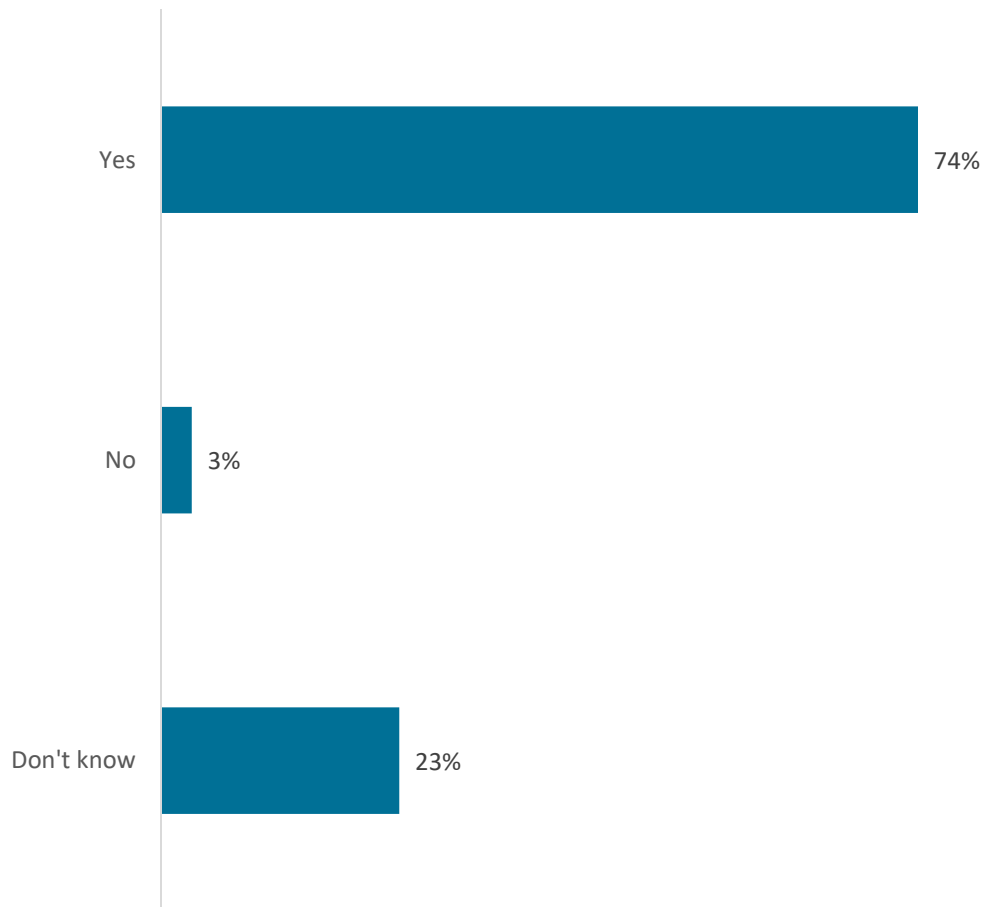
Summary

Nearly three quarters (74%) would find value in attending an Academy.

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Stakeholder Interviews

Background

The New Hampshire Department of Justice (NHDOJ) desired to learn more about the attitudes and perceptions of stakeholders and service providers who work with victims of crime. This effort is part of the larger statewide assessment of crime victims needs and is a qualitative follow-up to the online stakeholder survey. Key issues identified in both the victim and stakeholder surveys were used to develop the topics explored in these interviews. Of interest were stakeholder perspectives on how to increase knowledge of and access to services, how NHDOJ could improve trainings and service coordination, and what stakeholders perceived at priority issues moving forward.

Methodology

This report consists of information gained from a series of interviews with stakeholders and service providers from New Hampshire. Participants were recruited through the online survey. At the end of each survey, stakeholders were invited to opt into a follow-up interview roster and provide their contact information. A total of 84 stakeholders provided their contact information, and 30 interviews were completed between April 3, 2019 and April 30, 2019. Exclusive of the introduction, the interviews lasted an average of 25 minutes.

Limits of Qualitative Research

Interviews are a form of qualitative research. In the simplest terms, the goal is <u>not</u> 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 <u>how</u> individuals may act, think or feel, but they cannot tell us in generalizable terms <u>how many</u> 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

What New Hampshire Can Do to Increase Access to Services
- Overall, stakeholders agreed that increasing service availability, affordability and coordination is the best way to increase access. Some examples include taking a victim-experience perspective, improving inter-provider cooperation, and developing a cost-affordable pay structure for crime victims.

Solutions to Increasing Resource Awareness and Trust in Service Systems
- Stakeholders have varied perspectives on how to increase resource awareness and service system trust. Awareness of services may be improved by increasing cooperation between different agencies and by ensuring that services exist wherever victims are located. Trust is built on honest provider communication, follow-through, and better outcomes that victims can feel satisfied with.

NH Department of Justice's Role in Facilitating Training for Service Providers
- Stakeholders view cost and low frequency of trainings as the primary barriers, and they think NHDOJ can do more to reduce the financial burden and provide more offerings. More specifically, stakeholders want unifying standards and protocols for consistent service quality. NHDOJ can also offer trainings catering to more topics and varying levels of expertise to reach more providers.

NH Department of Justice's Role in Coordinating Services and Programs Across the State
- Providers identified two primary ways NHDOJ can better coordinate services and programs. First, by facilitating a statewide conversation where all services are represented in decisions, NHDOJ can ensure that provider needs are met and accounted for. Second, NHDOJ should consider ways to increase information sharing and communication, particularly around what services victims receive, to enable providers to track and meet the needs of each victim across various services and providers.

Top Priorities and How to Approach Them
- Stakeholders emphasized service availability as a top priority and suggested increasing funding, tracking and meeting victim needs, and standardizing services as ways to approach the issue. Another priority is approaching victims with a lens of understanding and compassion to ensure that their experiences are accounted for in the provision of services.

Successes, Challenges, and Lessons from Stakeholders
- A key lesson shared by stakeholders is that successful provision of victim services relies on a team of stakeholders who cooperate to serve victims. Successes are often realized when programs are properly funded, providers are properly trained, and victims are properly informed of services available to them. However, providers tend to agree that meeting victim needs is the biggest challenge due to the complexity of those needs and problems associated with being a victim of crime.

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.

What New Hampshire Can Do to Increase Access to Services

Overall, stakeholders agreed that increasing service availability, affordability and coordination is the best way to increase access. Some examples include taking a victim-experience perspective, improving inter-provider cooperation, and developing a cost-affordable pay structure for crime victims.

What they are saying:

"I have a situation with a dad that works but he can't afford health insurance. He's homeless and declined for Medicaid. So now he can't get services he needs to abide by the court orders of mental health, rehab, drug screens and stuff like that. He doesn't have health insurance; how can he do that?"

"I think it would be helpful to partner with other alternative mental health. Music, therapy, dance therapy if those could be incorporated into mental health services. That may be a way to get more people into access…In terms of increasing access, it's tough for folks who have insurance. Like not through the government, even a 20-dollar copay can be a huge barrier. If there's a way to have a different pay structure or something like that. Folks who don't receive government assistance but just above that line."

"I think better coordination and communication at all levels, a team approach."

"A concerted effort towards ensuring that we actually have people who to do those things in the state. It's less of a funding issue and more of a manpower issue in the state."

"I think more funding for community mental health would be appropriate for our lower income clients; looking for a provider to service them on a sliding scale."

"Limitations for psychiatrist, and insurance benefits. Victims are confused about what services the victims and families need. Insurance benefits info leads to confusion."

"A huge piece of it is a shortage of providers. Its a field that's very low paying. It's difficult to get people in the door."

"With prosecutors just being one group in the system, newer prosecutors to know more about what is available to learn the basics to make appropriate referral."

"What I found is with kids when they need therapist or counselors you have to call and call and call. Everybody is busy and not enough of them."

Solutions to Increase Resource Awareness and Trust in Service Systems

Stakeholders have varied perspectives on how to increase resource awareness and service system trust. Awareness of services may be improved by increasing cooperation between different agencies and by ensuring that services exist wherever victims are located. Trust is built on honest provider communication, follow-through, and better outcomes that victims can feel satisfied with.

What they are saying:

"I think a lot of different agencies in NH function as separate nonprofits. Other states have agencies that are more interconnected."

"I think the state of NH is pull yourself up by the bootstraps then you'll be ok. If you put the effort into it then you'll be ok. There's a lot of philosophy "ingrained" in NH and sometimes that expectation is unrealistic. If you don't have very high job skills its hard to get a good paying job to support a family and housing. If you don't have those then there's a lack of transportation. There are so many barriers or obstacles for people."

"You have people with no experience and you're trying to explain large legal concepts, what you're doing and what's happening to them all at once. Its important for them to get the help and have trust. they need to know what's going on."

"More funding for programs that victims can use to navigate through the criminal justice system. I work for the second biggest police department in New Hampshire and I'm the only victims advocate, and I can't possibly figure out how to address every victim's needs."

"You have to have resources to have awareness of them, there not a lot of resources in Carroll county, we have pamphlets and those are the resources we send them to people in the area."

"I think communication with caregivers and family members will also assist in building that trust. The people with the problems may be that they are unable to trust a stranger. But if they trust a family or friend someone else… If it is communicated to that person, the services, it might work better."

"I hear a lot of times that there is a need for them, and people are not satisfied when they do get the help they feel that they need. After doing it for a while they don't feel that it's helping them. They are seeking out the help, but they often come back and say the system failed them."

"The biggest thing from our end is follow through. Too many times we say "we'll be in touch"

NH Department of Justice's Role in Facilitating Training for Service Providers

Stakeholders view cost and low frequency of trainings as the primary barriers, and they think NHDOJ can do more to reduce the financial burden and provide more offerings. More specifically, stakeholders want unifying standards and protocols for consistent service quality. NHDOJ can also offer trainings catering to more topics and varying levels of expertise to reach more providers.

What they are saying:

"I love the concept of "Partnering for a future without violence". I love it, its partnering and brings people together in different fields. It feels very silo'd to certain groups and agencies. It's not intentionally separating people like victims' advocates. It would be helpful to have more training around training and partnership."

"It would be fabulous to get our updated protocols done for the attorney general's office on child abuse and neglect. I would stress the importance of getting protocols and training so we are using best practices in New Hampshire."

"I think exposure. Offering at no-cost to agencies or bringing the road show to regions of the state multiple times so that, because we are a 24/7 business, it's virtually impossible to go to trainings."

"Making trainings more available and, as coming from a small nonprofit, the trainings are expensive. It's also hard to get away to go to the Attorney Generals conference every year. It's difficult to do. Those are often generalized to populations. We should get more specific training that personalized to the program that they are intended for."

"Offer more conferences with more education, that is important. Once a year is great but not everyone is able to make it once a year and that's fine. Professional education too, a lot of places receive funding from DOJ."

"We have the Attorney Generals conference each year. It's 2 days and a lot of it pertains to law enforcement or prosecutors. If there was a conference specifically of boiling down to just the basics of victims' services, we would be better able or help us to educate people."

"We have all been in the field for different lengths of time. We have to get back to the same point then get on to the training. So, we are all developing some consistency throughout the state."

"There is no standard operating procedure of how we operate things. Starting a training, us going through it and continuing education on trends that we are seeing and new things. I think that would be helpful."

NH Department of Justice's Role in Coordinating Services and Programs Across the State

Providers identified two primary ways NHDOJ can better coordinate services and programs. First, by facilitating a statewide conversation where all services are represented in decisions, NHDOJ can ensure that provider needs are met and accounted for. Second, NHDOJ should consider ways to increase information sharing and communication, particularly around what services victims receive, to enable providers to track and meet the needs of each victim across various services and providers.

What they are saying:

"They can create some kind of a group that work with victims service unit and have a convening for both types of providers and victims service groups to exchange information."

"I think having, I don't know if it exists but like a committee with various representatives of hospitals and caregiver associations and treatment centers or whatever so they would have a panel representing different issues. Then meeting periodically to coordinate their efforts and communications."

"I think in my opinion they are bound by certain rules that they can't communicate with others outside of case. I'm involved in abuse and neglect. If there's a criminal case, they are unable to communicate what's going on to us. If they could help a little to communicate with, that would be helpful. We understand there are rules around legal things and confidentiality. If we could call them and say a child is struggling. A lot of times law enforcement won't even talk to us. There is confidentiality and all that. They have criminal stuff that it makes for a lack of communication in the disciplinaries. I can't share info and they can't either. We are all in silos."

"I think maybe creating more of a task force feel where we can all be meeting pretty regularly to talk about different ideas and things like that."

"If there were meetings with victims' service providers, even just counties for specifically people helping out. Where we are able to talk about things and coordinate with each other openly. That would be helpful. Things are usually so confidential; we are all in our own bubbles. I think they need to be able to say victim is getting XYZ services then we need to contact them and at least make that connection."

"Look statewide for any such program. Allow for meaningful exchange of information/data among agencies."

"Probably more conferences where everyone is in the same place to present all of the information at the same time."

Top Priorities and How to Approach them

Stakeholders emphasized service availability as a top priority and suggested increasing funding, tracking and meeting victim needs, and standardizing services as ways to approach the issue. Another priority is approaching victims with a lens of understanding and compassion to ensure that their experiences are accounted for in the provision of services.

What they are saying:

"I think the top priority is looking at who's being served and not being served and what to do to provide services to those folks who are not. Why it is they are not being served. What services should we be providing to those not being served and how can we be more inclusive."

"The consistency in providers would help victims, trust is very important. If they have a quick turnaround or the providers are burnt out, they can't give them the attention that they need. That is a fault in the system. If they go into the field, they should know that this is the training, this is what you need for the skills, the job description, your work week, your pay is competitive to other fields in maybe the medical field or whatever."

"Definitely increasing mental health services and access and actually doing and allowing for time to be given towards following up with those victims. Rather than waiting for victims to come to them, they need to go to the victims."

"There is housing issues that's going on. Maybe approach that with more funding. Another one I believe that is a top priority is substance abuse. I think it needs to be approached as a parallel issue. Also, definitely mental health, substance abuse and victimization. They all go together and are parallel, but it's hard for victims' services to provide services for one thing when they are all together."

"I would think if the standardized training for all advocates. So, we are all delivering competent and the same level of services. That would help guide us more. So, there is not just us trying to do everything. We would know what the expectations are. Just by developing a training and then to start implementing it."

"There needs to be a push on understanding the victim's side of things. They also go to jail and get arrested. There isn't enough training on that for law enforcement to understand the effect on what happens to them and can impact them. Everything comes down to training, more training, make it real life. Bring victims in who had an experience in the system, how it made them feel. Hear it from them and their perspective. We aren't the victim; we don't

Successes, Challenges, and Lessons from Stakeholders

A key lesson shared by stakeholders is that successful provision of victim services relies on a team of stakeholders who cooperate to serve victims. Successes are often realized when programs are properly funded, providers are properly trained, and victims are properly informed of services available to them. However, providers tend to agree that meeting victim needs is the biggest challenge due to the complexity of those needs and problems associated with being a victim of crime.

What they are saying:

"I personally coordinate our housing first program and have done quite a bit of work around getting housed people in New Hampshire. And it has been really difficult whether people are victims or not. Housing affordability in the state is very important. If people don't have a place to live, we can't do a lot more."

"Never underestimate the importance of having a team to support an individual rather than it all being on one person. Then if one person leaves than the whole support system leaves. Having a multi-faceted effort to support a person. Allowing people to talk to each other."

"I work on the front lines for a child advocacy center and we have had in recent years an increase in our funding through the Victims of Crime Act. It has really strengthened our program. It has been really helpful to our team that we have a program in place that is going to stick around because we have funding"

"When there is a trained professional advocate or coordinator for victims it makes a collaborative team approach not just the police and prosecutor. There is another person to aid the victim in those cases."

"Every time that we are in contact with victims and give them all information as much as possible things have gone so much smoother for us."

"Here at the crisis center that I am at, some funding we received for the housing first advocate, a new grant to us, came through their dept or federal program through them, has been amazing, phenomenal. The help in this rural area to give to so many families has been incredible."

"the success is that we as a program that relies on volunteers, 2 staff don't serve hundreds of people annually. It's through the services of volunteer lawyers who step to the plate with no compensation."

Interview Appendix A. – Questionnaire

I. Preliminary findings from both the stakeholder and victim´s surveys have identified that access to therapy, counseling, and mental health services is a critical need in the state. What can the state do to help increase access to those services?

II. Victims have identified lack of understanding, knowledge and trust in the system and resources available to them. What do you see as solutions to increasing awareness of resources and trust in these systems?

III. What do you think the NH Department of Justice can do to facilitate the formalization of training and professional education in the field of victim services?

IV. What do you think the NH Department of Justice can do to facilitate coordination among programs and service providers in New Hampshire?

V. What should be the top priority within the state to better address victim´s needs? What recommendations do you have about how to best approach that issue?

VI. Do you have any additional successes, challenges, or lessons learned that you´d like to share?