

STATEWIDE CRIME VICTIM SERVICES NEEDS ASSESSMENT

Interim Report
March 2020

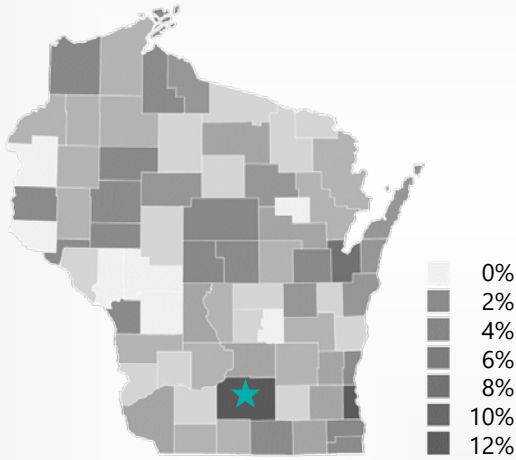
EXECUTIVE SUMMARY

On behalf of the Wisconsin Department of Justice, Office of Crime Victim Services (OCVS), ICF Incorporated, LLC (ICF) is conducting a needs assessment with victim service providers and crime victims across the state of Wisconsin. Funded in fall 2019, the purpose of the needs assessment is to ensure that all OCVS programs and services are responsive to the needs of crime victims and service providers in Wisconsin.

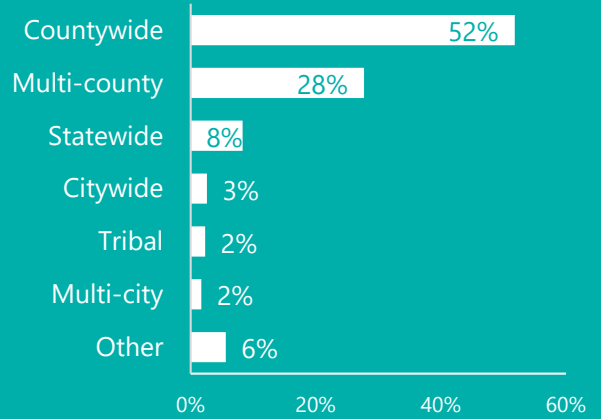
This needs assessment comprises two core components: a survey of service providers and allied professionals and focus groups with crime victims. ICF conducted a statewide survey of service providers to assess the experiences and perspectives of service providers related to the needs of crime victims and the services available. The second component of the study will include focus groups with any crime victim that is willing and able to participate to add a firsthand account of crime victims' experiences with services provision in Wisconsin. This executive summary provides an overview of the key findings from the first component of data collection and offers recommendations regarding areas for service improvement throughout the state.

RESPONDENTS & SERVICE AREA (n=313)

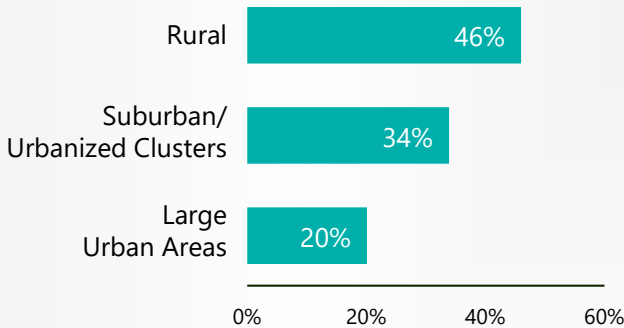
Survey captured perspectives from **NEARLY ALL COUNTIES**, Dane County had the highest percentage of survey responses



MOST RESPONDENTS identified their organization service area as **Countywide**



POPULATION SERVED was primarily rural communities.

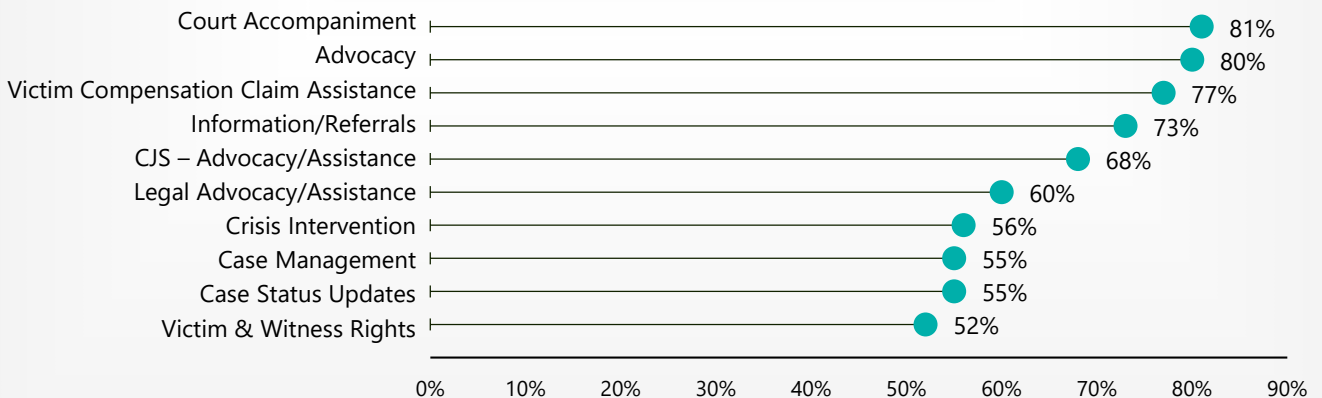


TOP TEN Organization Types

Non-profit, sexual assault, and domestic abuse agencies among the highest respondent pools

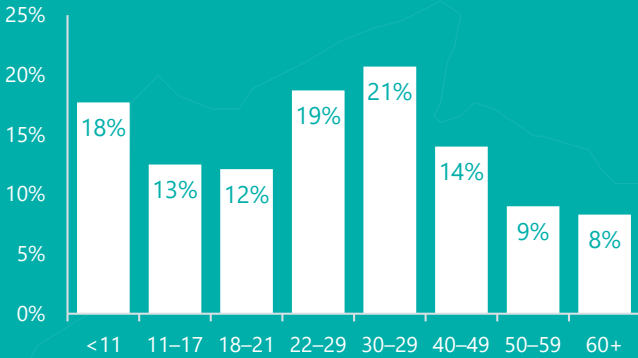
Non-Profit	36%
Sexual Assault Agency	33%
Domestic Abuse Agency	32%
Domestic Violence Shelter	24%
Child/Youth Services	22%
Prevention Services	16%
Criminal Justice Government Agency	16%
Human Trafficking	15%
Legal Services	15%
Prosecution	15%

TOP TEN Victim Services Provided by Organizations (n=212)

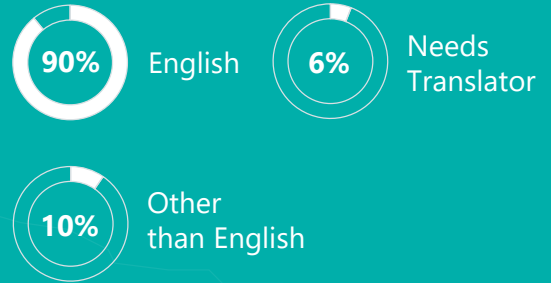


CLIENT DEMOGRAPHICS (n=177)

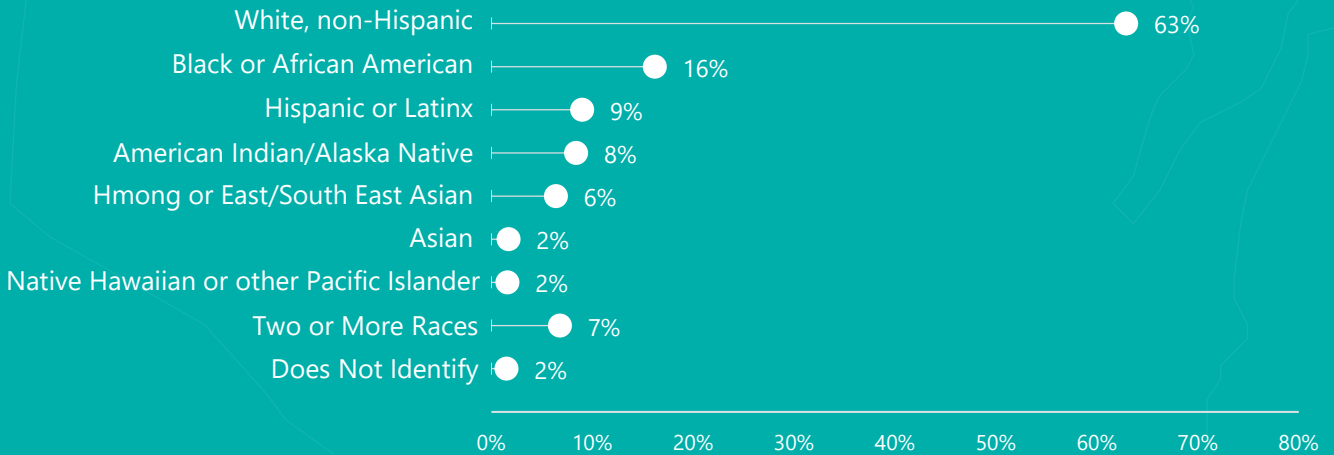
AGE



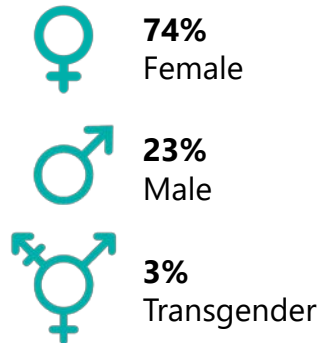
PRIMARY LANGUAGE



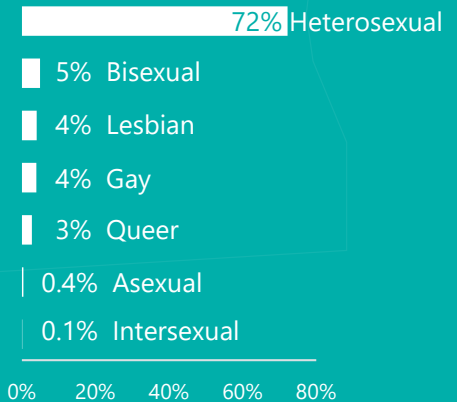
RACE/ETHNICITY



GENDER



SEXUAL ORIENTATION



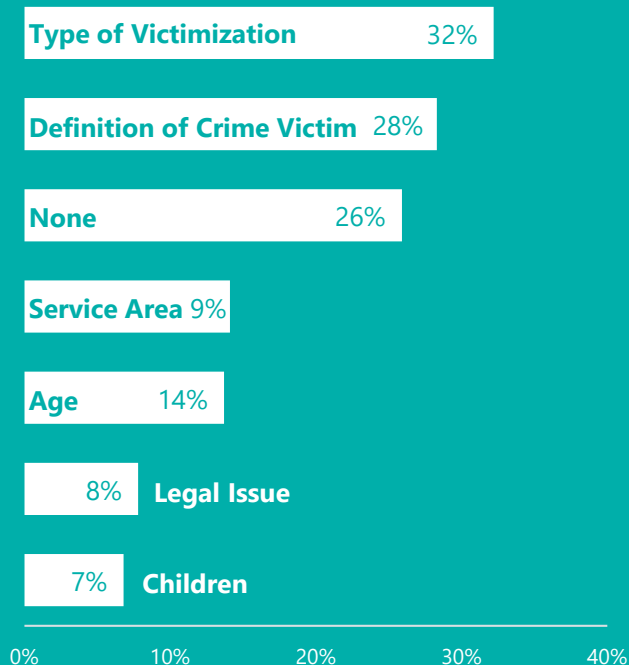
ELIGIBILITY & TYPES OF SUPPORT

(n=313)


VICTIMIZATION TYPES supported by providers


Domestic Abuse	93%
Sexual Assault (including Rape)	92%
Child Abuse	83%
Assault	75%
Stalking	71%
Human Trafficking	60%
Elder Abuse	59%
Survivors of Homicide Victims	50%
Financial Exploitation/Fraud	49%
Special Needs/Victims with Disabilities	46%
Burglary	44%
Property Crime	44%
Robbery	39%
DUI/DWI/Other Traffic-Related Crime	38%
Hate Crimes	29%
Missing/Exploited Children	18%

TOP SEVEN Eligibility Requirements cited by service organizations and allied professionals (n=205)




ABILITY TO ACCOMMODATE differently abled victims was wide-ranging (n=187)


 **89%** Mental Health

 **80%** Substance Abuse

19%
of respondents serve differently abled victims

Impairments

 **84%** Cognitive

 **87%** Mobility

 **83%** Hearing

 **78%** Visual

METHODS to assist Limited English Proficient (LEP) victims varied, with interpreters, translated materials, and technology as the most utilized

INTERPRETERS

Paid	47%
Informal (family member, friend, etc.)	42%
Staff Member(s)	41%
Volunteer	21%

TECHNOLOGY

Telephone	44%
Internet	26%
Smartphone App	19%

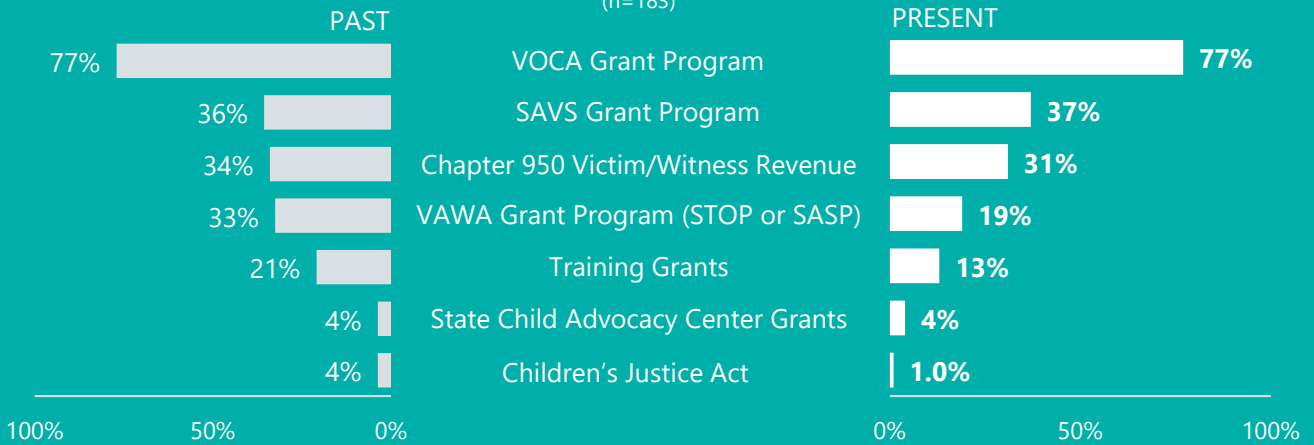
OTHER

Materials translated into other languages	49%
Language access plan	38%
Do not have LEP victims	10%
Do not have a way to assist LEP victims	2%

FUNDING ASSISTANCE

Sources of OCVS Funding

(n=183)



TOP FIVE Current Funding Sources for Victim Services Programs & Activities (n=201)

Victims of Crime Act (VOCA) Grant Program	69%
County Line Item	35%
Sexual Assault Victim Services (SAVS) Grant Program	33%
Chapter 950 Victim/Witness Revenue	30%
Private Foundations	29%

NEARLY ALL (77%)

respondents receive VOCA grant funding

TRAINING OPPORTUNITIES

Training & Technical Assistance Organization Needs

(n=103)

HIGH NEED



64%

Professional Development

MODERATE NEEDS



46%

Cultural Competence/Humility

LOW NEEDS



36%

Program Management



43%

Program Monitoring/Evaluation



38%

Organizational Management



42%

Technology/ Case Management Systems

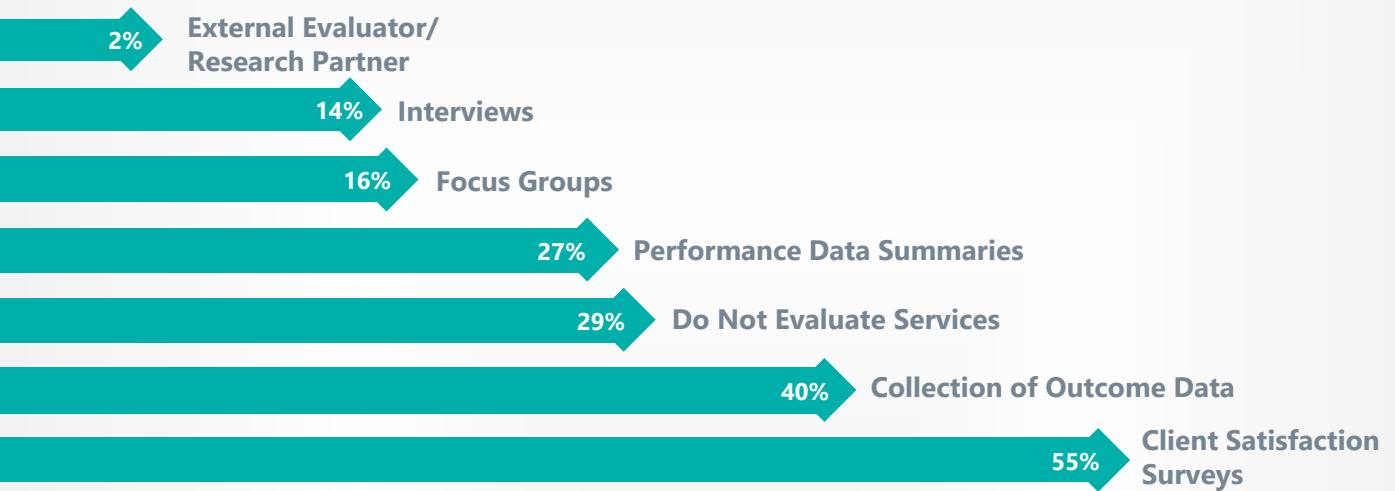


41%

Program Development

EVALUATION PRACTICES (n=313)

EVALUATION METHODS of services provided by organizations was primarily through client satisfaction surveys and collection of outcome data



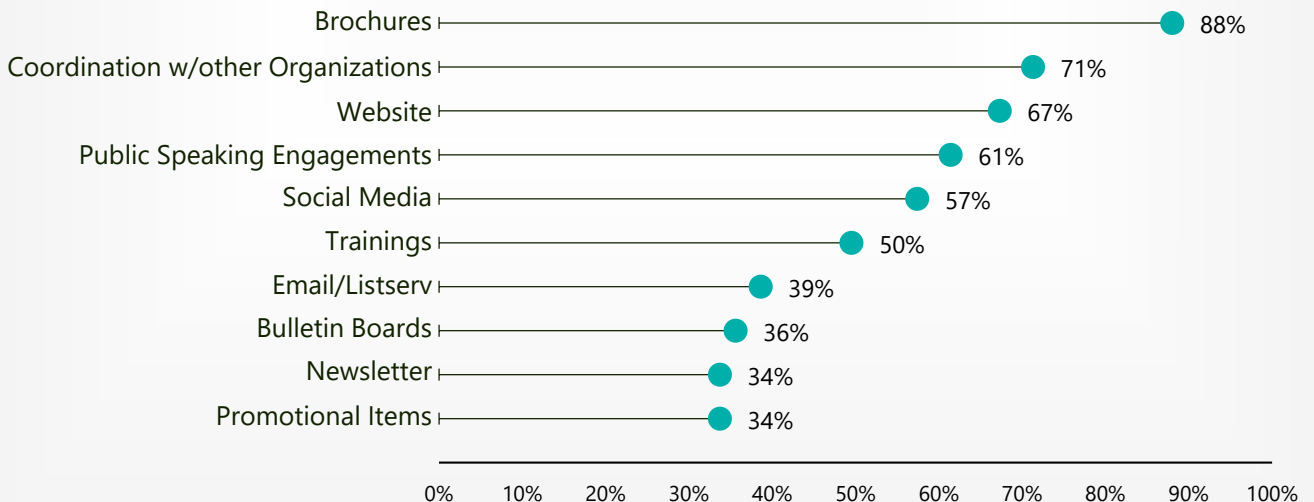
TYPES OF DATA STORAGE (n=162)

Only a small number of organizations have electronic data systems

Electronically (Excel, Osnum, etc.)	60%
Paper Files/Hardcopy	30%
Do Not Collect Outcome Data	30%

OUTREACH & AWARENESS (n=313)

TOP TEN Public Outreach and Awareness Techniques



CHALLENGES AND BARRIERS TO SERVICE DELIVERY (n=89)

BARRIERS

to Organizations Providing Services

MODERATE

- Lack of funding
- Lack of sufficient financial resources to meet demand for services
- Lack of sufficient staff to meet demand for services
- Lack of transportation for victims to access services
- Reaching unserved victim populations
- Reaching underserved victim populations
- Lack of culturally diverse staff
- Lack of general public awareness regarding programs and services offered by my organization

BARRIERS

to Victims Accessing Services

HIGH

- Lack of trust in the system
- Fear of retaliation against self and/or family
- Feelings of shame or embarrassment

MODERATE

- Lack of transportation for victims to access services
- Victims are unable to get basic needs met, which stops them from seeking other services
- Cultural barriers
- Lack of awareness regarding available services
- Fear of deportation/legal status
- Language barriers
- Negative experience previously with service provider
- Disability: Mental health or Substance abuse
- Victims do not understand the process of obtaining services
- Victims have too to many different agencies/organizations to receive services
- Lack of services available in the victim's community
- Lack of services available immediately post-trauma
- Disability: Physical
- Lack of services requested by the victim
- The process for obtaining services is overly burdensome for victims
- Lack of available services

RECOMMENDATIONS

from providers on suggested ways to alleviate such barriers

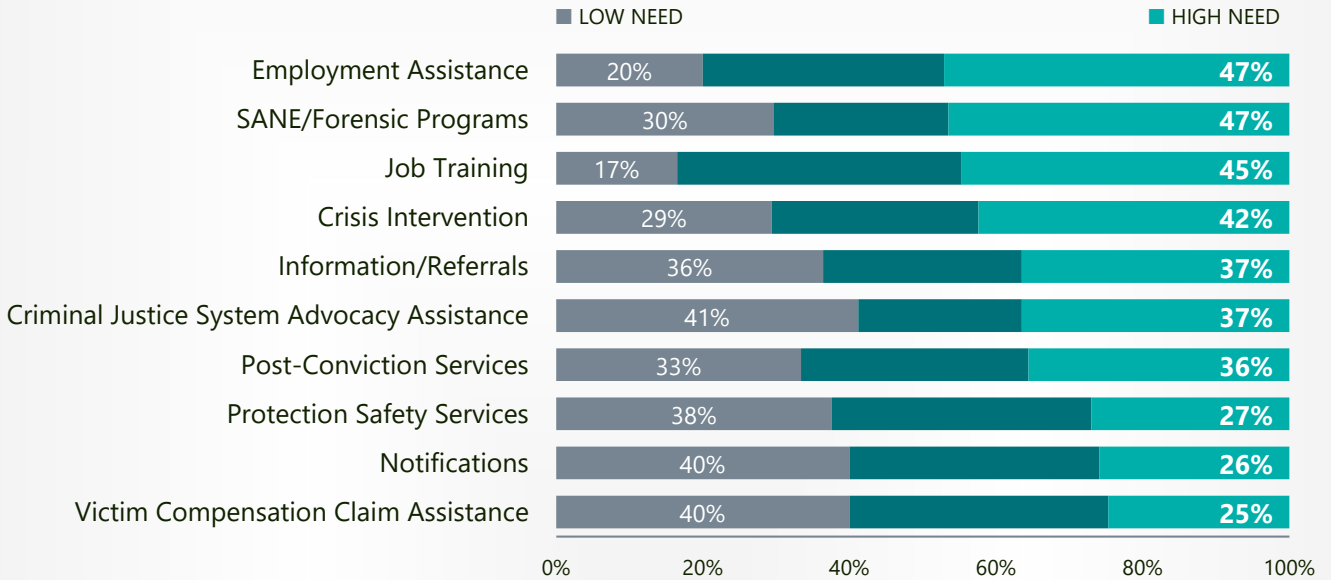
- Increase funding resources
- Support culturally diverse services
- Transportation
- Medical care
- More advocates
- Affordable housing
- More therapists
- More staff to serve population
- Increase education
- Increase training
- Increase outreach and awareness

CRIME VICTIMS' SERVICE DELIVERY NEEDS

TOP TEN

Victim Service Needs Beyond Current Capacity

(n=89)

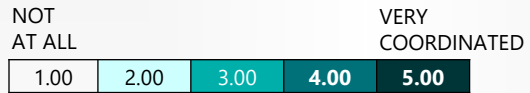


SERVICES & COORDINATION ACTIVITIES

TOP TEN

Average Extent of Coordination with County Organizations

(n=89)



	Share materials, tools, or other resources	Provide referrals <i>to</i> this organization	Receive referrals <i>from</i> this organization
Domestic Abuse Agencies and/or Sexual Assault Agencies	4.07	4.05	3.71
Victim Advocates	4.04	3.98	3.70
Prosecution/Legal Services	3.79	3.55	3.56
Law Enforcement	3.72	3.36	4.25
Court System	3.30	2.83	2.93
Child Advocacy Centers/ Child Care/Youth Serving Agencies	3.24	2.91	2.85
Social Services	3.20	3.23	3.14
SANE Programs	3.19	2.96	3.05
Schools	3.02	2.56	2.81
Mental Health Providers	2.82	3.20	2.32

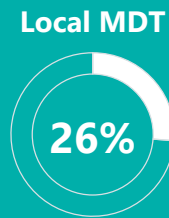
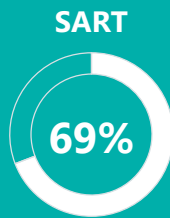
SERVICES & COORDINATION ACTIVITIES

Respondents were asked to indicate the three organizations they *would like to* make and receive referrals for crime victims, yet do not currently.

- Cultural Agencies
- Health and Human Services
- Housing and Urban Development
- LGBTQIA Agencies
- Medical Providers
- Law Enforcement
- Legal Services
- Social Services
- Schools
- Refugee Resettlement Centers
- Substance Abuse Agencies

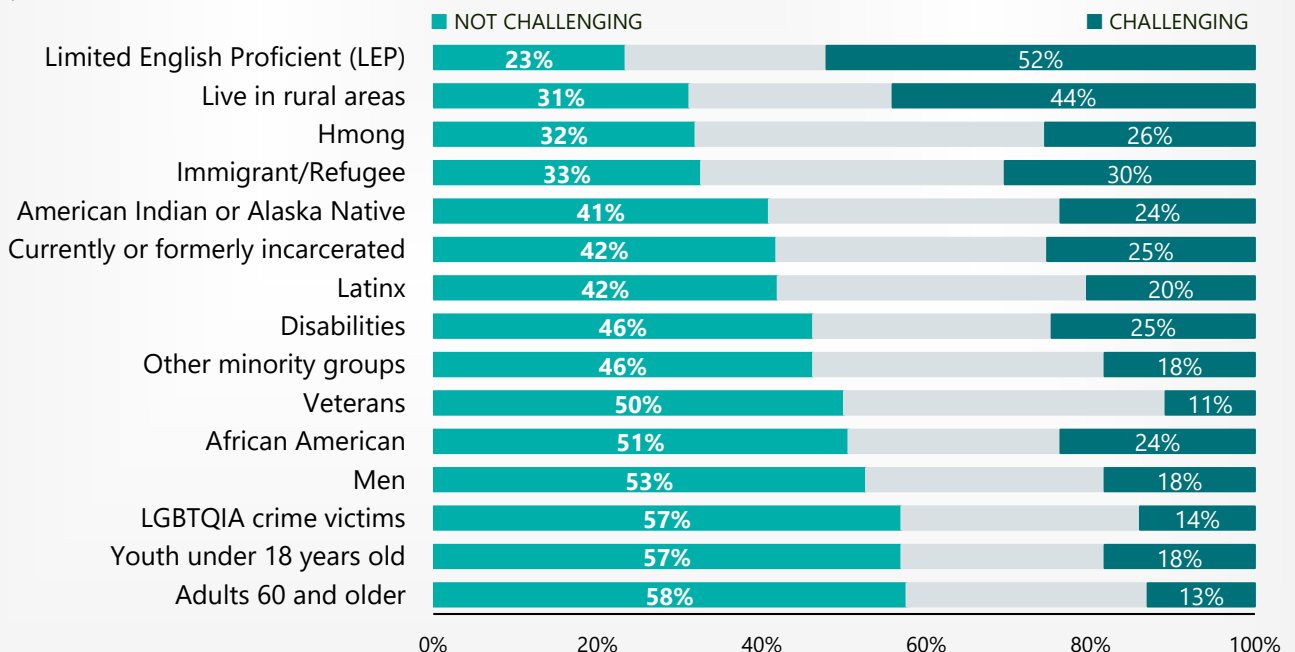
COLLABORATION

MEMBERSHIPS
with Victim Services
Collaborative Bodies
(n=65)



CULTURAL COMPETENCY & HUMILITY

EXTENT OF CHALLENGES Serving Different Population Types
(n=94)



CULTURAL COMPETENCY & HUMILITY

Other types of **SPECIAL POPULATIONS** that organizations have a limited ability to serve:



Sex Trafficking Victims



Children with Low Cognitive Functioning



Victims with Mental Health Issues

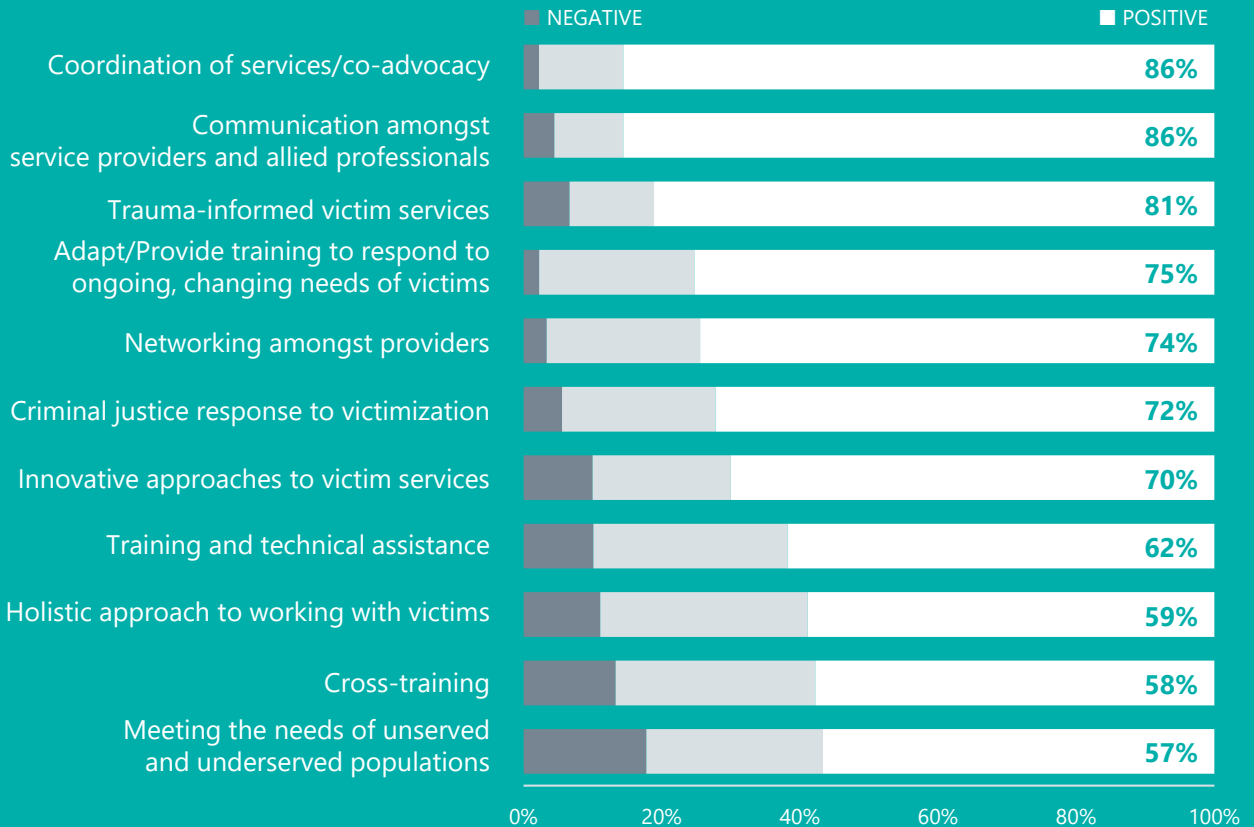


Hearing and Sight Impaired

STRENGTHS

ORGANIZATIONAL STRENGTHS

(n=90)



FUTURE DIRECTIONS

SUSTAINABILITY for 1 to 2 Years

(n=140)

LEAST SUSTAINABLE 1 ○ --- ● --- ● --- ● --- ● --- ● 5 HIGHLY SUSTAINABLE

The program/services are well integrated into the operations of the organization	4.36	
Program staff/partners are invested in the development and sustainability of the program/services	4.11	
Leader/Champions—internal and/or external leaders—actively advocated for the program/services/organization	3.99	
The program/services are supported by policies designed to help ensure sustained funding	3.68	
The program/services are periodically reviewed to provide for decision-making about which components are ineffective and how to discontinue	3.63	
The program/services have integrated communication strategies to secure and maintain external awareness and support	3.61	
A plan to periodically review program/services results is in place	3.55	
There is a plan to integrate evaluation results into ongoing project planning and implementation	3.47	
The program/services include plans for future resource needs	3.40	
The program has conducted a self-assessment/evaluation to adapt and adopt new strategies as appropriate	3.37	
The program/services provision has sustainability plan in place to allow for continuous support	3.27	



EMERGING TRENDS OR PRIORITY ISSUES

- Civil legal Assistance
- Crisis Intervention/management
- Housing
- Human trafficking
- Identity theft
- Trauma-informed Care
- Privacy



UNDERSERVED POPULATIONS

- Amish
- LGBTQIA
- Hispanic
- Native
- Hmong
- Rural
- Homeless
- Male Victims (especially DV/SA)

RECOMMENDATIONS

Service Provider Phase

Training & Technical Assistance

Provide tailored technical assistance to organizations that fill an important service gap or represent a marginalized community. For example, organizations frequently denied funding assistance due to a lack of grant writing experience.

Collaborate with federal training and technical assistance centers to provide sustainable solutions to TTA needs, including program monitoring and evaluation, sustainability planning/fund development, and cultural competence/humility.

Support technical assistance that will provide organizations with the tools and resources to better collaborate and develop strategic partnerships, integrate culturally competent practices into their services, and providing services to persons with disabilities or LEP, who live in rural areas, or have been trafficked.

Consider a new model of learning to increase provider satisfaction with current TTA, for example utilizing peer-to-peer, mentoring, and/or learning cohort models

Collaboration & Community Partnerships

Include collaboration as a requirement within awards and provide guidelines to subrecipients to document their efforts to strengthen referral mechanisms and raise awareness about their organizational capacity.

Develop and manage a statewide database of victim service providers to increase awareness of services/capacity and strengthen referral networks among providers.

Funding & Sustainability

Prioritize funding for positions and services for culturally specific populations.

Fund a state-level marketing campaign for victims in underserved communities to begin to improve awareness and access to services in underserved communities, where local programs have limited capacity.

Promote community outreach and trust building to reduce the number of unserved victims.

Incentivize and encourage organizations to strengthen their core programs and services as opposed to expanding or diversifying services beyond their capacity.

Support regional approaches and specialized service provision that providers report are limited, and victims have a need for. Regional service provision is likely to be a more sustainable solution and reduces the funding and capacity pressure on service provider to try and provide for all types of victims and their varied needs.

Consider requiring subrecipients to collect and report on a baseline set of outcome measures to assist with monitoring and prioritizing program funding. Couple this with training and technical assistance on evaluation and implementation of key measures.

CONCLUSION

Overall, the survey indicated several important needs for respondents and organizations to improve service delivery. Increasing training and technical assistance related to funding support, reaching underserved populations, cultural competency, evaluation, and sustainability planning would help organizations reach additional populations, evaluate their services, and secure funding and planning for service continuity. Organizations could also benefit from improved outreach—not just to victims but to other organizations—to aid in collaboration, information and resource sharing, and addressing barriers to service delivery and service access that stem from lack of coordination. Finally, increased funding is needed to support additional staff, staff training, transportation, outreach, and increasing services offered.



**STATEWIDE CRIME VICTIM
SERVICES NEEDS ASSESSMENT**



Wisconsin Department of Justice
Office of Crime Victim Services