

ADDENDUM TO OLO REPORT 2006-8: VICTIM SERVICES SURVEY RESULTS

To obtain client feedback on the Victim Assistance Unit's services, OLO mailed out a written survey to approximately 600 Victim Assistance Unit clients. A copy of the survey instrument is attached as the last page of this addendum. This addendum describes the survey methodology and presents the results of the survey.

- **Part A** outlines the survey methodology and survey design;
- **Part B** describes the survey response rate;
- **Part C** presents data on overall satisfaction with the Victim Assistance Unit;
- **Part D** presents the respondents views on Unit staff;
- **Part E** presents results on the perceived helpfulness of Unit services;
- **Part F** summarizes data on reasons respondents did not receive services; and
- **Part G** provides additional data tables.

A. Survey Methodology and Design

In June 2006, OLO mailed 597 surveys to crime victims and witnesses contacted by the MCPD Victim Assistance Unit between October 2005 and May 2006. OLO asked Unit advocates at each of the five district stations which were staffed at the time to provide OLO with the names and addresses for 120 clients served during this period.¹

OLO worked with the Director of the Victim Assistance Unit to determine the design of the survey. The survey questions were selected to obtain feedback from Victim Assistance Unit clients on the following issues:

- What types of services victims used from the Victim Assistance Unit;
- Whether the victim found the services they received from the Victim Assistance Unit helpful;
- Reasons why victims were unable to or chose not to receive services from the Victim Assistance Unit;
- The level of services victims felt they received from the Victim Assistance Unit;
- If there were services the victim would have liked to receive but did not at the time of their contact with the Victim Assistance Unit; and
- Victims overall level of satisfaction with the services received from the Victim Assistance Unit.

OLO mailed each survey with the following materials in both English and Spanish:²

- A one-page letter on OLO letterhead with information about the survey and its purpose;
- A two-page survey instrument, printed on both sides of one sheet of paper; and
- A postage-paid, return envelope.

¹ The only district station not covered in the survey was the 2nd District in Bethesda because that position was vacant during the October 2005 to May 2006 time period.

² A Victim Assistance Unit staff member translated the survey materials into Spanish for OLO.

B. Survey Response Rate

OLO received 50 completed surveys, for an overall response rate of 8.4%. As OLO's previous work on victim services reported, the research literature indicates that victim surveys typically report very low response rates. In addition, the responses can be skewed because they only represent the views of victims who choose to participate.

Despite the limitations of the data collected, the literature indicates that the information can provide insight into how victims feel about the services they were offered and received. The results can also help to identify potential areas for program change and improvement.

The survey asked respondents to indicate whether they had received services from the Victim Assistance Unit and what type of criminal event they had received services for. As shown in Table 1 below, 62% of the respondents reported receiving services from the Unit, and 44% reported receiving services due to a violent crime event. 82% of respondents returned the English-language version of the survey.

Table 1: Survey Response Characteristics

Have you received services from the Montgomery County Police, Victim Assistance Unit?	
Yes	62%
No or Not Sure	38%
For what type of event did you receive services?	
Violent Crime	44%
Property Crime	20%
No Response	36%
Survey version used	
English-language	82%
Spanish-language	18%

Source: OLO, September 2006

C. Overall Satisfaction

The survey asked respondents to indicate their overall level of satisfaction with the services they received and their experience with the Victim Services Unit. The respondents were provided five categories (very satisfied, satisfied, neutral, dissatisfied, and strongly dissatisfied) to select from.

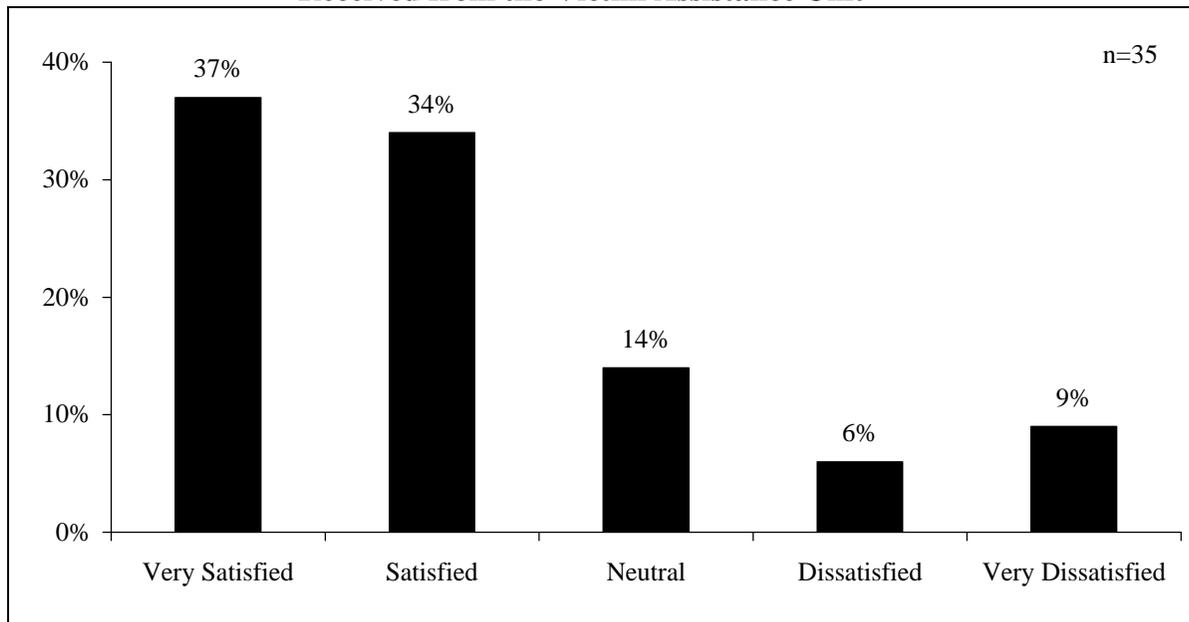
Table 2 provides a breakdown of the responses by level of satisfaction and by event type. Graph 1 shows the total responses by level of satisfaction. The data show that the majority of respondents, 71%, stated that they were Satisfied or Very Satisfied with the services they received from the Unit. Additionally, respondents involved in violent crime events were the most likely to provide a favorable satisfaction rating (i.e. a rating of satisfied or very satisfied).

Table 2: Survey Respondent's Level of Satisfaction with the Services Received from the Victim Assistance Unit

Event Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Violent Crime (n=19)	53%	37%	5%	0%	5%
Property Crime (n=9)	33%	22%	22%	22%	0%
Unknown (n=7)	0%	43%	29%	0%	29%
Total (n=35)	37%	34%	14%	6%	9%

Source: OLO, September 2006

Graph 1: Survey Respondent's Overall Level of Satisfaction with the Services Received from the Victim Assistance Unit



Source: OLO, September 2006

D. Views on Victim Assistance Unit Staff

The survey asked respondents to indicate their level of agreement with six statements about the Victim Assistance Unit staff member the respondent was contacted by and/or received services from. The respondents were provided five categories (strongly agree, agree, neutral, disagree, and strongly disagree) to choose from for each statement.

Table 3 summarizes the percent of responses for each of the six statements that were favorable (if the respondent selected agree or strongly agree), neutral (if the respondent selected neutral), or non-favorable (if the respondent selected disagree or strongly disagree). A more detailed breakdown of this data by all five response categories and by type of criminal event is provided in Table 7 (page A-7). The data indicate that, in general:

- Respondents had favorable views of the staff member(s) they worked with; and
- Respondents involved in violent crime events were the most likely to provide favorable responses for each of the six statements.

Table 3: Summary of Survey Responses on Victim Assistance Unit Staff

The Victim Assistant:	Type of Response		
	Favorable	Neutral	Non-Favorable
Acted in a professional and courteous manner. (n=39)	80%	15%	5%
Provided information I needed and answered my questions. (n=38)	76%	11%	14%
Contacted me in a timely fashion after the victimization. (n=38)	71%	13%	16%
Provided useful information. (n=37)	70%	11%	19%
Was sensitive to my concerns, needs, and feelings. (n=40)	68%	18%	14%
Made helpful referrals to other programs and/or services. (n=36)	61%	17%	22%

Source: OLO, September 2006

E. Helpfulness of Victim Assistance Unit Services

The survey included a list of 13 different services in five service categories offered by the Victim Assistance Unit. The survey asked respondents to indicate each service they received (via a single checkbox next to the service type) and whether or not they found the service helpful (via Yes and No checkboxes after the service type).

Table 4 below lists each type of service and the percent of respondents who indicated the service was helpful or not. A more detailed breakdown of this data by type of criminal event is provided in Table 8 (page A-7). In general, the data indicates that respondents view the majority of services provided as helpful. Also, respondents involved in violent crime events were more likely to rate a service as helpful.

Several respondents provided an opinion of the helpfulness of a service without checking the box to indicate they had received the service. As a result, these data may present information on both the actual helpfulness for those who received the service and the perceived helpfulness for those who may not have received the service. Some of the “No” responses may therefore only reflect that a service was not applicable for a particular client (e.g., a victim of a property crime responding that assistance with funeral needs was not helpful when it is unlikely s/he was offered that service).

Table 4: Victim Survey Responses on Helpfulness of Victim Assistance Unit Services

Type of Service	Was the service helpful?	
	Yes	No
Information about the court system or notification of offender status. (n=20)	75%	25%
Information about the case, the investigation, or obtaining police reports. (n=26)	73%	27%
Information about victim rights. (n=28)	68%	32%
Referrals for other social services. (n=19)	68%	32%
Accompaniment to court events/trials. (n=14)	64%	36%
Comfort at the crime scene. (n=21)	62%	38%
Referrals to counseling services. (n=22)	59%	41%
Assistance getting back stolen property or property used as evidence. (n=17)	59%	41%
Assistance obtaining protective orders. (n=16)	50%	50%
Assistance applying for reimbursement from the State or County for medical bills, lost wages, funeral expenses, etc. (n=12)	42%	58%
Assistance with funeral and/or burial needs. (n=11)	36%	64%
Assistance finding emergency food, shelter, or other life essentials. (n=13)	31%	69%
Assistance dealing with landlords, employers, creditors, or insurance. (n=12)	25%	75%

Source: OLO, September 2006

F. Barriers to Service

The survey asked respondents to indicate any reasons that they were either unable to or decided not to receive services from the Victim Assistance Unit. The survey provided nine different reasons to select from, and respondents were allowed to select more than one reason. In total, 38 responses were provided to this question.

Table 5 shows the number of responses received for each category. The most common response was “Never contacted by Victim Assistance Unit.” While it may be the case that the individual who responded to the survey was not contacted by the Unit, these answers may also reflect individuals who do not realize s/he was contacted by the Unit or individuals who do not remember s/he was contacted by the Unit.

Two of the other more frequent responses – “Did not want further assistance” and “Had other sources of help or assistance” – are consistent with the research literature on reasons victims often decline victim services.

Table 6: Survey Respondent's Reasons for Not Receiving Services from the Victim Assistance Unit

Reason Unable to or Decided not to Receive Services	Number of responses
Never contacted by Victim Assistance Unit	12
Did not want further assistance	6
Other	6
Had other sources of help or assistance	4
Language problem	3
Did not have time	3
Inconvenient hours of operation	2
Lack of child care	1
Lack of transportation	1
Total	38

Source: OLO, September 2006

G. Additional Data Tables

This section provides additional data tables for survey responses related to Victim Assistance Unit staff and helpfulness of Victim Assistance Unit services.

Table 7: Survey Responses on Victim Assistance Unit Staff by Event Type

The Victim Assistant:	Event Type	Strongly Agree					Strongly Disagree	
		Agree	Neutral	Disagree				
Acted in a professional and courteous manner	Violent Crime (n=21)	76%	24%	0%	0%	0%		
	Property Crime (n=9)	44%	22%	33%	0%	0%		
	Unknown (n=9)	44%	0%	33%	0%	22%		
	Total (n=39)	62%	18%	15%	0%	5%		
Contacted me in a timely fashion after the victimization	Violent Crime (n=19)	68%	16%	11%	0%	5%		
	Property Crime (n=9)	22%	33%	11%	22%	11%		
	Unknown (n=10)	50%	10%	20%	0%	20%		
	Total (n=38)	53%	18%	13%	5%	11%		
Made helpful referrals to other programs and/or services	Violent Crime (n=20)	55%	25%	5%	5%	10%		
	Property Crime(n=8)	25%	13%	25%	25%	13%		
	Unknown (n=8)	38%	0%	38%	0%	25%		
	Total (n=36)	44%	17%	17%	8%	14%		
Provided useful information	Violent Crime(n=20)	60%	25%	5%	0%	10%		
	Property Crime (n=9)	33%	22%	11%	22%	11%		
	Unknown (n=8)	50%	0%	25%	0%	25%		
	Total (n=37)	51%	19%	11%	5%	14%		
Provided information I needed and answered my questions	Violent Crime (n=20)	75%	15%	5%	0%	5%		
	Property Crime (n=9)	44%	22%	11%	11%	11%		
	Unknown (n=9)	56%	0%	22%	0%	22%		
	Total (n=38)	63%	13%	11%	3%	11%		
Was sensitive to my concerns, needs, and feelings	Violent Crime (n=21)	67%	19%	14%	0%	0%		
	Property Crime (n=9)	33%	22%	22%	22%	0%		
	Unknown (n=10)	40%	0%	20%	20%	20%		
	Total (n=40)	53%	15%	18%	10%	4%		

Source: OLO, September 2006

Table 8: Victim Survey Responses on Helpfulness of Victim Assistance Unit Services

Type of Service	Event Type	Was the service helpful?	
		Yes	No
EMERGENCY SERVICES			
Comfort at the crime scene	Violent Crime (n=15)	73%	27%
	Property Crime (n=2)	0%	100%
	Unknown (n=4)	50%	50%
	Total (n=21)	62%	38%
Assistance finding emergency food, shelter, or other life essentials	Violent Crime (n=9)	56%	44%
	Property Crime (n=2)	0%	100%
	Unknown (n=2)	0%	100%
	Total (n=13)	31%	69%
Assistance obtaining protective orders	Violent Crime (n=10)	70%	30%
	Property Crime (n=2)	0%	100%
	Unknown (n=4)	25%	75%
	Total (n=16)	50%	50%

Table 8, Continued: Victim Survey Responses on Helpfulness of Victim Assistance Unit Services

Type of Service	Event Type	Was the service helpful?	
		Yes	No
REFERRALS			
Referrals to counseling services	Violent Crime (n=17)	65%	35%
	Property Crime (n=2)	50%	50%
	Unknown (n=3)	33%	67%
	Total (n=22)	59%	41%
Referrals for other social services	Violent Crime (n=15)	73%	27%
	Property Crime (n=2)	50%	50%
	Unknown (n=2)	50%	50%
	Total (n=19)	68%	32%
CASE INFORMATION AND ASSISTANCE			
Information about the case, the investigation, or obtaining police reports	Violent Crime (n=13)	85%	15%
	Property Crime (n=9)	67%	33%
	Unknown (n=4)	50%	50%
	Total (n=26)	73%	27%
Information about victim rights	Violent Crime (n=16)	81%	19%
	Property Crime (n=8)	62%	38%
	Unknown (n=4)	25%	75%
	Total (n=28)	68%	32%
Assistance getting back stolen property or property used as evidence	Violent Crime (n=7)	43%	57%
	Property Crime (n=6)	83%	17%
	Unknown (n=4)	50%	50%
	Total (n=17)	59%	41%
SUPPORT SERVICES			
Assistance dealing with landlords, employers, creditors, or insurance	Violent Crime (n=8)	38%	62%
	Property Crime (n=2)	0%	100%
	Unknown (n=2)	0%	100%
	Total (n=12)	25%	75%
Assistance with funeral and/or burial needs	Violent Crime (n=8)	50%	50%
	Property Crime (n=1)	0%	100%
	Unknown (n=2)	0%	100%
	Total (n=11)	36%	64%
Assistance applying for reimbursement from the State or County for medical bills, lost wages, funeral expenses, etc	Violent Crime (n=9)	44%	56%
	Property Crime (n=2)	50%	50%
	Unknown (n=1)	0%	100%
	Total (n=12)	42%	58%
COURT-RELATED SERVICES			
Information about the court system or notification of offender status	Violent Crime (n=8)	86%	14%
	Property Crime (n=3)	67%	33%
	Unknown (n=3)	33%	67%
	Total (n=20)	75%	25%
Accompaniment to court events/trials	Violent Crime (n=11)	73%	27%
	Property Crime (n=1)	0%	100%
	Unknown (n=2)	50%	50%
	Total (n=14)	64%	36%

Source: OLO, September 2006

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1. Have you received services from the Montgomery County Police, Victim Assistance Unit?

- Yes No or Not Sure (IF NO OR NOT SURE, PLEASE GO TO QUESTION #4)

2. For what type of event did you receive services?

- Violent Crime Property Crime

3. Please check each service that you received and whether you found it helpful: (CHECK ALL THAT APPLY)

- | | Was the service Helpful? |
|---|--|
| • Emergency Services | |
| <input type="checkbox"/> Comfort at the crime scene. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> Assistance finding emergency food, shelter, or other life essentials. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> Assistance obtaining protective orders. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| • Referrals | |
| <input type="checkbox"/> Referrals to counseling services. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> Referrals for other social services. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| • Case Information and Assistance | |
| <input type="checkbox"/> Information about the case, the investigation, or obtaining police reports. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> Information about victim rights. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> Assistance getting back stolen property or property used as evidence. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| • Support Services | |
| <input type="checkbox"/> Assistance dealing with landlords, employers, creditors, or insurance. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> Assistance with funeral and/or burial needs. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> Assistance applying for reimbursement from the State or County for medical bills, lost wages, funeral expenses, etc. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| • Court-Related Services | |
| <input type="checkbox"/> Information about the court system or notification of offender status. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> Accompaniment to court events/trials. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Yes <input type="checkbox"/> No |

4. Please indicate any reasons that you were unable to or decided not to receive services: (CHECK ALL THAT APPLY)

- | | |
|--|--|
| <input type="checkbox"/> Language problem | <input type="checkbox"/> Had other sources of help or assistance |
| <input type="checkbox"/> Lack of child care | <input type="checkbox"/> Did not want further assistance |
| <input type="checkbox"/> Lack of transportation | <input type="checkbox"/> Never contacted by the Victim Assistance Unit |
| <input type="checkbox"/> Did not have time | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Inconvenient hours of operation | |

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5. Please circle the number that reflects your level of agreement with each of the following statements about the Police Department Victim Assistant that contacted you:

The Victim Assistant:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Acted in a professional and courteous manner.	1	2	3	4	5
Contacted me in a timely fashion after the victimization.	1	2	3	4	5
Made helpful referrals to other programs and/or services.	1	2	3	4	5
Provided useful information.	1	2	3	4	5
Provided information I needed and answered my questions	1	2	3	4	5
Was sensitive to my concerns, needs, and feelings.	1	2	3	4	5

6. At the time of your contact with the Victim Assistance Unit, were there other services that you would have liked to receive but did not?

7. Since your contact with the Victim Assistance Unit, do you have any additional needs for services?

8. Overall, how satisfied were you with the services you received from the Victim Assistance Unit?

Very Satisfied
 Satisfied
 Neutral
 Dissatisfied
 Very Dissatisfied

9. Additional Comments. If you would like to provide additional comments, please do so here and feel free to attach additional pages if necessary:

10. OPTIONAL – If you would like a Victim Assistant to contact you to follow-up on any additional needs for services, include your contact information below.

Name: _____ **Phone Number:** _____

Thank you for taking the time to complete this survey. If you have any questions, please call (240) 777-7877 or email olo@montgomerycountymd.gov