
**A Process and Impact Evaluation of Cook County's State's Attorney's
Office Victim Witness Assistance Program**

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The National Institute of Justice

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Executive Summary

This report summarizes the results of a process and impact evaluation of Cook County's State's Attorney's Victim Witness Assistance Program (CCSAOVWAP). The goal of CCSAOVWAP is "to provide caring and compassionate assistance" to crime victims and their families whose cases are prosecuted by the Cook County State's Attorney's Office (CCSAO). Program staff are available to assist crime victims throughout the criminal justice process; from the preliminary hearing stage to post-conviction proceedings. Because they are a component of the CCSAO, they are well positioned to provide case and court-related information to crime victims. For other victim needs, some staff members provide direct service, but most provide referrals for services in the victims' communities.

It is important to note the context in which CCSAOVWAP operates. During the latter half of the 1990's, the CCSAO averaged approximately 40,000 felony filings per year.¹ In addition, in 1998 alone, 14,740 delinquency petitions were filed in Cook County.² Although a portion of the felony filings and delinquency petitions are dropped after filing and some are for crimes for which no direct victim is identified (e.g., drug offenses), others have more than one victim. Therefore these figures provide a rough approximation of the volume of cases CCSAOVWAP handles each year. At the

¹ The number of felony filings in Cook County ranged from a high of 47,880 in 1995, to a low of 36,121 in 1999.

² Data on Cook County felony filings and delinquency petitions filed come from the Administrative Office of the Illinois Courts' annual report.

inception of this evaluation, the program employed 56 full-time Victim- Witness specialists serving victims and prosecutors at all felony, juvenile and suburban courts, as well as misdemeanor domestic violence and sexual assault courtrooms in Cook County.

A Process and Impact Evaluation of CCSAOVWAP

The evaluation used a variety of methods, both quantitative and qualitative to better understand the processes by which CCSAOVWAP delivers services and the effectiveness of their efforts. The methods included:

A sample of cases drawn from program records

The contents of 546 case files were examined. The crimes in these cases range from driving under the influence to homicide. These cases also represent different types of service delivery, from general services to victims of different types of crimes, to specialized services focused on a specific subset of crime victims (e.g., sexual assault victims, victims of gang violence, victims of hate crimes).

Site visits

Evaluators toured all 15 CCSAOVWAP locations. During these visits, evaluators focused on the accessibility of the program office, the use of office space, posting of victims rights information, maintenance of program records, availability of program brochures, and the location of crime victims' waiting areas.

Interviews with program staff and administrators

A sample of program staff and administrators were interviewed (N=51). Interviews were one to three hours in length depending on the staff member's responsibilities. Evaluators interviewed at least one staff member from each program location, at least one staff member from each unit (e.g., felony wing specialists, homicide specialists, domestic violence courtroom specialists, bond notification specialist), and all program administrators.

Observations of program staff at work

Evaluators observed victim specialists while they worked. The focus of these observations was on contact between specialists and crime victims, both in-person and telephone contacts, but also included specialists' interactions with prosecutors and judges.

Surveys of Assistant State's Attorneys (ASAs)

ASAs who utilize the services of CCSAOWWAP staff were also surveyed (N=282). The survey asked about ASAs level of interaction with victims and witnesses, the rights of victims and witnesses, their use of CCSAOWWAP staff, and their opinion of the program.

Telephone survey of crime victims

A sample of felony crime victims in Cook County was surveyed (N=493). The sample included victims from nine crime categories: sexual assault, stalking, battery, robbery, homicide, residential burglary, fraud, arson, and vehicle felonies. Among other things, the survey asked crime victims about the crime and their reaction to it, their needs as crime victims, who they received assistance from for their needs, and their opinions of CCSAOWWAP.

Findings of the Process Evaluation

Generally, the process evaluation results were positive. Some of the strengths of the program are the ability to serve all types of crime victims, the availability of post-conviction services, and the support services provided to victims during prosecution. Program staff also do a reasonably good job of informing victims of their right to be at all court proceedings and their right to make a statement during the sentencing hearing.

More difficult to capture, but as important as any other process measure, is the right of crime victims to be treated with fairness and respect for their dignity and privacy throughout the criminal justice process. This is an area where CCSAOWWAP staff excels. Evaluators spent hundreds of hours observing victim specialists as they performed their daily duties. During these observations, victim specialists were courteous and respectful, and in most cases, went beyond a basic level of professional courtesy. Staff member's devotion to helping crime victims shone through during these observations. Providing caring and compassionate assistance to victims is one of the greatest strengths of CCSAOWWAP.

In other areas, particularly the ability of program staff to notify victims of their statutory rights as crime victims, the results were less positive. Just over half (56 percent) of the violent crime victims who had contact with CCSAOWWAP reported that program staff offered to explain their rights as crime victims. One-third (33 percent) of the violent crime victims we surveyed were notified of their right to restitution by program staff. CCSAOWWAP staff informed 67 percent of sexual assault victims, 31 percent of battery victims, 62 percent of family members of homicide victims, and 40 percent of arson victims about Illinois' Victim Compensation program.

At two locations in particular, the program is unable to provide a safe and secure waiting area for victims while they wait for their case to be called. At 13th and Michigan (domestic violence and misdemeanor sexual assault court for the city of Chicago) and at Cook County Juvenile Court victims and offenders share the same space, and sometimes the same bench, as they await their case. Although CCSAOWWAP program offices serve as waiting areas for victims at these locations and the other Cook County courthouses, this is an impractical solution because program offices are a considerable distance from the courtrooms.

Finally, it is difficult for CCSAOWWAP staff to meet the translation needs of crime victims. Although data from our observations of program staff showed that 61 percent of the victims who needed translation services received it, only 35 percent of respondents to our victim survey who reported needing translation received the necessary service.

Findings of the Impact Evaluation

The impact evaluation of CCSAOWWAP focused on four questions: Does CCSAOWWAP reach all crime victims in need of their services? Does CCSAOWWAP meet the needs of crime victims? Is CCSAOWWAP effective in helping victims recover materially and psychologically? Are there problems associated with placing a victim assistance program in a prosecutor's office?

Does CCSAOWWAP reach all those in need?

The quick and overly simplistic answer to this question is, “no.” The objective of prosecutor-based programs is to assist victims whose cases are being prosecuted in criminal court. CCSAOWWAP is a prosecutor-based program whose mission is to reach out to all felony crime victims whose cases are being prosecuted by the CCSAO. The fact that the program does not reach all those in need is a limitation of all prosecutor-based programs, not just CCSAOWWAP.

Even when their cases do make it to criminal court, many victims are “falling through the cracks.” Approximately half (52 percent) of victim survey respondents reported no contact with CCSAOWWAP. The only variable that was significantly related to likelihood of contact with CCSAOWWAP was type of crime. Violent crime victims were more likely to have contact with CCSAOWWAP than were property crime victims.

We attribute these findings, in part, to the method of reaching out to victims used by program staff. In light of limited resources and large caseloads, program staff are able to send letters, but not make personal contact, to each felony crime victim whose case is being prosecuted by the CCSAO. Victims in need who do not receive the letter or do not

believe that a prosecutor-based program can help them with their needs, are unlikely to reach out to the program for assistance.

Does CCSAOVWAP meet the needs of crime victims?

CCSAOVWAP meets the needs of a relatively low percentage of crime victims. For the 22 needs about which victim survey respondents were asked, the percentage of victims receiving assistance from CCSAOVWAP ranged from 0 percent (“help repairing damaged property”) to 35 percent (“help obtaining information about how your court case was going”). When looking at just those victims who reported at least some contact with CCSAOVWAP, the percentage of victims receiving assistance from CCSAOVWAP ranged from 0 percent (“help repairing damaged property”) to 54 percent (help obtaining information about how your court case was going). Given that a large percentage of crime victims report that their needs are being met, it is believed that the relatively low percentage of victims receiving assistance from CCSAOVWAP is due, in part, to victims turning to their family and friends for assistance or taking care of the need themselves before turning to CCSAOVWAP.

Do prosecutor based victim assistance programs help victims recover?

Material recovery

Because CCSAOVWAP is a prosecutor-based program, some of the material needs of crime victims are met before their case comes to the attention of the CCSAO. This explains why program staff rarely provide assistance with the repair of personal property. For example, only two percent of respondents reported that they received help from CCSAOVWAP with the repair of a door or lock broken during the crime, and no

victims were assisted with the repair of “other” damaged property. For even those needs that are less immediate, program staff assist relatively low percentages of crime victims. Just less than one-fifth (18 percent) of crime victims who needed help with applying for public assistance and 10 percent of those who needed help recovering or replacing stolen property received assistance with those needs from CCSAOVWAP.

One of the avenues for material recovery that is available to crime victims is the Illinois Attorney General’s Victim Compensation Program. One-third (33 percent) of sexual assault victims, 69 percent of battery victims, 38 percent of family members of homicide victims, and 60 percent of arson victims in our sample reported that CCSAOVWAP staff did not offer them information on the Attorney General’s Victim Compensation Program. Finally, although restitution is a statutory right of violent crime victims in Illinois, most violent crime victims (67 percent) in our sample did not receive notification of that right from CCSAOVWAP staff.

Psychological recovery

CCSAOVWAP staff work with more crime victims on their psychological recovery than on their material recovery. Of the victim survey respondents who needed psychological services and had that need satisfied, one-fifth (counseling assistance) to nearly one-third (crisis intervention) received assistance with those needs from CCSAOVWAP staff. However, we were unable to determine if receiving assistance from CCSAOVWAP positively affected the psychological recovery of crime victims in our sample. That being said, type of crime was a significant predictor of the existence of Post Traumatic Stress Disorder symptoms among crime victims at the time of the interview, even when controlling for level of contact with CCSAOVWAP. In addition,

the type of crime, the race of the victim, the gender of the victim, and how upset victims were at the time of the crime were significantly related to how upset victims were about the crime at the time of the interview.

Although through statistical analysis a positive relationship was not found between contact with CCSAOWWAP and psychological recovery, the CCSAOWWAP homicide support group sessions are another strength of the program. Some of the family members in attendance had been coming to the support group for years whereas others were new to the group. In one group, a father who lost his daughter to homicide was able to give others proof that it is possible to move forward with their lives while still cherishing the memory of a loved one. These support groups provide a safe and supportive environment for the loved ones of homicide victims to talk about their feelings with others who have had similar experiences and with social service professionals who are well trained in the grieving process.

Are there problems caused by prosecutorial-based agencies sponsoring victim assistance programs?

There are both positive and negative aspects of prosecutorial sponsorship of victim assistance programs. Easy access to case information allows CCSAOWWAP staff to review the facts of the case, lending insight into the services and attention that crime victims may need. CCSAOWWAP staffs' familiarity with the criminal justice system provides victims with an informed and accessible source of court and case related information. The program being a component of the CCSAO also allows crime victims to receive assistance at all court locations in Cook County from the same organization, lending some consistency to the process. Finally, having a victim specialist as part of the

prosecution team allows the case to be prosecuted with the necessary zeal, while enhancing the chance that the victim's needs are met.

There were few disadvantages to CCSAOWWAP being a component of the CCSAO. Although many crime victims did not receive assistance with their immediate needs post-crime, that is a limitation of all prosecutor-based programs, not just CCSAOWWAP. Prosecutorial-based victim assistance programs have also been criticized for focusing on crime victims' value as witnesses instead of as an individual in need. We found no evidence of this within CCSAOWWAP.

Introduction

A Process and Impact Evaluation of Cook County's State's Attorney's Office Victim/Witness Assistance Program

The growth of victim/witness assistance programs in the United States over the past quarter century has been quite dramatic. Today, experts estimate the number of programs to be in excess of 8,000³. Owing, in part, to federal funding through the Victims of Crime Act (VOCA), victim service programs – particularly those operating within prosecutorial agencies – have become a common feature of the criminal justice system.

Despite their phenomenal growth, relatively little is known about the effectiveness of these programs. A national assessment of victim/witness programs, conducted in the early 1980s, for example, found that evaluation designs had generally been unable to measure program impacts. As such, these studies failed to answer fundamental questions such as whether victims and witnesses were better off psychologically for having received assistance or whether victims and witnesses were receiving better treatment by local criminal justice and social service agencies as a consequence of such programs (Cronin and Bourque 1981).

In 1984, the American Psychological Association's Task Force on the Victims of Crime and Violence also noted the lack of evaluative data on crime victim programs (Kahn 1984). The Task Force stated that both those who sought help and those who received services "deserve interventions for which the efficacy is known or is under

³ Estimate provided by the National Organization of Victim Assistance on 12/1/95.

systematic study. Little is known about the effectiveness of services currently being offered to victims.” During the mid-to-late 1980s, a number of important evaluations on victim assistance programs were conducted. However, few evaluations in this field have been done since 1990.

Cook County's Program

The Cook County State's Attorney's Office Victim/Witness Assistance Program (CCSAOVWAP) is the second largest of its type in the nation. Despite being in existence for 19 years, the program has never been evaluated, either in terms of process measures or its impact on clients and the community. Because of the large and diverse population it serves and the distinctive characteristics of the program, a comprehensive process and impact evaluation would contribute significantly to the body of knowledge in this area and be a useful reference for program planners and administrators across the country. A more complete description of Cook County's State's Attorney's Office program is contained in chapter 1 of this report.

Project Overview

This evaluation was designed to include both a process and impact study of the CCSAOVWAP. The process evaluation assessed the implementation and adherence of the program to four sets of criteria: program goals and objectives, Illinois statutory requirements, grant conditions associated with VOCA and other funding sources, and nationally recognized program standards and models. Also examined were the program's linkages to other components of the Cook County Criminal Justice System and to treatment/social service providers that accept referrals for program clients.

The impact portion of the evaluation assessed how well the program served the needs of victims of felony offenses. More specifically, we studied whether the program is reaching the people that it seeks to serve, providing the services that victims need, and whether the services provided by the program are effective in meeting the material and psychological needs of felony crime victims. In addition, we investigated the advantages and disadvantages of the program being a component of a prosecutorial agency. Guided by these research questions, this evaluation had two primary goals: to identify the strengths and weaknesses of the CCSAOWWAP, and to add to the literature on the efficacy of victim assistance programs, with specific attention being paid to prosecutor-based programs.

Participating Organizations

The Illinois Criminal Justice Information Authority (ICJIA) was the lead agency for this evaluation. ICJIA staff were responsible for administrating and managing the research and provided the project headquarters, hosted the Advisory Board and other meetings, administered all budgetary matters, and directed and coordinated all collaborative entities to effectively implement the project.

Loyola University of Chicago staff provided technical assistance concerning the victim sample and the development of the victim survey. These efforts were headed by Dr. Arthur Lurigio who, along with Authority staff, was responsible for refining the sample, and worked with Robert C. Davis of the Vera Institute of Justice and Dr. Fran Norris of Georgia State University on designing and developing the survey instrument.

The University of Illinois at Chicago, Survey Research Laboratory (UIC-SRL) administered the victim survey. UIC-SRL was provided the survey instrument and the

names and telephone numbers of individuals chosen for the sample. UIC-SRL was responsible for all activities related to survey administration.

ICJIA researchers worked closely with representatives from the Cook County State's Attorney's Office (CCSAO) throughout the research process. CCSAO staff members were provided drafts of all data collection instruments and their input was requested and taken into account before instruments were finalized. CCSAO staff also served as facilitators to the project, assisting the data collection efforts by ensuring that their staff cooperated with ICJIA researchers.

Administrators of the Cook County Victim/Witness Assistance Program were crucial to this project. Without their willingness to make all staff and program operations and materials available to ICJIA researchers, this project could never have been completed. Having an independent research team evaluate their program would be seen by many as threatening. The directors of the program and their staff showed their commitment to their clients by fully cooperating with researchers. They knew that by allowing the program to be evaluated, it would ultimately improve conditions and services for the people that they care most about—the crime victims that they serve.

Chapter 1

Cook County's State's Attorney's Office Victim/Witness Assistance Program

The Circuit Court of Cook County is one of the largest unified court systems in the nation, serving a population of over 5 million residents. CCSAOVWAP, a prosecutor-based program, attempts to serve all victims of felony crimes in the county as well as victims of certain serious misdemeanors and juvenile offenses whose cases are prosecuted by the CCSAO.

During the latter half of the 1990's, the CCSAO averaged approximately 40,000 felony filings per year.⁴ In addition, in 1998 alone, 14,740 delinquency petitions were filed in Cook County.⁵ Although a portion of the felony filings and delinquency petitions are dropped after filing and some are for crimes for which no direct victim is identified (e.g., drug offenses), others have more than one victim. Therefore these figures provide a rough approximation of the volume of cases CCSAOVWAP handles each year. At the inception of this evaluation, the program employed 56 full-time Victim-Witness specialists serving victims and prosecutors at all felony, juvenile and suburban courts as well as misdemeanor domestic violence and sexual assault courtrooms in Cook County.⁶

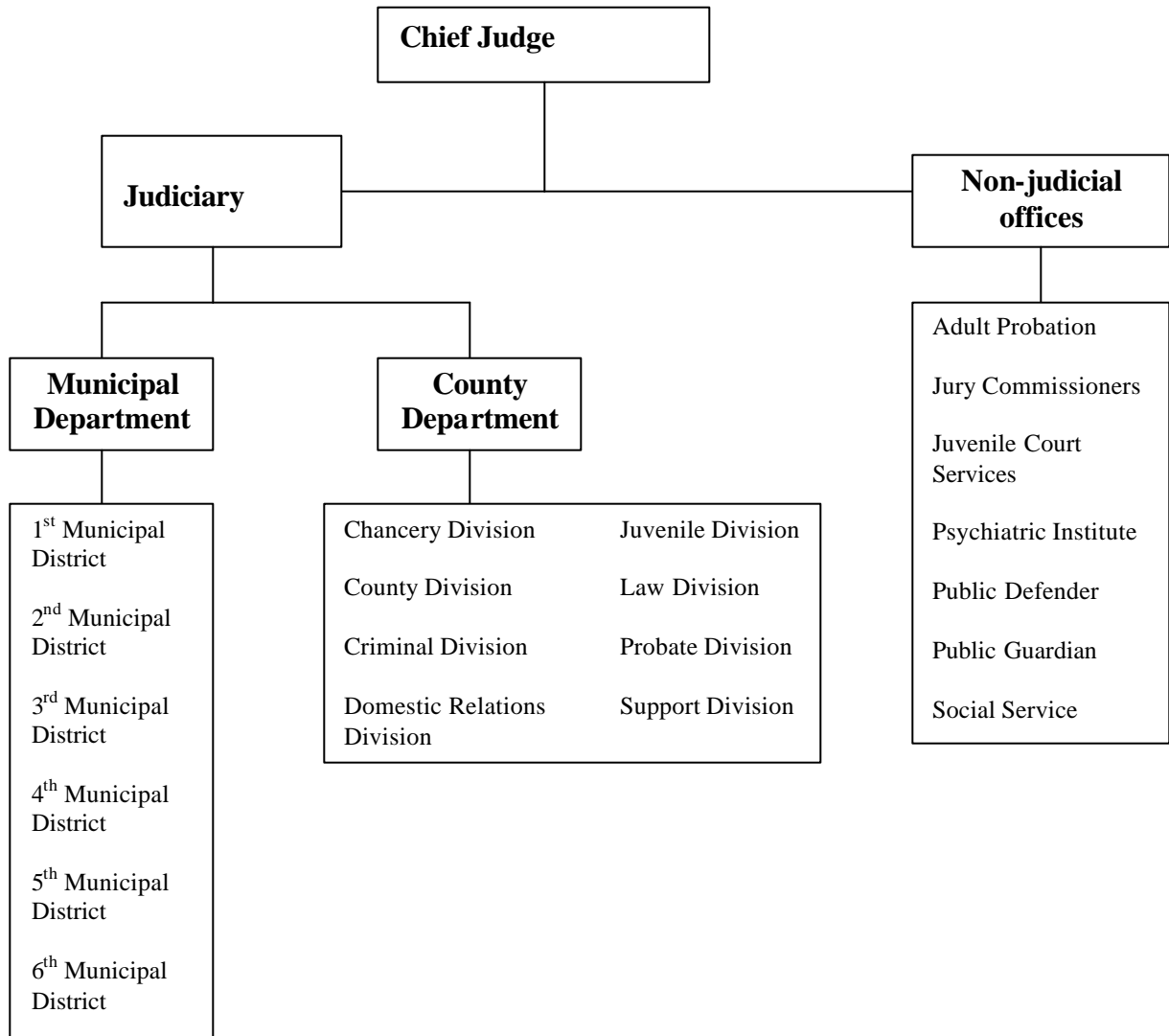
The Circuit Courts of Cook County are divided into two departments, the County Department and the Municipal Department (see Chart 1.1). The County Department consists of eight divisions, including the Criminal Division, where most felony trials are

⁴ The number of felony filings in Cook County ranged from a high of 47,880 in 1995, to a low of 36,121 in 1999.

⁵ Data on Cook County felony filings and delinquency petitions filed come from the Administrative Office of the Illinois Courts' annual report.

⁶ During the course of the evaluation the size and structure of the program changed considerably. How and why these changes occurred is described later in this chapter.

Chart 1.1: The Circuit Court of Cook County



held for crimes committed in Chicago. The majority of the program's victim specialists deliver services to victims from this department and work out of the main office at the criminal courthouse in Chicago, at 2600 S. California. Some specialists are responsible for assisting specific types of victims whereas others serve victims of different types of crime. For example, the "gang specialist" and the "elder abuse specialist" assist only victims of gang crimes and elder abuse victims respectively, whereas "courtroom specialists" assist many different types of felony crime victims.

Juvenile Division

The Juvenile Division is also part of the County Department. The victim specialists in this division work with all types of victims of juvenile offenses. One specialist, in addition to working with victims during the adjudication and disposition stages of the case, is also responsible for contacting all victims at arraignment. There is also one specialist who, in addition to her courtroom duties, handles all juvenile cases that are transferred to adult court.

Domestic Violence and Misdemeanor Sexual Assault

The Municipal Department includes domestic violence and misdemeanor sexual assault court, branch courts throughout the city, and felony trial courtrooms in the five suburban districts (Skokie, Rolling Meadows, Maywood, Bridgeview and Markham). All domestic violence and misdemeanor sexual assault cases that occur in the city of Chicago are heard at the 1st Municipal court. At this location, intake and courtroom specialists are available to assist victims of domestic violence. The primary responsibility of intake specialists is to assist domestic violence victims with filling out orders of protection.

This service is provided on a walk-in basis and is provided after victims have consulted with an assistant state's attorney (ASA). Domestic violence courtroom specialists, as the name implies, assist victims when they come to domestic violence court. At the 1st Municipal court, there is also one victim specialist whose responsibility is to assist the victims of misdemeanor sexual assault.

Branch Courts

Misdemeanor cases and felony preliminary hearings for all crimes committed in Chicago are heard in branch courts. A single victim specialist works out of each of the five branch courts scattered throughout the city, assisting victims during the preliminary hearing stage of a case.⁷ In addition to the five branch courts found throughout the city, there is a sixth branch court, Branch 66, located at the main criminal courthouse at 2600 S. California. At this branch, all preliminary hearings for felony sexual assault and homicide cases take place. Bringing all these cases to Branch 66 allows specialists who work with victims of felony sexual assault and the families of homicide victims to serve them in a “vertical” fashion (i.e., specialists first contact the victims at the preliminary hearing stage and continue to provide service throughout the court process).

Suburban Districts

Normally, two victim specialists work out of each of the five suburban courthouses. During the preliminary hearing stage, these specialists make initial contacts with victims of crimes that occur in the suburban district and provide assistance to

⁷ Victim specialists working in the branch courts are responsible for assisting victims of felony offenses in preliminary hearing courtrooms. At each branch, there is also a courtroom where misdemeanor cases are heard. While serving victims of misdemeanor offenses is not an explicit goal of Cook County's program, specialists will not deny service to misdemeanor crime victims who seek their assistance.

victims throughout the court process. In three of the suburban districts, Skokie, Markham and Bridgeview, Chicago cases are also heard.⁸ Due to the large volume of cases prosecuted by the Cook County State's Attorney's Office, city cases for crimes that occur north of Belmont Avenue are transferred to Skokie and city cases for crimes that occur south of 79th street are transferred out to Markham and Bridgeview (Figure 1).⁹ Crime victims in these cases are initially served at the preliminary hearing stage by specialists at the city branch courts and subsequently served by the victim specialist at the suburban districts where these cases are transferred.

Specialized Services

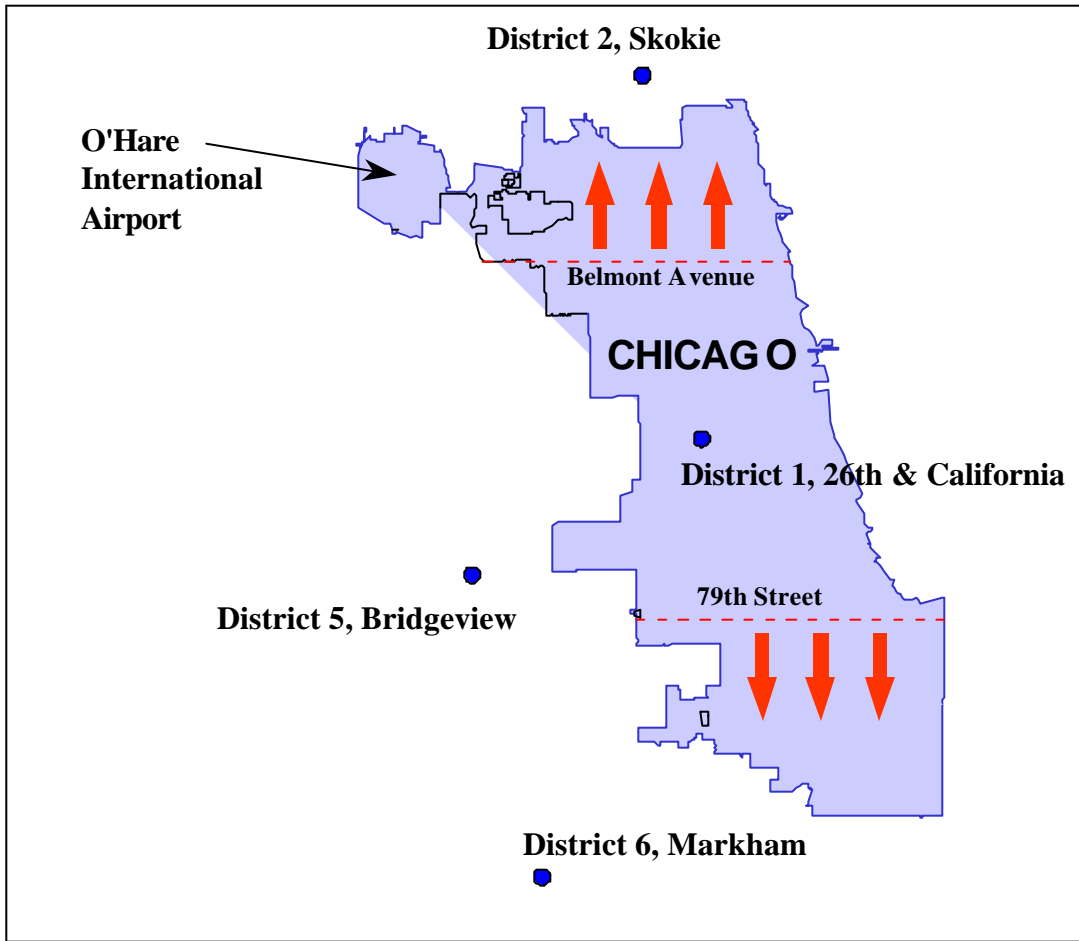
CCSAOVWAP staff provide a variety of specialized victim services countywide. For gay/lesbian/bisexual/transgender and hate crime victims, senior victims, disabled victims, and victims of elder abuse, specialists are available to assist with their needs. Cases are referred to these specialists when a staff member learns that a victim or the crime falls into one of these categories. In most cases, the specialist to whom the case is referred will complement, not replace the services that are provided by the original victim specialist to whom the case was assigned.

Support groups and court orientation seminars, sponsored and staffed by CCSAOVWAP, are held for family members and friends of homicide victims. The support groups are co-facilitated by a victim specialist and a licensed social worker and are held during the evening and on weekends at various locations around the county.

⁸ Since the conclusion of the study period, Chicago cases that used to be heard in Markham are now being heard in Bridgeview.

⁹ Again, the exception here is for homicide and felony sexual assault cases. All these city cases are heard at the main criminal courthouse at 2600 S. California.

Figure 1: Cook County Court System



There are support groups available for children, adolescent and adults, and are conducted in both Spanish and English. The court orientation seminars are held on weekends at rotating locations throughout the county. These seminars are designed to educate family members and friends of homicide victims on the complexities of the criminal justice process as it pertains to homicide cases. In addition, the program offers a support group for senior victims of violent crime.

CCSAOVWAP staff provide services to victims at different stages of the court process. If a defendant is released on bond, the program's bond specialist will alert the victim that the alleged offender has been released. This is done through a telephone call and followed up by a letter notifying the victim of the defendant's release.

The program employs a post-conviction victim specialist responsible for contacting victims when the offender is up for parole, is scheduled for release, petitions for clemency, or has left the prison for any other reason (i.e., has escaped, or has died).¹⁰ Since 1995, a new system of victim notification has been in effect. Victim specialists are to inform the victim at the sentencing stage of their rights to notification of an inmate's escape, parole, death in prison, or any other kind of release. Under this system, the ASA assigned to the case sends a disposition letter to each victim and witness shortly after the sentencing hearing. The letter contains information regarding the victim's right to notification of the inmate's release, and the phone number of the post-conviction specialist who can assist the victim with the request for notification. If victims want this service, a form letter is sent to them so that they can legally request such notification

¹⁰ Inmates sentenced prior to 1978 were sentenced under indeterminate sentencing guidelines. For these offenders parole hearings are scheduled to determine if the offender is to be released. After 1978, offenders were sentenced under determinate sentencing guidelines. For these offenders a minimum sentence is established at sentencing and early release through parole is not available.

from the Prisoner Review Board. This service is offered to all victims in instances in which the defendant goes to prison.

CCSAOVWAP staff provide services to victims who are eligible for compensation through the Illinois Attorney General's victim compensation program. Currently, there are three specialists who assist victims with the compensation program. Their primary responsibilities are to determine eligibility and help with the paperwork required for a compensation claim.

Finally, the program employs a specialist who assists victims whose cases are under appeal. The appellate specialist contacts only those victims whose cases are under appeal and are likely to proceed to argument. The appellate specialist will contact the victims involved in the case and inform them of the time and place of the argument. If victims choose to attend the oral argument, the specialist will accompany them to court.

Organizational structure of CCSAOVWAP

There have been significant changes in the organizational structure and number of staff working in the CCSAOVWAP since the inception of the evaluation. When CCSAO administrators initially approached ICJIA's director asking for assistance in conducting this evaluation, the program had 53 victim specialists, 2 supervisors, an administrative assistant, a receptionist, 2 deputy directors and a program director, for a total staff of 60 (see Chart 1.2).

When research staff began collecting data, total staff size had increased by four. At this time, the program director was responsible for overseeing the work of the juvenile justice division, the domestic violence/misdemeanor sexual assault unit and the main

county courthouse at 26th and California in Chicago. The assistant director of the program was responsible for overseeing specialists working in the suburban districts, the appellate specialist, the elder abuse specialist, and specialists working in the preliminary hearing branches throughout the city of Chicago.

Organizational Changes During the Project

Ongoing restructuring plans changed the size and structure of the program considerably during the course of the evaluation (see Chart 1.3). Program administrators felt that the program needed to become more efficient in meeting crime victims' needs. The first step in increasing efficiency was the hiring of additional staff. In the first ten months of data collection, the program added 5 staff members, allowing the program to assign specialists to specific courtrooms at the main criminal courthouse at 26th and California. Before these changes were made, specialists were assigned to "felony wings," with each "wing" containing up to seven courtrooms. The purpose for hiring more victim specialists was to reduce the number of courtrooms that specialists had to cover, and given that ASAs are also assigned to specific courtrooms, it was hoped that working relationships between prosecutors and victim specialists would be enhanced.

As new staff were being hired, program administrators decided that the hierarchical structure of the program needed to be changed as well. Mid-level supervisory positions were created and filled by the most experienced victim specialists. These changes were designed to improve communication between line staff and supervisors and to more effectively share information within units, leading to better problem solving. These changes were also intended to bring leadership closer to the "front lines,"

minimizing the number of victims who fall through the cracks in the system and providing opportunities for staff to grow in their careers as victim assistance specialists.

Chart 1.2: CCSAOVWAP Pre-Evaluation Organizational Structure

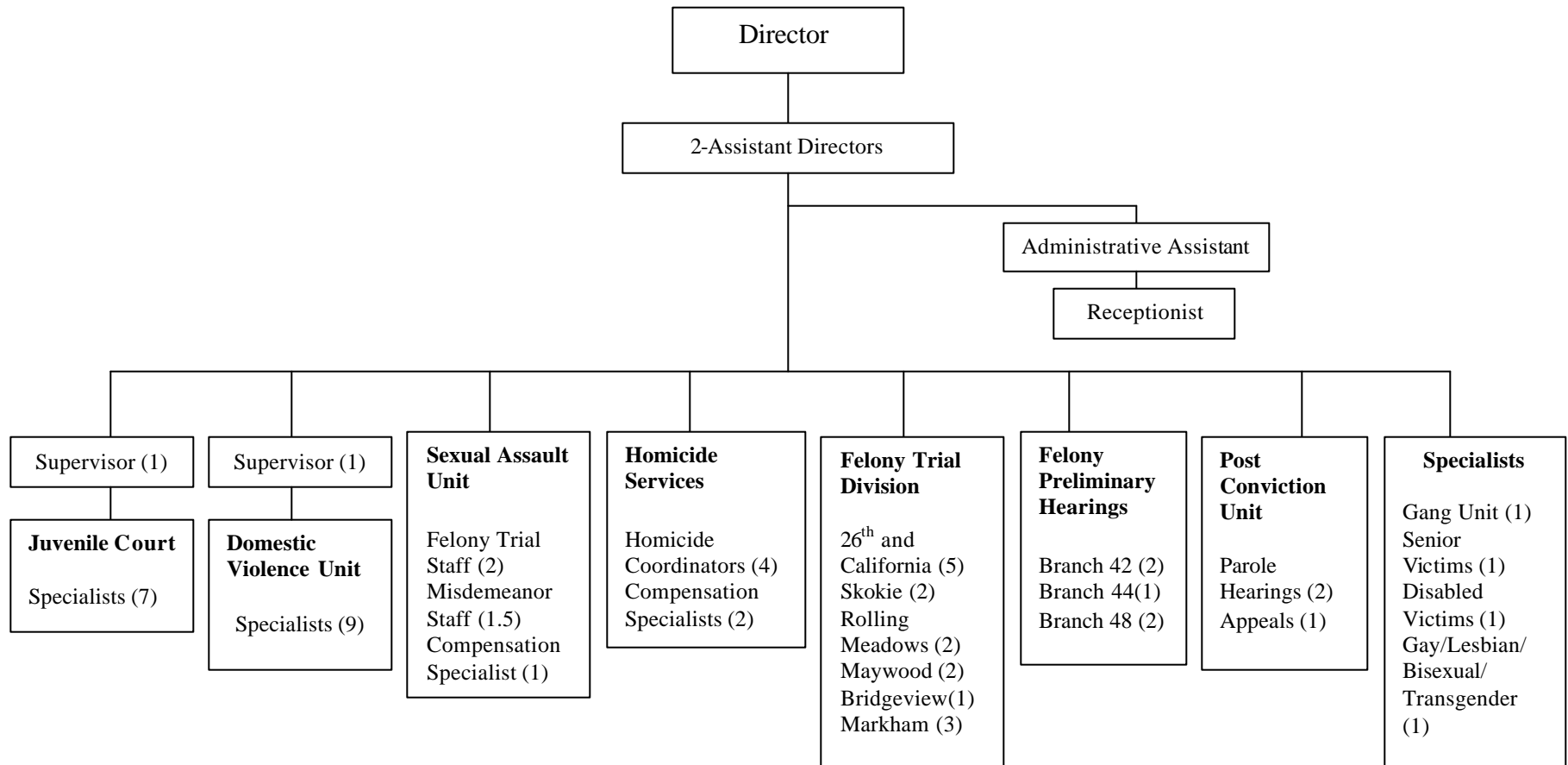
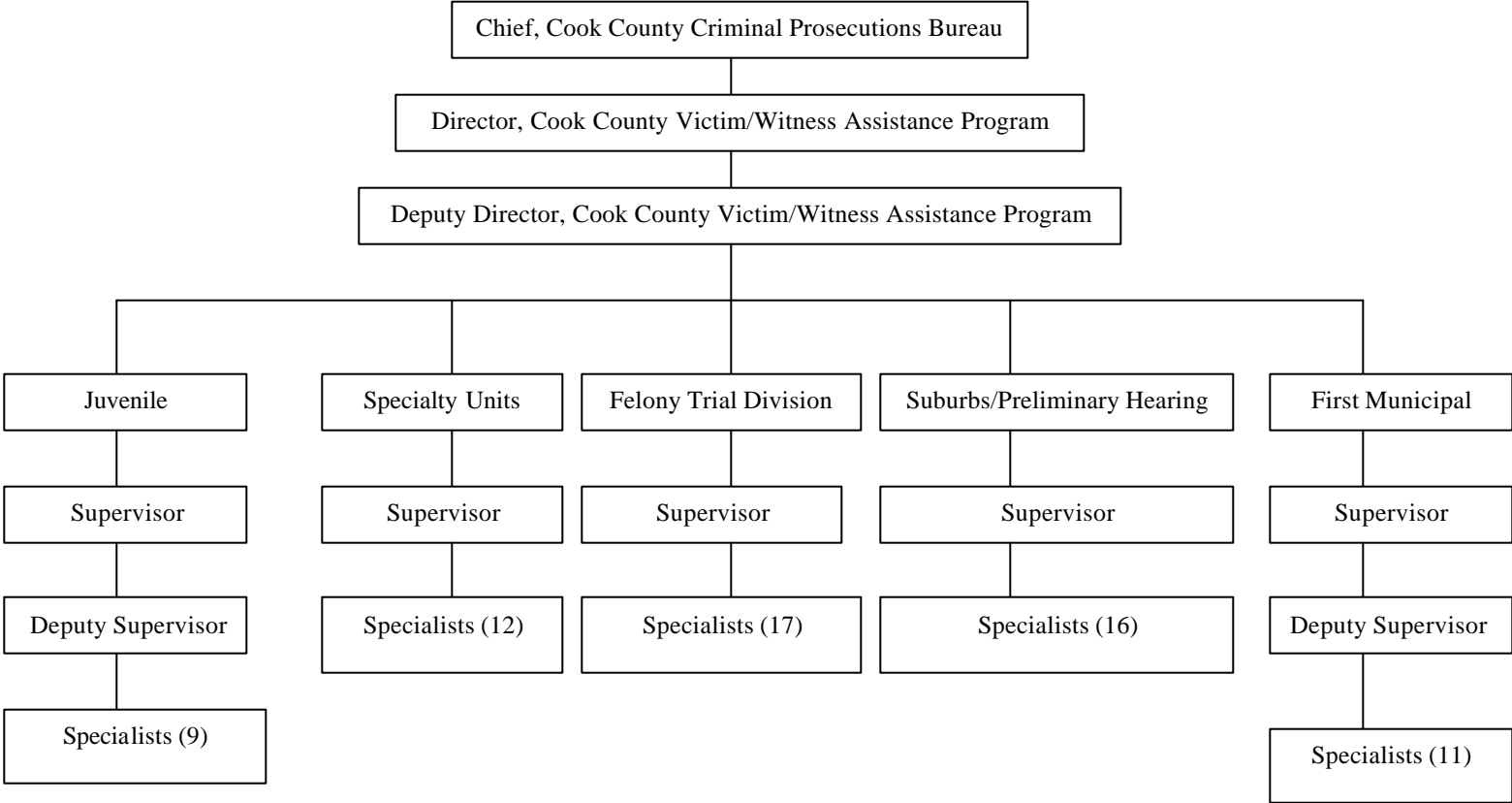


Chart 1.3: CCSAOWWAP Post-Evaluation Organizational Structure*



* When data collection ceased, 8 of the 65 specialist positions were unfilled.

Chapter 2

Review of the Literature

The evaluation of CCSAOWWAP was driven by five research questions: Does the CCSAOWWAP reach all those in need?, Does the CCSAOWWAP provide the services needed by crime victims?, Does the CCSAOWWAP aid in victims psychological and material recovery?, What are the advantages and disadvantages of a prosecutor's office providing victim services?, and Is CCSAOWWAP effective in encouraging victims' future participation in the criminal justice system? Previous research on victim assistance programs identified gaps in the literature that led to our choice of research questions and informed our investigation of these questions. This chapter briefly summarizes the literature on victim assistance programs by research question.

Does the CCSAOWWAP reach all those in need?

The question of the CCSAOWWAP's ability to reach all those in need is closely related to the discussion of the advantages and disadvantages of placing a victim assistance program in a prosecutorial agency. The main directive of prosecutor-based victim assistance programs is to serve victims and witnesses in cases in which a suspect has been charged with a crime.¹¹ Victims of crimes in cases in which an offender has not been charged do not routinely receive assistance from a prosecutor-based victim

¹¹ The stated goal of Cook County's Victim/Witness Assistance Program is to "improve the treatment of victims of crime by providing victims with the assistance and services necessary to speed recovery from a criminal act, and to support and aid them as they move through the criminal justice process."

assistance agency.¹² Therefore, the answer to the question of whether prosecutor-based victim assistance programs reach all those in need is, in part, dependent on the percentage of cases in which charges are filed against a defendant. Official clearance rates provide a general idea of the number of victims who do not come to the attention of prosecutor-based victim assistance programs.¹³

There is significant variation in clearance rates by type of crime. For example, according to the Chicago Police Department's Annual Report (1997), clearance rates for murder, criminal sexual assault, robbery, and aggravated assault are 56.5 percent, 53.9 percent, 18.8 percent, and 51.6 percent respectively.¹⁴ Based on these clearance rates, it is clear that a significant percentage of felony crime victims in Chicago will not be contacted by CCSAOWVAP because no one was ever arrested for the crime.¹⁵

Special Populations

Taking into account the limitations of victim assistance programs based in prosecutorial agencies, McEwen (1995) argues that there is a pressing need for victim assistance programs to reach out to special victim populations. Based on a survey of 319 victim/witness programs in law enforcement and prosecutorial agencies, Hispanics,

¹² That is not to say that prosecutor based victim assistance programs will refuse service to victims of crimes where an offender has not been identified. The Cook County Victim/Witness Assistance Program attempts to reach out to all victims of felony crimes when an offender has been charged, but does not refuse service to any crime victim that contacts them.

¹³ A crime is "cleared" when at least one person is arrested, charged with the commission of the offense, and turned over to the court for prosecution.

¹⁴ The choice of these types of crime is not arbitrary. A goal of Cook County's Victim/Witness Assistance Program is to provide service to all victims of felony crimes where a suspect has been charged with the offense. These crimes are all classified as felonies according to West's Illinois Criminal Law and Procedure (1997).

¹⁵ Clearance rates are not readily available at the county level. Clearance rates for Chicago Police Department (CPD) are used here because CPD is by far the largest law enforcement agency in the county and is the arresting agency for the majority of crimes prosecuted in the county. In addition, these figures underestimate the percentage of crime victims who will not be contacted by the CCSAOWVAP, because not all cases in which an arrest is made are appropriate for prosecution by the CCSAO.

African Americans, Asians and Native Americans were identified as the special populations that victim/witness program staff must make a concerted effort to reach. This finding is supported by the San Diego Association of Governments (SANDAG) 1998 study that showed that ethnic minorities were most likely to have unmet needs. According to McEwen, additional training in cultural sensitivity and recruiting and maintaining bilingual staff members are strategies that programs could adopt to better serve these populations.

Does the CCSAOWWAP provide the services needed by crime victims?

Before an assessment can be done to answer the question of whether a program is providing the services needed by its clients, it is necessary to identify those needs. Three methods of identifying crime victims' needs are found in the literature: a review of previous studies that identify the services that are generally most important to crime victims, a survey of victim service providers that asks about the needs of the crime victims they serve, and a needs assessment done by directly surveying crime victims.

Identifying Victims Needs through a Review of the Literature

Finn and Lee (1987) classified into six categories, 31 services that the National Organization for Victim Assistance (NOVA) maintains victims and witnesses might need as their case progresses through the criminal justice system. The six categories are: emergency services, counseling services, advocacy and support services, claims assistance, court-related services, and system-wide services. In 1997, Tomz and McGillis

updated Finn and Lee's original list, adding post-sentencing services as a seventh category.

Jerin et al. (1995) used the list of "essential" services identified by Finn and Lee (1987) to evaluate the effectiveness of North Carolina's prosecutor-based victim assistance program at meeting crime victims' needs. This list included 27 of the 31 services identified by NOVA.¹⁶ Researchers found that only three essential services were provided by all the programs (referrals, restitution assistance, and witness alert) and that four essential services were provided by *none* of the programs (medical care, shelter, security repair, and paralegal/legal counsel). Although few essential services were provided by all of the programs, nearly half (13 out of 27) of the essential services were provided by more than 75 percent of the programs. In all fairness, even with the enduring recognition of crime victims' rights, few programs have the resources necessary to provide all the essential services. Consequently, victim assistance programs are forced to limit the services they provide to those that they can effectively deliver. In other words, programs are compelled to do a few things well instead of doing many things poorly.

Surveying Victim Service Providers

Recently, researchers from University of Arkansas Little Rock used a "key informant" approach to identify crime victims' needs. Victim service providers were asked about the services crime victims needed most. In response to the question, "In your opinion, are the existing services sufficient to meet the needs of crime victims in your county?" 74 percent replied that existing services were insufficient. The five

¹⁶ The four services that were identified as non-essential were the three that fall into the category, system wide services. These services are public education, legislative advocacy and training. The fourth service deemed non-essential was assistance with victim impact statements.

services that respondents identified most frequently as lacking were counseling, shelters (primarily for battered women), advocacy services, public education, and support groups. When asked to explain the primary reasons for the lack of services, respondents replied that programs are unable to offer the services that victims often need, victims are often unaware of the existence of assistance programs, and it is often difficult for victims to travel to the program's location.

Surveying Crime Victims

Finn and Lee (1987) suggest that surveying crime victims is the first step victim assistance programs should take when deciding which services to offer. A jurisdiction-specific victim survey allows program staff to direct their efforts to serve the specific needs of their clients. When done in conjunction with an inventory of other sources of victim assistance (e.g., other victim service providers in the community, informal support networks), a victim survey can help avoid a duplication of services. Other compelling reasons for conducting a needs assessment are to identify which victims have the greatest need for services, to learn about the needs of other agencies dealing with victims and witnesses, to generate information for promoting the program to potential and current sources of funding, and to highlight areas in which existing programs need improvement (Tomz and McGillis 1997).

A number of researchers have used victim surveys to identify crime victims' needs and to measure the effectiveness of victim assistance programs. Friedman et al. (1982) found that improving security (e.g., repairing or upgrading locks and doors) and borrowing money were the help victims needed most. Five years later, a study by Roberts (1987) directly addressed this issue. He found that security and financial

assistance were among the least common services that programs offered. Roberts' finding is consistent with Finn and Lee's survey of 25 victim assistance program directors across the country. They found that only 32 percent of the programs surveyed in 1982, and 40 percent of programs surveyed in 1986, provided security-related repairs, and 44 percent of these programs provided financial assistance in both 1982 and 1986. Of the 31 essential services, security-related repairs ranked twenty-fifth in 1982 and twenty-eighth in 1985 in the percentage of victim assistance programs offering this service. Financial assistance ranked twenty-third in 1982 and twenty-fifth in 1985 in the percentage of victim assistance programs offering this assistance (Finn and Lee 1987, p. 16). More recently, Jerin et al (1995) found that none of the victim assistance programs in North Carolina that responded to their survey provided security-related repairs, and only 1 out of the 62 programs provided direct financial assistance.¹⁷

In 1990, Skogan, Davis, and Lurigio published the results of interviews with 470 crime victims in four metropolitan areas. According to these authors, local victim assistance programs assisted with a relatively small percentage of victims' problems. Although most programs focused on counseling, many victims needed help dealing with more mundane problems (e.g., security-related concerns).

In 1997, researchers with SANDAG administered a victim survey designed to uncover the needs of crime victims in the San Diego metropolitan area. These researchers focused solely on the needs of violent crime victims (i.e., sexual assault, assault, domestic violence and family members of homicide victims), mailing surveys to

¹⁷ When reviewing the report, the CCSAO pointed out that a prosecutor's office providing financial assistance to victims may subject them to credibility attacks. According to the CCSAO, defense attorneys can allege that the victim was paid for, or profited from, their testimony. This issue is discussed in Chapter 5 and 6 on the advantages and disadvantages of a prosecutor's office providing victim services.

victims four weeks post-crime and following up with a sub-sample, at six months post-crime. Consistent with previous studies, they found that over half of the follow-up sample experienced some type of financial loss (e.g., lost wages, lost property, and medical expenses), signifying a need for both short-term and long-term financial assistance.

Not surprisingly, the SANDAG study found that crime victims' needs changed as their case progressed through the criminal justice system. Immediately following the crime, security-related assistance was the most frequently reported need. One month after the crime, case information and referrals were the most needed service, and six months post-crime, emotional support was the most important need. Interestingly, although case information was the most frequently received service, it was also the most frequently mentioned unmet need.

In sum, over one-half of all victims in the SANDAG study reported that all of their needs had been met. Although the majority of victims seem to be receiving sufficient service, many victims' needs remained unmet. In the six-month post crime sub-sample, 38 percent of the victims reported having unmet needs.

Is the CCSAOWAP effective in helping victims recover both psychologically and materially?

Our investigation of the effectiveness of CCSAOWAP in helping victims recover has two components, material recovery and psychological recovery. Many studies have been done on the effect of victim participation on "victim satisfaction," either with the outcome of the case or with the criminal justice system more generally (e.g., Erez and Tontodonato 1990; Erez et al. 1994; Davis and Smith 1994b; Davis 1985;

Davis et al. 1990; Elias 1984; Davis 1984), but researchers have rarely looked at the effect of services on victims' psychological and material adjustment.

In 1987, Davis reported the results of one of the few studies that investigated the effect of victim services on the psychological and material adjustment of crime victims. Although he found that substantial psychological recovery had occurred for all victims in the first three months post crime, he found no evidence that recovery was greater for victims who received services than for those who did not receive services, consistent with results from a study done by Harrell et al. (1985). Davis concluded that most crime victims do not suffer from such serious psychosocial disruptions that they cannot cope by themselves, and eventually they readjust over a period of days or weeks. It is important to note the sample that Davis used in his study was comprised of victims of robbery, assault and burglary. Given the limited sample in Davis' study, investigating the effectiveness of victim services on the psychological adjustment of a greater range of victims is warranted.

Additional support for the need to further investigate the effectiveness of victim assistance programs in helping crime victims' recover psychologically can be found in the work of Kelly and Erez (1997). These researchers argued that the effect of victim participation on victim's distress level has not been systematically studied and that the few studies that did so were limited to victims of rape and yielded inconclusive results (also see, Lurigio and Resick 1990).

A great deal of work has been done on the effect of victim compensation assistance, with the focus placed on the crime victim's satisfaction with the compensation program or the criminal justice system more generally. Relevant to the question of crime

victims' material recovery, Elias (1983) investigated the victim compensation programs in New York and New Jersey. He found that fewer than one percent of all violent crime victims applied for compensation. Among those who did apply, less than half received an award. Of those that received an award, 80 percent were not satisfied with their award.

Smith and Hillenbrand (1997) argued that compensation and restitution programs hold promise for "making victims whole," but only a small percentage of victims benefit from such programs. Some of the reasons given include a lack of awareness of the program, the inability or unwillingness of offenders to pay restitution, the insufficiency of state funds to compensate victims, and the limits placed on eligibility for compensation.¹⁸

Finally, Fattah (1997) warns that victim assistance might potentially delay the natural healing processes and prolong the trauma associated with victimization. Support for Fattah's position can be found in results from the SANDAG study. SANDAG researchers found that victims who received assistance both at the time of and after the crime reported *more* lifestyle changes and *more* emotional problems than victims who received no assistance. It is important to note that assistance was defined as "assistance by anyone other than police officers." Therefore it was impossible to separate the independent effects of victim assistance programs from those of other sources of assistance on the psychological recovery of crime victims in this sample.

¹⁸ For example, the Illinois Attorney General's victims compensation program is restricted to victims of violent crimes who, have filed the appropriate application and supporting documents within one year of the crime, notified the appropriate law enforcement officials of the crime within 72 hours of its occurrence, have cooperated fully with law enforcement officials, is not the offender or an accomplice of the offender and whose injuries were not substantially attributable to his/her own wrongful act, and was not substantially provoked by the victim.

What are the advantages and disadvantages of a prosecutor's office providing victim services?

Early in the history of victim/witness programs, concerns were expressed over the placement of such programs in District Attorney's Offices (Young 1997). These concerns have persisted to this day. Tomz and McGillis, in the second edition of Serving Crime Victims and Witnesses (1997), identify both the advantages and the disadvantages of prosecutor-based victim assistance programs. According to the authors, the advantages of prosecutor-based victim assistance programs are that they: provide swift access to case information; provide easy access to victims via charging sheets; enable staff, through direct observation, to understand the criminal justice system; provide programs with a mantle of authority and credibility in dealing with victims and other groups; provide an opportunity to improve prosecutors handling of victims; facilitate access to judges; facilitate inclusion of victim concerns in sentencing recommendations; and provide opportunities for court escort and witness reception center. The disadvantages of prosecutorial-based victim assistance programs are that they: focus on victims in terms of their potential as witnesses, and not as individuals in need; restrict services to only victims whose cases are brought to trial; are limited as to their ability to do on-the-scene crisis intervention; restrict the opportunity of staff to act as victim advocates; can create conflicts over confidentiality and disclosure; and can create pressure to prosecute or drop cases even if it is inconsistent with the victim's need.

Some of the disadvantages that Tomz and McGillis identify are illustrated in studies of victim assistance programs. For example, Roberts (1987) found that most victim programs intervene days or weeks after the crime. By then, it might be too late to attend to the most pressing needs of the victim. Elias (1990), consistent with previous

work done by Davis (1983) and Elias (1986), argued that victim/witness programs based in prosecutors' offices can promote dissatisfaction with the criminal justice system by treating victims as prosecution witnesses, thus building false hopes regarding their impact on the outcome of the case. Focusing on the victim as a witness for the prosecution can also result in delaying their recovery by making their needs secondary to the needs of the prosecution.

Finally, an evaluation of North Carolina's prosecutor-based victim/witness programs (Jerin et al. 1995) concluded that these programs do little to meet the needs of most crime victims. This conclusion is supported by the work of Friedman et al. (1982) who found that improving household security in the aftermath of a crime and financial assistance were the types of aid most needed by victims. Roberts (1987) echoed those findings in his study of 184 victim assistance programs throughout the United States. He found that only 13 percent of programs surveyed offered security assistance and 24 percent offered financial assistance, which are the types of immediate interventions that victim assistance programs based in prosecutors' offices are typically unable to provide.

Is the program effective in encouraging further participation by the victim in the Criminal Justice System?

There is little research on the effectiveness of victim assistance programs in encouraging future participation in the criminal justice system. One of the few is an investigation of the experiences of crime victims who were in contact with a victim assistance agency in Northeast Ohio (Tontodonato and Kratcoski 1995). Just over 48 percent of the crime victims surveyed responded that they would be likely to cooperate with the criminal justice system in the future. Twenty percent of respondents replied that

it was unlikely that they would cooperate with the system in the future, with the remaining 31 percent being unsure. In addition, there was a significant positive correlation between victim satisfaction and the likelihood of future cooperation. Victims who evaluated components of the criminal justice system (i.e., police, prosecution and courts) more positively were more likely to state that they would probably cooperate with the system in the future.

The majority of studies show that despite the many victim initiatives, dissatisfaction with the courts continues (Note 1987). Elias (1983) argued that the limitations of New York and New Jersey's compensation programs and the subsequent dissatisfaction of victims' compensation awards increased victims' alienation from the criminal justice system. Davis (1984) argues that victimization and the treatment that victims receive in the criminal justice system almost inevitably alienates crime victims. Davis found that among those victims who felt that their compensation award was adequate, their attitude toward the criminal justice system was improved and their likelihood of future cooperation was enhanced.

The effect of victim impact statements on victim satisfaction is another frequently studied area, yielding conflicting results. Two studies, Davis (1985) and Davis and Smith (1994b) both found no effect of the filing of a victim impact statement on victim's level of satisfaction with the criminal justice system. In contrast, Erez and Tontodonato (1992) found that filing a victim impact statement usually results in increased satisfaction with the criminal justice system. In a study published two years later, the reverse was found (Erez et al. 1994). This time, researchers found that filing a victim impact statement

raises expectations that the victim can influence the outcome of the case, and when that fails to happen, victims' level of satisfaction is reduced.

Summary

An evaluation of the Cook County State's Attorney's Victim/Witness Assistance Program is a logical step in the chronology of research in this field. Previous investigations have demonstrated major gaps between victim needs and victim services. The Cook County program, however, emphasizes the provision of court-related and referral services to its clients, employs an aggressive outreach approach to encourage all felony crime victims to avail themselves to its services, and uses an assessment process to match its services to client needs. These features position the program to optimally address the needs of its clients. This evaluation, particularly the victim survey, tests the effectiveness of these program components.

Chapter 3

Methodology

As we discussed in the introduction, the evaluation of CCSAOVWAP had a process and an impact component. The process evaluation initially produced basic information about CCSAOVWAP's administration, operations, and services. After that documentation was completed, we examined the extent to which the program operated in accordance with specific objectives and interventions. To address these issues, it was necessary to study fully program procedures and specific services. This was accomplished primarily by examining program records, making site visits, observing program staff interacting with victims, surveying ASAs, and interviewing program officials and staff.

The impact evaluation assessed the overall effectiveness of the program in serving the needs of adult victims of felony offenses in Cook County, Illinois. Examination of case records, site visits, observations of program staff interacting with victims, surveys of ASAs, and interviews with program staff and administrators were used to answer specific questions regarding program effectiveness. These data collection methods complemented the centerpiece of the impact evaluation, a telephone survey of crime victims. A copy of all the data collection instruments is found in Appendix II of this report.

Examination of case records

We were granted access to victim files kept by program staff. In total, the contents of 546 case files were examined. These case files were selected from four of the

program's locations throughout Cook County. The types of crimes these files represented ranged from driving under the influence to homicide. The files also represented different types of service delivery (i.e., type of victim specialists working with the victims). Files reviewed included cases in which victims were served by felony wing specialists and suburban court district victim specialists, who work with many different types of crime victims, and special population victim specialists, who serve specific types of crime victims (i.e., disabled, gang, homicide, sexual assault, gay/lesbian/transgender/hate, sexual assault, and senior). We also reviewed the files of program staff who work with victims who apply for victims' compensation and those needing the services of a post-conviction specialist.

Site visits

There are 15 CCSAOWAP offices in Cook County. Over the course of ten months, researchers toured every location. During these visits, we noted the accessibility of the program office, use of office space, posting of victim rights information, maintenance of program records, availability of program brochures, and placement of waiting areas for adult and children crime victims.

Observations of program staff at work

During our many site visits to program locations across Cook County, we also shadowed victim specialists while they worked. These observations included in-person and telephone contacts between specialists and the victims and witnesses they serve. This type of data collection required the cooperation of the CCSAO, judges, and most

important, the victims and witnesses themselves. We were fortunate to have the cooperation of all of these parties.

We observed 132 separate contacts between program staff and victims and witnesses. These contacts ranged from brief telephone calls to long conversations between victim specialists and victims who were being prepared to testify or to sit in on a trial. Table 3.1 summarizes the type of specialists we observed at work and the location of the interaction. In addition to these observations, we were allowed to attend CCSAOWWAP-sponsored support groups and informational series for the families and close friends of homicide victims.

Surveys of Assistant State's Attorneys

At each of the CCSAOWWAP offices throughout Cook County, victim specialists work closely with ASAs. As a result, we felt it important to get the ASAs' perspectives on the program. We distributed surveys at all program locations to ASAs who work with victim specialists.¹⁹ There are approximately 500 ASAs who use the services of CCSAOWWAP staff at any given time. We received completed surveys from 282 ASAs. In these surveys, we asked ASAs questions regarding their level of interactions with victims and witnesses, the rights of victims and witnesses, their use of CCSAOWWAP staff, and their opinions of the program. The distribution of completed surveys by program location and types of cases prosecuted can be found in Table 3.2.

¹⁹ Some units of the Cook County State's Attorney's Office do not work with CCSAOWWAP. For example, the federal litigation supervisor, capital litigation supervisor, assistant state's attorney's whose sole responsibility is to write legal briefs, and the nuisance abatement unit attorneys have no contact with victim/witness and therefore were not surveyed.

Table 3.1: Summary of Observations Between Victim Specialists and Victims by Type of Specialist and Location (N=132)

<i>Type of victim specialist</i>	<i>Number (%)⁺</i>
General Felony*	8 (6.1)
Domestic Violence/Misdemeanor Sexual Assault	17 (12.9)
Homicide	10 (7.6)
Sexual Assault	7 (5.3)
Special Populations**	7 (5.3)
Juvenile	11 (8.3)
Branch	17 (12.9)
Suburban	33 (25.0)
Criminal Justice Process***	22 (16.7)
<u>Location</u>	
City of Chicago (26 th and California)	51 (38.6)
Suburban Cook County	34 (25.8)
Juvenile Court	11 (8.3)
Preliminary hearing branch courts	17 (12.9)
Domestic Violence/Misdemeanor sexual assault	17 (12.9)
Satellite locations (i.e., appeals and elder abuse)	2 (1.5)

+ Percentages may not sum to 100% due to rounding.

* General felony specialists serve all victims of felony crimes that do not fall into a special category

** Special population specialists include the disability specialist, elder abuse specialist, senior specialist, gang specialists, and gay/lesbian/hate/transgender specialist.

*** Criminal justice process specialist includes the appeals specialist, bond notification specialist, victims compensation specialist, and post conviction specialist.

**Table 3.2: Distribution of Assistant State’s Attorney’s Survey Respondents
by Type of Case Prosecuted and Location (N=282)**

<i>Type of Cases prosecuted</i>	<i>Number (%)</i>
Felony only	206 (72.8)
Misdemeanor only	41 (14.5)
Felony and Misdemeanors	28 (9.9)
Missing case type	7 (2.8)
 <i>Location</i>	
City of Chicago (26 th and California)	83 (29.3)
Suburban Cook County	87 (30.7)
Juvenile Court	15 (5.3)
Preliminary hearing branch courts	9 (3.2)
Domestic Violence/Misdemeanor sexual assault	8 (2.8)
Satellite locations (i.e., appeals and elder abuse)	5 (1.8)
Missing location	75 (26.9)

Interviews with program staff and administrators

During our site visits we asked victim specialists about the program and their work with crime victims and witnesses. These interviews lasted from one and one-half to three hours depending on the specialist's position in the program. The interview instruments were designed to ask general questions about the program and specific questions about the responsibilities of victim specialists. Table 3.3 summarizes the locations and positions in which interviewed victim specialists work.

In addition to interviews with victim specialists, we interviewed unit supervisors and program administrators. These interviews were with the six unit supervisors, the director and deputy director of the program, and the chief of criminal prosecutions for the CCSAO. We asked questions pertaining to the organizational structure of the program, hiring processes, training of staff, the responsibilities of staff, record-keeping policies, and organizational philosophy.

Table 3.3: Summary of Victim Specialists Interviewed by Type of Specialist and Location (N=42)

<i>Type of victim specialist</i>	<i>Number (%)⁺</i>
General Felony*	3 (7.1)
Domestic Violence/Misdemeanor Sexual Assault	4 (9.5)
Homicide	4 (9.5)
Sexual Assault	3 (7.1)
Special Populations**	4 (9.5)
Juvenile	5 (11.9)
Branch	4 (9.5)
Suburban	10 (23.8)
Criminal Justice Process***	5 (11.9)
<i>Location</i>	
City of Chicago (26 th and California)	16 (38.1)
Suburban Cook County	10 (23.8)
Juvenile Court	5 (11.9)
Preliminary hearing branch courts	4 (9.5)
Domestic Violence/Misdemeanor sexual assault	5 (11.9)
Satellite locations (i.e., appeals and elder abuse)	2 (4.8)

+ Percentages may not sum to 100% due to rounding.

* General felony specialists serve all victims of felony crimes that do not fall into a special category

** Special population specialists include the disability specialist, elder abuse specialist, gang specialists, and gay/lesbian/hate/transgender specialist.

*** Criminal justice process specialist includes the appeals specialist, bond notification specialist, victims compensation specialist, and post conviction specialist.

Victim survey

The centerpiece of the evaluation was a telephone survey of adult, felony crime victims whose cases were accepted for prosecution by the CCSAO. With the assistance of the CCSAO's Information Services Unit and the Cook County Department of Management Information Systems, we generated a sample of 5,109 adult felony crime victims in nine crime categories from a Cook County case tracking database. The nine crime categories were sexual assault, stalking, battery, robbery, residential burglary, homicide, fraud, vehicle felonies, and arson. Except for victims of sex crimes, stalking, and homicide, the cases were initiated on or after January 1, 1996, and were disposed of at any time during 1996 or 1997. The list of battery, robbery, burglary, fraud, and vehicle felony cases were selected at random from all of the cases that met our selection criteria in each of these categories. For sex crimes and stalking cases, we expanded our selection criteria to include cases initiated in 1995 only if they were disposed of in 1997. For homicide cases, we also expanded our selection criteria to include cases initiated in 1995. Selected homicide cases could have been disposed of at any time after January 1, 1996. For our respondent pool in the categories of sex crimes, stalking, homicide, and arson, we pulled all victim cases that met the selection criteria. Table 3.4 summarizes our pool of respondents.

Three consultants on the project designed the victim survey, Dr. Arthur Lurigio of Loyola University/Chicago, Dr. Fran Norris of Georgia State University, and Rob Davis of the Vera Institute of Justice. The University of Illinois-Chicago, Survey Research Laboratory (UIC-SRL) was contracted to conduct the telephone interviews. The survey

Table 3.4: Victim Survey Respondent Pool by Crime (N=5109)*

<i>Type of crime</i>	<i>Number (%) Of total</i>
Sex crimes/attempted sex crimes	502 (9.8)
Stalking	125 (2.4)
Battery/physical violence	810 (15.9)
Robbery/attempted robbery	550 (10.8)
Residential burglary	550 (10.8)
Homicide	1243 (24.3)
Fraud	550 (10.8)
Vehicle Felonies	620 (12.1)
Arson	159 (3.1)

* Total N reflects all of the cases that we received from Cook County MIS. Duplicate cases and cases where the victim might have been a juvenile were dropped from the sample. As a result, the actual size of the respondent pool was considerably smaller than 5109.

had several components. The first part of the survey asked respondents about the crime. These questions were designed to elicit details of the crime and the respondents' reaction to it at the time of its occurrence and at the time of the interview. The next section contained a series of questions about the criminal justice process. This section included questions on the outcome of the case, case information shared with the victim, and how much contact they had with an assistant state's attorney. In the middle of the survey were questions about 22 services that have been identified in the literature as those that crime victims might need. This set of questions asked if respondents had the need for the service, if they received help with the need from CCSAOVWAP staff, the police, other agencies, family and friends, or if they dealt with it on their own, and if the need was ultimately satisfied. The next section of the survey asked respondents about their general opinions of CCSAOVWAP and some of the statutorily defined rights of violent crime victims and witnesses. The final two sections of the survey contained items designed to measure posttraumatic stress syndrome and respondent demographic information.

To administer the survey, respondents were first sent a letter from the CCSAO. This letter served two purposes. In it was a statement of support of the research and it gave potential respondents the opportunity to refuse to participate in the study. If potential respondents did not notify the UIC-SRL project coordinator or the CCSAO of their unwillingness to participate within two weeks of the date the letter was mailed, their names were kept in the respondent pool. Due to the size of the respondent pool, it was divided into three waves. Phone calls to respondents in each wave were completed before the next wave of letters was sent and potential respondents contacted.

During the later stages of the second wave of telephone interviews, significant procedural mistakes were discovered. Although these mistakes were being remedied, a decision was made to temporarily suspend telephone calls to victims. The procedural mistakes were corrected but they caused a breakdown in the cooperation between the participating organizations. As a result, phone calls to the second wave of potential respondents were not completed, and the third wave of potential respondents was never contacted. These events, and other factors that made it difficult for us to contact crime victims, severely compromised our response rate and greatly reduced the number of completed surveys.²⁰ Table 3.5 summarizes our final sample of crime victims who responded to the survey.

Summary

The strength of the study design is its methodological pluralism. Victims and ASAs were surveyed and in-depth interviews were conducted with CCSAOWWAP staff and administrators. In addition, observations were made of contacts between victims and program staff, case records were reviewed, and program facilities were toured. While there are limitations to the data from each of these sources, our methodology produced an image of the program that is more complete than that which is generated by any single method. Methodological pluralism also allows for results to be compared across data sources, which to some degree can make up for the limitations of any single source.

²⁰ We were limited in the information on crime victims that we could obtain which negatively affected our response rate. We requested and were denied the social security numbers of victims in our respondent pool. Through social security numbers, UIC-SRL could have used several different databases to retrieve the most recent addresses of potential respondents. After the procedural mistakes were discovered, in a compromise that allowed us to move forward, it was agreed that UIC-SRL would not call any potential respondents for which we did not have a valid address, even if we believed we had a valid phone number. This also negatively affected our response rate.

**Table 3.5: Number of Completed Interviews and Response Rates by Crime
(N=493)***

<i>Type of crime</i>	<i>Number of completed interviews (Response rate)</i>
All crimes	493 (23.9%)
Sex crimes/attempted sex crimes	27 (16.6%)
Stalking	22 (32.8%)
Battery/physical violence	48 (13.9%)
Robbery/attempted robbery	62 (22.9%)
Residential burglary	97 (30.0%)
Homicide	65 (27.0%)
Fraud	67 (29.7%)
Vehicle Felonies	92 (26.4%)
Arson	13 (16.6%)

* The University of Illinois at Chicago Survey Research Lab (UIC-SRL) calculates survey response rates according to the standard definitions set forth by the American Association for Public Opinion Research (AAPOR). AAPOR's Standard Definitions (1998), provides six variations in the way response rates can be calculated. UIC-SRL used the following formula to calculate response rates for this study:

$$RR+I/\{(I + P) + (R + NC + O) +e(UH + UO)\}$$

Where

I = completed interview; P = partial interview; R = refusal and break off; NC = non-contact; O = other; UH = unknown if household/occupied household; UO = unknown, other; e = estimated eligibility rate.

For example, much of the data from the victim survey can be compared to interviews with victim specialists and observations of interactions between victims and program staff. Similarly, some of the data from the ASA survey can be compared to results from the victim survey and interviews with program staff. Although response rates for both the victim survey and the ASA survey were relatively low, many of the findings of these surveys can be confirmed or disconfirmed by comparing them to data generated by other methods.

Chapter 4

Process Evaluation Results

The process evaluation of the CCSAOWWAP had four components, which are the criteria against which the program was evaluated: statutory requirements, grant requirements, CCSAOWWAP goals and objectives, and NOVA program models.²¹ This chapter describes CCSAOWWAP's fidelity to these criteria.

Statutory requirements

The statutory requirements that have the greatest impact on Cook County's program are those enumerated in Illinois' Victims' Bill of Rights, contained in the Illinois State Constitution. Starting with the Victims' Bill of Rights, we review those rights and discuss the ability of the CCSAO and CCSAOWWAP to comply with the rights and deliver the services outlined in the Illinois Compiled Statutes.

Rights of Crime Victims and Witnesses

All violent crime victims in Illinois have statutory rights (see Table 4.1). Many of these rights take effect after an alleged offender has been charged with the crime (e.g., the right to make a statement to the court at sentencing, the right to communicate with the prosecution). In addition, Illinois statute outlines procedures to satisfy the rights of violent crime victims (see Table 4.2). These procedures lay out clearly rights that the staff

²¹ The NOVA model is the exemplar for all victim assistance programs, but is one that includes services that are generally not offered by prosecutor-based programs. Other models are available that focus on the limited scope of prosecutor-based programs. One example is found in, [Focus on the Future: A Systems Approach to Prosecution and Victim Assistance](#), published by the National Center for Victims of Crime.

Table 4.1: The Rights of Violent Crime Victims in Illinois*

1. The right to be treated with fairness and respect for their dignity and privacy throughout the criminal justice process
2. The right to notification of court proceedings.
3. The right to communicate with the prosecution.
4. The right to make a statement to the court at sentencing.
5. The right to information about the conviction, sentence, imprisonment and release of the accused.
6. The right to the timely disposition of the case following the arrest of the accused.
7. The right to be reasonably protected from the accused through the criminal justice process.
8. The right to be present at the trial and all other court proceedings on the same basis as the accused, unless the victim is to testify and the court determines that the victim's testimony would be materially affected if the victim hears other testimony at the trial.
9. The right to have present at all court proceedings, subject to the rules of evidence, an advocate or other support person of the victim's choice.
10. The right to restitution.

* 725 ILCS 120/4. West's Illinois Criminal Law and Procedure, 1999 Edition.

Table 4.2: Procedures to Implement The Rights of Violent Crime Victims in Illinois

The Office of the State's Attorney:

1. shall provide notice of the filing of information, the return of an indictment by which a prosecution for any violent crime is commenced, or the filing of a petition to adjudicate a minor as a delinquent for a violent crime;
2. shall provide notice of the date, time, and place of trial;
3. or victim advocate personnel shall provide information of social services and financial assistance available for victims of crime, including information of how to apply for these services and assistance;
4. shall assist in having any stolen or other personal property held by law enforcement authorities for evidentiary or other purposes returned as expeditiously as possible, pursuant to the procedures set out in Section 115-9 of the code of Criminal Prosecutions of 1963;
5. or victim advocate personnel shall provide appropriate employer intercession services to ensure that employers of victims will cooperate with the criminal justice system in order to minimize an employee's loss of pay and other benefits resulting from court appearances;
6. shall provide information whenever possible, of a secure waiting area during court proceedings that does not require victims to be in close proximity to defendant or juveniles accused of a violent crime, and their families and friends;
7. shall provide notice to the crime victim of the right to have a translator present at all court proceedings;
8. in the case of the death of a person, which death occurred in the same transaction or occurrence in which acts occurred for which a defendant is charged with an offense, shall notify the spouse, parent, child or sibling of the decedent of the date of the trial of the person or persons allegedly responsible for the death;
9. shall inform the victim of the right to have present at all court proceedings, subject to the rules of evidence, an advocate or other support person of the victim's choice, and the right to retain an attorney, at the victim's own expense, who, upon written notice filed with the clerk of the court and State's Attorney, is to receive copies of all notices, motions and court orders filed thereafter in the case, in the same manner as if the victim were a named party in the case;
10. at the sentencing hearing shall make a good faith attempt to explain the minimum amount of time during which the defendant may actually be physically imprisoned. The Office of the State's Attorney shall further notify the crime victim of the right to request from the Prisoner Review Board information concerning the release of the defendant under subparagraph (d)(1) of this Section;
11. shall request restitution at sentencing and shall consider restitution in any plea negotiation, as provided by law.

725 ILCS 120/4.5. West's Illinois Criminal Law and Procedure, 1999 Edition.

of CCSAO are responsible for providing to violent crime victims. As a result, based on their working relationship with ASAs, CCSAOVWAP staff are in a strong position to assist CCSAO in informing violent crime victims of their rights.

In the CCSAO's operating procedures, there is no formal identification of the staff who are specifically responsible for notifying victims of their rights (i.e., prosecutor, CVVWAP staff, or CCSAO staff). As a result, it is possible that some victims may not be contacted or receive service. Data from interviews with CCSAOVWAP staff and supervisors, the victim survey, and the survey of ASAs corroborate this point.

CCSAOVWAP supervisors were asked how victims were informed of their statutory rights and responsibilities. All supervisors responded that specialists are instructed to include, in every victim's initial contact letter, a brochure that outlines the Illinois Victim's Bill of Rights. This is a useful first step, but it has two limitations.

First, being a victim of a violent crime in one's own home or neighborhood often causes the victim to feel unsafe living in the same place where the crime occurred. To escape feelings of vulnerability, crime victims will often move to another neighborhood. In fact, 21 percent of violent crime victims who responded to our survey moved out of their apartment or home because of the crime.²² If victims move and fail to promptly report a change of address to the CCSAO, the chances that they will receive notification of their rights as a crime victim are greatly reduced.

Second, when sending letters to victims, CCSAOVWAP staff use the county's Prosecution Management Information System (PROMIS) system. Case fact sheets that

²² 21 percent is probably an underestimate. Because the letters asking for their participation in the study were returned as "no forwarding address provided," we know that a portion of our sample that did not participate in our survey moved away from where they were living at the time of the crime. It is likely that many of them moved because of their criminal victimization.

include victim contact information are generated from PROMIS. In our review of case files, we noticed several errors in the case fact sheets. Even if victims have stayed in their current homes or apartments, when their contact information has been incorrectly entered into the system, mailings will never reach them.

If victim rights notification to all violent crime victims is the goal, more than mailings must be done—and the CCSAO and CCSAOVWAP try to do more. The CCSAOVWAP supervisor at Cook County Juvenile Court instructs her staff to verbally inform all victims of their statutory rights during their first personal contact with the victim. In addition, well over half of the ASAs surveyed reported that they take personal responsibility for informing victims of their rights. Results from the victim survey show that the effectiveness of this approach varies. Fifty-six percent of violent crime victims surveyed reported that CCSAOVWAP staff offered to explain their rights to them. Eighty-three percent of violent crime victims eligible to make a statement at sentencing reported that either an ASA or staff member from CCSAOVWAP notified them of their right to do so. Seventy percent of violent crime victims were notified, by CCSAOVWAP staff, of their right to be at all court proceedings. Thirty-three percent of the violent crime victims surveyed were notified of their right to restitution by CCSAOVWAP staff.

For most of the questions about victim rights notification, the victim survey asked only about CCSAOVWAP staff notification of these rights or ASA notification, but not both.²³ As we discussed earlier, ASAs share in this responsibility. Hence, our data underestimate the percentages reported for the notification of the right to attend all court proceedings, the right to restitution, and the offer to explain to the victim their rights.

²³ Given self-imposed limitations on the length of our victim survey, we were unable to include questions that asked victims if they were notified of all of their specific rights. Victims have more rights than those

A basic concern is the lack of consistency regarding who specifically in the CCSAO is responsible for notifying victims of their rights. The results from the survey of ASAs who try felony cases showed a great deal of variation in respondents' perceptions of who shoulders responsibility for notifying violent crime victims of their rights (see Table 4.3). In addition, we found variation across Cook County Courthouse locations in who has the responsibility to notify victims of their rights. For example, ASAs at 26th and California rely on CCSAOVWAP victim specialists to notify victims of their rights more often than do their counterparts in the suburban districts. In this system of victim's rights notification, the challenge for both ASAs and victim specialists is to learn what is expected of each other and to do so in a manner that gets victims the information and services they need and fulfills the rights that they are statutorily guaranteed.

At the risk of stating the obvious, notifying victims of their statutory rights is much different from fulfilling those rights. According to data from the victim survey, observations of program staff, and staff and supervisor interviews, the CCSAOVWAP

that, by statute, are the State's Attorney's responsibility for their notification of and delivery to victims. These fall into three categories, 1) those that are the responsibility of the State's Attorney, only when the victim makes a written request, 2) those that are the responsibility of other entities (e.g., Prisoner Review Board, Department of Corrections), and 3) those that are left undefined in regards to who is responsible for their notification (e.g., the Criminal Victim's Asset Discovery Act). Instead, through a review of client records and observations of CCSAOVWAP staff's interactions with victims, we hoped to document the degree to which victims were notified of all their rights, including those that are not the responsibility of the CCSAO. Unfortunately, this turned out to be an ineffective method of retrieving this information. The client records do not document the exact content of each and every conversation between the victim and the victim specialist. What may appear to be inadequate notification of the victim's rights, is likely to be a result of a record keeping system that lacks detail. The ineffectiveness of documenting victims' rights notification through observations of victim and program staff interaction is a result of our inability to follow a case as it progressed through the system. The conversations we were privy to occurred at specific stages of the criminal justice process and the content of the conversations reflected that degree of specificity. For example, if the contact was prior to a court hearing, the conversation revolved around the hearing and rarely included information that was not immediately relevant. As a result, the data on the rights of crime victims culled from client records and observations of client contact provide an incomplete picture of program staff's victim's rights notification service.

Table 4.3: Whose Responsibility is it to Notify Violent Crime Victims of Their Statutory Rights?*

	<u>ASA</u>	<u>CCSAOVWAP</u> <u>Staff</u>	<u>Both</u>
The right to notification of court proceedings.	28.6%	29.6%	30.1%
The right to communicate with the prosecution.	34.5%	24.8%	27.7%
The right to make a statement to the court at sentencing.	34.0%	15.5%	39.3%
The right to information about the conviction, sentence, imprisonment and release of the accused.	32.0%	23.3%	30.6%
The right to notice of the date, time and place of trial.	40.3%	18.0%	30.6%
The right to be present at the trial and all other court proceedings on the same basis as the accused, unless the victim is to testify and the court determines that the victim's testimony would be materially affected if the victim hears other testimony at the trial.	29.1%	24.3%	31.6%
The right to restitution.	36.4%	21.4%	27.2%
The right to be provided information of social services and financial assistance for victim of crime.	7.3%	65.0%	15.0%
The right to assistance in having any property taken for evidentiary purposes returned as expeditiously as possible.	42.7%	22.3%	19.4%
The right to appropriate employer intercession services.	13.1%	48.5%	22.3%
The right to have a translator, if necessary, present at all court proceedings.	31.6%	24.3%	31.1%
The right, at the sentencing hearing, to have a good faith attempt made to explain the minimum amount of time during which the defendant may actually be imprisoned.	64.1%	6.8%	14.1%

* Row totals do not sum to 100%. Other answers were given in response to the question including, "no-one", "the police", "other State's Attorney's Office staff", and "the judge".

and the CCSAO were unsuccessful at fulfilling some of the rights of crime victims but were very successful at fulfilling others.

The notification of violent crime victims' right to restitution and the CCSAO pursuit of restitution are two essential components of victim services. Although the right to restitution is listed on the "Victims' Bill of Rights" brochure that is sent to all victims in their initial contact letter, 65 percent of violent crime victims surveyed reported that they were not informed by CCSAOVWAP staff of their right to restitution. We were unable to ascertain the frequency with which an ASA informed violent crime victims of their right to restitution or how often restitution was pursued. Nonetheless, 63 percent of ASAs surveyed reported that it is their responsibility to inform victims of their right to restitution. It is possible that victims who were not informed of their right to restitution by CCSAOVWAP staff were informed of this right by an ASA.

Interviews with CCSAOVWAP victim specialists and their supervisors clearly showed that CCSAOVWAP staff believes that pursuing restitution is the ASA's responsibility. If CCSAOVWAP staff provide any assistance, they usually help victims document their losses. CCSAO staff are concerned that pursuing restitution might re-victimize the victim, this time at the hands of the criminal justice system. A defendant who is found guilty and sentenced to prison is unlikely to be able to pay court-ordered restitution. ASAs feel that putting the offender behind bars is their primary objective—an objective shared by at least one CCSAOVWAP supervisor. If ASAs are successful in getting an offender sentenced to prison and in securing a restitution order, attorneys believe that victims will feel as if the system let them down by ordering restitution that

they will never receive. This belief might discourage ASAs from pursuing restitution in some of the cases in which a victim is eligible.

Violent crime victims also have the right to receive information regarding financial assistance, including information on how to apply for that assistance. In Illinois, the Attorney General's Office operates a program that compensates victims of specific crimes for "pecuniary loss" caused by the crime.²⁴ ASAs are responsible for providing information on the availability of financial assistance to crime victims, such as the Illinois Attorney General's program.

However, 65 percent of ASAs who try felony cases felt that providing information on financial assistance is the responsibility of CCSAOWWAP staff. Data from the victim survey indicated that a significant percentage of eligible victims were not informed of Illinois' victim compensation program. Thirty-three percent of sexual assault victims, 69 percent of battery victims, 38 percent of family members of homicide victims, and 60 percent of arson victims reported that they were not informed about the Attorney General's victim compensation program by CCSAOWWAP staff. The data on who applied for victim's compensation paints an equally bleak picture. Sixty-six percent of sexual assault victims, 68 percent of battery victims, 35 percent of family members of

²⁴ From 740 ILCS 45/2. "Pecuniary loss means, in the case of injury, appropriate medical expenses and hospital expenses including expenses of medical examinations, rehabilitation, medically required nursing care expenses, appropriate psychiatric care of psychiatric counseling expenses, expenses for care or counseling by a licensed clinical psychologist or licensed social worker and expenses for treatment by Christian Science practitioners and nursing care appropriate thereto; prosthetic appliances, eyeglasses, and hearing aids necessary or damaged as a result of the crime; the purchase, lease, or rental of equipment necessary to create usability of and accessibility to the victim's real and personal property which is used by the victim, necessary as a result of the crime; replacement services loss, to a maximum of \$1,000 per month; dependents replacement services loss, to maximum of \$1,000 per month; loss of tuition paid to attend grammar school or high school when the victim had been enrolled as a full-time day or night student prior to the injury, or college or graduate school when the victim becomes unable to continue attendance at school as a result of the crime of violence perpetrated against him or her; loss of earnings, loss of future earnings because of disability resulting from the injury, and, in addition, in the case of death, funeral and burial expenses to a maximum of \$5,000 and loss of support of the dependents of the victim."

homicide victims, and 86 percent of arson victims did not apply for victim's compensation.²⁵

Victims have the right to be reasonably protected from the accused throughout the criminal justice process. In our visits to the court facilities in Cook County, one-third of the locations did not have a secure area where victims could wait apart from defendants. The situation was the most problematic at 13th and Michigan (domestic violence and misdemeanor sexual assault court for the city of Chicago). There, each domestic violence courtroom is "standing room only" at the beginning of the day's calendar. It is not unusual for victims and offenders to be sitting in the same row in the courtroom, if not right next to each other. If a victim specialist wants to speak with a victim, the specialist will often take the victim out into the hall where there is no privacy but where they can discuss the case without disrupting court proceedings. At Cook County Juvenile Court the situation is not much better. Here, many victims and offenders sit on benches that face each other. Even in the locations where there are secure waiting areas, they are in the offices of the CCSAO and are a considerable distance from the courtroom. These comments from three different victims illustrate the need for separate and secure waiting areas as advocated for by staff of the CCSAOVWAP.

"I went to court and the person sitting next to me could have been him. Felt very uncomfortable, he was too close."

²⁵ Not all violent crime victims are eligible for compensation through the Illinois Attorney General's Victim Compensation Program. Violent crime victims are eligible if, "(a) Within one year of the occurrence of the crime upon which the claim is based, he files an application, under oath, with the Court of Claims and on a form prescribed in accordance with Section 7.1 furnished by the Attorney General. (b) The appropriate law enforcement officials were notified within 72 hours of the perpetration of the crime allegedly causing the death or injury to the victim or, in the event notification was made more than 72 hours after the perpetration of the crime, the applicant establishes that such notice was timely under the circumstances. (c) The applicant has cooperated fully with law enforcement officials in the apprehension and prosecution of the assailant. (d) The applicant is not the offender or an accomplice of the offender and the award would not unjustly benefit the offender or his accomplice. (e) The injury to or death of the victim was not substantially attributable to his own wrongful act and was not substantially provoked by the victim. (740 ILCS 45/6.1).

“A person who has been attacked should not have to sit next to the attacker in court.”

“It’s partly my fault because I didn’t go to court. Victims should not have to be there and that this opens up the victims chances of something else happening to him and that there is no protection. That is why people don’t appear in court. Because I was putting myself in danger by appearing.”

According to Illinois statute, not only are victims of violent crime given certain rights, but a statement and explanation of these rights should be conspicuously posted in all court facilities. Unfortunately, we found that the statement and explanation of crime victims’ rights was not “conspicuously” posted in any of the court facilities. During our visits to court facilities throughout Cook County, we found that if crime victims’ rights were posted at all, they were posted inside the CCSAO’s offices, and in nine of the fifteen locations they were posted inside the office of the victim specialist.²⁶

For some of the other victims’ rights, the CCSAO and CCSAOVWAP performed relatively well. Eighty percent of violent crime victims surveyed were notified by an ASA of the dates, times and places of the court proceedings in their cases. Nearly 75 percent of violent crime victims surveyed reported that ASAs were available to discuss their cases.

Finally, the first item listed in the Victims’ Bill of Rights is “the right to be treated with fairness and respect for their dignity and privacy throughout the criminal justice process.” Research staff spent hundreds of hours observing primarily CCSAOVWAP staff, but some ASAs as well, as they interacted with victims. In virtually every contact between a victim and staff from CCSAOVWAP we witnessed, victims were treated with

²⁶ It is important to note that neither the CCSAO nor the victim/witness assistance program can dictate the policies that govern the posting of information in court facilities.

fairness and respect for their dignity and privacy. CCSAOVWAP's staff devotion to crime victims shone through during the time we spent observing the program. CCSAOVWAP's victim specialists care a great deal about the victims whom they serve.

Summary

Due to the limitations of the data, it is difficult for us to make definitive statements regarding the program's adherence to statutory requirements. We are, however, able to make some general statements based on the data that we were able to collect.

CCSAO staff can definitely improve in fulfilling their statutory responsibility to provide information and services to crime victims. Many violent crime victims are not being provided with the information and services that CCSAO staff are required to provide. The most disturbing example is the right to information on financial assistance available to violent crime victims. A significant percentage of violent crime victims are not being informed of their right to restitution. In addition, a significant percentage of violent crime victims are not applying for the Illinois Attorney General's victim compensation program.

The right to restitution and compensation acknowledges that being a crime victim affects individuals materially as well as psychologically. Victims cannot recover materially if they are not informed of the opportunities available to assist them with material recovery. CCSAO and CCSAOVWAP staff must help crime victims avail themselves to those opportunities.

Staffs' concern over re-victimization by falsely raising crime victims' hopes for financial support through restitution and victim compensation is appropriate. Nonetheless, data from the victim survey indicates that when victims were informed of their right to restitution by CCSAOVWAP staff, victims were more likely to report that they were satisfied with the program. This suggests that victims probably understand that receiving restitution from an offender is often not possible, but that they appreciate any efforts made by the CCSAO to assist them with financial recovery. The key is in communicating with the victim the right to restitution and the reality of their chances to receive restitution. Knowing that CCSAO staff are doing everything that they can to assist the victim is likely to go a long way toward their recovery and their satisfaction with the criminal justice system.

Another area of concern is the availability of a safe and secure waiting area apart from defendants. In order to encourage victim participation in the justice process, the environment needs to be safe and supportive. Being confronted with the possibility of having to interact with the person who committed the crime can only serve to discourage victims' participation.

Finally, CCSAO and CCSAOVWAP staff must do a better job of informing victims of all their rights. It is evident from our data that for some of the rights of crime victims, CCSAO and CCSAOVWAP staff do a good job, especially for those rights that are prosecution-focused (e.g., notification of time, date, and place of trial and availability of ASA to discuss their case). That being said, improving the communication of all the rights of crime victims is likely to result in more cooperative victims, more successful

prosecutions, and victims who feel that the CCSAO did everything in its power to prosecute the offender and assist in their recovery.

Grant requirements

As recipients of federal Victims of Crime Act (VOCA) funds, CCSAOVWAP is subject to certain conditions established by the Office for Victims of Crime (OVC), under the U.S. Department of Justice's Office of Justice Programs (see Table 4.4).

CCSAOVWAP also receives funding through the Illinois Attorney General's Office from the state's Violent Crime Victims Assistance Fund. As a result, the Attorney General's Office also imposes some programmatic requirements as a condition of funding (see Table 4.5). This section will discuss the degree to which CCSAOVWAP adheres to OVC and Attorney General's Office funding requirements.

Office for Victims of Crime grant requirements

CCSAOVWAP meets all 13 requirements asked of recipients of VOCA funds (Table 4.4). But in some cases the program's compliance with OVC grant conditions is a matter of degree and requires special comment. We briefly discuss three OVC requirements: the use of volunteers, the promotion of community efforts to aid crime victims, and services to victims of federal crimes.

OVC requires subrecipient organizations to use volunteers unless a compelling reason can be given as to why the organization cannot. CCSAOVWAP currently is not using "volunteers," but they are currently using interns. CCSAOVWAP interns do not receive payment for their services, instead they receive course credit at a local university

Table 4.4: Office for Victims of Crime Grant Conditions Relevant to CCSAOVWAP*

1. Public or Nonprofit Organization
2. Record of Effective Services
3. Meet Program Match Requirements
4. Volunteers
5. Promote Community Efforts to Aid Crime Victims
6. Help Crime Victims Apply for Compensation
7. Comply with Federal Rules Regulating Grants
8. Maintain Civil Rights Information
9. Comply with State Criteria
10. Services to Victims of Federal Crime
11. No Charge to Victims for VOCA funded Services
12. Client-Counselor Confidentiality
13. Confidentiality of Research Information

* Because CCSAOVWAP has been in existence since 1981 we do not include the “new program” requirement.

Table 4.5: Illinois Attorney General's Office Grant Requirements

Each center shall provide one or more of the following services for victims or witnesses of violent crime:

1. Coordinate volunteers to work with criminal justice agencies to provide direct victim services and/or to establish community support;
2. Provide assistance to victims of violent crime and their families in obtaining assistance through other official or community resources;
3. Provide elderly victims of crime with services appropriate to their special needs;
4. Provide transportation and/or household assistance to those victims participating in the criminal justice process;
5. Provide victims of domestic and sexual violence with services appropriate to their special needs;
6. Provide courthouse reception and guidance, including explanation of unfamiliar procedures and bilingual information;
7. Provide in-person or telephone hot-line assistance to victims;
8. Provide special counseling facilities and rehabilitation services to victims;
9. Provide public education on crime and crime victims;
10. Provide training and sensitization for persons who work with victims of crime;
11. Provide other services as the Commission shall deem appropriate to further the purpose of this Act.

or college. At the time this report was written, there were 10 interns working with CCSAOWWAP. Their responsibilities vary depending on their skill level, but interns are initially given primarily clerical responsibilities. When an intern shows the ability to work with victims, they are then given additional responsibilities.

Because of limited resources, interns can be an extremely valuable source of support to the program. They can provide clerical support for victim specialists (e.g., sending letters to victims and answering the phone), freeing victim specialists to spend more time with victims. When an intern shows the ability to work with victims directly, they can be given additional responsibilities, ranging from court accompaniment to all the duties of a victim specialist. In addition, interns provide a source of knowledgeable, and to some degree, pre-trained applicants for open positions with the program. Eight of the sixty-four victim specialists currently working for CCSAOWWAP were former program interns.

VOCA grantees are required to promote coordinated public and private efforts to aid crime victims. For CCSAOWWAP this takes many forms. The most frequently used technique is public presentations, especially those that bring together many agencies that serve crime victims. These presentations are more often a forum in which representatives from CCSAOWWAP make others aware of their program rather than an explicit effort at coordinating public and private efforts to aid crime victims. Because one of the problems for the program is a lack of public knowledge that it exists, generating awareness of the program is an important function for CCSAOWWAP. But this is a double-edged sword because the program already has more victims than it can effectively serve. At the same

time, staff realize that many victims would benefit from their assistance if they knew about the program.

CCSAOVWAP staff also promotes coordinated efforts to aid crime victims by referring them to community-based organizations. This effort gets victims the assistance they need in the community while helping form connections between program staff and community-based victim assistance providers. To this end, CCSAOVWAP has informal agreements with agencies (i.e., hospitals, social service) that provide assistance to crime victims. These agreements also encourage working relationships with community-based agencies that can assist crime victims with their needs.

Finally, the CCSAOVWAP was a leader in the effort to bring an Automated Victim Notification (AVN) system to Cook County. This required coordinating the efforts of 5 county agencies. The AVN system will automatically notify crime victims of any change in court dates and/or changes in the custody status of an offender. In addition, the AVN system can be used to provide crime victims with, among other things, victim services and victim assistance information, court clerks information, and date, time and location of the court hearing, including the addresses of the courthouses and courtroom number.

The services to victims of federal crime requirement does not apply to CCSAOVWAP. CCSAOVWAP reaches out to every felony crime victim whose case is being prosecuted by the CCSAO. The victim of federal crime requirement states that VOCA funded programs are to “provide services to victims of federal crimes on the same basis as victims of state/local crimes.” CCSAOVWAP staff cannot be expected to reach out to all victims of federal crimes. Instead, CCSAOVWAP staff assist the victims of

federal crimes who approach them—just as they would any victim who contacted them for service. In addition, the U.S. Attorney’s Office has occasionally referred victims of federal crimes to CCSAOVWAP for victim services. These victims also receive services from CCSAOVWAP.

Illinois Attorney General’s Office Guidelines for Grantees

As a recipient of funds through the Illinois Attorney General’s Office from the state’s Violent Crime Victims Assistance Fund, CCSAOVWAP is to provide one or more of the services suggested by the Illinois Attorney General’s Office. CCSAOVWAP, to some degree, provides all of the services suggested by the Attorney General’s guidelines, as we note below.

Provide assistance to victims of violent crime and their families in obtaining assistance through other official or community resources

Although CCSAOVWAP provides support groups for family members of homicide victims and senior crime victims and offers an “informational series” for family members of homicide victims, the program is limited in the number and types of services that it can provide. Therefore, the primary method of getting victims the services that they need is through referrals to community-based agencies.

In conversations with program supervisors, we found general consensus on the referral process. Victim specialists are to provide victims with the names and phone numbers of several agencies that could help them with their needs. The names of these agencies come from many different sources, such as the CCSAOVWAP resource directory, other agencies’ resource directories, and victim specialists’ networking

efforts.²⁷ Whenever possible, the victim specialist is to make an introductory call on behalf of the victim. At this point the follow-up process becomes less uniform. Some specialists ask victims if they received the services that they needed, whereas others ask the victim to contact them only if the referred to agency was not helpful. This illustrates the fine line the program walks between empowering the victim by requiring their active participation in the recovery process and doing everything a victim specialist can do to ensure that the victim receives the services that they need.

Provide elderly victims of crime and victims of domestic and sexual violence with services appropriate to their special needs

For elderly victims, this is done primarily through the assistance of the program's senior victim specialist. As the title implies, this staff person specializes in providing services to elderly crime victims. When it is discovered that the crime victim is a senior citizen, the case is automatically referred to the senior specialist.

In addition to the senior victim specialist, CCSAOWAP has an elder abuse specialist operating within the Public Interest Bureau of the CCSAO. Although the elder abuse specialist position was created in response to an anticipated rise in assault and battery cases among the elderly, the majority of the victims served by this specialist are victims of fraud. In addition, the elder abuse specialist staffs an elder abuse hotline and does investigatory work for ASAs in the elder abuse prosecution unit. Although the

²⁷ One of the many benefits of program evaluation is that the evaluation process uncovers problems, some easily remedied, that a program might have. When reviewing CCSAOWAP's resource directory we discovered that much of the information contained in their directory was out of date. As a result of the discovery, staff with CCSAOWAP updated the directory and a plan for regularly updating the directory was developed.

senior specialist and elder abuse specialist provide primarily court-related services to victims, CCSAOWWAP now provides some direct victim services to senior victims.

Toward the end of the evaluation period, CCSAOWWAP conducted their first support group serving senior victims. Participation in the support group is free and available to all senior victims, including victims whose cases are not currently being prosecuted by the CCSAO. The support group meets during the day on every third Saturday at a suburban Cook County courthouse. A licensed social worker co-facilitates the group with a staff member from CCSAOWWAP.

In Chicago, there is a courthouse where domestic violence cases are heard for victims residing in the city. The domestic violence unit of CCSAOWWAP is staffed by four intake specialists, four courtroom specialists, and a bond court specialist. Domestic violence victims come to the domestic violence courthouse in one of two ways; they are either brought there after an offender is arrested by police, or they file a police report and come to the courthouse on their own to file a domestic violence complaint. An intake specialist will interview the victim, prepare an emergency order of protection and provide referrals for social service. Intake specialists also assist with collecting evidence in the case by taking photographs of the victim's injuries. A file is created for each victim, and within a week, this file is forwarded to a domestic violence courtroom specialist. Courtroom specialists are responsible for calling victims to remind them of upcoming court dates. They also fill out legal documents, assist ASAs in collecting evidence against defendants, and help prepare victims to testify at trial. Finally, courtroom

specialists provide referrals for victims when appropriate.²⁸

A misdemeanor sexual assault victim specialist works in the Domestic Violence Division of CCSAOVWAP. This specialist offers court orientation, court support, and compensation and counseling referrals to misdemeanor sexual assault victims. Vertical victim services are provided for misdemeanor sexual assault victims, with the specialist contacting victims a few days after a case goes through felony review and continuing to provide service throughout the court process.

All felony sexual assault cases are sent to the main criminal courthouse in Chicago where there are three victim specialists who work exclusively with sexual assault victims. Felony sexual assault victims also receive vertical services. In most cases, victim specialists personally contact sexual assault victims at the preliminary hearing. If no contact is made, or if there is no preliminary hearing (because of a grand jury indictment), victim specialists will contact victims by phone or letter.

Many times, victims speak to victim specialists before meeting the ASAs assigned to their cases. Many sexual assault victims are children, and specialists will take the time to build children's trust before preparing them for testimony. After trust is established, specialists try to be with children every time they are questioned, including during their court testimony. While children are on the witness stand, victim specialists serve as a supportive focal point.

Sexual assault victim specialists utilize a number of different social service

²⁸ Other agency's victim advocates working at this location supplement the assistance that CCSAOVWAP provides. For example, advocates working for Jane Addams Hull House often provide immediate service and advocacy to victims of domestic violence. This allows CCSAOVWAP intake specialists to focus their efforts on assisting victims with the filling out of orders of protection and CCSAOVWAP courtroom specialists to focus on providing court and case related information.

referrals. Because many victims are on public aid, victim specialists make referrals to services that are free or for which special payment arrangements can be made.

Specialists will also contact the Department of Children and Family Services in cases of suspected child abuse.

Provide transportation and/or household assistance to victims

According to CCSAOWWAP victim specialists, difficulty in finding transportation to court is the most significant factor affecting the victim's likelihood of attending court hearings. Early in the evaluation period, transportation service was most often provided in the form of cab fare to the victim. Later in the evaluation period, a voucher system was arranged with local cab companies.

Household assistance, on the other hand, is a relatively infrequent need of Cook County felony crime victims, and even more infrequently provided. Twelve percent of respondents to our victim survey reported needing help with household work or shopping, and only three percent of those reporting the need, received assistance from CCSAOWWAP. This is an area in which a well-coordinated network of victim assistance organizations would be extremely helpful. Crime victims have many household needs that CCSAOWWAP cannot meet, not only household work and shopping, but also the repair of broken doors and locks and help with childcare. The most logical source of this assistance would be found in the crime victim's community. Cook County crime victims would be better served if community-based victim services were expanded to complement the services provided by CCSAOWWAP.

Provide courthouse reception and guidance, including explanation of unfamiliar proceedings and bilingual information

Victims are responsible for checking in with CCSAOWWAP staff prior to going into the courtroom. This is true whether the victim is there to attend the hearing or if the victim is scheduled to testify. Unfortunately, for first-time visitors to the courthouse, finding the CCSAOWWAP offices can be difficult. Fourteen of the fifteen CCSAOWWAP program offices are located inside the CCSAO. Of those 14 locations, only one has a sign informing visitors that the CCSAOWWAP offices are inside.

The data on the “explanation of unfamiliar procedures” is generally positive. In our victim survey, among those victims reporting at least some contact with CCSAOWWAP staff, 60 percent responded that program staff offered to explain court proceedings to them.²⁹ Of those who reported that CCSAOWWAP staff offered to explain court proceedings to them, nearly 66 percent were victims of a violent crime. Data from our observations of program staff interactions with victims is even more positive. In 75 percent of our observations, CCSAOWWAP staff members explained the court process to victims.

Given the diversity in Cook County’s population, providing translation services is an important but extremely difficult task. Results from the victim survey show that, of the respondents who had contact with CCSAOWWAP staff and needed translation services, 65 percent reported that they were not offered this service. Our observations of program staff yielded more positive results. Of the 132 observations of program staff

²⁹ Fifty-one percent of victims surveyed reported that they had no contact with CCSAOWWAP. We discuss this finding in Chapter 6 of this report.

contact with victims, 26 required translation assistance. Of those 26 program staff/victim interactions, translation assistance was given in 16 of the cases (61 percent).

Although there are many people on CCSAOVWAP's staff who are bilingual—mostly in English and Spanish—at seven of the fifteen program locations, there are no bilingual CCSAOVWAP staff. This forces the program to rely on court interpreters to translate for CCSAOVWAP staff. Court interpreters are not always available to provide this service, forcing program staff to be creative in their attempts at providing translation services. For example, the program maintains a list of agencies that serve various ethnic groups. When other alternatives are unavailable, program staff will use personnel from these agencies to translate for the victim. These circumstances prevent the victim from having court proceedings translated while they are going on, but allow the victim specialist to summarize the proceedings after the fact.

Provide special counseling facilities and rehabilitation services to victims

Generally speaking, CCSAOVWAP staff provide no special counseling and rehabilitation services to victims. But, as we mentioned earlier in this chapter, the program sponsors support groups for adult and youth family members of homicide victims and senior victims of crime. Given that the CCSAOVWAP is a component of the CCSAO, the program's primary objective is to assist victims and witnesses with the court process. Getting victims the appropriate counseling and rehabilitation services is accomplished through referrals to other service agencies.

Provide public education on crime and crime victims

CCSAOVWAP staff provide public education on crime and crime victims whenever requested. The Community Prosecutions Speakers Bureau of the CCSAO handles most of these requests. When the Speakers Bureau receives a request for a presentation on victims issues, they contact CCSAOVWAP and ask that a staff member speak to the group making the request. Because CCSAOVWAP has victim specialists with extensive experience working with specific types of victims, they have the ability to send a specialist with specialized knowledge to speak to groups. For example, CCSAOVWAP has specialists who work primarily with gay/lesbian/transgender and hate crime victims, disabled victims, senior victims, sexual assault victims, family members of homicide victims, and domestic violence victims. Therefore, if a request is made for someone to give a presentation on any of these types of crimes or victims of these crimes, the program can send a staff member with specialized knowledge.

In the estimation of one CCSAOVWAP supervisor, program staff average about one public presentation a week. In our interview with another supervisor, she said that CCSAOVWAP staff would do more public speaking if they had the personnel to spare. The program often cannot send a staff member to a public speaking engagement when there are victims in court in need of service.

Provide training and sensitization for persons who work with victims of crime

Much of the training and sensitization that CCSAOVWAP staff do are in the specialty areas that we discussed in the previous section. Staff members have trained law enforcement professionals, prosecutors, and social service personnel on working with domestic violence victims, gay/lesbian/transgender and hate crime victims, senior

victims, sexual assault victims, and disabled victims. The frequency with which program staff provide these services depends on how often requests are made. The only regularly scheduled training in which CCSAOWWAP staff participate are the orientation sessions for new ASAs.

Summary

Generally speaking, CCSAOWWAP does a very good job of meeting its grant requirements. There are a couple of areas in which the program could strengthen its adherence to grant requirements and improve its services to crime victims.

CCSAOWWAP could benefit greatly from a vital volunteer/intern program. Volunteers and interns are a valuable source of additional program support and provide an experienced pool of applicants from which to select future victim specialists. Tapping into this resource would allow the program to provide more outreach services to victims, more personalized services to victims of all types of crime, and would provide the program with experienced applicants for future job openings.

The other area in which the program could improve is in the delivery of services to all types of felony crime victims whose cases are being prosecuted by the CCSAO. Services to help victims recover from their victimization are most often provided through a referral process. To do an effective job of providing referrals to other agencies that provide crime victim services, CCSAOWWAP should work hard to reach out to and follow-up with all victims. The earlier comments on expanding their volunteer/internship program are particularly relevant. Increasing the number of program staff, paid and unpaid, would result in more victims being contacted and more opportunities for staff to

meet victims' needs. In addition, as the largest and most experienced victim assistance agency in the county, they are well positioned to take a leadership role in strengthening the countywide network of victim services. A strong countywide network of victim service agencies would increase the likelihood that victims receiving court-related services from CCSAOWWAP would receive recovery-related services in their communities.

CCSAOWWAP Program Goals and Objectives

CCSAOWWAP has several program objectives (see Table 4.6): providing crisis intervention services, helping ASAs prepare witnesses (including victims) to testify, and providing information on victims' compensation. The following describes CCSAOWWAP's ability to reach its objectives during the study period.

Provide caring, compassionate assistance to the victims of crime and their families

Evaluators spent hundreds of hours observing victim specialists as they performed their daily duties. During this time, 132 interactions between specialists and victims were observed. In all but a tiny handful of cases, victim specialists were courteous and respectful, and in most cases, program staff went beyond a basic level of professional courtesy. To help victims get through the criminal justice process, victim specialists must be counselors, confidantes, friends, and protectors. In some cases, just listening to the victim's story has its therapeutic value. When testifying, details that are unimportant to the court case are often left unheard. Victim specialists are compassionate supporters to whom victims can tell the whole story as is illustrated by the following comments, the

Table 4.6: CCSAOWWAP Objectives

1. To provide caring, compassionate assistance to the victims of crime and their families;
2. To provide crisis intervention when needed for these victims and their families by being empathetic listeners, referring them to appropriate professionals, by offering a support group program for homicide survivors, both adults and children;
3. To provide ways for victims and their families to express their frustrations, fears, anger, and concerns regarding all aspects of their victimization;
4. To serve as liaisons between victims, victim family members, witnesses, and the assistant state's attorneys;
5. To help prepare victims who will testify in court by calming their fears, answering their questions, translating for them, explaining the process, providing transportation and meals, and other needed services; and
6. To provide information regarding the victims' compensation act (administered by the Illinois Attorney General's Office) for all crime victims, including assistance in completing forms and all necessary documents.

first as paraphrased by an interviewer on the project, and the second a direct quote from a crime victim.

“Felt like everyone involved in it treated her with respect and listened to her and answered any questions she had. They took her phone calls and called her back. When she read her statement she felt they listened to everything she said and responded to it appropriately.”

“What they did to my family and myself these guys won’t see the light of day. That’s all due to the police and the state’s attorney’s office. They’ll never do this to anybody again. The state’s attorney’s office treated us like we were family.”

For other victims, it is not the telling of their story that is important but feeling as if they have a friend in the criminal justice system. For many victims, a staff person from CCSAOVWAP fills that role. For example, in homicide cases in which victim specialists have frequent contact with family members of homicide victims over an extended period of time, a bond is formed that goes beyond the delivery of victim assistance. The role of victim specialist as compassionate advocate is not restricted to homicide cases. We witnessed many instances of victim specialists encouraging victims of all types and at all stages of the court process to call them for any reason, from confirming the effectiveness of a service referral to finding shelter for a homeless victim.

Providing caring and compassionate assistance to victims is one of the strengths of CCSAOVWAP. Victim specialists work with people who have suffered great trauma and, to some degree, must relive it in a public setting—the courtroom. The Chief of Criminal Prosecutions said it best, “This is not a business...what we do in Victim/Witness is put ourselves at risk to give aid in the darkest of times.”

Provide crisis intervention when needed for these victims and their families by being empathetic listeners, referring them to appropriate professionals, by offering a support group program for homicide survivors, both adults and children and provide ways for victims and their families to express their frustrations, fears, anger, and concerns regarding all aspects of their victimization

The high degree of empathy that CCSAOWWAP staff has for the victims they serve is undeniable. For some victim specialists, empathy comes from having been a victim of crime themselves. For others, the empathy comes from their personal philosophy about how to treat others in need and the training that they receive reinforcing that philosophy. For many victims, having someone who can empathize with them and listens to their story is healing.

But CCSAOWWAP staff members are not counselors and do not attempt to provide services that are beyond the scope of the program. When the needs of victims exceed the services that program staff can provide, staff members are instructed to refer victims to social service agencies. All the victim specialists we interviewed refer victims to community-based social service agencies. The frequency with which they do so depends upon the type of victims they serve. Six out of the seven sexual assault and homicide specialists reported that they refer most of the victims they work with to community-based social service agencies. Four out of five domestic violence court specialists reported that they refer most to all of the victims they serve to social service agencies. The other specialists whom we interviewed, representing all other aspects of the program, refer a smaller, but still significant, proportion of their clients to social service agencies.

Although CCSAOWWAP relies on the referral process to connect victims with many of the services they need, the program sponsors support groups for adult and child

family members of homicide victims. CCSAOVWAP sponsors five monthly support groups for adults across Cook County and one monthly support group for children.³⁰ All the support groups are co-facilitated by a licensed social worker and a CCSAOVWAP staff member.

Evaluators had the opportunity to observe several support group sessions. Attendance at the groups we observed ranged from one to seven family members. Some of the family members in attendance had been coming to the support group for years whereas others were new to the group. In one group, a father who lost his daughter to homicide was able to give others proof that it is possible to move forward with their lives while still cherishing the memory of the loved one. In the groups in which we participated, the value of this service to family members was undeniable. These support groups provide a safe and supportive environment for the loved ones of homicide victims to talk about their feelings with others who have had similar experiences and with social service professionals who are well trained in the grieving process.

CCSAOVWAP also provides a monthly “informational series” in both English and Spanish for family members of homicide victims. Its purpose is to provide information regarding the court process facing family members of homicide victims. Although it is not represented as a support group, it is co-facilitated by a licensed social worker and a CCSAOVWAP staff member. We had an opportunity to attend one of the informational sessions. In addition to the facilitators, an ASA and a homicide investigator were present at the sessions. The facilitators asked the investigator and ASA to describe the criminal justice process, from the beginning of the investigation through

³⁰ After data collection was completed the program added a second monthly support group for children, bringing the total number of support groups sponsored by the program to seven.

the conclusion of the court process. During the presentation, the CCSAOWWAP staff member asked several questions that the victims might have been reluctant to ask.

Finally, after the informational part of the series was completed, the social worker gave a brief workshop on the grieving process for the family members of homicide victims.

The homicide support groups and the informational series are two more examples of the strengths of CCSAOWWAP. These groups provide victims with the support that they need in the darkest of times. In addition, these groups provide information from both professionals and peers on the court process and on the grieving process. These groups are a shining example of quality victim service.

Serve as liaisons between victims, victim family members, witnesses, and the assistant state's attorneys

Serving as a liaison between victims and witnesses and the ASA prosecuting the case is a large component of what victim specialists do. During our interviews with victim specialists, we asked them to identify the three ways they most often act as liaisons between victims and ASAs. Answers clustered around four overlapping areas: assisting with pretrial interviews, explaining the court process, providing a personal touch, and enhancing communication between victims and ASAs.

Victim specialists assist with pretrial interviews by lending emotional support to victims during the interviews, when prosecutors go over victims' testimonies prior to their taking the stand. This is particularly important in the case of violent crimes, when taking the stand means victims will have to publicly relive the crime. Ideally, the presence of a victim specialist during the pre-trial interview reassures victims and gives

program staff the context necessary to answer any subsequent questions victims might ask about the interview and their upcoming testimony.

Without previous experience with the court system, victims usually do not understand the criminal justice process. The image that many have of the criminal justice system comes from television and books. One of the more frequent tasks that victim specialists do is to describe how the criminal justice system works and to dispel any misconceptions about the process that victims or witnesses might harbor.

In addition, criminal justice personnel often speak a language that is not always accessible to the layperson, using terms such as motions, status dates, PSIs and others that are unfamiliar to most victims. Therefore, another way in which victim specialists serve as liaisons between victims and ASAs is to translate legal terminology into words that the layperson can understand.

The personal investment that CCSAOWWAP staff have in their clients was most evident in our interviews and observations of vertical service specialists (i.e., homicide and sexual assault specialists). Staying with a case from beginning to end allows a meaningful relationship to develop between program staff and victims. Indicative of the unique relationship that develops between homicide specialists and victims is found in their referring to the clients as their “families.” Calling their clients “families” is of course accurate given that they work most often with the family members of homicide victims, but it is much more than that. The specialists we interviewed and observed form an emotional attachment with their families. It was not unusual to see specialists and their families hug each other hello and goodbye. Conversations between specialists and

victims were not restricted to the court case, but often included subjects outside of the legal process.

Assisting with pretrial interviews, translating “legalese,” and providing a personal touch for victims all enhance communication. But victim specialists do more than that when acting as liaisons between ASAs and victims. There is an abundance of information that an ASA needs from victims as well as information that needs to be shared with victims about the court process. The victim specialist is the messenger for much of that information. Some of the information that the victim specialist passes between victims and ASAs includes: victims’ availability for pretrial interviews, documentation of loss for restitution requests, special needs of victims, reasons for requesting specific remedies on orders of protection, and court hearing dates and times. Finally, there are several Spanish speaking victim specialists on CCSAOWWAP’s staff. One of the most important services that enhance communication is translation assistance involving victims and ASAs.

To help assistant state’s attorneys prepare victims who will testify in court by calming their fears, answering their questions, translating for them, explaining the process, providing transportation and meals, and other needed services.

In our discussion of the ways in which victim specialists’ act as liaisons between crime victims and the ASAs, we described how specialists provide emotional support, clarify legal terminology, and explain the legal process for crime victims. In a previous section, we discussed how CCSAOWWAP staff assist victims with transportation to and from court. Here we focus on the program’s providing meals for crime victims.

Whenever a crime victim spends a period of time in the courthouse that includes a mealtime, if necessary, CCSAOWWAP staff will provide meals for victims by a voucher

system. Victims are given a form that lists food items from which they can choose. There are cafeterias in the five suburban courthouses and the main courthouse in Chicago. Specialists take this form to the courthouse cafeteria and the food is brought back to victims.

At the juvenile and domestic violence courthouses, there is no cafeteria on the premises. At juvenile court, victims who are required to remain in the courthouse through lunch are provided meal money for them to purchase lunch in the neighborhood that surrounds the courthouse. At domestic violence court, victim specialists also provide meal money to victims either from the petty cash fund or out of their own pockets.

To provide information regarding the Victims' Compensation Act (administered by the Illinois Attorney General's Office) for all crime victims, including assistance in completing forms and all necessary documents

Providing violent crime victims with general information on Illinois' Victims' Compensation Act is a condition of CCSAOWWAP's funding from the Illinois Attorney General's Office and is the responsibility of the entire program staff. For more specific information on the compensation program and assistance with the application process, CCSAOWWAP employs three victim compensation specialists. Typically, crime victims will be referred to compensation specialists by victim specialists working on their cases. When a victim first contacts a compensation specialist to learn about the program, the specialist conducts an interview to determine if the victim meets the minimum requirements for compensation. If the specialist determines that the victim qualifies for compensation, the specialist will give the victim a packet that contains the application forms and guidelines for completing the application. It is the victim's responsibility to complete the application in a timely fashion and return it to the compensation specialist.

The specialist will often assist the victim in securing the necessary supporting documents (e.g., funeral director's report, life insurance report, hospital report, medical record, etc.) and sometimes may assist the victim in completing the application before it is submitted to the Attorney General's Office.

As described earlier in this section, CCSAOVWAP staff are not very successful at informing victims of their eligibility for compensation. The percentage of victims who reported that they were not informed of their eligibility for victims compensation range from a low of 33 percent of sexual assault victims to a high of 69 percent of battery victims. The reasons for this are unclear. A small number of respondents to the victim survey were not informed of the compensation program because they had no contact with CCSAOVWAP staff, but this was not nearly enough to explain the high percentage of victims who reported that they were not informed of the program by CCSAOVWAP staff.

Victims could have received information on the victims compensation program from other sources. The victim survey asked respondents if they received information on the victim's compensation program from CCSAOVWAP staff. Respondents could have answered no to this question and still have received information about victims' compensation from other sources. But if this were the case, we would have expected to see more positive responses on the question regarding victims who applied for compensation.³¹

Summary

With a single exception, CCSAOWWAP staff does a very good job of meeting their goals and objectives. In fact, two of the greatest strengths of the program are found in their being empathetic listeners and conducting support groups for family members of homicide victims. CCSAOWWAP staff take their responsibility to provide victims with a more personal touch very seriously and they excel at that task. When time and caseload allow, program staff provide a high level of personal service to victims. This is most often possible for the specialists working with sexual assault victims and the family members of homicide victims because they work cases from the preliminary hearing stage through sentencing.

We found the homicide support groups and informational series to be an excellent source of personal support services and information on the court process. In these surroundings, victims were allowed to share their feelings of sadness, helplessness, fear, and anger in a safe and therapeutic environment. These programs are two of the best examples of direct service to victims that the program offers.

The program falls short in its goal to provide information regarding the Victims' Compensation Act. This point has been discussed at length in several sections of this chapter and illustrates one area in which program staff should work harder to improve their services.

Model Programs Goals and Objectives

³¹ As reported earlier, 66 percent of sexual assault victims, 68 percent of battery victims, 35 percent of family members of homicide victims, and 86 percent of arson victims did not apply for victim's compensation.

NOVA has developed performance standards based on the “model victim assistance program” (Young et al., 1993). Although it was designed to help planners, prospective grantees, and administrators implement innovations, the model can be used by existing programs as a self-assessment tool. More specifically, the model contains performance guidelines that can be used to determine whether various components of a program’s service delivery system are “excellent,” “very good,” “good,” or “basic.” We added a fifth category, “incomplete,” in areas where the program did not reach the minimum standard necessary to attain a rating and a sixth, “not applicable,” when the component is outside the scope of the CCSAOWWAP. (For a full description of the performance guidelines, see Appendix I)

Excellent Service

Program specific service

Using the guidelines established by NOVA, CCSAOWWAP’s rating is **excellent** for the types of victims the program serves. Not only do CCSAOWWAP staff provide service for victims of all types of crimes, the program has staff members that specialize in serving victims with special needs (e.g., victims of domestic violence, sexual assault, elder abuse, hate crimes, gang crimes, and homicide). The hate crime specialist also serves gay/lesbian and transgender crime victims. CCSAOWWAP also has specialists that serve disabled and senior citizen crime victims.

Good Service

Types of services provided—support services during prosecution

Under the guidelines set by NOVA, CCSAOVWAP's rating is **good** for the provision of support services during prosecution. The program fails to attain a higher rating because it does not have several services that NOVA deems necessary for a rating of very good, some of which are not under the sole control of the CCSAOVWAP. For example, a program rated very good in this area would have childcare available at all the courthouses served by the program. Childcare is available at several locations in Cook County, but not all. Similarly, NOVA recommends that special waiting rooms be available for victims and witnesses separate from defendants and defense witnesses. Cook County courthouses, however, have no waiting areas reserved for victims and witnesses for the prosecution. In some locations, especially those in which the courtrooms are on the same floor as the CCSAO, ASA and support staff space serve as waiting rooms for victims and witnesses. In courthouses where the CCSAO is not on the same floor as the courtrooms, using office space as waiting rooms is not practical. Childcare and secure waiting areas for victims and witnesses are two examples of services that would require modifying the configuration of the courthouse, and as such, are not under the direct control of the CCSAOVWAP.

NOVA also recommends that case status information be provided by telephone and mail. For crime victims in Cook County whose cases are being prosecuted by the CCSAO, victims are responsible for maintaining regular contacts with program staff to receive case information.

Types of services provided-support services after case disposition

Under the guidelines set by NOVA, CCSAOVWAP's rating is **good** for the provision of support services after case disposition. Given that the program is sponsored by a prosecutor's office, it is to the program's credit that they offer post-conviction services to victims. In order to receive an even higher rating, CCSAOVWAP staff would have to accompany victims to parole hearings, if they requested such attendance.

Basic Service

Availability of services-for all other services

Under the guidelines set by NOVA, CCSAOVWAP rating is **basic** for the availability of services. CCSAOVWAP offices are open Monday through Friday from 8:30 a.m. until 5 p.m. Although it is not unusual for victim specialists to stay with a victim after 5 p.m. if a trial has continued into the evening hours, the program office is rarely open after 5 p.m.

Incomplete Service

Types of services provided-counseling and general advocacy services

According to NOVA guidelines, CCSAOVWAP does not provide all the services necessary to attain a "basic" rating. For example, to attain a "basic" rating CCSAOVWAP would have to provide "supportive individual counseling." As was pointed out earlier in this report, staff relies on referrals to outside agencies for most social services, including counseling. In addition, "basic" general advocacy services include intervention with hospitals, medical, and mental health professionals—particularly where a forensic examination is involved, a concern about HIV infection

exists, or where family violence is involved. We were unable to find evidence that the program has an appropriate referral for these intervention services.

It is important to mention that CCSAOWWAP provides many services that would have allowed the program to attain a higher rating if they had provided all of the basic level services. For example, providing support groups for peer victims/survivors, mental health referrals, and victimization information for specific crimes are services that CCSAOWWAP provides and according to NOVA guidelines exceed “basic” service provision.

Availability of services—“day-after” crisis response

In order for CCSAOWWAP to have attained a “basic” rating in this category, the program would need to have crisis counselors who can respond to victim self-referrals or referrals from law enforcement within 24 hours. As is pointed out in several sections of this report, CCSAOWWAP staff are not counselors.

Types of services provided—training services for allied professionals

CCSAOWWAP does not provide the services necessary in this area to attain a rating. However, several program staff have trained other professionals, such as law enforcement professionals, prosecutors, and social service personnel on how to work with domestic violence victims, gay/lesbian/transgender and hate crime victims, senior victims, sexual assault victims, and disabled victims.

Types of services provided-public education services

CCSAOWWAP has not developed a public education strategy that is necessary for the program to attain a “basic” service rating. Nonetheless, CCSAOWWAP has

accomplished many of the tasks that are necessary for a “good” service rating. In conjunction with National Victims Rights Week, the CCSAO sponsors a memorial service for homicide victims from the previous year, and staff from the CCSAO’s Speakers Bureau, which can include staff from CCSAOVWAP, are available to provide community education whenever requested.

Training of service providers—counselor/general advocate training

CCSAOVWAP does not provide the minimum training necessary to attain a rating in this category. For most newly hired staff, after receiving a general orientation to the legal system, the victim/witness program, and facility in which they will work, training consists of shadowing a more experienced specialist until it is determined that they are ready to take on their own caseload. The length of the training process varies greatly. Depending on the skills and experience of the new staff member, training can be as brief as a couple of days or as long a month or more.

CCSAOVWAP staff continue to receive training throughout their tenure with the program. Unfortunately, staff may miss training opportunities because financial resources are unavailable or the staff have no time to attend training. As a result, there is no regular training schedule, and when training opportunities do arise they are, for the most part, attended by only some of the staff. CCSAOVWAP does not provide the continuing education in this area necessary to attain a rating.

Training of service providers—criminal justice advocacy training

CCSAOVWAP’s peer training process provides training on many, but not enough of the components necessary to receive a NOVA rating on this criterion. Because of the

informality of CCSAOWWAP's training program, NOVA's training components on crisis and stress theory and public policy and legislation are not part of CCSAOWWAP staff training. In addition, CCSAOWWAP does not provide the level of continuing education required to attain a rating.

Training of service providers—trainers of other professionals training

Although CCSAOWWAP does not meet the “basic” requirement of 40 hours of pre-service in “training the trainer” techniques necessary to attain a NOVA rating, the qualifications of staff members who train other professionals far exceed other requirements. In addition, CCSAOWWAP does not provide the continuing education necessary to attain a rating in this area.

Training of service providers—public education service training

As in the other training areas, the strength of the CCSAOWWAP is its staff members' extensive experience in working with all types of crime victims. A weakness of the program is staff's lack of formal experience (e.g., in public relations or public speaking). Again, CCSAOWWAP does not meet the formal training requirements necessary to attain a “basic” NOVA rating.

Not applicable criteria

*Availability of services—immediate crisis intervention response; and
Types of services provided—crisis intervention services*

The program's primary clients are victims whose cases are being prosecuted by the CCSAO. As such, providing crisis intervention at the time of the crime is not within the program's scope.

Types of services provided—support services during criminal justice investigation

Because CCSAOVWAP is a component of the CCSAO, the program generally does not provide services to crime victims until an alleged offender has been charged with the crime. But if program staff receives a call from a victim whose case has not reached the prosecution stage, they do not deny service to that victim.

Types of services provided-community crime, violence and substance abuse prevention services

Crime prevention is not an explicit priority of the program, and as a result, CCSAOVWAP does not provide services in this area.

Training of service providers-crisis counselor training

Because program staff do not contact victims immediately following the crime, they are neither trained nor expected to perform the duties of a crisis counselor.

Training of service providers—crime, violence and substance abuse prevention services

Crime prevention is not an explicit priority of the program, but staff will occasionally participate in public speaking engagements on crime prevention. But, as is the case in the other training areas, staff relies heavily on their experiences and less on formal training.

Summary

NOVA program models represent the ideal for the field. A program that meets all of the minimum requirements could be held up as an exemplar for all victim assistance programs. In some areas, CCSAOVWAP is exemplary in its performance: the program

serves all types of victims and provides specialized services; and it offers a range of post conviction services and support services during prosecution. In many other areas, program staff can improve their services. CCSAOWWAP's weaker service areas are those that are generally beyond the scope and resources of the program, yet are areas where the program attempts to fill gaps in services and training with varying degrees of success. For example, CCSAOWWAP contact information is included on copies of police reports that are given to crime victims. This is an acknowledgement that even when an offender has not been charged with the crime, CCSAOWWAP can provide some of the services crime victims may need (e.g., counseling referrals, victim compensation information, etc.). Yet, the program does not have the staff and resources to meet all of the needs of crime victims immediately after the crime (e.g., crisis intervention, assisting with the repair of broken doors and locks).

Similarly, the program has many qualified staff members who train other criminal justice system personnel, but program staff's first priority is to provide service to crime victims who cases are being prosecuted by the CCSAO. When the program is forced to choose between those service that crime victims and other criminal justice system personnel may need but are outside the scope of the program, and those that the CCSAO is statutorily required to provide, program staff will always choose to meet their statutory responsibilities.

Other NOVA model program service areas are those that are clearly outside the scope of CCSAOWWAP and are those that the program does not attempt to provide (e.g., support services during criminal justice investigation, community crime, violence, and substance abuse prevention). Focusing on cases that are being prosecuted by the CCSAO

limits the program's capacity to provide services prior to the charges being filed against an offender. In addition, because of limited resources, program staff are restricted in the number of continuing education opportunities and community service efforts that they can provide.

Conclusion

Generally speaking, CCSAOVWAP's process evaluation yielded favorable results. The program does a very good job of meeting its grant requirements, and, with a single exception—providing information regarding the Victims' Compensation Act for all crime victims—the program meets its goals and objectives and performs well in several of NOVA's program areas.

The program staff must work harder to inform crime victims about their statutory rights. Another concern, shared by evaluators and program staff, is the absence of a safe and secure waiting area for victims and witnesses. Victims sharing courtroom benches with offenders, as is often the case in domestic violence court, leaves victims vulnerable to continued victimization and intimidation. Program administrators and staff, with the support of the state's attorney's office, should continue to advocate for safe and secure waiting areas for victims and witnesses.

Program staff could do better in providing information on the financial support available to victims, including restitution and information on the Illinois Attorney General's Victim Compensation Program. Too many crime victims are not being given access to remedies that can assist them in recovering the financial costs of their victimization. Although there is no guarantee that a victim who has information on

financial assistance will receive that assistance, program staff should work harder to provide that information to victims.

Finally, while CCSAOWAP is encouraged to work to improve their weaker service areas, they should also be given credit for what they do well. The program fares extremely favorably in the areas of program specific service, support services during prosecution, and support services after case disposition. Although they should not be unfairly criticized for their inability to provide services that are outside the scope of the program, as the largest and most experienced provider of victim assistance in Cook County, they are well positioned to take a crucial role in building a comprehensive network of victim assistance. This is an issue that we return to in the following chapters.

Chapter 5

Impact Evaluation Results

The impact evaluation of Cook County’s Victim/Witness Assistance Program (CCSAOVWAP) focuses on four questions: Does CCSAOVWAP reach all crime victims in need of their services?, Does CCSAOVWAP meet the needs of crime victims?, Is CCSAOVWAP effective in helping victims recover materially and psychologically?, and What are the advantages and disadvantages of placing a victim assistance program in a prosecutor’s office?³² In this chapter, each one of these questions will be addressed.

Does CCSAOVWAP reach all crime victims in need?

As we noted several times throughout this report, CCSAOVWAP is sponsored by the CCSAO, and the primary responsibility of the program is to serve crime victims whose cases are being prosecuted by the CCSAO. The goal of the program is to contact, through either a letter or personal contact, every felony crime victim whose case is being prosecuted by the CCSAO. The initial contact introduces victims to the program and to the victim specialist who will assist them throughout the process.

Clearance Rates

CCSAOVWAP staff are only responsible for reaching out to victims in cases in which an offender has been charged with the crime. This means that crime victims in cases where an offender is not arrested, or where an offender is arrested but not

³² Due to methodological limitations, the fifth research question, “Is CCSAOVWAP effective in encouraging victims’ future participation in the criminal justice system?” could not be addressed.

subsequently prosecuted, will not be contacted by CCSAOVWAP. Using official data on offenses known to the police and clearance rates, we estimated the number of victims who are not contacted by CCSAOVWAP.³³ Law enforcement agencies clear or solve an offense when at least one person is arrested and charged with the offense. Cases can also be cleared by the death of the offender.

In 1997, 260,504 index offenses were reported to the Chicago police. Of these offenses, about 23 percent, or just over 60,000 were cleared (Chicago Police Department, 1998), which means that in 1997 approximately 200,000 index crime victims in Chicago did not receive outreach services from CCSAOVWAP. Although Chicago accounts for most of the crime in Cook County, a significant number of felonies occur outside of the city but still within the county. Hence, the number of crime victims countywide who are not contacted by CCSAOVWAP far exceeds the number for Chicago alone.

There is significant variation in the clearance rates for Chicago by type of offense. Clearance rates for murder (56.5 percent), criminal sexual assault (53.9 percent), and aggravated assault (51.6 percent) are higher than for any other index offense. The clearance rates for burglary (11.0 percent) and motor vehicle theft (14.6 percent) are the lowest among the index crimes (Chicago Police Department, 1998). Therefore, family

³³ There are several limitations to this approach that are likely to result in underestimating the number of victims who are not contacted by CCSAOVWAP including, the number of offenses not reported to the police, multiple victims per offense, arrests that do not result in prosecution, etc. While we acknowledge the limitations of this approach, it still illustrates the challenges that a county will face if it relies solely on a prosecutor-based victim assistance program.

members of murder victims, aggravated assault victims, and sexual assault victims are much more likely to receive some contact from the CCSAOVWAP than are victims of burglary and motor vehicle theft.

Victim Survey

The crime victims in our sample were all adult victims of felonies whose cases had been prosecuted by the CCSAO. Therefore, all of the victims in our sample should have been contacted by CCSAOVWAP. We found that this was not the case. Fifty-one percent of victims we surveyed reported that they had had no contact with CCSAOVWAP.

Table 5.1 compares the number and type of crime victims who reported no contact with CCSAOVWAP with those who reported at least some contact with the program. There is a great deal of variation by crime type in the percentage of victims who reported contact with CCSAOVWAP. More than 70 percent of sexual assault, stalking, battery, and homicide victims reported contact with CCSAOVWAP, whereas less than 40 percent of burglary, fraud, vehicle felony, and arson victims reported contact.

CCSAOVWAP appears to be reaching a significant portion of the neediest victims. As discussed earlier, murder, criminal sexual assault, and aggravated assault have the highest clearance rates of the index crimes. As a result, a greater percentage of these crimes will be prosecuted by the CCSAO than any other index crimes. In addition, with the exception of stalking victims, victims of sexual assaults, aggravated assaults, and family members of homicide victims reported more needs than any other type of victim we surveyed and were the most likely to have had some contact with CCSAOVWAP.

Table 5.1: Victim Contact with CCSAOVWAP by Crime Type (N=486)

<u>Crime Type</u>	<u>No contact</u> (% of crime type)	<u>Some contact</u> (% of crime type)
Sex Crime	4 (15.4)	22 (84.6)
Stalking	5 (23.8)	16 (76.2)
Battery	14 (29.2)	34 (70.8)
Robbery	29 (47.5)	32 (52.5)
Burglary	62 (65.3)	33 (34.7)
Homicide	11 (17.2)	53 (82.8)
Fraud	43 (64.2)	24 (35.8)
Vehicle Felony	55 (60.4)	36 (39.6)
Arson	8 (61.5)	5 (38.5)
<i>Total</i>	<i>231</i> <i>(47.5)</i>	<i>255</i> <i>(52.5)</i>

Summary

The mission of CCSAOWWAP “is to enhance prosecution efforts by delivering the highest quality of services to victims and witnesses in the areas of advocacy and court support.” Because this goal is specific to victims whose cases have entered the prosecution stage of the criminal justice system, CCSAOWWAP should be spared criticism for not contacting victims whose cases have never reached this stage. But if the question is, “does the program reach all those in need?” the obvious answer is that CCSAOWWAP does not.

We found that program staff had no contact with a significant percentage of victims whose cases are being prosecuted by CCSAO. One possible explanation is that being a victim of a violent crime in one’s own home or neighborhood often causes the victim to feel unsafe living in the same place where the crime occurred. To escape feelings of vulnerability, crime victims will often move to another neighborhood or city. In support of this explanation, 14 percent of the crime victims surveyed reported that they had moved out of their apartment or home because of the crime, which probably underestimates the percentages of crime victims who move after a crime. It is likely that a portion of victims in our sample who we could not locate moved because of the crime and left no forwarding address. Similarly, if victims move and do not promptly report a change of address to the CCSAO, the chances that they will be contacted by CCSAOWWAP are greatly reduced.

A comment from a respondent to our victim survey illustrates how the handling of victims can exacerbate their feelings of vulnerability:

“...the detective put (the suspects) in a room and there was only a half wall between me and the 3 of them...the detective yelled out my name,

address, and phone number in front of all 3 which in the end caused me to move.”

What becomes important is the role that CCSAOVWAP takes in strengthening the network of victim assistance services countywide. CCSAOVWAP is by far the largest, most experienced, and most far-reaching of any victim assistance agency in the county. Therefore, CCSAOVWAP is in a good position to develop and coordinate countywide services for all Cook County crime victims. The wisdom and experience that program staff has, based on many years of experience in serving crime victims, would be invaluable to this effort.

What are the needs of crime victims in Cook County?

Before we can answer the question, “Does CCSAOVWAP meet the needs of crime victims?” we need to first examine the nature and extent of Cook County crime victims’ needs. To answer these questions, respondents were asked about 22 services that the victim assistance literature identifies as those that crime victims might need. Shown in Table 5.2 are the services and the percentages of respondents reporting a need for those services. The five most frequently reported needs were: help with medical expenses; help obtaining information about how the victim’s court case was going; help replacing stolen property; help getting transportation to the doctor, police station, or court; and help getting information from the police. Seven of the ten most frequently reported needs were related either to the type of victimization (e.g., help with medical expenses for injuries that occurred during the crime, help replacing stolen property, help fixing property damaged during the crime) or the need for information from criminal justice agencies

Table 5.2: Percent of Felony Crime Victims in Cook County Needing the Following Services (N=493)

Service	Percent
Help with medical expenses *	34.8
Help obtaining information about how your court case was going	30.0
Help replacing stolen property **	28.9
Help getting transportation to the doctor, police station, or court	22.5
Help getting information from the police	22.1
Help repairing a broken door or lock ***	21.5
Help borrowing money	21.1
Help expressing feelings that were troubling you	20.5
Help repairing other damaged property ***	19.9
Help finding out when your next court date was	15.8
Help replacing stolen checks or other documents **	15.3
Help obtaining legal advice	14.4
Help getting counseling or other psychological help	12.4
Help getting someone to go to court with you	12.4
Help with household work or shopping	12.2
Help obtaining information about how to avoid becoming a victim again	12.2
Help dealing with problems with your family or children	12.0
Help dealing with problems with your landlord, employer, or school	9.9
Help finding a home in a safer area	6.7
Help obtaining crisis intervention services	5.5
Help finding childcare during court appearances	5.3
Help finding a temporary place to stay	4.9

* This question was asked only of crime victims who received medical treatment for injuries suffered because of the crime.

** These questions were asked only of crime victims who reported having something stolen during the crime.

*** These questions were asked only of crime victims who reported having something damaged during the crime.

(e.g., information about how the case was going, information from the police, help finding out when the next court date was). The five least often reported needs were: help with problems with a landlord, employer, or school; help finding a home in a safer area; help obtaining crisis intervention services; help finding childcare during court appearances; and help finding a temporary place to stay. A slightly different picture emerges when looking at victim needs by type of crime (i.e., property vs. violent), gender of the victim, and the victim's household income level.

Victims of property crime

Table 5.3 lists the 22 services and the percentages of property crime victims who reported needing the service.³⁴ The five most frequently reported needs of property crime victims were: help replacing stolen property; help repairing a broken door or lock; help obtaining information about how the victim's court case is going; help repairing damaged property (other than a door or a lock); and help getting information from the police. As was the case for crime victims generally, eight of the ten most frequently reported needs of property crime victims were related to the type of victimization (e.g., help replacing stolen property, help repairing a broken door or lock, help repairing other damaged property, and help replacing stolen checks or other documents) or the need for information from criminal justice agencies (e.g., help obtaining information about how the court case was progressing, help getting information from the police, help finding out when the next court date was, and help obtaining information about how to avoid becoming a victim again). The five least often reported needs of property crime victims

³⁴ Property crimes include arson, vehicle felonies/theft, fraud/forgery/deceptive practices, and burglary. Violent crimes include sex crimes, stalking, battery, robbery, and homicide.

**Table 5.3: Percent of Property Crime Victims in Cook County
Needing the Following Services* (N=269)**

Service	Percent
Help replacing stolen property**	37.3
Help repairing a broken door or lock***	32.3
Help obtaining information about how your court case was going	28.6
Help repairing other damaged property***	24.5
Help getting information from the police	20.8
Help replacing stolen checks or other documents**	18.9
Help getting transportation to the doctor, police station, or court	17.5
Help finding out when your next court date was	15.6
Help borrowing money	15.2
Help obtaining information about how to avoid becoming a victim again	11.2
Help expressing feelings that were troubling you	10.8
Help with household work or shopping	8.2
Help obtaining legal advice	7.8
Help dealing with problems with your landlord, employer, or school	6.3
Help getting someone to go to court with you	5.6
Help dealing with problems with your family or children	4.5
Help getting counseling or other psychological help	4.1
Help finding a home in a safer area	4.1
Help finding childcare during court appearances	3.3
Help finding a temporary place to stay	2.2
Help obtaining crisis intervention services	0.7

* Help with medical expenses is not included in this table because the question was asked only of crime victims who received medical treatment for injuries suffered because of the crime (i.e., victims of crimes against persons).

** These questions were asked only of crime victims who reported having something stolen during the crime.

*** These questions were asked only of crime victims who reported having something damaged during the crime.

were: help getting counseling or other psychological help; help finding a home in a safer area; help finding childcare during court appearances; help finding a temporary place to stay; and help obtaining crisis intervention services.

Victims of violent crime

Table 5.4 lists the needs of violent crime victims in our sample. The five most frequently reported needs of violent crime victims were: help with medical expenses; help expressing troubling feelings; help obtaining information about how the victim's court case is going; help getting transportation to the doctor, police station, or court; and help borrowing money. The top 10 needs of violent crime victims were more diverse than the needs of property crime victims, ranging from the practical, (e.g., the need for information on their case and financial assistance), to the emotional (e.g., help expressing troubling feelings and the need for counseling). The five least often reported needs of violent crime victims were: help finding a home in a safer area; help replacing stolen checks or other documents; help repairing a broken door or lock; help finding a temporary place to stay; and help finding childcare during court appearances.

Gender

Male and female felony crime victims in Cook County reported many of the same needs (see Tables 5.5 and 5.6). Help with medical expenses, help in obtaining information about how their court case was going, and help replacing stolen property were the top three needs for both men and women. Male and female victims also shared eight of the ten most frequently reported needs. The exceptions were services needed to assist with the victim's emotional recovery, which were among the most frequently

**Table 5.4: Percent of Violent Crime Victims in Cook County
Needing the Following Services* (N=224)**

Service	Percent
Help with medical expenses*	44.3
Help expressing feelings that were troubling you	32.1
Help obtaining information about how your court case was going	31.7
Help getting transportation to the doctor, police station, or court	28.6
Help borrowing money	28.1
Help getting information from the police	23.7
Help getting counseling or other psychological help	22.3
Help obtaining legal advice	22.3
Help dealing with problems with your family or children	21.0
Help getting someone to go to court with you	20.5
Help with household work or shopping	17.0
Help finding out when your next court date was	16.1
Help replacing stolen property**	16.0
Help dealing with problems with your landlord, employer, or school	14.3
Help repairing other damaged property***	12.9
Help obtaining information about how to avoid becoming a victim again	13.4
Help obtaining crisis intervention services	11.2
Help finding a home in a safer area	9.8
Help replacing stolen checks or other documents**	9.8
Help repairing a broken door or lock***	8.5
Help finding a temporary place to stay	8.0
Help finding childcare during court appearances	7.6

* This question was asked only of victims who reported being injured because of the crime

** These questions were asked only of crime victims who reported having something stolen during the crime.

*** These questions were asked only of crime victims who reported having something damaged during the crime.

**Table 5.5: Percent of Male Felony Crime Victims in Cook County
Needing the Following Services (N=198)**

Service	Percent
Help with medical expenses *	57.6
Help obtaining information about how your court case was going	27.3
Help replacing stolen property **	26.6
Help repairing other damaged property ***	23.7
Help getting information from the police	20.2
Help getting transportation to the doctor, police station, or court	18.7
Help repairing a broken door or lock ***	18.7
Help finding out when your next court date was	16.7
Help borrowing money	16.7
Help replacing stolen checks or other documents **	13.3
Help expressing feelings that were troubling you	12.6
Help obtaining legal advice	12.1
Help with household work or shopping	11.1
Help obtaining information about how to avoid becoming a victim again	11.1
Help getting someone to go to court with you	7.6
Help getting counseling or other psychological help	6.1
Help dealing with problems with your family or children	6.1
Help dealing with problems with your landlord, employer, or school	6.1
Help finding a home in a safer area	4.5
Help obtaining crisis intervention services	3.5
Help finding childcare during court appearances	2.0
Help finding a temporary place to stay	3.0

* This question was asked only of crime victims who received medical treatment for injuries suffered because of the crime.

** These questions were asked only of crime victims who reported having something stolen during the crime.

*** These questions were asked only of crime victims who reported having something damaged during the crime.

**Table 5.6: Percent of Female Felony Crime Victims in Cook County
Needing the Following Services (N=258)**

Service	Percent
Help with medical expenses *	41.7
Help obtaining information about how your court case was going	32.2
Help replacing stolen property **	30.3
Help expressing feelings that were troubling you	26.7
Help getting transportation to the doctor, police station, or court	25.2
Help borrowing money	23.3
Help repairing a broken door or lock ***	22.5
Help getting information from the police	21.7
Help repairing other damaged property ***	17.5
Help getting counseling or other psychological help	17.1
Help dealing with problems with your family or children	16.7
Help replacing stolen checks or other documents **	16.6
Help obtaining legal advice	16.3
Help getting someone to go to court with you	15.9
Help finding out when your next court date was	15.5
Help with household work or shopping	13.6
Help dealing with problems with your landlord, employer, or school	12.8
Help obtaining information about how to avoid becoming a victim again	12.4
Help finding a home in a safer area	8.9
Help finding childcare during court appearances	8.1
Help obtaining crisis intervention services	7.4
Help finding a temporary place to stay	5.8

* This question was asked only of crime victims who received medical treatment for injuries suffered because of the crime.

** These questions were asked only of crime victims who reported having something stolen during the crime.

*** These questions were asked only of crime victims who reported having something damaged during the crime.

reported needs of female crime victims but not of male crime victims. More than one-fourth (26.7 percent) of female crime victims reported needing assistance with the expression of troubling feelings, whereas only 12.6 percent of male victims reported this need. Similarly, 17.1 percent of female crime victims reported needing assistance with getting counseling or other psychological help, whereas only 6.1 percent of male victims reported this need.

Of the 10 least frequently reported needs, men and women again shared eight. Help finding out when their next court date was and help with obtaining legal advice were the two needs least often reported by women but not by men. In contrast, help getting counseling or other psychological help and help dealing with problems with family or children were the two needs least often reported by men but not by women.

Income

There is a statistically significant relationship between the income level of the victim and the type of victimization. Two-thirds (66 percent) of the respondents who reported a total household income of less than \$10,000 were victims of violent crimes, whereas 71 percent of respondents who reported a total household income of greater than \$70,000 were victims of property crimes. But even when controlling for type of victimization, a significant relationship remained between victims' household income level and their needs. Surprisingly, the most frequently reported need for the poorest victims in our sample was the need for assistance with household work or shopping (see Table 5.7). Help with medical expenses, help borrowing money, help getting someone to go to court with them, help obtaining information about how the court case was going,

Table 5.7: The Percentage of Victim's Needs by Annual Income (N=493)

Service	<10K	10-20K	20-30K	30-50K	50-70K	>70K
Help with household work or shopping	48.1	9.4	15.2	8.7	10.4	7.3
Help with medical expenses*	44.4	33.3	38.5	20.0	30.0	22.2
Help getting transportation to the doctor, police station, or court	44.4	30.2	33.3	20.9	19.5	11.5
Help obtaining information about how your court case was going	44.4	30.2	27.3	33.0	24.7	28.1
Help borrowing money	44.4	24.5	28.8	23.5	15.6	13.5
Help getting someone to go to court with you	44.4	15.1	15.2	10.4	9.1	4.2
Help replacing stolen property**	33.3	20.0	41.8	30.5	25.4	24.7
Help getting information from the police	33.3	13.2	25.8	29.6	20.8	18.8
Help obtaining legal advice	33.3	15.1	22.7	15.7	10.4	5.2
Help expressing feelings that were troubling you	29.6	22.6	24.2	22.6	19.5	14.6
Help dealing with problems with your landlord, employer, or school	29.6	7.5	15.2	10.4	5.2	6.3
Help getting counseling or other psychological help	25.9	17.0	15.2	14.8	3.9	6.3
Help finding a home in a safer area	25.9	9.4	10.6	3.5	5.2	1.0
Help obtaining information about how to avoid becoming a victim again	22.2	7.5	15.2	13.0	9.1	10.4
Help obtaining crisis intervention services	22.2	5.7	10.6	5.2	1.3	2.1
Help dealing with problems with your family or children	22.2	15.1	18.2	13.9	6.5	8.3
Help replacing stolen checks or other documents**	19.0	7.5	9.1	16.8	17.9	18.8
Help finding out when your next court date was	18.5	13.2	12.1	17.4	15.6	19.8
Help finding a temporary place to stay	18.5	7.5	6.1	3.5	1.3	1.0
Help repairing a broken door or lock***	18.5	13.2	21.2	23.5	20.8	22.9
Help repairing other damaged property***	14.3	7.5	10.9	23.2	26.9	20.0
Help finding childcare during court appearances	11.1	7.5	6.1	6.1	5.2	1.0

* This question was asked only of crime victims who received medical treatment for injuries suffered because of the crime.

** These questions were asked only of crime victims who reported having something stolen during the crime.

*** These questions were asked only of crime victims who reported having something damaged during the crime.

and help getting transportation to the doctor, police station, or court were their other most frequently reported needs.

In contrast, for the most affluent victims (income greater than \$70,000/year), help with obtaining information about how their court case was going was the most frequently reported need. The other most frequently reported needs were help replacing stolen property, help repairing a broken door or lock, help with medical expenses, help repairing other damaged property, and help finding out when their next court date was.

Finally, the poorest respondents in our sample had more needs than did victims in any other income category. Respondents with a household income of under \$10,000 averaged six needs per victim whereas victims in all other income categories averaged fewer than four. Although the difference between the number of needs reported in the greater than \$10,000 income categories is slight, the most affluent victims reported the fewest number of needs. Low-income property crime victims reported more needs than violent or property crime victims in any other income category.

Summary

Although the victim survey showed that violent and property crime victims share some needs, it also showed that what victims need is crime specific. Victims of all types of crime and in all income categories need assistance in obtaining information on how their court case is going. But victims also need assistance in repairing the harm done by the crime. For property crime victims that means having stolen merchandise returned and damaged property repaired. For violent crime victims that means wanting their physical (i.e., help with medical expenses) and emotional injuries (i.e., help expressing troubling

feelings) repaired. The following comments from two victim survey respondents illustrate these needs.

“All my hospital bills have not been paid yet and all he had to pay was \$300.”

“My eldest daughter is having emotional problems. Son is in therapy. The system does not work. Victim compensation denied. My husband was a city worker killed on the job. My family should be given all that they are entitled to, in spite of my husband having insurance.”

Results from the victim survey show that, on average, violent crime victims have more needs than do property crime victims. Property crime victims in our sample report an average of 2.7 needs per victim, whereas violent crime victims report an average of 3.8 needs per victim. Looking at the data in another way, 72 percent of property crime victims and 58 percent of violent crime victims had three or fewer needs, whereas only 1 percent of property crime victims and 7 percent of violent crime victims had 10 or more needs. A striking exception is found among low-income property crime victims who averaged more needs (7.1) than any other type of crime victim.

Male and female victims share many of the same needs, but there are notable exceptions. A higher percentage of female crime victims reported needing services that aid in psychological recovery than did male victims. In addition, the women in our sample averaged more needs (3.6) than did the men in our sample (2.7). The type of victimization (i.e., property vs. violent) does not explain these relationships, as the relationship between gender and our dichotomous crime variable was statistically non-significant.

When looking at the needs of crime victims by income, again we see that needs are related to the type of crime. Respondents whose household income is less than \$10,000 a year were much more likely to be victims of violent crime than were

respondents whose household income was greater than \$70,000, and this relationship is reflected in their needs. Indicative of the relationship between income and type of victimization and consistent with the findings regarding violent crime victims, four of the five most often reported needs of the poorest victims in our sample were among the five most often reported needs of violent crime victims.

Similarly, the needs of the more affluent victims in our sample also reflect the type of crimes of which they were victims. For example, the need for assistance with replacing stolen property and repairing a broken door or lock, were behind only assistance with obtaining information about the court case in terms of the most frequently reported needs of victims whose household income is greater than \$70,000 per year. Finally, victims' needs, to a large degree, depend on the type of victimization, but income appears to affect the number of victim needs. Low-income crime victims of both violent and property crimes reported a greater number of needs than more affluent victims of any type of crime.

Does CCSAOWWAP meet the needs of crime victims in Cook County?

In the victims' needs section of our survey, respondents who reported a need were asked if they received assistance with that need, and if so, who they received assistance from (i.e., CCSAOWWAP, other agencies or groups, police, friends and family, and "on your own"), and if the need had been met. It is important to note that CCSAOWWAP is responsible for providing some, but not all, 22 services victims were asked about in the survey. The purpose of asking about these 22 services was to gauge how well crime victims' who come into contact with CCSAOWWAP are having their

needs met more generally, and to assess how well CCSAOVWAP does in delivering the services for which the program is responsible. Table 5.8 lists the 22 needs and the percentage of felony crime victims who reported the need being met. The five most frequently met needs were: help getting transportation to the doctor; police station, or court; help replacing a broken door or lock; help getting someone to go to court with you; help finding a temporary place to stay; and help repairing other damaged property. More than 80 percent of crime victims with these needs reported them being met. The five least frequently met needs were: help obtaining crisis intervention services; help with medical expenses; help getting counseling or other psychological help; help obtaining legal advice; and help dealing with problems with a landlord, employer or school. Fifty-four percent or fewer of the crime victims surveyed reported receiving sufficient help for these needs. In terms of outside sources of assistance to victims, for 20 of the 22 needs, family and friends were the most frequently used resource in helping victims satisfy their needs.³⁵ The two services for which victims more often received assistance from people other than their family and friends were help obtaining information about how the court case was progressing and help finding out the next court date for their case. For assistance obtaining information about how their court case was going, CCSAOVWAP was the most frequently used resource. For help finding out when their next court date

³⁵ With the sole exception being help getting transportation to the doctor, police station, or court, the victim relied on her/himself to satisfy a need as much or more frequently than any other person or agency. Family and friends were the most frequently used resource to satisfy the need for transportation.

Table 5.8: The Percentage of Victims Reporting a Need Being Satisfied (N=493)

Service	Percent
Help getting transportation to the doctor, police station, or court	94.6
Help repairing a broken door or lock***	85.8
Help getting someone to go to court with you	83.6
Help finding a temporary place to stay	83.3
Help repairing other damaged property***	80.5
Help borrowing money	77.9
Help finding childcare during court appearances	76.9
Help with household work or shopping	75.0
Help replacing stolen checks or other documents**	73.0
Help dealing with problems with your family or children	72.9
Help getting information from the police	67.9
Help finding a home in a safer area	66.7
Help replacing stolen property**	61.3
Help obtaining information about how your court case was going	60.1
Help obtaining information about how to avoid becoming a victim again	60.0
Help expressing feelings that were troubling you	55.4
Help finding out when your next court date was	53.8
Help dealing with problems with your landlord, employer, or school	53.1
Help obtaining legal advice	49.3
Help getting counseling or other psychological help	44.3
Help with medical expenses*	35.5
Help obtaining crisis intervention services	25.9

* This question was asked only of crime victims who received medical treatment for injuries suffered because of the crime.

** These questions were asked only of crime victims who reported having something stolen during the crime.

*** These questions were asked only of crime victims who reported having something damaged during the crime.

was, police were the most frequently used resource.

When looking only at secondary sources of help (i.e., other than the victims themselves or their family and friends), CCSAOVWAP was the most frequently identified agency for 8 of the 22 needs, although they assisted 35 percent or less of those victims who reported those needs (see Table 5.9). For seven of the needs we asked about, CCSAOVWAP assisted less than 10 percent of the crime victims reporting those needs. Victims rarely received assistance from CCSAOVWAP with repairing a broken door or lock, repairing other damaged property, help finding a temporary place to stay, help finding a home in a safer area, help with household work or shopping, help getting transportation to the doctor, police station or court, or getting someone to accompany them to court.

When looking at who meets the needs of crime victims by gender, we found that women and men in our sample relied primarily upon themselves to satisfy their needs. In addition, as was the case when looking at our sample as a whole, friends and family were the primary sources of outside assistance for both female and male victims. But there is significant variation in the percentage of women and men who used CCSAOVWAP to meet their needs (see Table 5.10).

For female crime victims, CCSAOVWAP was the most frequently identified secondary source of assistance for 10 of the 22 needs; for male victims, it was the most frequently identified secondary source of assistance for 7 of the 22 needs. For the three secondary sources of assistance the survey asked about, CCSAOVWAP was the source that assisted women with the most needs. For men, CCSAOVWAP was the source that assisted them with the fewest of their needs.

**Table 5.9: Percent of Felony Crime Victims in Cook County
Receiving Help from CCSAOVWAP* (N=493)**

Service	Percent
Help obtaining information about how your court case was going	35.1**
Help getting information from the police	31.2**
Help finding out when your next court date was	26.9
Help with medical expenses	25.8**
Help obtaining information about how to avoid becoming a victim again	20.0
Help dealing with problems with your family or children	16.9
Help expressing feelings that were troubling you	16.8
Help dealing with problems with your landlord, employer, or school	14.3**
Help obtaining legal advice	14.1
Help getting counseling or other psychological help	13.1
Help borrowing money	12.5**
Help finding childcare during court appearances	11.5**
Help obtaining crisis intervention services	11.1
Help getting someone to go to court with you	9.8**
Help replacing stolen checks or other documents	9.5
Help getting transportation to the doctor, police station, or court	8.1
Help replacing stolen property	7.6
Help finding a home in a safer area	6.1
Help finding a temporary place to stay	4.2
Help with household work or shopping	3.3**
Help repairing a broken door or lock	1.9
Help repairing other damaged property	0.0

* The percentage of victims assisted by CCSAOVWAP is the percentage of those victims reporting the need and not the percentage of all victims in the sample.

** For these needs, CCSAOVWAP was the secondary source of assistance that satisfied the need for the greatest percentage of victims.

Table 5.10: Percent of Crime Victims in Cook County Receiving Help from CCSAOWWAP by Gender of Victim⁺

Service	Females (N=258)	Males (N=198)
CCSAOWWAP helped with medical expenses *	50.0	10.5
CCSAOWWAP helped obtain information about how your court case was going	39.8	27.8
CCSAOWWAP helped find out when your next court date was	32.5	18.2
CCSAOWWAP helped getting information from the police	21.7	22.5
CCSAOWWAP helped express feelings that were troubling you	20.3	12.0
CCSAOWWAP helped with borrowing money	20.0	0.0
CCSAOWWAP helped deal with problems with your family or children	18.6	8.3
CCSAOWWAP helped deal with problems with your landlord, employer, or school	18.2	8.3
CCSAOWWAP helped obtain legal advice	16.7	12.5
CCSAOWWAP helped obtain crisis intervention services	15.8	0.0
CCSAOWWAP helped obtain information about how to avoid becoming a victim again	15.6	27.3
CCSAOWWAP helped get counseling or other psychological help	13.6	0.0
CCSAOWWAP helped get someone to go to court with you	12.2	6.7
CCSAOWWAP helped find childcare during court appearances	9.5	25.0
CCSAOWWAP helped find a home in a safer area	8.7	0.0
CCSAOWWAP helped replace stolen checks or other documents**	8.6	13.0
CCSAOWWAP helped with household work or shopping	5.7	0.0
CCSAOWWAP helped get transportation to the doctor, police station, or court	6.2	10.8
CCSAOWWAP helped replace stolen property **	4.7	10.9
CCSAOWWAP helped repair a broken door or lock***	1.7	2.7
CCSAOWWAP helped repair other damaged property ***	0.0	0.0
CCSAOWWAP helped find a temporary place to stay	0.0	16.7

+ The percentage of victims assisted by CCSAOWWAP is the percentage of those victims reporting the need and not the percentage of all victims in the sample.

* This question was asked only of crime victims who received medical treatment for injuries suffered because of the crime.

** These questions were asked only of crime victims who reported having something stolen during the crime.

***These questions were asked only of crime victims who reported having something damaged during the crime.

The victim survey results suggest that CCSAOWWAP assists more violent crime victims than property crime victims with their needs (see Table 5.11). Property crime victims relied primarily on themselves or their family and friends for assistance with most of their needs. Again, only for assistance obtaining information about how their court cases were progressing and for help finding out their next court date did victims turn to others more frequently than their family and friends. For property crime victims, police were named most often as assisting with these needs. When looking only at secondary sources of assistance for property crime victims, CCSAOWWAP was named most often for assistance with just one need (i.e., help finding childcare during court appearances). Compared with property crime victims, violent crime victims receive more assistance from CCSAOWWAP. Similar to property crime victims, the primary source of assistance for violent crime victims was themselves or their families and friends for 19 of the 22 needs. But unlike property crime victims, CCSAOWWAP was the most often reported source of assistance for the three remaining needs: help getting information from the police, help obtaining information about how the victim's court case was progressing, and help with finding out the next court date in the victim's case. With regard to the secondary sources of assistance for violent crime victims, CCSAOWWAP was identified as the agency most often assisting with 11 of the 22 needs (see Table 5.12). For violent crime victims in need of the 11 services, CCSAOWWAP was able to assist up to 49 percent of victims with those needs. Violent crime victims receiving more assistance from CCSAOWWAP than property crime victims appears to be attributable to variation in the amount of contact that victims have with the program. There is a significant

Table 5.11: Percent of Crime Victims in Cook County Receiving Help From CCSAOVWAP by Crime Category

	Property (N=269)	Violent (N=224)
Help replacing stolen checks or other documents **	6.4	18.8
Help replacing stolen property **	6.5	11.5
Help repairing a broken door or lock	1.1	5.3
Help repairing other damaged property **	0.0	0.0
Help with medical expenses *		25.8
Help getting information from the police ***	14.3	49.1
Help borrowing money	0.0	20.6
Help obtaining legal advice	0.0	20.0
Help finding a temporary place to stay	0.0	5.6
Help finding a home in a safer area	0.0	9.1
Help with household work or shopping	0.0	5.3
Help getting transportation to the doctor, police station, or court	6.4	9.4
Help obtaining information about how to avoid becoming a victim again	10.0	30.0
Help expressing feelings that were troubling you	0.0	23.6
Help obtaining information about how your court case was going	23.4	47.9
Help getting someone to go to court with you	6.7	10.9
Help finding out when your next court date was	14.3	41.7
Help finding childcare during court appearances	11.1	11.8
Help dealing with problems with your landlord, employer, or school	5.9	18.8
Help obtaining crisis intervention services	0.0	12.0
Help getting counseling or other psychological help	0.0	16.0
Help dealing with problems with your family or children	0.0	21.3

* This question was asked only of crime victims who received medical treatment for injuries suffered because of the crime.

** These questions were asked only of crime victims who reported loss or damage to property because of the crime.

*** The follow up question, “Did you get any help from the police for this?” was not asked in regards to getting information from the police.

Table 5.12: Percent of Violent Crime Victims in Cook County Receiving Help From Secondary Sources of Assistance (N=224)

	CCSAOVWAP	Other Agencies	
Police			
Help replacing stolen checks or other documents**	18.8	18.8	18.8
Help replacing stolen property**	11.5	3.8	19.2
Help repairing a broken door or lock	5.3	15.8	10.5
Help repairing other damaged property**	0.0	4.8	9.5
Help with medical expenses*	25.8	19.4	9.7
Help getting information from the police***	49.1	15.1	---
Help borrowing money	20.6	7.9	0.0
Help obtaining legal advice	20.0	8.0	14.0
Help finding a temporary place to stay	5.6	22.2	22.2
Help finding a home in a safer area	9.1	9.1	13.6
Help with household work or shopping	5.3	2.6	0.0
Help getting transportation to the doctor, police station, or court	9.4	3.1	21.9
Help obtaining information about how to avoid becoming a victim again	30.0	16.7	26.7
Help expressing feelings that were troubling you	23.6	31.9	6.9
Help obtaining information about how your court case was going	47.9	9.9	19.7
Help getting someone to go to court with you	10.9	6.5	6.5
Help finding out when your next court date was	41.7	11.1	22.2
Help finding childcare during court appearances	11.8	5.9	5.9
Help dealing with problems with your landlord, employer, or school	18.8	9.4	9.4
Help obtaining crisis intervention services	12.0	32.0	0.0
Help getting counseling or other psychological help	16.0	36.0	8.0
Help dealing with problems with your family or children	21.3	34.0	4.3

* This question was asked only of crime victims who received medical treatment for injuries suffered because of the crime.

** These questions were asked only of crime victims who reported loss or damage to property because of the crime.

*** The follow up question, "Did you get any help from the police for this?" was not asked in regards to getting information from the police.

relationship between the type of crime and amount of contact with the program, with violent crime victims having more contact with the program than property crime victims. The more contact CCSAOWWAP staff have with victims, the more opportunities they have to assist victims with their needs.

We found that victims being served at CCSAOWWAP's different locations had fairly similar needs. For this analysis, we sorted victims by the location at which their case reached final disposition. The three locations are 26th and California (the main criminal courthouse for the city of Chicago), the suburban Cook County courthouses, and Chicago's Branch courts. Victims across all three program locations shared eight of the ten most frequently reported needs. Although victims being served at these locations had similar needs, they were dissimilar in terms of having those needs met. Our data did not allow us to determine whether victims' needs were met through CCSAOWWAP's assistance. Therefore, our discussion of victims' needs being met by program location includes all sources of assistance to crime victims. This brings into the discussion how CCSAOWWAP fits with other sources of formal and informal support to crime victims. We briefly discuss this issue later in this section of the report and at more length in Chapter 7.

Of the ten most frequently reported needs of suburban crime victims, four were among the most frequently met. Help replacing stolen checks or other documents, help repairing a broken door or lock, help repairing other damaged property, and help borrowing money were met for 82 percent or more of crime victims being served in the suburban districts. The percentage of the other six most frequently reported needs of

suburban crime victims being met ranged from 66 percent, for assistance with replacing stolen property, to 45 percent, for help with medical expenses.

Of the ten most frequently reported needs of victims whose cases are heard at 26th and California, five were among the most frequently met. The following needs were met for at least 72 percent of the victims reporting these needs: help getting transportation to the doctor, police station, or court; help repairing a broken door or lock; help repairing other damaged property; help borrowing money; and help with household work or shopping. The other five most frequently reported needs were met for a lower percentage of crime victims, ranging from 66 percent for assistance with obtaining information on how their court case was going, to 33 percent for help with medical expenses.

Of the ten most frequently reported needs of victims whose cases were disposed of at Chicago's Branch courts, seven were among the most frequently met. For these needs, at least 70 percent of crime victims had them met; help with medical expenses, help with obtaining information about how their court case was going, and help with expressing troubling feelings were the three most frequently reported needs not among the ten most frequently met needs. Half of those needing assistance with the expression of troubling feelings, 45 percent of those with the need for information on how their court case was going, and 25 percent of those needing help with medical expenses had their need met.

Many victims, regardless of location, needed assistance with medical expenses, and this was one of the least frequently met needs. For victims at the Branch courts and at 26th and California, help with medical expenses was the most frequently reported need. At the suburban locations, help with medical expenses was the third most frequently

reported need. Nonetheless, at all locations, help with medical expenses was among the least frequently met need. More than half (55 percent) of victims at the suburban locations, 67 percent of victims at 26th and California, and 75 percent of victims at the Branch courts, reported that they received no assistance with medical expenses.

In terms of who provided assistance with their needs, at all locations, victims relied on themselves and family and friends more frequently than any other source. When looking at just secondary sources of assistance, CCSAOWWAP assisted the highest percentages of victims with their needs at 26th and California, when compared with the police or other agencies. In contrast, for victims whose cases were disposed of at the Branch courts, the police assisted the highest percentage of victims with their needs more frequently than did CCSAOWWAP or other agencies. At the suburban locations, both the police and other agencies assisted a greater percentage of victims with their needs more frequently than did CCSAOWWAP.

There are several explanations for why CCSAOWWAP provided assistance to relatively low percentages of victims. First, our victim survey asked about several services that the program could not provide because of the stage of the court process at which victims come to the attention of the program. Because CCSAOWWAP is a prosecutor-based program, staff do not contact victims until an offender is charged with the crime.³⁶ Some of the needs that we asked respondents about are those in which assistance is needed immediately following the crime. For example, repairing a broken door or lock, repairing other damaged property, finding a temporary place to stay, or help

³⁶ While the primary responsibility of CCSAOWWAP is to serve victims whose cases are being prosecuted by the State's Attorney's Office, if a victim calls the program requesting assistance she/he will not be turned away.

obtaining crisis intervention are all services that are more often needed immediately after crimes occur. Victims might not come to the attention of CCSAOWWAP until days, weeks, or even months after the crime has been committed.

Second, the survey asked about some services that the program does not attempt to provide (e.g., assistance with borrowing money and assistance with household work and shopping).

Third, for some of the needs we asked about, friends and relatives are the best resources for crime victims. For example, victims are more likely to turn to and be helped by friends and relatives when trying to find a temporary place to stay or for assistance with household work and shopping. It is also likely that crime victims will turn to family members or friends for help before turning to an agency for assistance. Hence, the relatively low percentages of assistance given by the CCSAOWWAP might be attributable to victims' needs being satisfied prior to being contacted by program staff.

Fourth, the relatively low percentage of victims' needs being met by CCSAOWWAP might also be because of the philosophical stance of the program. CCSAOWWAP's policy is to empower victims (i.e., to help victims overcome their feelings of helplessness by encouraging them to have an active role in meeting their own needs). CCSAOWWAP does this by providing referrals for many victims' needs, but providing direct services for a lesser number. As a result, although program staff may provide appropriate and potentially helpful referrals, if victims do not take advantage of these referrals, their needs might remain unmet. A comment from a survey respondent who was a victim of a robbery illustrates how the program's philosophy of empowering victims affects their ability to receive information.

“I did some correspondence with the program. I called to ask questions that were answered and knew the offenders were being prosecuted. However, I was not notified of the legal process and would have liked to attend the trial.”

In addition, in an attempt to manage large caseloads with limited resources and adhere to the program’s philosophy of victim empowerment, CCSAOVWAP victim specialists ask victims to take a proactive role in obtaining the information that they need. For example, CCSAOVWAP staff ask victims to periodically call the specialist assigned to their case to receive current case information should they desire regular updates, including the date and time of court hearings. This could explain in part the significant relationship between amount of victim contact with the program and the type of crime. Violent crime victims might be more likely to take an active interest in the outcomes of their cases (i.e., more likely to call in for case information) and be more likely to participate in their cases as witnesses. This is supported by data from our observations of victim specialists in action: 84 percent of the victims who we observed interacting with victim specialists were victims of violent crimes.

Fifth, a factor we discussed earlier in this report that must be considered when considering the relatively low percentage of victims assisted by CCSAOVWAP is the large number of felonies (and as a result, the number of victims) the CCSAO prosecutes at any given time. The goal of CCSAOVWAP to reach out to every felony crime victim whose case is being prosecuted by the CCSAO, is an ambitious goal that the program is unlikely to meet.

Although there are several reasons why CCSAOVWAP is unable to meet the needs of many felony crime victims in Cook County, the program is in a position to be of great assistance to victims for some of the more frequently reported needs. Information

on the progress of a court case and information regarding the time of the next court date were two of the most frequently reported victim needs. Because they are a component of the CCSAO, CCSAOVWAP is in prime position to relay that information to Cook County crime victims.³⁷ Yet only 35 percent of victims reported that they received assistance from CCSAOVWAP in obtaining information about how their court case was going, and only 27 percent of crime victims reported that they received assistance from CCSAOVWAP with finding out the next court date. Although there are other sources from which crime victims can receive court-related information (e.g., an ASA), these needs remained unmet for 30 percent of crime victims in our sample.

Summary

Despite the efforts of CCSAOVWAP staff, 47 percent of violent crime victims and 35 percent of property crime victims in our sample reported having at least one unmet need. Obviously there is much more that must be done to meet the needs of crime victims in Cook County. Because CCSAOVWAP is a component of the CCSAO, it is in a prime position to provide court hearing notification for all felony crime victims. Because CCSAOVWAP staff have offices in all the court locations in the county, they are also in prime positions to provide court accompaniment to the victim. But, given the constraints placed on the program because of the large numbers of cases that are prosecuted by the CCSAO each year, personalized assistance with the needs of all felony crime victims is unrealistic. Without an increase in the size of the program's staff,

³⁷ In "Serving Crime Victims and Witnesses", Tomz and McGillis state that one of the advantages of having a prosecutor based victim assistance program is that it has quick access to case information. We discuss the advantages and disadvantages of prosecutor based victim assistance programs at length later in this chapter.

attempting to serve all victims with all their needs is doomed to failure.

CCSAOVWAP's situation is analogous to being the only doctor in a growing town, trying to help all the patients with all their infirmities. The doctor might be able to treat some patients and some infirmities, but it is inevitable that many patients will be left to suffer on their own.

Instead of trying to fight this battle alone, CCSAOVWAP must continue to cooperate with other agencies in an explicit attempt to create a comprehensive network of services for crime victims. Because CCSAOVWAP is a prosecutor-based program, they cannot provide many of the services that victims need. Some are services that a victim might need immediately following the crime (e.g., help repairing a broken lock or door or immediate crisis intervention or counseling). Others are those that staff can only make referrals for, with the hope that the agencies to which they refer victims can effectively provide the services victims need (e.g., help expressing feelings that were troubling to the victim and help borrowing money). But this assumes that there are agencies in place that can provide these services and that the victim follows through with the referral.

In addition, CCSAOVWAP and the CCSAO could do more to make victims aware of the program. In the Branch courts, where the opportunity for contact between victim and program staff is limited, victims received little assistance from the program. Instead, they relied more heavily on the police, possibly because it is through the police that they were "introduced" to the criminal justice system. In locations where the opportunity for contact between victims and program staff is greater, victims used program staff and resources to a greater degree.

CCSAOVWAP staff is in the difficult position of trying to assist tens of thousands of crime victims every year with a wide range of needs. It is unrealistic to expect that the program could be successful at meeting all the needs of Cook County crime victims. The most effective strategy might be for program staff to concentrate on providing the services that they are well positioned to deliver, while advocating for additional resources (i.e., increases in the size of staff, as well as networking with other agencies that can provide the services that CCSAOVWAP cannot) to help meet crime victims' needs.

Is CCSAOVWAP effective in helping victims recover materially and psychologically?

In this section, we describe the findings from our interviews with victim specialists and our survey of Cook County crime victims in order to focus on CCSAOVWAP's ability to assist in the material and psychological recovery of crime victims. In our interviews, victim specialists were asked about specific services that could assist crime victims with their material and psychological recovery. We asked about restitution assistance, assistance with the repair of broken doors and locks damaged during the crime, assistance with the return of personal property taken as evidence in their case, crisis intervention, and counseling.³⁸ Respondents to the victim survey were asked about a series of needs that had been previously identified in the victim assistance literature as those that crime victims typically require, who they received assistance from, and if those needs were met. These items addressed both the material (e.g., repair of

³⁸ In our interviews with victim specialists and for our survey of crime victims we define "crisis intervention" as, "counseling services delivered in a time of emergency or great need." In contrast, we define "counseling" as non-emergency short and long term counseling services.

damaged property, recovery of stolen items, and financial assistance) and psychological (e.g., assistance with the expression of troubling feelings, the need for crisis intervention services, and assistance in obtaining counseling) recovery of crime victims.

Material recovery

In our interviews with CCSAOWWAP victim specialists, we asked how many of the victims they serve need assistance with the repair of personal property damaged during the crime (e.g., broken windows, broken locks) and how they provide that service. Nineteen of the thirty-two specialists (59 percent) who were asked this question reported that none of the victims they served needed assistance with the repair of damaged property. Another nine specialists (28 percent) reported that only a few of the victims with whom they worked required assistance with the repair of personal property. Interestingly, the four specialists (12 percent) who reported that several of their clients needed assistance with the repair of damaged property generally did not work with property crime victims. Instead, the reports of specialists working with the family members of homicide victims, sexual assault victims, and domestic violence victims indicated that several of their clients required assistance with the repair of personal property.

We also asked victim specialists how many of their clients need assistance with the return of personal property held as evidence in their case. Only three victim specialists (9 percent) reported that none of the victims they serve needed assistance with the return of personal property. Eighteen specialists (56 percent) reported that they assisted only a few of their victims with the return of personal property.

Finally, we asked victim specialists if they provide assistance with obtaining restitution. Nine of the thirty-two victim specialists (28 percent) who were asked this question reported that they provided no assistance with obtaining restitution. Six of the nine specialists (67 percent) who reported that they did not provide restitution assistance were vertical service providers.³⁹ Specialists working with sexual assault victims and family members of homicide victims are extremely sensitive to the possibility of re-victimizing a violent crime victim by securing a restitution order from an offender who will most likely be sentenced to prison. This is an issue that we discussed at length in chapter 4 of this report.

When talking directly to crime victims, approximately 21 percent reported needing assistance with the repair of doors or locks damaged during the crime. In contrast to data from interviews with victim specialists, approximately 32 percent of property crime victims and 9 percent of personal crime victims required assistance with the repair of personal property. Just under 86 percent of those who had this need reported that it was ultimately satisfied. Of those, only 2 percent received assistance from CCSAOVWAP in satisfying this need.

We also asked victims if they needed assistance with the repair of other damaged property. Approximately 20 percent of respondents who reported that they had something stolen or damaged during the crime, reported needing assistance with the repair of damaged property. Eighty percent of victims with the need reported that it was

³⁹ Vertical service providers pick up a case at the preliminary hearing stage and continue to work with the victim until the conclusion of the case. Vertical service providers with CCSAOVWAP serve family members of homicide victims and sexual assault victims only.

ultimately satisfied. Of those, none of them reported receiving assistance with the repair of other damaged property from CCSAOVWAP.

Finally, we asked victims if they needed assistance with replacing stolen property. Twenty percent of victims in our sample who had something stolen or damaged during the crime reported needing assistance with replacing stolen property and 62 percent of those reported that the need was ultimately satisfied. Of the crime victims who needed assistance with replacing stolen property and whose need was ultimately satisfied, just under 10 percent reported receiving assistance with this need from CCSAOVWAP staff.

In addition to the set of survey items about crime victims' needs, we also asked respondents about other services that could have assisted in their material recovery. Of those victims who had some contact with CCSAOVWAP and were in need of public assistance, 18 percent reported that they were offered help with the application process by CCSAOVWAP staff.

The other services we asked about regarding assistance in the material recovery of crime victims dealt with restitution and the Illinois Attorney General's victim compensation program. Of the respondents who were victims of violent crimes and had at least some contact with CCSAOVWAP staff, 35 percent were informed of their right to restitution and 55 percent were informed of their right to victim compensation. Because the right to restitution and information on financial assistance available to violent crime victims (e.g., victim compensation program) are statutorily defined responsibilities of the CCSAO, both of these items are discussed at length in Chapter 4 of this report.

Psychological recovery

In our interviews with CCSAOVWAP victim specialists, we asked how many of the victims they serve need crisis intervention services. Three of the thirty-six specialists (8 percent) who were asked this question reported that none of the victims with whom they worked needed crisis intervention. Of the 33 who reported that they have worked with victims who were in need of crisis intervention, 7 (21 percent) said that they personally addressed the need and then referred victims to agencies that could assist them in the future. The other 26 victim specialists (72 percent) reported that when victims need crisis intervention, they immediately refer them to agencies that provide this service to crime victims.

We also asked CCSAOVWAP victim specialists how many of their clients need counseling services. All but one victim specialist replied that at least a few of their clients needed counseling. Three specialists (8 percent) reported that they would counsel victims themselves and then refer victims to agencies where they could receive future counseling. All other specialists reported that they only refer victims to counseling agencies and never counsel victims themselves.

Three items from the needs section of our victim survey addressed the psychological recovery of crime victims: assistance with the expression of troubling feelings, the need for crisis intervention services, and assistance in obtaining counseling. Approximately 20 percent of the respondents reported that they need help expressing troubling feelings. Of those, 55 percent reported that the need was ultimately satisfied. One-fourth of the crime victims who said that this need was ultimately satisfied reported that they received assistance for this need from CCSAOVWAP.

Just over 5 percent of the respondents to our victim survey reported a need for crisis intervention services. Of those, only 25 percent reported that this need was satisfied. Approximately 29 percent of the crime victims who reported that the need for crisis intervention was ultimately satisfied indicated that they received assistance with this need from CCSAOWAP.

Just over 12 percent of the respondents to our victim survey reported a need for counseling or other psychological help. Of those, 45 percent reported that they received the necessary counseling. Approximately one fourth (22 percent) of the respondents who reported that the need was ultimately satisfied, said that they received assistance with this need from CCSAOWAP.

Contact with CCSAOWAP vs. no contact with CCSAOWAP

The analyses of victim survey data reported above were done for all respondents. Although every individual in our sample was a felony crime victim whose case was prosecuted by CCSAO and therefore should have received some contact from CCSAOWAP, over half of the respondents in our sample reported that they had no contact with the program. The existence of this comparison group allowed us to further investigate the effect that contact with CCSAOWAP had on the material and psychological recovery of Cook County crime victims.

We looked at three material needs—the repair of doors and locks damaged during the crime, the repair of other property damaged during the crime, and replacing stolen property—by amount of contact with CCSAOWAP. For all three needs, victims who reported some contact with CCSAOWAP were less likely to have these needs satisfied than were victims who reported no contact with CCSAOWAP. For victims reporting

no contact with CCSAOWWAP and needing assistance with the repair of doors and locks damaged because of the crime, 87 percent had their broken doors and locks repaired. In contrast, for those victims who reported some contact with CCSAOWWAP and this need, 83 percent had their broken doors and locks repaired. For victims reporting no contact with CCSAOWWAP and needing assistance with repairing other damaged property, 88 percent reported that their damaged property was repaired. In contrast, for victims who reported having some contact with CCSAOWWAP and this need, 69 percent had their damaged property repaired. Victims who reported no contact with CCSAOWWAP and needing assistance with replacing stolen property, 69 percent had that need met. In contrast, for victims who reported some contact with CCSAOWWAP and this need, 52 percent reported their stolen property was replaced.

Results from the analysis that compares amount of contact with CCSAOWWAP and psychological recovery are more positive. For those respondents who reported no contact with CCSAOWWAP and a need for assistance with the expression of troubling feelings, 46 percent reported that need being satisfied. In contrast, respondents who reported at least a little contact with CCSAOWWAP and a need for assistance with the expression of troubling feelings, 61 percent reported that need being met.

For those respondents who reported no contact with CCSAOWWAP and a need for help with obtaining crisis intervention services, 11 percent reported that need being satisfied. In comparison, of the respondents who reported at least a little contact with CCSAOWWAP and a need for help with obtaining crisis intervention services, 33 percent reported that need being met.

Finally, of the respondents reporting no contact with CCSAOVWAP and a need for assistance with getting counseling or other psychological help, 19 percent reported that need being satisfied. For those respondents who reported at least a little contact with CCSAOVWAP and a need for assistance with getting counseling or other psychological help, 57 percent reported that need being satisfied.

Post traumatic stress disorder

Included in our victim survey was a measure of posttraumatic stress disorder (PTSD) at the time of the interview. Due to methodological constraints placed on this study, we were unable to include a full PTSD scale and were unable to assess the change in victims' level of PTSD symptoms over time. However, we constructed a measure that contained the PTSD dimensions of intrusion, avoidance, and arousal ($\alpha=.8478$). From these items we created an index, with high scores indicating the existence of PTSD symptoms.⁴⁰

We found a statistically significant positive relationship between the number of needs that a crime victim had and our measure of PTSD ($p < .01$). We also found a significant positive relationship between the number of needs that a victim was able to satisfy and our measure of PTSD ($p < .01$), regardless of whether the needs were satisfied through CCSAOVWAP, other agencies—except for the police—or through family and friends. Finally, we found a significant positive relationship between the level of victim contact with CCSAOVWAP staff and PTSD ($p < .01$). Therefore, to some extent, crime victims who are suffering from higher levels of PTSD are coming into contact with

⁴⁰ For a full description of the construction of the PTSD scale and the reliability analysis, contact the authors of this report.

CCSAOVWAP staff and other entities (e.g., family and friends and agencies other than the police) that can help them with their needs. In addition, when controlling for type of crime (i.e., crimes against a person vs. crimes against property) the relationships mentioned above become nonsignificant, suggesting that type of crime is a strong predictor of the presence of PTSD and that the program's higher degree of contact with violent crime victims, given limited resources, is an appropriate strategy. The degree to which victims contact agencies and other sources of help reduced levels of PTSD could not be determined through our survey.

Our victim survey included other measures of psychological recovery. We asked respondents two questions regarding the degree to which the crime upset them. The first question asked respondents to recall how upset they were about the crime at the time of the incident, and the second asked them how upset they were about the crime at the time of the interview.⁴¹

The data showed that the more upset the victim was at the time of the interview the more contact the victim had with CCSAOVWAP. Among victims who had at least some contact with the program, the same relationship held true (i.e., the more upset the victim was the more contact they had with the program). When controlling for the type of crime (i.e., crime against a person vs. crime against property), the relationships between level of contact with the program and how upset the victim was about the crime at the time of the interview were no longer statistically significant.

⁴¹ We acknowledge the severe limitations that come with a retrospective evaluation of how upset the victim was at the time of the crime. As pointed out earlier in this report, we were given access to crime victims whose case reached final disposition only. The length of time between the incident and the interview ranged from 13 months to as many as 85 months. This brings into question the usefulness of our analysis of retrospective items, yet we feel that they are worthy of report.

Using the two “upset” variables, we measured a change over time in how upset respondents were about the crime. Crime victims who were less upset about the crime over time had less contact with CCSAOWAP. Among victims who had contact with the program, victims who were less upset about the crime had less contact with CCSAOWAP. But again, when controlling for the type of crime, this relationship was no longer statistically significant.

The analyses reported above give some clues into the relationship between victims’ contact with CCSAOWAP staff and their psychological recovery, but they say little about the effect that contact with CCSAOWAP has on crime victims’ psychological recovery. To better understand this relationship, we regressed victims’ level of contact with CCSAOWAP, how upset victims were about the crime at the time the crime occurred, type of crime, time between the crime and the interview, household income, gender, and race on how upset victims were about their victimization at the time of the interview. Of the seven independent variables in the model, four were statistically significant ($p < .05$) predictors of how upset victims were about the crime at the time of the interview: how upset victims were at the time of the crime, the type of crime, the race of the victim, and the gender of the victim. How upset victims were at the time of the crime was positively related to how upset victims were about the crime at the time of the interview. In addition, violent crime victims, female crime victims, and minority crime victims were more upset about the crime at the time of the interview than were property crime victims, male crime victims and white crime victims.

We analyzed several other items from our victim survey that were related to the program’s ability to help crime victims recover. Among victims who had contact with

CCSAOVWAP, 68 percent were satisfied with the program. When victims were asked how program staff treated them, most were pleased with the treatment that they received (see Table 5.13). Finally, approximately 45 percent of respondents reported that CCSAOVWAP staff helped them get through their cases and just over one-third reported that without CCSAOVWAP, they would have had great difficulty coping with their cases.

When looking at these measures of helpfulness by crime type, an interesting, but not unexpected relationship was revealed (see Table 5.14). For each of the statements measuring general helpfulness, a higher percentage of violent crime victims agreed with these statements than did victims of property crime. The data showing that the program is more helpful to violent crime victims is consistent with the program's higher level of attention given to these victims.

Although the victim survey does not reveal a statistically significant relationship between victims' level of contact with CCSAOVWAP and their psychological recovery, we witnessed numerous incidents of victims expressing their gratitude for CCSAOVWAP staffs' efforts as social service workers and criminal justice professionals. In one case in particular, a victim who survived a sexual assault and an attempted murder at the hands of a serial killer sought out an evaluator expressly to praise the program. In this case, the woman was struggling with drug abuse and unemployment during the time of her victimization. Being a crime victim brought her into contact with program staff who not only helped her recover from her victimization but also helped her find social services to treat her drug abuse and secure full-time employment.

Table 5.13: CCSAOWAPs' Treatment of Victims (N=233)

	Agree	Neutral	Disagree
CCSAOWAP staff understood victim's problems	64.5	11.1	24.4
CCSAOWAP staff were sensitive to the victim's needs	61.2	12.3	26.5
CCSAOWAP staff were available when needed	58.4	12.6	29.0
CCSAOWAP staff listened to the concerns of victim	52.8	13.3	33.9
CCSAOWAP staff explained things clearly	64.5	4.5	30.1
CCSAOWAP staff cared about victims and their families	53.9	16.4	29.7
CCSAOWAP staff helped victim get through the case *	44.7	18.7	36.5
Victim would have had great difficulty w/o CCVWSAOAP*	37.8	18.6	43.6

* Responses to these items are, in part, dependent upon the availability of victim assistance services in Cook County other than what CCSAOWAP has to offer. For example, if a victim received assistance from agencies other than CCSAOWAP, they could have disagreed with the statement "The victim-witness assistance program staff really helped me get through this case." In this instance, disagreeing with the statement is not necessarily a negative statement about CCSAOWAP.

Table 5.14: CCSAOWAPs' Treatment of Victims by Type of Crime

	Violent	Property
	<i>(Percent agreeing with statement)</i>	
CCSAOWAP staff understood victim's problems	67.9	59.0
CCSAOWAP staff were sensitive to the victim's needs	65.2	54.8
CCSAOWAP staff were available when needed	64.4	48.8
CCSAOWAP staff listened to the concerns of victim	63.7	34.9
CCSAOWAP staff explained things clearly	71.9	52.9
CCSAOWAP staff cared about victims and their families	60.0	44.0
CCSAOWAP staff helped victim get through the case *	51.1	34.5
Victim would have had great difficulty w/o CCWAP *	45.9	24.7

* Responses to these items are, in part, dependent upon the availability of victim assistance services in Cook County other than what CCSAOWAP has to offer. For example, if a victim received assistance from agencies other than CCSAOWAP, they could have disagreed with the statement "The victim-witness assistance program staff really helped me get through this case." In this instance, disagreeing with the statement is not necessarily a negative statement about CCSAOWAP.

Summary

Material Recovery

Because CCSAOVWAP is a prosecutor-based victim assistance program, some of crime victims' material needs are likely to have been met long before the state's attorney's office prosecutes the case, which is reflected in the data on crime victims' needs for property repair. For example, we found that specialists infrequently provide assistance to crime victims with the repair of personal property. Data from the victim survey also show that program staff were relatively ineffective in two other areas that could facilitate crime victims' material recovery. Less than one-fifth of the crime victims who needed help with replacing stolen property and applying for public assistance (10 and 18 percent respectively) were assisted by CCSAOVWAP staff. The need for assistance with the recovery of stolen property is illustrated in these comments made by two respondents to our victim survey.

“For most victims of crime, the ASAs office does a lot of good things, but they don't help get their merchandise back.”

“Everything has been taken care of, but I still haven't received my things back, which they have recovered.”

As we discussed at length in Chapter 4 of this report, a major concern was the program's inability to assist victims with obtaining restitution and applying for victim compensation. Possibly out of concern that securing restitution orders on prison-bound offenders would re-victimize victims, several specialists reported that they do not provide victims with assistance in obtaining restitution. In addition, 65 percent of violent crime victims who responded to our survey were not informed of their right to restitution by CCSAOVWAP staff.

Victim survey data also indicated that a significant percentage of violent crime victims are not being informed by CCSAOVWAP staff of their eligibility for Illinois' victim compensation program. One-third of sexual assault victims, 69 percent of battery victims, 38 percent of family members of homicide victims, and 60 percent of arson victims reported that they were not given information on the Attorney General's victim compensation program by CCSAOVWAP staff. The data on who applied for victim's compensation is equally discouraging. Two thirds of sexual assault victims, 68 percent of battery victims, 35 percent of family members of homicide victims, and 86 percent of arson victims did not apply for victims' compensation.⁴²

Psychological recovery

Generally speaking, CCSAOVWAP victim specialists work with more crime victims in terms of their psychological recovery than on their material recovery. This is in contrast to the results from our victim survey that shows a greater percentage of respondents need more assistance with material recovery than with psychological recovery.

Of the victim survey respondents who needed psychological services and had that need satisfied, one-fifth to nearly one-third received assistance with this need from CCSAOVWAP staff. Of those needing psychological services and having that need met, 25 percent reported receiving assistance with the expression of troubling feelings from program staff, 29 percent were assisted by program staff with crisis intervention, and 22 percent reported receiving assistance with counseling needs from CCSAOVWAP staff.

⁴² Although these crime victims were eligible to apply for victim compensation, we were not able to discover whether they would have applied for compensation had they known about the Attorney General's program or if they would have been eligible to receive an award.

More important, when compared with victims who had no contact with CCSAOVWAP staff, a greater percentage of victims who had some contact with CCSAOVWAP staff and a need for assistance with expressing troubling feelings, obtaining crisis intervention services, or getting counseling reported these needs being met.

The type of criminal victimization had a greater impact on psychological states and recovery than did contact with CCSAOVWAP. Levels of PTSD and “upsetness” were positively correlated with contact with the program. In addition, multivariate regression revealed that how upset victims were at the time of the crime, the type of crime, victims’ gender, and victims’ race were all statistically significant predictors of how upset victims were about their victimization at the time of the interview. Future analyses should delve deeper into why female crime victims and minority crime victims did not recover from their victimization as quickly as did male and white crime victims, even when controlling for type of crime and length of time between their victimization and their interviews.

Because the program reaches out, via letter, to all felony crime victims whose cases are being prosecuted by the CCSAO, but generally relies on a victim contacting them for services, we interpret these findings as evidence that victims who are more traumatized by the crime and are aware of the program are more likely to reach out to CCSAOVWAP for services. This in turn results in crime victims’ needs for services aimed at aiding in their psychological recovery being met. But the data also shows that having needs met does not necessarily result in psychological recovery.

Evaluators of the program saw firsthand how the program can help victims recover psychologically and materially. Although the emphasis is on the psychological

recovery of crime victims, program staff work hard to meet the needs of crime victims and treat victims with respect and dignity. Generally speaking, crime victims appreciate the efforts of program staff, yet it appears that those efforts sometimes fall short. Program staff must work to get victims the services that they require (and in some cases are statutorily guaranteed) to recover materially. This includes the pursuit of restitution, the opportunity to apply for victims' compensation, and assistance with the repair and recovery of damaged and stolen property. Program staff must also improve their delivery of services that would assist victims' psychological recovery. Particular attention should be given to female and minority crime victims. Although victims are more likely to receive the needed psychological services if they have some contact with the program, far too many victims in need of assistance with psychological services are not getting the help they require. Administrators must support the staff's efforts to provide these services. Referral directories must be kept current and caseloads must be at a level that allows staff to follow-up with victims and referral agencies. Program staff advocating for restitution and victim compensation, while being sensitive to the risk of revictimization, also must be supported by the administration.

Finally, CCSAOWAP cannot provide all the services that would assist in the material and psychological recovery of crime victims. But they should be a leader in a localized, but comprehensive, network of victim assistance. Program administrators must support and actively pursue the goal of a comprehensive network of victim assistance, with CCSAOWAP as its centerpiece, providing all crime victims with informational, psychological, and material services at all stages of the criminal justice process.

What are the advantages and disadvantages associated with placing a victim assistance program in a prosecutor's office?

In the second edition of "Serving Crime Victims and Witnesses," Tomz and McGillis identify the advantages and disadvantages of prosecutor-based victim assistance programs (Table 5.15). In this section, we use their work to guide our discussion of the positive and negative aspects of CCSAOVWAP being a component of the CCSAO.⁴³

Advantages

Provides swift access to case information and provides easy access to clients

This is an advantage of the program that is evident in many aspects of their operations. Staff access to Cook County's Prosecution Management Information System (PROMIS), allows swift access to case information. Case files in PROMIS contain all relevant case information, including the dates and times of all scheduled court hearings. When a victim requests information on the next scheduled court hearing in their case, access to PROMIS allows victim specialists to retrieve that information easily and quickly.

From the PROMIS system, program staff also has access to case fact sheets. CCSAOVWAP victim specialists rely on case fact sheets for much of the personal information needed to provide services to victims. So much so, that over 81 percent of the program's client files we reviewed contained the case fact sheet.

The fact sheet contains the name, address, and phone number of the victim(s) and witness(es) in the case. This information allows victim specialists to send the victims and

⁴³ The design of our study allowed us to investigate the degree to which the negative and positive aspects of prosecutor based victim assistance programs were evident in the Cook County State's Attorney's Victim/Witness Assistance program except one, delayed acceptance by some grassroots organizations. In addition, although we do not explicitly address the criticism that a prosecutor based program can create pressure to prosecute or drop charges inconsistent with victim needs, we do discuss the level to which a victim specialists can convey the wishes of the victim to the prosecutor.

Table 5.15: The Advantages and Disadvantages of Prosecutor Based Victim Assistance Programs

Advantages

- ✓ Provides swift access to case information
- ✓ Enables staff, through direct observation, to understand the criminal justice system
- ✓ Provides program with a mantle of authority and credibility in dealing with clients and other groups
- ✓ Provides area-wide jurisdiction
- ✓ Provides opportunity to improve prosecutors handling of victims
- ✓ Facilitates access to judges
- ✓ Facilitates inclusion of victim concerns in sentencing recommendations
- ✓ Provides opportunity for court escort and witness reception area

Disadvantages

- ✓ Focuses on victims in terms of potential as witnesses not as individuals in need
- ✓ Restricts services to victims whose cases are brought to trial
- ✓ Limits on-the-scene crisis intervention and early contact with victims
- ✓ Restricts opportunity of staff to act as victim advocates
- ✓ Delays acceptance by some grassroots organizations
- ✓ Can create conflicts over confidentiality and disclosure
- ✓ Can create pressure to prosecute or drop cases inconsistent with victims needs

Adapted from "Serving Crime Victim and Witnesses: 2nd Edition", Julie Esselman Tomz and Daniel McGillis, 1997.

witnesses a letter shortly after the initiation of court proceedings notifying them of the CCSAOVWAP and the name and phone number of the staff member assigned to their cases. It is a goal of the program that every felony crime victim in Cook County receives an initial contact letter and a copy of the Victims' Bill of Rights. Access to PROMIS and the victim information contained within improves the likelihood that CCSAOVWAP will reach that goal.

Case fact sheets also provide victim specialists with access to the basic facts of the crime. Specialists often review this information prior to personal contact with victims to prepare them for any special circumstances (e.g., if the crime is particularly heinous, if there is a significant relationship between victim and offender, etc.). This information can also provide clues regarding victims' emotional state, which is most useful in homicide cases as specialists often meet with the closest relative of the victim.

Prior to contacting victims, the program's bond notification and post-conviction specialists also review case fact sheets. The primary responsibility of these specialists is to notify victims when the offender (or alleged offender) has been released from custody. Before calling the victim, these specialists familiarize themselves with the victim's case by reviewing the case fact sheet. By making themselves more familiar with the victim's case, specialists can gain some valuable insight into how the victim might react to the news that the offender (or alleged offender) has been released and, ultimately, any special needs of the victim.

Enables staff, through direct observation, to understand the criminal justice system

All CCSAOVWAP specialists who have courtroom responsibilities spend a portion of their day in the courtrooms providing support to victims, prosecutors, or both.

This hands-on experience continues the program’s training on the complex and often confusing (especially for victims) nature of the criminal justice system.

Having a thorough understanding of the criminal justice system is a requirement of CCSAOVWAP staff. In our interviews with CCSAOVWAP staff, 39 of the 42 specialists (93 percent) we interviewed responded that they are responsible for explaining court procedures to victims unfamiliar with the process. In our interviews with program supervisors, three-fourths reported that one of the most important ways in which specialists act as liaisons between victims and prosecutors, was as a source of case and criminal justice system related information to the victims. In addition, the chief of criminal prosecutions for Cook County views victim specialists as “fourth chairs” in the courtroom—an integral part of the prosecution team.⁴⁴

One of the more frequent comments we heard from program staff is that prosecutors have little time to spend with victims. Having a victim specialist as part of the prosecution team—an “extra heart and hands” as the chief of criminal prosecutions describes it—allows prosecutors to focus on their trial responsibilities without the victim’s needs being neglected. In this role, victim specialists are an integral component of the Cook County court system and must have a complete understanding of the criminal justice process. Working within the system supplements the training on the criminal justice system that new specialists receive and gives them a level of knowledge of the system that would be difficult for those outside the system to achieve.

⁴⁴ In felony prosecutions in Cook County, there are typically three prosecutors who are part of the prosecution team. The lead prosecutor is referred to as the “first chair,” with the other two prosecutors occupying the “second and third chairs.” While in most cases the victim specialist on the case sits with any victim(s) who are attending a hearing, referring to the specialist figuratively as the “fourth chair” explicitly includes them as part of the prosecution team.

Provides program with a mantle of authority and credibility in dealing with clients and other groups

Although this might be an advantage to new victim assistance programs, much of the credibility that CCSAOWWAP has is attributable to its history of assistance to Cook County crime victims.⁴⁵ In 1979, the Junior League founded the CCSAOWWAP within the CCSAO. Originally the program, staffed entirely by volunteers, notified victims about upcoming trial dates and provided referrals to social service agencies. By 1981, the program became a permanent fixture within the Administrative Services Bureau of the CCSAO, and the program was expanded to include 16 full-time employees. Besides court notification and referrals, program staff telephoned all victims to determine if they needed a translator or transportation to court. At this point, staff also began informing victims about how to file claims under the Illinois Crime Victims Compensation Act.

Specialized services for victims of sexual assault and juvenile crimes were added in 1982. In 1985, two full-time personnel were added to provide services to victims of juvenile crime. In 1990, specialized services to disabled and senior victims were introduced. Victims of gang violence began receiving specialized services in 1993, and in 1994 a gay/lesbian/transgender/hate crime specialist was added to the program.

For the past twenty years, CCSAOWWAP has provided assistance to crime victims and ASAs. But CCSAOWWAP staff does more than just assist victims and prosecutors. The supervisor of the domestic violence unit of CCSAOWWAP regularly trains law enforcement personnel on domestic violence issues. Other staff members provide training and education on issues facing victims of elder abuse, sexual assault and

⁴⁵ Tomz and McGillis' discussion of the advantages and disadvantages of prosecutorial based victim assistance programs was part of the section of Serving Crime Victims and Witnesses: 2nd Edition, titled, "Deciding on Program Affiliation".

hate crimes, as well as crimes against the disabled and gay, lesbian or transgendered. The authority and credibility accorded CCSAOWWAP staff is more attributable to their experience and expertise than to the program being a component of the county's prosecutor's office, and is reflected in their involvement in the training and education of other criminal justice professionals and the public.

Surprisingly, given the history of the program, there is a small problem of CCSAOWWAP credibility in the CCSAO. A few prosecutors view CCSAOWWAP staff as support staff rather than as victim assistance professionals. In interviews with CCSAOWWAP staff, 33 percent of victim specialists reported that prosecutors they work with do not fully utilize their skills and 27 percent reported that ASAs do not always treat them in a professional manner. Although the majority of ASAs are utilizing the skills of victim specialists and treating them as professionals, a significant percentage are not getting the full benefit of having victim assistance professionals as part of their prosecution team. Most of the specialists who felt that ASAs could benefit more from their skills believed that ASAs misunderstand the program and its role as part of the prosecution team. The responsibility for this problem falls only partially on the ASAs. Having qualified, well-trained victim specialists is crucial to the program in its fight for respect and credibility.

Provides area-wide jurisdiction

The principle advantage of having countywide jurisdiction is that wherever a felony case is being heard in Cook County, a victim specialist from CCSAOWWAP is available to assist the victim. This does not mean that victims receive assistance from the same victim specialist throughout the criminal justice process when vertical service is not

provided, but the easy transfer of information from one staff member to another is possible.

Having one program that serves all felony crime victims in the entire county can lead to a high degree of consistency in the services offered and the information given to victims. In interviews with the eight supervisors of the program, all responded that notification services (i.e., notifying victims of time and date of court hearings) are provided to victims in the same manner. Where there are differences, for example restitution assistance, it is a function of the different styles of the ASA with whom the specialists work. Some ASAs prefer to leave most of the victim issues to the victim specialist, whereas others try to do as much work as they can with their victims.

Having area-wide jurisdiction also poses significant challenges for the program. Cook County's population is well over 5 million people and the county covers approximately 945 square miles. As we discussed at length earlier in this chapter, serving all felony crime victims in a metropolitan area of this size is an awesome task. Managing staff and their caseloads countywide is a significant challenge and, as we reported earlier in this report, recently resulted in a change in the organizational structure of the program.

Provides opportunity to improve prosecutors' handling of victims

A prosecution team that includes victim specialists goes a long way in improving the handling of victims during the criminal justice process. Trained victim specialists can make the criminal justice process less traumatic for victims. A prosecutor's main function in the criminal justice process is to try the case. The primary goals of CCSAOWAP staff are focused on the victim. By working together, they can prosecute

the crime with the necessary zeal, while caring for victims' concerns. Two questions from the victim survey illustrate the potential value of victim specialists. We asked respondents if staff from CCSAOWWAP helped them "get through the case" and if it would have been "difficult for them to cope with this case" without CCSAOWWAP. When looking at all the respondents who had contact with the CCSAOWWAP, 45 percent said that the CCSAOWWAP really helped them get through the case, and 38 percent said that without CCSAOWWAP it would have been difficult for them to cope with the case. Responses to these questions vary by crime type (Table 5.16). Half of the sex crime victims, 64 percent of the stalking victims, 48 percent of the battery victims, and 53 percent of the homicide victims reported that it would have been difficult for them to cope with the case without the assistance of CCSAOWWAP. Similarly, 64 percent of the stalking victims, 45 percent of the battery victims, and 49 percent of the homicide victims reported that CCSAOWWAP staff really helped them get through the case.

Facilitates access to judges

As part of the prosecution team, victim specialists have access to judges that is probably unavailable to victim advocates who are not affiliated with a prosecutorial agency. In our interviews with victim specialists, we asked if they communicate regularly with the judges in the wing or branch. Fourteen of the thirty-six specialists (39 percent) reported that they regularly communicate with the judges and three other victim specialists (8 percent) reported that they "sometimes" communicate with the judges in whose courtroom they work. Communicating with judges is made more likely by the victim specialists' regular appearances in the courtrooms. An example of this process is found in Juvenile Court. Most of the victim specialists working at Cook County's

**Cook County's Table 5.16: Helpfulness of Cook County State's Attorney's Office
Victim/Witness Program Staff (N=233)**

	Difficult to cope without CCSAOWAP	
	% agree	% agree
Sex Crime Victims	50	33
Stalking Victims	64	64
Battery Victims	48	45
Robbery Victims	31	27
Burglary Victims	27	20
Homicide Victims	53	49
Fraud Victims	30	26
Vehicle Felony Victims	36	21
Arson Victims	40	40

Juvenile Court are assigned to a single courtroom, allowing specialists to become recognized by the juvenile court judges who see the same specialists every day. Three out of the five juvenile court victim specialists reported that they regularly communicate with the judges in the courtrooms where the specialists work. In contrast, felony wing victim specialists at 26th street work multiple courtrooms. Of the three felony wing specialists we interviewed, only one reported that she regularly communicates with judges. The specialists who work with specific types of victims (e.g., hate crime victims, homicide victims, etc.) also assist victims in multiple courtrooms. Only two of the ten special population victim specialists we interviewed reported that they regularly communicate with judges. Dividing time among multiple courtrooms makes it more difficult to gain the familiarity necessary to foster communication between victim specialists and judges.

Facilitates inclusion of victim concerns in sentencing recommendations

From the data that we collected, it is unclear whether prosecutors include the concerns of the victim when recommending sentence. However, we did ask ASAs a question regarding the degree to which victim specialists convey to them the victims' sentencing concerns. More than one third (35 percent) of ASAs surveyed reported that victim specialists "often" communicate to them victims' views regarding sentencing. Another 31 percent of ASAs reported that victim specialists "sometimes" communicate to them the victims' views regarding sentencing.

Provides opportunity for court escort and witness reception center

Three of our data sources shed light on the issue of court escort. Results from the victim survey indicate that 33 percent of respondents who had contact with someone from CCSAOVWAP reported that they were offered court escort.⁴⁶ In contrast, 73 percent of the victim specialists we interviewed reported that they accompany most or all of their victims to court. Observations of program staff are more consistent with the interviews of program staff. In 63 percent of the client contacts that we witnessed, victim specialists accompanied victims to court.⁴⁷

We found variation among victim specialists regarding the frequency with which they accompany victims to court. Based on our observations of client contacts, victim specialists who work only one courtroom (i.e., domestic violence courtroom specialists and juvenile court victim specialists) were much more likely to accompany victims to court than victim specialists who work multiple courtrooms.

These observations are supported by interview data. All of the interviewed victim specialists who work single courtrooms accompany most or all of their victims to court. In addition, specialists who work with specific populations of victims (e.g., homicide victims, sexual assault victims) are more likely to accompany most of their victims to court than are specialists who are responsible for multiple courtrooms and a range of victim types. Eleven of the twelve special population victim specialists reported that they accompany most of their victims to court, whereas only eight of the sixteen specialists

⁴⁶ It is important to remember that 52 percent of victims we surveyed reported having no contact with CCSAOVWAP. Obviously, these victims were not escorted to court by CCSAOVWAP staff.

⁴⁷ Not all victim contacts were related to a court hearing. The percentage reported here is the percentage of client contacts where there was a court hearing and the victim specialist accompanied the victim to the hearing. Admittedly, the percentage reported is likely an overestimate. Because we were observing victim specialists, we would not have known about victims who attended a court hearing without contacting a victim specialist, either before or after the hearing.

working in multiple courtrooms and with a range of victim types reported that they accompany most of their victims to court. Results from the victim survey demonstrated a similar relationship between type of crime and court accompaniment. Half of the sex crime victims and 60 percent of homicide victims reported that they were offered court accompaniment; whereas 16 percent of burglary victims, 20 percent of vehicle felony victims, and 25 percent of robbery victims reported that they were offered accompaniment to court. Together, these data show that program staffs' ability to provide court escort is dependent on the number of courtrooms they must cover and the type of victims they serve.

At all the CCSAOVWAP locations, a program office is located in the courthouse where victims or witnesses can go to see victim specialists. In addition, the offices are often shared with ASAs, allowing victims and witnesses a chance to contact the victim specialists and ASAs assigned to their cases, before their appearances in court. The placement of a program office in each courthouse where victims and witnesses can go to receive services, obtain case information, and receive referrals for other services is one of the strengths of CCSAOVWAP.

Disadvantages

Focuses on victims in terms of potential as witnesses, not as individuals in need

This general criticism of prosecutor-based programs does not apply to all components of CCSAOVWAP. Before we discuss our findings, it is important to point out that it is impossible to determine prosecutors' motivations (i.e., using victims as witnesses for their cases, versus victims as individuals in need) from the data we

collected. We can, however, report the level of contact that prosecutors and victim specialists have with personal and property crime victims.

Results from the victim survey indicated that prosecutors are more available to victims of personal crimes than victims of property crimes. Three-fourths of personal crime victims reported that a prosecutor was available to discuss the case, compared with 49 percent of property crime victims. A majority of personal crime victims (80 percent) reported that the prosecutor notified them of their court dates, compared with 66 percent of property crime victims. Finally, 72 percent of personal crime victims reported that the prosecutor explained the legal process to them, compared with 51 percent of property crime victims.

When looking at the level of contact between victim specialists and victims of personal and property crimes, we found a similar relationship between the accessibility of victim specialists and type of crime victims. More than one-third (35 percent) of personal crime victims reported that they had no contact with CCSAOWWAP staff. In contrast, 66 percent of property crime victims reported no contact with CCSAOWWAP staff.

These findings cannot be automatically interpreted as prosecutors and victim specialists discounting of victims who do not have value as witnesses. It could just as easily be interpreted as a more aggressive outreach approach to victims who are believed to be in more need of services (i.e., personal crime victims) in light of resource constraints. But we think that it is possible that there are some prosecution teams that focus on the usefulness of the victim as witnesses in their cases. Supporting this

conclusion is the finding that 26 percent of the prosecutors reported that they rarely or never have contact with victims who are unlikely to testify in a case.

Our discussion also speaks to the challenges that “victim friendly” prosecutors and victim specialists face as they try to serve “two masters” while managing large caseloads. Both of these parties are committed to the delivery of information and services to victims in need, but in light of large caseloads and expectations of the successful prosecution of a case, they are forced to make some tough decisions regarding victim outreach.

An area in which this tension is evident is in the provision of financial assistance to crime victims. If a prosecutor-based victim assistance program gives direct financial assistance to a victim who also serves as a witness in a case, the victim may be subject to credibility attacks from the defense. As a strategy, a defense attorney could argue that a victim who received direct financial assistance “profited” from his or her testimony. As a result, prosecutor-based victim assistance programs are put in the position of having to choose between meeting crime victims’ need for financial assistance, and giving the prosecution the best opportunity for a successful outcome while protecting victims from attacks on their credibility.

Restricts services to victims whose cases are brought to trial

CCSAOVWAP has an aggressive outreach approach for victims whose cases are brought to trial. Nonetheless, program staff will assist any crime victims who contact CCSAOVWAP with a need for services regardless if their cases are being prosecuted. (For a complete discussion of CCSAOVWAP’s ability to reach all crime victims in need,

see the earlier section in this chapter titled, “Does CCSAOWWAP reach all those in need?”)

Limits on-the-scene crisis intervention and early contact with victims

CCSAOWWAP victim specialists never provide on-the-scene crisis intervention services, because it is outside the scope of their program. Although CCSAOWWAP staff does not perform on-the-scene crisis intervention, this does not prevent staff from having relatively early contact with victims. For example, the victim/witness program located at domestic violence court has an intake unit that processes emergency orders of protections for domestic violence victims who come to domestic violence court after a defendant has been arrested by the police, or to file a domestic violence complaint. Although the majority of intake specialists’ time is spent interviewing victims and assisting with filling out emergency orders of protection, these specialists have an opportunity to provide crisis intervention services to domestic violence victims.

In cases in which an arrest is made at the time the crime occurred, Branch court victim specialists come into contact with victims soon after the crimes. If an alleged offender is in custody, a preliminary hearing must occur within 36 hours of arrest. If the offender was arrested at the time of the crime, Branch court victim specialists can have contact with the victim within a day or two of the crime. Less than two-thirds (60 percent) of victim survey respondents had their cases initiated by the CCSAO within two days of the crime. In these instances, the case might not have come before a preliminary court judge that quickly, but a victim specialist would have attempted initial contact with a victim relatively soon after the crime occurred.

Restricts opportunity of staff to act as victim advocates

Implied in this criticism of prosecutor-based victim assistance programs is that the victims' goals and prosecutors' goals are often at odds. As a member of the prosecution team, victim specialists have significant responsibility for the successful prosecution of cases. But we saw little evidence that this responsibility limited specialists' ability to advocate for victims. Data from interviews with victim specialists and from surveys of prosecutors support this conclusion. Thirty-three of the thirty-five victim specialists who work regularly as members of a prosecution team reported that prosecutors have accepted recommendations from them regarding victim or witness issues. Less than 15 percent of the prosecutors we surveyed reported that a victim specialist has never conveyed to them the victim views on bail decisions, continuances, plea negotiations, or sentencing decisions. Based on these data, there appears to be an open line of communication between the specialists and most prosecutors—a line of communication that can be improved, but does not significantly impede the ability of victim specialists to act as client advocates.

Can create conflicts over confidentiality and disclosure

Information victims share with CCSAOVWAP victim specialists that can have an effect on the case is routinely shared with the rest of the prosecution team. Although this can create conflicts over confidentiality and disclosure, it doesn't often happen in the CCSAOVWAP. If a victim relays information to a victim specialist that the specialist believes should be brought to the prosecutor's attention, victims normally do not object. As we suggested earlier, victim specialists walk a fine line between serving the needs of

the prosecution team and the needs of the victim, but when these needs are consistent, it is a balancing act that is much easier to maintain.

Summary

Many of the positive aspects of prosecutor-based victim assistance programs are evident in Cook County's program. Swift access to case information allows the program to work toward the goal of contacting every felony crime victim whose case is being tried in the County. Access to case information also allows specialists to review the facts of the case, providing clues to the services and attention that a victim might need.

CCSAOVWAP staffs' familiarity with the criminal justice system provides victims with an informed set of "heart and hands." One benefit, in particular, is the specialists' ability to translate the unfamiliar language of the courtroom into everyday language that victims can easily understand. CCSAOVWAP being a component of the county prosecutor's office also allows victims to receive assistance at all court locations in Cook County. In addition, as cases move from the preliminary hearing stage to the trial stage, victims receive assistance from the same agency (if not the same person) providing some level of consistency to the process. Finally, having a victim specialist as part of the prosecution team allows the case to be prosecuted with focus and zeal, while increasing the chance that the victim's personal needs are being met.

But not all of the advantages of a prosecutor-based victim assistance program are being realized by CCSAOVWAP. The mantle of authority and credibility that comes with being a component of a prosecutorial agency is especially advantageous to new victim assistance programs, but it also creates opportunities for established programs.

For example, CCSAOWWAP could use their credibility to take a lead role in strengthening the network of victim support services countywide. By their own admission, CCSAOWWAP is limited in the number of victims they can serve and services they can provide. The program should make it a priority to act as a central leader in the provision of victim assistance for all crime victims in Cook County.

When looking at the disadvantages of CCSAOWWAP being a component of the CCSAO, we found them to be less serious than expected. Tomz and McGillis (1999) suggest that a prosecutorial-based victim assistance program will likely focus on victims as witnesses for the prosecution, not as individuals in need. Victims can indeed be crucial witnesses in cases, but having a member of the prosecution team whose priority is the needs of the victim (i.e., a victim specialist) increases the likelihood that victims' needs are being met. This was confirmed by analyses reported in a previous section of this chapter which showed that victims contacted by CCSAOWWAP were more likely to have their needs met than victims who did not have contact with CCSAOWWAP. An exception is in the area of financial assistance to crime victims. Given the adversarial nature of the process, providing direct financial assistance to crime victims makes them vulnerable to attacks on their credibility should their testimony be necessary. For the CCSAOWWAP, protecting victims from these attacks and making the strongest case possible takes priority over trying to meet the financial needs of crime victims.

The criticism that prosecutorial-based victim assistance programs limit on-the-scene crisis intervention and early contact with victims is really a subset of the criticism that such programs restrict services to victims whose cases are brought to trial. The

following statement from a robbery victim illustrates this criticism. When asked what kind of help was needed, he replied:

“To talk to me about it, so that I could release some of the anger and frustration I had. I sat in the police station for 5 hours without any counseling or anything. They didn’t ask how I was doing.”

CCSAOVWAP’s services to victims generally do not begin until the decision is made to prosecute an alleged offender. CCSAOVWAP administrators are aware that this is a limitation of their program. Unfortunately, the program does not have the resources that would allow it to serve all victims all of the time. But they can use their credibility and authority to spearhead an effort for a strong countywide victim assistance network that could provide services to victims at all stages.

Chapter 6

Summary and Discussion of Findings

The results of this evaluation can be used in at least two ways. It is our hope that the CCSAOWWAP staff will be able to use the findings from our study to improve their services to crime victims. Program evaluation is not just about identifying good or bad programs, but is also an analysis of a program's strengths and weaknesses, ultimately leading to improvement in the program. To this end, in the next and final chapter of this report, we make recommendations that we feel will result in CCSAOWWAP serving more victims, more effectively.

In addition to program-specific uses, it is also possible that the findings from this study can speak to a larger audience. As we noted in the introductory chapter of this report, despite the phenomenal growth in the number of victim assistance programs, relatively little is known about the effectiveness of these programs. We believe that the findings from our evaluation of CCSAOWWAP can fill some of the gaps in the literature on victim assistance programs and be used to help identify directions for future research.

Do prosecutor based victim assistance programs reach all those in need?

The quick and overly simplistic answer to this question is, of course, "no." As we stated many times throughout this report, the primary objective of prosecutor-based programs is to assist victims whose cases are being prosecuted in criminal court. As a result, crime victims whose cases do not make it to criminal court will not be contacted by prosecutor-based victim assistance programs. Using Cook County's prosecutor based

victim assistance program as an example, the percentage of cases where victims would not have received outreach services from CCSAOWWAP can be roughly estimated by looking at clearance rates. In Chicago alone, roughly one-fourth (23 percent) of index offenses known to the police are cleared by the arrest of the offender. While the percentages of crimes cleared vary by type of crime, a significant percentage of crime victims will not be contacted for service by CCSAOWWAP. Nevertheless, victims who reach out to CCSAOWWAP, even if their cases are not being prosecuted by the CCSAO, will receive services that are equivalent to those given victims whose cases are being prosecuted.

In addition to the population of victims who are outside the scope of the program, some victims whose cases were prosecuted reported not being contacted by the CCSAOWWAP. Half of the respondents to our victim survey, which was made up of crime victims whose cases were prosecuted by CCSAO, reported no contact with CCSAOWWAP. Although half of the felony crime victims in our sample did not have contact with CCSAOWWAP, this percentage is considerably lower than the two-thirds reporting no contact with a victim assistance agency in Skogan et al.'s (1990) study of crime victims in four metropolitan areas.

McEwen (1995) argued that there is a pressing need for victim assistance programs to reach out to special populations, especially Hispanics, African Americans, Asians, and Native Americans. Similarly, the SANDAG found in their study of San Diego's victim assistance program that ethnic minorities were most likely to have unmet needs. In contrast, we found no significant differences by race in the percentage of

victims who had contact with CCSAOVWAP (see Table 6.1) and in the existence of unmet needs (see Table 6.2).

Although our findings are inconsistent with those of McEwen (1995) and the SANDAG study (1998), we are not suggesting that CCSAOVWAP cannot do a better job of reaching those in need of their services, including racial and ethnic minorities. Most crime victims in Cook County do not receive victim assistance from CCSAOVWAP because their cases never make it to the prosecution stage. Many others do not receive victim assistance because of the challenges that arise when attempting to contact victims whose cases do make it to the prosecution stage (e.g., inaccurate contact information due to victim moving or data entry error). If the goal is to provide comprehensive service for Cook County crime victims, CCSAOVWAP must enhance their efforts to reach out to all victims of crime whose cases are being prosecuted by the CCSAO.

Do prosecutor based programs meet the needs of crime victims?

The findings from previous studies on the needs of crime victims have been relatively consistent. Several researchers have shown that improving security and borrowing money are two of the most prevalent needs of crime victims (e.g., Friedman, 1982; Skogan et al., 1990; SANDAG, 1998). In addition, the SANDAG study showed that the needs of crime victims change over time. According to SANDAG researchers, at the time of the crime, security-related assistance was the most needed service. One month post-crime, case information and referrals were the most needed service, and at six months post-crime, emotional support was the most important need. The findings from our evaluation of CCSAOVWAP are generally consistent with previous research.

Table 6.1: Victim Contact with CCSA OVWAP by Race (N=486)

<u>Race</u>	<u>No contact</u> (% of race)	<u>Some contact</u> (% of race)
African American	92 (49.2)	95 (50.8)
Hispanic	33 (48.5)	35 (51.5)
Asian	5 (50.0)	5 (50.0)
Other	14 (58.3)	10 (41.7)
White	101 (56.7)	77 (43.3)

Table 6.2: Percentage of Respondents with Unmet Needs by Race, Sex, Type of Crime, and Amount of Contact with CCSAOWWAP (N=486)

	<i><u>Percent with unmet needs</u></i>
<u>Race</u>	
African American	47%
Hispanic	34%
Asian	60%
White	35%
<u>Sex</u>	
Male	40%
Female	44%
<u>Type of crime</u>	
Personal	47%
Property	36%
<u>Level of contact with CCSAOWWAP</u>	
Some contact	46%
No contact	36%

In Cook County, financial assistance and property repair and replacement are two of the most frequently reported needs of crime victims. But, we also found that crime victim needs are strongly related to type of crime. Property crime victims rank property repair and replacement very high on their list of needs, while violent crime victims rank financial assistance (i.e., help with medical expense and borrowing money) high on their list of needs. In addition, although previous studies reported that most crime victims' needs tend toward the mundane (i.e., security-related concerns) violent crime victims and female victims in Cook County frequently reported a greater need for counseling or assistance with the expression of troubling feelings than did men and property crime victims. Finally, our victim survey found that court case information is one of the more frequently reported needs of both property and violent crime victims. These results show that what most crime victims want is their damaged, lost, or stolen property fixed or returned, the financial damage caused by the crime recovered, and to be kept informed of the progress of their case.

The strength of a prosecutor-based program's service delivery is in the area of court-related services. Not surprisingly, the three most frequently reported victim needs attended to by CCSAOWAP staff were, information about how the court case was going, help getting information from the police, and help with finding out when the next court case was. These findings match nicely with the most frequently reported needs of crime victims in Cook County and lend strong support to the value of a prosecutor-based victim assistance program.

One of the weaknesses of a prosecutor-based victim assistance program is found in the length of time that it takes for a case to get to the prosecutors' office. This delay

results in prosecutor-based victim assistance programs being unable to attend to one of the most pressing and frequently reported needs of crime victims, namely the repair of doors and windows damaged during the crime. In addition, it prevents the program from being able to provide other services that are needed at the time of the crime (e.g., on-scene crisis intervention, help finding a temporary place to stay). CCSAOWWAP is not immune to these shortcomings. Consistent with previous research (Roberts, 1987; Finn and Lee, 1987), security-related assistance is one of the more frequently reported needs of crime victims in Cook County, especially for property crime victims, and a service that CCSAOWWAP does not offer.

The SANDAG study found that 38 percent of victims in their six-month post-crime sub-sample reported having unmet needs, which is consistent with the findings from our study. At the time of the interview, 40 percent of respondents in our sample reported having at least one unmet need. But when looking at unmet needs by race, type of crime, and contact with CCSAOWWAP we found some variation (Table 6.2). One of the more striking findings is that victims who had no contact with CCSAOWWAP reported fewer unmet needs than did victims who had at least some contact with the program. We believe that this is not attributable to the quality and type of services delivered by CCSAOWWAP staff but to the method of program outreach and service delivery.

CCSAOWWAP staff send a letter to each felony crime victim in Cook County whose case is being prosecuted by the CCSAO. This letter informs victims about the program and lets them know that if they need assistance they can contact the victim specialist who sent the letter, a method that in the absence of additional outreach by program staff puts the onus of receiving services on crime victims. If victims do not feel

the need for assistance from CCSAOVWAP, they are unlikely to contact the program. Therefore, it follows that crime victims with the greatest needs (either in number or intensity) are more likely to contact the program than are victims who have no needs or who can get their needs met from other sources. Also contributing to the number of unmet victim needs is the follow-up practices of victim specialists. Most victim specialists rely on victims informing them when a referral for service does not result in a need being met. If victims do not receive the help they need and do not contact program staff for another referral, their needs are likely to remain unmet.

Although the differences between the percentage of unmet needs by race are not statistically significant, a higher percentage of African-Americans and Asian victims in our sample reported having unmet needs. Given that 61 percent of the African-American respondents to our survey were victims of violent crimes, compared with 31 percent of white respondents, we believe that the higher percentage of unmet needs reported by African-Americans in our sample is a result of crime type and method of service delivery that the program uses.

Do prosecutor based victim assistance programs help victims recover?

Material recovery

The difficulty that prosecutor-based victim assistance programs have in providing services that encourage material recovery, especially as it pertains to the repair or replacement of property damaged because of the crime has been well documented in this report. Hence, we focus here on the data regarding the effect of financial assistance (i.e., victim compensation and restitution) on the material recovery of crime victims. Elias

(1983) investigated victim compensation programs in New York and New Jersey. He found that less than 1 percent of violent crime victims applied for compensation. Among those who did apply, less than half received an award. More recently, Smith and Hillenbrand (1997) argued that compensation and restitution programs could assist in the material recovery of crime victims, but only a small percentage of victims benefit from the program because of a lack of awareness of the program, the inability or unwillingness of defendants to pay restitution, the insufficiency of state funds to compensate victims, and the limits placed on victim eligibility for the program. Most of these factors are at work in Cook County, but to a much lesser degree. Our data show that for victims whose cases were being prosecuted by the CCSAO, the percentage that applied for Illinois' victims' compensation program ranged from 14 percent (arson victims) to 65 percent (family members of homicide victims); much higher than was found by Elias (1983).

Even though the current data show that the percentages of victims applying for victims compensation is higher than in previous studies, too many violent crime victims in Cook County are still not applying because many are not receiving information about the program. One-third (33 percent) of sexual assault victims, 69 percent of battery victims, 38 percent of family members of homicide victims, and 60 percent of arson victims reported that they were not offered information by CCSAOVWAP staff on the Attorney General's victim compensation program. Crime victims can receive information on the program from other sources, but CCSAOVWAP is in the best position to provide information on the compensation program and assist with the application process.

In Illinois, restitution is a statutory right of violent crime victims only.⁴⁸ In addition, the state's attorney's office in each county in Illinois has the responsibility to notify violent crime victims of their right to restitution. Generally speaking, in violent crime cases, the primary goals of prosecutorial agencies are to successfully prosecute the defendant and secure a sentence that will result in the offender being incarcerated. Given that the most significant barrier to restitution is the offender's ability to pay, incarcerating an offender is inconsistent with the goal of securing restitution. Incarcerated offenders are hard-pressed to make restitution payments. The CCSAO acknowledges this and it is a factor for ASAs when they decide whether or not to pursue restitution. ASAs' concerns regarding defendants' ability to comply with restitution orders goes a long way toward explaining why 67 percent of violent crime victims were not informed by CCSAOVWAP staff of their right to restitution.

Much of the literature on restitution is on compliance with an order for restitution or the effect of restitution on victims' satisfaction with the criminal justice system (e.g., Smith and Hillenbrand, 1994; Davis et al., 1992; McDonald, Greene, and Worzella, 1992, Smith, Davis, and Hillenbrand, 1989). Additional research is needed to determine which cases are most appropriate for restitution orders. Consistent with state law, we found that a higher percentage of violent crime victims (although the overall percentage was low) were notified by CCSAOVWAP staff of their right to restitution than were property

⁴⁸ In Illinois, the rights of crime victims and witnesses Act protect only victims of "violent crimes". A violent crime is statutorily defined as "any felony in which force or threat of force was used against the victim, or any offense involving sexual exploitation, sexual conduct or sexual penetration, domestic battery, violation of an order of protection, stalking, or any misdemeanor which results in death or great bodily harm to the victim or any violation of Section 9-3 of the Criminal Code of 1961, or Section 11-501 of the Illinois Vehicle Code, or a similar provision of a local ordinance, if the violation resulted in the personal injury or death, and includes any action committed by a juvenile that would be a violent crime if committed by an adult. From West's Illinois Criminal Law and Procedure: 1999 Edition.

crime victims (see Table 6.3). But given the arguments presented earlier in this section, it might be necessary to rethink the logic behind making it a statutory right for all violent crime victims to be notified of their right to restitution, and by implication, the pursuit of an order for restitution.

Given the information that we received from the CCSAO and CCSAOVWAP, it seems appropriate for the “right” to restitution to be extended to include victims of property crimes. In addition, a significant factor in deciding when to pursue restitution should be the ability of the offender to comply with the restitution order. This could result in higher compliance rates and a greater level of victim satisfaction with the criminal justice system, and is consistent with previous research that found that high compliance rates are achieved when the offender’s ability to pay is considered (Davis et al., 1992; McDonald, Greene, and Worzella, 1992) and that victim satisfaction with the restitution order is more likely when the restitution order is for the full amount of financial loss and is complied with in full (Davis, Smith, and Hillenbrand, 1992). We share the concern of Smith and Hillenbrand (1997) that, “it is possible that if the increased emphasis of courts and legislatures on victims’ rights results in larger restitution orders, compliance rates—and accordingly, victim satisfaction—will decrease.” We would add that pursuing restitution in cases in which the chances of compliance are quite low (i.e., cases likely to result in the incarceration of the offender) will also lead to lower levels of victim satisfaction with the restitution order and the criminal justice process.

Table 6.3: Percentage of Crime Victims Who Were Notified of Their Right to Restitution by CCSAOVWAP Staff, by Type of Crime (N=74)

<u>Type of Crime</u>	<u>Percent notified</u>
Sex crime	22%
Stalking	23%
Battery	17%
Robbery	11%
Burglary	10%
Homicide	34%
Fraud	6%
Vehicle Felony	11%
Arson	15%

Psychological recovery

Our findings on the psychological recovery of crime victims who had contact with the program are mixed. We found that victims who had some contact with CCSAOVWAP were more likely to receive psychological services than were those who did not have any contact with the program. However, we were unable to determine if receiving assistance from CCSAOVWAP positively affected the psychological recovery of crime victims in our sample.

Having an impact on these findings are the types of victims that have contact with CCSAOVWAP. Victims of personal crimes and victims with multiple needs are more likely to come into contact with the program (see Table 6.4). Therefore, CCSAOVWAP is generally serving the neediest victims—those who have endured the most serious crimes and whose victimization has left them with the most needs.

Although it appears that the program is serving the neediest victims, asking victims to “call...if you have any questions of if any problems have arisen as a result of the crime.” is problematic.⁴⁹ Victims who more frequently come into contact with the program seem to be those who have the greatest needs and believe that they can receive help with those needs from a victim assistance unit within the county’s prosecutor’s office. Victims who do not believe that a prosecutorial-based program can help them with their needs or are critical of the criminal justice system, are unlikely to turn to CCSAOVWAP for help. These issues could explain previous research that found no evidence that recovery was greater for victims who received services than for those who did not receive services.

⁴⁹ The phrase being quoted is from the initial contact letter sent to all felony crime victims by felony wing victim specialists.

**Table 6.4: Contact with CCSAOWAP and Average Number of Needs
By Type of Crime (N=486)**

<u>Type of Crime</u>	<u>No Contact</u>	<u>Some Contact</u>	<u>Average Number of Needs</u>
Sex crime	31%	69%	4.44
Stalking	33%	67%	5.50
Battery	35%	65%	5.04
Robbery	52%	48%	1.82
Burglary	69%	31%	3.00
Homicide	20%	80%	3.86
Fraud	66%	34%	2.60
Vehicle Felony	64%	36%	2.54
Arson	62%	38%	2.85
Personal	35%	65%	3.78
Property	66%	34%	2.74

(Harrell et al. 1985) or that yielded inconclusive results (Kelly and Erez 1997). Future research on the effectiveness of prosecutorial-based victim assistance agencies must be designed to uncover the reasons why victims do or do not seek the services of these agencies. Answers to these questions will also speak to the advantages and disadvantages of basing a victim assistance program in a prosecutor's office.

Are there problems caused by prosecutorial-based agencies sponsoring victim assistance programs?

Early in the history of victim assistance programs, there were concerns over the placement of such programs in District Attorney's Offices (Young 1997). In a recent publication, Tomz and McGillis (1997) identify what they feel are the advantages and disadvantages of prosecutor-based victim assistance programs. In our impact evaluation chapter, we used Tomz and McGillis' list as a guide in analyzing the advantages and disadvantages of the CCSAOVWAP. In this section, we focus on the inconsistencies between what we observed during our study of CCSAOVWAP and Tomz and McGillis' list.⁵⁰

Advantages

Enables staff, through direct observation, to understand the criminal justice system

This is not just an advantage for CCSAOVWAP; staff are required to understand the criminal justice system. Victim specialists being able to speak intelligently and accurately when describing how the criminal justice system works increases their credibility with victims and enhances the quality of service. Spending time in the

⁵⁰ For an item by item description of how Tomz and McGillis' advantages and disadvantages apply to CCSAOVWAP, see chapter 6.

courthouse everyday gives CCSAOVWAP staff exposure to the nuances of the criminal justice system that infrequent visitors do not receive.

As representatives of the CCSAO, program staff are responsible for providing timely and accurate information about a crime victim's case and the criminal justice system more generally. Even if this information is inconsistent with the desires of a crime victim (e.g., no restitution order, plea agreement), the information will be accurate and will not lead to victims having unrealistic expectations of how the criminal justice system will work in their case. CCSAOVWAP staff's knowledge of the criminal justice system and access to court-related information is one of the greatest benefits of being a component of the CCSAO.

Provides program with a mantle of authority and credibility in dealing with clients and other groups

As a member of the prosecution team, victim specialists have access to courtrooms, attorneys, judges, and other courtroom personnel not generally granted to staff from other victim assistance agencies. This authority in the courthouse allows CCSAOVWAP staff to better serve their victims under trying times and in difficult surroundings. For example, if victims are unfamiliar with what a courtroom looks like or with courtroom procedures, specialists can take the victims into a vacant courtroom to familiarize them with the setting. In addition, more experienced victim specialists can request that sheriffs working in the courtroom assist them with conflicts that sometimes arise between supporters of the victim and the offender.

While we were unable to confirm the notion that being a component of a prosecutor's office provides program staff with a "mantle of authority and credibility in

dealing with clients and other groups,” we found a slight problem of credibility within the CCSAO. A significant percentage of victim specialists reported to us that ASAs do not fully utilize their skills and do not always treat them in a professional manner. For a few ASAs, victim specialists are little more than additional clerical support. Twenty years after the program was first established, program staffs’ legitimacy as victim assistance professionals is still being challenged by some within the CCSAO.

Provides area wide jurisdiction

Still another potential advantage of prosecutorial-based victim assistance programs is that they provide the program with area-wide (i.e., county) jurisdiction, resulting in greater consistency of services delivered by program staff across courthouse locations and the relative ease of communication between staff as cases move through the system (i.e., different stages and locations).

The disadvantage for Cook County’s program being area-wide, is the sheer size of the county and the number of felony cases prosecuted by the CCSAO in multiple court locations. Cook County covers approximately 945 square miles, and in 1997 alone, there were nearly 80,000 arrests for index crimes prosecuted in many different court locations across the county. These numbers pose significant challenges for staff who work with special populations (i.e., differently abled, elder abuse, senior, and gay/lesbian/transgender victims). In each of these areas, there is a single specialist responsible for meeting victims’ needs. An obvious problem occurs when special population specialists have clients in suburban locations requiring specialists to spend extended periods of time away from their offices or trying to serve multiple clients in different locations.

Facilitates access to judges

This is an advantage of prosecutor-based programs that was not realized by CCSAOWWAP during most of the evaluation period, but one that may be enhanced by a reorganization of the program that occurred toward the end of the study period. Only 14 of the 36 victim specialists who work in the courtrooms reported that they speak to judges on a regular basis. We believe that this is a result of the original organizational structure that had most victim specialists moving from courtroom to courtroom in an attempt to provide support and services for their clients. In the absence of many years working in the same courthouse, specialists jumping from courtroom to courtroom undermined the trust, confidence, and familiarity necessary for regular communication between themselves and judges.

Provides opportunity for escort and witness reception center

The data from our study are mixed regarding whether the program effectively provides court reception and court escort services. Interview and observational data suggest that specialists very frequently accompany victims to court. In contrast, data from our victim survey showed that the majority of victims who had contact with the program were not accompanied to court.

We interpret these contradictory findings as additional evidence of the impact that the program's method of outreach has on its ability to provide service to victims. Program staff asking victims to contact the program for service, in conjunction with the unfamiliarity that many people have of CCSAOWWAP, results in many of the program's services being underutilized. We feel that is the case with court accompaniment.

Expecting crime victims to seek out the assistance of CCSAOVWAP for their needs often results in victims not taking advantage of the benefits that prosecutor-based programs have to offer.

Disadvantages

Focuses on victims in terms of potential as witnesses, not as individuals in need

Although the data could be interpreted as supporting this criticism of prosecutor-based victim assistance programs, we do not believe that this is the case in Cook County. The data show that personal crime victims have more frequent contact with both ASAs and victim specialists than do property crime victims. If one assumes that personal crime victims are more valuable to the prosecution's case because they are eye witnesses to the crime, then the data might suggest that CCSAO staff focuses on a victim's potential as a witness in the case.

However, we think the data reflects the more aggressive outreach approach that the program takes toward those thought to have the greatest needs, namely personal crime victims. In an agency like the CCSAO, with the extremely high volume of cases and limited resources, ASAs and victim specialists are required to make tough decisions everyday about the focus of their valuable time and attention. Together, they are responsible for the successful prosecution of their cases; while at the same time, they are responsible for meeting crime victims' needs. We believe strongly that the staff of CCSAOVWAP places victims' needs above all else, allowing ASAs to focus on the successful prosecution of cases. What the data shows are the results of the conscious

attempts by CCSAOVWAP staff to reach out to the neediest victims in the face of limited resources.

Restricts opportunity of staff to act as victim advocates

The assumption under which this criticism operates is that prosecutors' and victims' goals are at odds. More pointedly, this criticism assumes that there are limits on what victim specialists may or may not do or say on behalf of the victim. We saw little evidence that this is the case with CCSAOVWAP victim specialists. The vast majority of victim specialists (33 of the 35) who work regularly as members of a prosecution team reported that they have made recommendations to the ASA regarding a victim or witness issue and that their recommendation has been accepted. There appears to be an open line of communication between most victim specialists and ASAs—a line of communication that can be improved, but one that does not prevent many specialists from acting as an advocate for the victims they serve.

Summary

This evaluation has generated many questions ranging from the type of outreach and service delivery processes victim assistance agencies should use, to the types of victims who will turn to a prosecutor-based victim assistance agency. Other questions regarding the impact that unfulfilled expectations (e.g., failed restitution orders and misinformation on the court process and outcome of the case) have on victims and their perceptions of the criminal justice system still need to be answered. More research is also needed regarding the effectiveness of restorative justice responses to crime. Do restorative responses meet the needs of crime victims and enhance their recovery, or do

traditional responses better meet victims needs and speed their recovery? Finally, a study design that follows crime victims over time as they attempt to recover from the ir victimization is necessary to answer these questions. As important, this study design must encompass a wider range of types of crime victims than previous studies. There is much left to learn about the effect that victimization has on individuals and the impact that the criminal justice system and victim assistance agencies have on those victims. One should not assume that someone who had their car stolen is not as traumatized by their victimization as is someone who was a victim of a violent crime. Especially if the victim of the automobile theft is someone who has no social support network and whose sole source of safe transportation was that car. The criminal justice system has spent most of its history focusing on offenders, and it should continue to invest significant resources on their victims.

Chapter 7

Management Recommendations

Our recommendations for enhancing the services provided by the CCSAOVWAP fall into four general categories: training, staff resources, service delivery, and public awareness. Implementing some of these recommendations would require the investment of significant financial resources whereas others would not. Most important, we believe that by implementing these recommendations the program would improve its ability to meet the needs of Cook County crime victims.

Training

Formalize and expand the training program for new victim specialists

Currently, there is little formal training for new victim specialists because the program is understaffed (i.e., the program cannot take an experienced specialist out of the courthouse to train new staff without significantly disrupting service to victims). The current training process forces new specialists to learn primarily while on the job. In our opinion, training would be more effective if it included at least one full day of “classroom” training for new staff, including an overview of the Cook County court system, the CCSAO, the CCSAOVWAP, and community-based victim support services.⁵¹ Classroom instruction would provide new employees with a basic level of

⁵¹ The term “classroom” is a bit of a misnomer. The instruction is focused on the part of the system in which the new hire will be working. The method of delivery of this information could range from instructional videos, self-administered power point presentations, and conversations with administrators of the program or training coordinators.

knowledge needed for them to effectively serve their clients. We also recommend that new employees work for a brief period of time at all the various program locations (i.e., a branch court, domestic violence court, the main criminal courthouse for the city of Chicago, and a suburban court location) and with all the special population specialists in order to receive a comprehensive overview of the program's functions. After the new staff member has acquired a basic, but comprehensive, knowledge of the program, the current method of training should continue to be used (i.e., new staff "shadowing" the most experienced specialists).

In addition, to foster teamwork and a more complete understanding of the responsibilities and function of both the ASAs and victim specialists, the training programs for new ASAs and new victim specialists should involve crosstraining. The most logical place for this to occur is during the first day of "classroom" training on the role and functions of the Cook County Court system. We strongly believe that this would improve the working relationship between ASAs and victim specialists and ultimately result in more effective service to crime victims.

Provide more opportunities for continuing education for staff

Continuing education programs encourage the personal and professional development of staff. Currently, the program holds an all staff training at least once per year, but more could be done. For example, each year the program pays for several staff members to attend the annual NOVA conference. Sending more staff to the conference is not possible because the program can afford neither the financial expense nor the loss of staff. But it is possible for the entire staff to benefit from the conference by having staff members who attended the conference report to the rest of the staff what they had

learned. Communication can occur through presentations at staff meetings or through short written summaries of the sessions they attended. ASAs and other court personnel should be invited to attend the presentations and be included in the dissemination of written information. This strategy is not restricted to attendance at the NOVA conference and should be utilized to disseminate information that staff have acquired from other national conferences, regional conferences, special training sessions, written material, or any other sources.

Staff Resources

Advocate for adequate working space for staff and secure reception areas for victims and witnesses

As the program and its number of clients have grown, in many locations, CCSAOWAP has not been able to meet the growing need for office space and victim/witness reception areas. In each courthouse, there must be adequately sized secure waiting areas for victims and witnesses. The amount of office space and the size of the waiting areas are severely limited at program offices located at the main criminal courthouse, domestic violence court, and the branch court locations.

In light of limited resources, we feel that the safety and security of the victims and witnesses should be a priority. At the locations mentioned above, there are no areas dedicated to the comfort and security of crime victims while they wait for their cases to be called. At the domestic violence courthouse, victims and offenders often share benches in the courtrooms while waiting for their cases to be called. In addition, there is no space near the courtrooms where victims and victim specialists can speak in private. The conditions are the worst at domestic violence court, but the other locations

mentioned here have substandard victims' facilities as well. At all these locations, the facilities need to be upgraded, or at a minimum, reconfigured so that victims and witnesses have a safe and secure area where they can wait for their cases to be called and access to conference space where they can meet with their victim specialists in private.

Advocate for increases in staff size, paying particular attention to enhancing the volunteer/intern program

The data from the victim survey showed that CCSAOVWAP is unable to serve many of the crime victims whose cases are being prosecuted by the CCSAO. This is often a function of those who have reached out to the program for help, and staff choosing, in light of limited time and resources, to serve who they perceive are the neediest victims. It is likely that many of the victims responding to our survey, who did not have contact with CCSAOVWAP, declined assistance because they either felt the program would not be able to help them with their needs or because they had strong support networks already in place. But we believe that a significant number of these victims would have appreciated program services and would have benefited greatly from contact with CCSAOVWAP staff. As a result, we feel strongly that the program needs more staff so it can do a better job of reaching out to all felony crime victims whose cases are being prosecuted by the CCSAO.

One of the most cost-effective ways of reaching out to more victims would be to enhance the volunteer/intern program. Volunteers and interns can be an extremely valuable source of additional staff support. In the place of financial compensation, volunteers and interns receive valuable real-world experience. To this end, the program would be well served to target local college and university students. Social work,

sociology, psychology and criminal justice departments could be a source of interested students. At many schools, college students receive course credit for internships and volunteer work, enhancing the appeal of volunteer work for students.

Volunteers and interns could proofread letters to crime victims, compose letters to crime victims, phone victims with court case dates and times, and update case files. As volunteers' and interns' experience and confidence rises, they could take a more visible role in providing victim services, providing reception and escort services and providing emotional support.

As more resources are invested in the program, the expectations of the program and its staff should expand as well. Although many victims fall through the cracks in the system and some receive ineffective services, as those cracks are filled, and as resources are invested into the program, the expectations and effectiveness of the program will also increase.

Increase the utilization of computer equipment and related technologies

During the data collection stage of our study, we were struck by the relative absence of computer equipment available to CCSAOWAP staff. Although several computers have been purchased for the program since we completed data collection, it is unlikely that the benefits of computer technology have been fully realized.

Given the continuing ease of use and design of software programs and their applications, computer technology could be used to replace the current pencil and paper filing system of case information. This would improve the tracking of client contacts as well as the content of those contacts. For example, some software programs (e.g., Microsoft ACCESS) have the ability to generate reports that could list victim specialists'

clients and the date of last contact. This could assist program staff in maintaining regular contact without putting the onus on victims. These types of reports can be individualized to the needs of the specific victim specialist. Having an electronic filing system would also allow specialists to have easy access to other staff case files in a format in which they are familiar, allowing for minimal disruption in victim service when specialists are unavailable (i.e., due to illness, vacation, or multiple clients arriving at the same time).

At least one of CCSAOVWAP's computers should have Internet access. With the constantly increasing amount of information available on the Internet, staff should be encouraged to regularly visit the many victim service-focused Web sites for information or documents that would enhance services to Cook County crime victims and share any relevant information with program staff. For example, both NOVA and the OVC have their own Web sites that contain a wealth of information regarding victim services. This information includes innovative victim service strategies, continuing education opportunities, and funding opportunities for victim assistance agencies. These are just two of the hundreds of Web sites devoted to the delivery of services to crime victims.

Service Delivery

Work to have victim assistance presence in the police districts

Although it varies by type of crime, many victims are not contacted by CCSAOVWAP because their case is not being prosecuted by the CCSAO, which places the burden of victim assistance in these cases on local police departments. Although we did not investigate local police departments' abilities to provide victim assistance, it is unlikely that they have the resources to serve victims' needs. In fact, a recent report

generated from an ongoing study of community policing in Chicago found that “helping victims” was the lowest rated form of service provided by police in Chicago (Skogan et al. forthcoming).

If the program was more visible at victims’ entrance into the criminal justice system (i.e., at the police level), the immediate needs of crime victims (e.g., crisis intervention, property repair, and temporary shelter) could more easily be met. Hence, victim assistance would be more complete if CCSAOVWAP specialists were assigned to police district headquarters. But in a county the size of Cook, this would require a very large commitment of staff and resources. One alternative would be to work collaboratively with local law enforcement agencies, informing officers and social workers working in the police departments about CCSAOVWAP and the services the program offers to crime victims and, whenever possible, provide training on what law enforcement can do to meet the needs of crime victims.

Work to strengthen the network of victim assistance for Cook County crime victims

Because it is not possible for any single agency to provide all of the services that crime victims need, if comprehensive victim assistance to Cook County crime victims is the goal, an organized network of victim assistance programs in the county must be developed. Because of CCSAOVWAP’s many years of service to crime victims, the program has the experience and authority to take a lead role in strengthening the network of victim assistance in the county. To accomplish this task, the program must continue to reach out to community-based and other organizations, involving them in a coordinated network of victim assistance. There are many organizations that provide assistance to specific types of victims or in specific areas of the county (e.g., hospitals, social service

agencies, mental health agencies, domestic violence shelters, and faith organizations).

We believe that many of the programs needed by all different types of crime victims are available, but are not part of a comprehensive network of victim assistance. If a network of victim assistance can be created, the gaps in crime victim services can be more readily identified, resources can be utilized to fill these gaps, and most important, crime victims will receive the assistance they need for them to recover fully from their victimization.

Finally, the general public must be made aware that there are agencies devoted to providing assistance to crime victims. A frequent response to our victim survey questions about CCSAOWAP was, “I didn’t know such a program existed.” Before CCSAOWAP or a network of victim assistance agencies can help all crime victims, it must become common knowledge that these agencies exist. The best victim specialists, the best programs, and the most comprehensive network of victim assistance agencies will be unsuccessful at meeting the needs of crime victims if victims are unaware of them. Staff from victim assistance programs must reach out to crime victims whenever possible and crime victims must be made aware that there are social service and criminal justice agencies to help them recover from their victimization.

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Appendix I: National Organization for Victim Assistance (NOVA) Model Victim Assistance Program Performance Standards

I. Types of Victims Served

Community Wide Services

Basic:

- Victims of sexual assault.
- Child victims and their families.
- Victims of spouse abuse.
- Surviving families of homicide victims.
- Victims of severe physical injury.

Good:

- All of the above, and
- At least two additional victim populations – examples include victims of drug-related crime, victims of robbery, burglary victims, elderly victims, victims of vandalism, gay or lesbian victims, racial minority victims, the differently abled, the chronically mentally ill, or the homeless.

Very Good:

- All victims of crime.

Excellent:

- All victims of crime but the program has special outreach programs for under-served victims in the community and a special emphasis on providing effective cross-cultural service delivery.

Program-specific service

Basic:

- Program serves one or more victim populations and promotes services for the other groups.

Good:

- Program serves one or more victim population, plus provides emergency aid to all victims for whom no other services exist.

Very Good:

- The above plus the program actively works to establish services for victims for whom no program exists.

Excellent:

- Program serves all victims or is part of a community-wide system of comprehensive aid to all victims with a special issue on providing effective cross-cultural service delivery.

II. Availability of services

A. Immediate crisis intervention response

Basic:

- Twenty-four hour answering service with call-forwarding or beeper to trained counselor.
- Victim crisis counselor responds by telephone to caller within fifteen minutes of victim call.

Good:

- All of the above, enhanced by crisis counselors who screen police reports within forty-eight hours of receipt and send letters to priority victims notifying them of service.
- Upon request victim crisis counselor goes to hospital, crime scene, victim's house, or other designated point and arrives within:
 - 15-30 minutes in an urban area.
 - As soon as possible in rural areas.

Very Good:

- The above enhanced by twenty-four hour availability of trained staff to go to crime scene, victim's house, or other designated point and arrive within:
 - 15-30 minutes in an urban area.
 - As soon as possible in rural areas.
- Crisis counselors screen all police reports within twenty-four hours of report, and send counselor to or telephone all priority victims to offer services.
- Community-based walk-in services as well as central headquarters for the program.

Excellent:

- The above, enhanced by trained crisis counselors who answer all crisis calls directly.

Day-after crisis response

Basic:

- Crisis counselors respond by telephone or home visits to victim self-referrals or referrals from law enforcement within 24 hours.

Good:

- The above, plus crisis counselors who are trained in screening protocols screen police reports twice weekly, if possible under laws of privacy. If not possible, police reports are screened twice weekly by the law enforcement agency and sent to the agency. In either case, the program notifies priority victims of services via letter sent within 24 hours.

Very Good:

- The above except that police reports are reviewed within 48 hours.

Excellent:

- The above, except that police reports are reviewed within 24 hours and a crisis counselor immediately contacts priority victims by phone or in person. Community-based walk-in services are also available.

All other services.

Basic:

- Services are available 9 a.m. – 5 p.m., Monday-Friday.

Good:

- The above, plus emergency services are available on request.

Very Good:

- The above, except that office hours are seven days a week.

Excellent:

- Twenty-four hours services. Community-based walk-in services are also available.

III. Types of services provided

A. Crisis intervention services

Basic:

- Crisis intervention counseling.
- Emergency referrals or direct assistance for medical care, shelter, and food.
- Emergency referrals or direct assistance for substance abuse treatment.
- Accessible services for the hearing impaired, seeing impaired, other people with disabilities, and populations whose first language is not English.

Good:

- All of the above, enhanced by
 - Emergency referrals or direct assistance for at least 3 of the following:
 - Clothing
 - Money
 - Child care
 - Property repair
 - Transportation
 - Death notification
 - Body identification
 - Crime scene clean-up
 - Protection through temporary restraining orders
 - Notification of loved ones

Very Good:

- The above plus at least 3 more of the above list.

Excellent:

- All of the above. In addition, special outreach to under-served victim populations and attention to effective cross-cultural service delivery.

B. Counseling and general advocacy services

Basic:

- Supportive individual counseling:
 - Generally not longer than six months at any one time unless there is a criminal prosecution.
 - May be renewed counseling of a victim if the crisis is renewed due to a trigger event.

- General advocacy services include:
 - Assistance with victim compensation applications.
 - Creditor, landlord, and employer intervention.
 - Intervention with hospitals, medical, and mental health professionals—particularly where a forensic examination is involved; a concern about HIV infection exists; or where family violence is involved.
 - Assistance with protective relocation or shelter for victims of drug related crime or family violence.
- Information and referral services include:
 - General victimization information.
 - Crime and violence prevention information.
 - Referrals to all available social services.
 - Substance abuse treatment services.
- All services should be available to the hearing impaired, the seeing impaired, other people with disabilities, and those populations whose first language is not English.

Good:

- All of the above, enhanced by at least 6 of the following additional services:
 - Assistance with private insurance claims.
 - Support groups for peer victims/survivors.
 - Document replacement.
 - Arrangements for property repair.
 - Mental health referrals.
 - Specific victimization information concerning the crime which the victim survived, i.e., survivors of homicide, sexual assault victims, spouse abuse victims, and so on.
 - Referrals to competent mental health professionals for long-term care when necessary.
 - Publish and distribute a directory of all available referral services.
 - Legal referrals concerning a civil redress or assistance with the enforcement of victim rights in a criminal proceeding.
 - Victim activist group referrals.
 - Translator services.
 - Group counseling.

Very Good:

- The above plus 6 more of the services above or other services to be added to the program.

Excellent:

- All of the above, enhanced by

- Specific victimization information concerning the crime which the victim endured as well as relating to his or her specific circumstances in survival, i.e., materials addressing the concerns of a father of a murdered daughter, or a sister of a sexually abused brother.
- An emphasis on outreach programs and services for under-served population groups and attention to effective cross cultural service delivery.

Support services during criminal justice investigation

Basic:

- Program provides at least 8 of the following services:
 - Accompaniment to line-ups and photo line-up review sessions.
 - Accompaniment to interviews.
 - Information about case status.
 - Brochures about criminal justice process and victim rights handed out at the scene of the crime or at first contact.
 - Information on status of any property stolen or removed and on procedures and regulations governing property return.
 - Information on arrest status, bail and bond, and pre-trial release.
 - Accompaniment to forensic examination available and forensic examination paid for.
 - Information given to victim about victim compensation.
 - Information given to victim about available protection, and restraining orders.
 - Information on crime prevention.
 - Emergency shelter available.
 - Social services referral.
- Services should be accessible to the hearing impaired, the seeing impaired, people with other disabilities, and populations whose first language is not English.

Good:

- The above, enhanced by at least 4 of the following:
 - Available crime-scene assistance for street-side identification.
 - Assistance with obtaining property return.
 - Assistance with victim compensation forms as needed.
 - Restraining orders made an automatic condition of bail and prepared with complaint.
 - Confidential emergency shelter available and relocation services.

Very Good:

- All of the above, enhanced by:
 - Crisis intervention capability
 - Death notification assistance and body identification accompaniment.
 - In-person, case specific explanation of criminal justice process.

- Assistance with obtaining property return within seven days unless evidentiary requirements prohibit it.
- Accompaniment at forensic examination available and cost of exam paid for by agency or other service and victim should never see the bill.
- Assistance with victim compensation forms and filing of claim.

Excellent:

- The above, plus special programs to address needs of under-served victim population groups including attention to effective cross-cultural service delivery.
- Special protection programs addressing safety and privacy for certain groups such as victims of drug-related crime, victims of gang violence, victims of hate violence and the like.

Support services during prosecution.

Basic:

- Program provides information on all victim rights available in the criminal justice system at first contact.
- Program provide at least 10 of the following services:
 - Coordination of victim and witness appearances at hearings, interviews, and trial with goal of minimizing number of appearances.
 - Victim and witness given timely information about case status by mail.
 - Victim and witness provided with personal support through hearings, interviews and trial.
 - Victim and witness provided information about transportation options that are available to facilitate appearances.
 - Employer, landlord, creditor intercession services.
 - Information on restitution and jurisdictional procedures for requesting it is made available to victim.
 - Appropriate clothing is provided to the victim if necessary.
 - All victim cases are profiled and selected victims are given opportunity to have input in decisions on diversions, dismissals, and plea bargains.
 - All victims are allowed opportunity to have input on continuances and sentencing.
 - Victims are provided with information on what is expected of them in the criminal justice process at each stage of the proceedings.
 - A safe place is provided for victims and witnesses separate from the accused and defense witnesses.
 - Information given to victim about witness fees.
 - A call-in system is in place.
 - All services should be accessible to the hearing impaired, the seeing impaired, other people with disabilities, and those populations whose first language is not English.

Good:

- All services described above, enhanced by at least 5 of the following services:
 - In priority cases victim and witnesses are given up to date information by telephone where possible.
 - Victims and witnesses are provided with counseling as necessary.
 - Actual transportation is provided for sensorially or physically disabled, the elderly, and the infirm.
 - Restitution requests are made routinely by the prosecutor.
 - All victims are provided assistance in preparing a victim impact statement for use at plea bargains and at sentencing.
 - Victims are provided with oral and written information on what is expected of them in the criminal justice process at each stage of the proceedings. Rehearsals and courtroom walk-through are available for priority victims and all child witnesses.
 - Staff and volunteers are available to “call-off” victims and witnesses and in off hours, a recorded on-call system is in place.

Very Good:

- All services described above plus 7 of the following:
 - Case status information is provided by telephone and mail in all cases.
 - Transportation or reimbursement for mileage and parking is provided in all cases.
 - Restitution requests are based on interviews with, and receipts from, victims.
 - Victims selected from “profiles” are provided with opportunities to have input on bail and charging decisions. (Profiling is done to avoid endangering certain types of victims such as those who are victims of drug-related crimes, partner abuse, elderly abuse, or child abuse.)
 - All victims are provided opportunities to allocute at plea bargains or sentences if they so desire.
 - Rehearsals and courtroom walk-through are available to all victims.
 - Special waiting rooms are provided for victims and witnesses away from the accused and defense witnesses.
 - Information is given about witness fees if they are available, and if so, fees are routinely disbursed. If not available, victims are provided vouchers to cover costs of meals that must be taken at the courthouse.
 - Childcare is available at the courthouse for victims and witnesses or appropriate arrangements of childcare are made outside the courthouse.

Excellent:

- All of the above, plus special programs to address the needs of under-served victim population groups including attention to effective cross-cultural service delivery.
- Special protection programs addressing safety and privacy for certain groups such as children, victims of gang violence, victims of hate violence and the like.

Support services after case disposition

Basic:

- Program provides victims with information on all victim rights in the aftermath of case disposition on first contact after disposition.
- The program provides at least 5 of the following services:
 - Upon request, informing the victim about the offender's status or release following case disposition by letter.
 - Enforcement of restitution orders through monitoring restitution payments.
 - Informing the victim of their right to provide a victim impact statement at parole and notifying the victim when a parole hearing will take place.
 - Provision of personal support and accompaniment during all appeals or motions for retrials.
 - Social service referrals.
 - Long term counseling referral.
 - Provision of information concerning legal options.

Good:

- All services above, enhanced by at least 3 of the following:
 - Upon request, informing the victim in critical cases about the offender's status by telephone.
 - Revoking probation when restitution payments are not made.
 - Assisting victims of their right to provide a victim impact statement at parole.
 - Upon request, assistance with victim-offender intervention services.
 - Provision of crisis and supportive counseling as necessary.

Very Good:

- All services listed above, enhanced by the following:
 - If restitution payments are not complete by the end of the probationary period, assisting the victim in enforcing a civil judgment.
 - Accompanying the victim to parole hearings.
 - Assistance with victim compensation forms and filing of claim.

Excellent:

- All services listed above, plus special programs to address needs of under-served victim population groups including attention to effective cross-cultural service delivery.
- Special protection programs addressing safety and privacy for certain groups such as victims of drug-related crime, victims of gang violence, victims of hate violence and the like.

Training services for allied professionals

Basic:

- Conducts needs assessment of four of the following allied professional groups: law enforcement agencies, prosecutors, judges, corrections officers, substance abuse professionals, emergency room personnel, mental health professionals, medical and other hospital personnel, local educators, social service personnel, community service organizers, and the media to determine training needs.
- Develop or acquire training materials or packages to provide training to selected four groups—materials should include information on victim issues, substance abuse, cross-cultural service delivery, and staff victimization.
- Develop reciprocal training agreements with four target groups.
- Train trainers or arrange for outside trainers to provide two days a year of training to each of the four target groups.
- Provide follow-up educational materials to each of the four target groups.

Good:

- The above, but includes an additional three groups.

Very Good:

- All of the above, but includes an additional three groups.

Excellent:

- The above, plus organize and present at least one inter-disciplinary training conference per year for allied professionals and at least one training conference on special issues in victim services such as gang violence, victims of drug related crime, cross-cultural service delivery, racial minority victims, victims of hate crimes and the like.

Public education services

Basic:

- Develop and implement a public education plan that includes a minimum of three public education projects each year.

Good:

- The above, plus accomplish at least five of the following annually.
 - Develop or acquire three new public service announcements for the radio and one new public service announcements for television each year.

- Organize an annual community event in conjunction with National Victim Rights Week.
- Solicit a proclamation for National Victim Rights Week from the governor of the state.
- Arrange for community education presentation to civic groups at least six times a year.
- Develop or acquire two new brochures each year to promote awareness of victim issues.
- Obtain coverage in the local print media for four news or feature stories each year.

Very Good:

- All of the above, but twice the number of activities.

Excellent:

- The above, plus organize a public awareness committee that includes key media representatives who can assist with public education efforts. Also provide public education programs on under-served victims populations.

Community crime, violence and substance abuse prevention services

Basic:

- Establish a crime, violence and substance abuse prevention committee with all agencies providing public education in the community to conduct an annual prevention campaign.

Good:

- The above, enhanced by at least 3 of the following annually:
 - Support the National Crime Prevention Coalition's new public education campaign by establishing a local tag line providing a state or local referral source of information and ways to develop community involvement.
 - Set up or create a formal liaison with neighborhood watch groups.
 - Arrange for the inclusion of victim assistance information in at least four prevention events. If there is no prevention education activities in the community, arrange for at least crime prevention education community-wide seminars each year.
 - Develop or acquire a child safety educational program for 6 different grades from K-12 and arrange for teaching at least one class per grade during the school year.

Very Good:

- All of the above, but with twice the number of activities.

Excellent:

- All of the above, plus special crime, substance abuse and violence prevention projects targeted at high-risk, under-served populations.

IV. Training of service providers.

A. Crisis counselor training.

i. Pre-service training

Basic:

- 40 hours of training. Content to include:
 - Trauma of victimization.
 - Crisis and stress theory.
 - Crisis intervention counseling.
 - Values clarification.
 - Use of local resources, services.
 - Case management.
 - Cross-cultural service delivery.
 - Substance abuse treatment and prevention.
 - Sexual assault victims.
 - Spouse abuse victims.
 - Survivors of homicide victims.
 - Child victims.
 - Traditionally under-served population groups such as racial minorities, gays and lesbians, victims of drug-related crime, differently-abled, homeless, chronically mentally ill and so forth.
 - Advocacy.
 - Personal safety training for counselors
- Internship of at least 10 crisis calls.
- One police ride-a-long.

Good:

- All of the above, enhanced by an additional 20 hours each of classroom training on two population groups under-served in this particular jurisdiction. For instance, 20 hours on victims of drug-related crime including appropriate referrals, visits to treatment centers, cross-cultural issues in dealing with drug-related crime, problems in compensation and such.

Very Good:

- All of the above, enhanced by an additional 20 hours each of classroom training on cross-cultural issues in this jurisdiction.
- An enhanced internship of 10 additional crisis calls.

Excellent:

- The above, enhanced by an additional 20 hours each of classroom training on two different kinds of victims—such as intensive training on children or the elderly as victims.

ii. Continuing education

Basic:

- 3 hour continuing education seminar each month.
- 2 police ride-alongs a year

Good:

- The above, plus an average of 12 hours additional continuing education during the year (may be through conferences, training seminars, or in-house training.)

Very Good:

- The above, plus attendance at a minimum of one national conference during each year.

Excellent:

- The above plus, once every four years, a 3-month internship/exchange at a relevant agency, e.g., domestic violence center, law enforcement, prosecution, and so on.

B. Counselor/general advocate training.

i. Pre-service training

Basic:

- 40 hours of training. Content to include:
 - Trauma of victimization.
 - Crisis and stress theory.
 - Crisis intervention counseling.
 - Values clarification.

- Use of local resources, services.
 - Conflict management.
 - Case management.
 - Working with substance abusers.
 - Supportive counseling.
 - Advocacy.
 - Negotiation.
 - Working with other professionals and their agencies.
 - Characteristics of certain victims, e.g., sexual assault, spouse abuse, survivors of homicide.
 - Under-served population groups e.g., racial minorities, victims of drug-related crime, gays and lesbians, differently-abled, homeless.
 - Personal safety training for counselors/advocates.
- Intern with experienced staff on at least ten actual or simulated cases.

Good:

- All of the above, enhanced by an additional 20 hours each of classroom training on two kinds of under-served victims.

Very Good:

- The above, enhanced by 20 hours each of classroom training on cross-cultural service delivery.
- An enhanced internship of 10 additional crisis calls.

Excellent:

- The above, enhanced by an additional 20 hours each of classroom training on two different kinds of victims.

ii. Continuing education

Basic:

- 3 hour continuing education seminar each month.
- 2 police ride-alongs a year

Good:

- The above, plus an average of 12 hours additional continuing education during the year (may be through conferences, training seminars, or in-house training.)

Very Good:

- The above, plus attendance at a minimum of one national conference during each year.

Excellent:

- The above plus, once every four years, a 3-month internship/exchange at a relevant agency, e.g., domestic violence center, law enforcement, prosecution, and so on.

C. Criminal justice advocacy training

i. Pre-service training

Basic:

- 40 hours of training. Content to include:
 - Trauma of victimization.
 - Crisis and stress theory.
 - Crisis intervention counseling.
 - Values clarification.
 - Elements of criminal justice system.
 - Who's who in the community and the system.
 - Inter-agency cooperation.
 - Community referrals.
 - Public policy and legislation.
 - Use of local resources, services.
 - Substance abuse treatment.
 - Problem solving, diplomacy, and case management.
 - Advocacy.
 - Negotiation.
 - Characteristics of certain victims, e.g., sexual assault, spouse abuse, survivors of homicide.
 - Traditionally, under-served population groups such as racial minorities, gays and lesbians, differently-abled, homeless, mentally ill, etc.
 - Personal safety training for advocates.
- Work as intern with experienced staff supervising while monitoring an entire trial as well as work as a team with a senior partner on a minimum of ten actual or simulated cases.

Good:

- All of the above, enhanced by an additional 20 hours each of classroom training on two kinds of under-served populations.

Very Good:

- The above, enhanced by 20 hours each of classroom training on cross-cultural service delivery.
- An enhanced internship of 10 additional crisis calls.

Excellent:

- The above, enhanced by an additional 20 hours each of classroom training on two different kinds of victims.

ii. Continuing education

Basic:

- 3 hour continuing education seminar each month.
- 2 police ride-alongs a year

Good:

- The above, plus an average of 12 hours additional continuing education during the year (may be through conferences, training seminars, or in-house training.)

Very Good:

- The above, plus attendance at a minimum of one national conference during each year.

Excellent:

- The above plus, once every four years, a 3-month internship/exchange at a relevant agency, e.g., domestic violence center, law enforcement, prosecution, and so on.

D. Trainers of other professionals training.

i. Pre-service training

Basic:

- Three years of experience as a victim service provider in all aspects of counseling and advocacy.

- Forty hours of pre-service training in training techniques, public speaking, use of audio-visual aids, and workshop evaluation.
- Two years of experience in workshop presentation and public speaking.

Good:

- All of the above, enhanced by:
- Bachelor's degree or experience in field of an allied profession (e.g., law enforcement officer, social worker, nurse, substance abuse and so on).
- An additional twenty hours training on training techniques.

Very Good:

- All of the above enhanced by:
- An additional twenty hours training on training techniques.

Excellent:

- All of the above enhanced by:
- One year of experience as a victim service provider with a particular victim population group.
- Three years of experience in workshop presentation and public speaking.

ii. Continuing education

Basic:

- 3 hour continuing education seminar each month.

Good:

- The above, plus presenting a workshop or speech at least once a month.

Very Good:

- The above, plus making presentations at a minimum of one national conference during each year.

Excellent:

- The above, plus presenting at least twenty-four workshops or speeches throughout the year.

E. Public education service training.

i. Pre-service training

Basic:

- One year of experience as a victim counselor/advocate.
- Twenty hours training in public relations.
- Twenty hours training in public speaking.

Good:

- All of the above, enhanced by:
- An additional year of experience as a victim counselor/advocate.
- An additional twenty hours training in public relations.
- An additional twenty hours training in public speaking and writing.

Very Good:

- All of the above enhanced by:
- An additional twenty hours training in public relations.
- An additional twenty hours training in public speaking and writing.

Excellent:

- All of the above enhanced by:
- An additional twenty hours training in public relations.
- An additional twenty hours training in public speaking and writing.

ii. Continuing education

Basic:

- Three hour continuing education seminar each month.

Good:

- The above, plus presenting a speech or writing a media release, public service announcement, or editorial at least once a month.

Very Good:

- The above, plus an additional twelve hours of training throughout the year.

Excellent:

- The above, plus presenting or writing at least twenty-four speeches or public relations pieces throughout the year.

F. Crime, violence and substance abuse prevention services training.

i. Pre-service training

Basic:

- 40 hours of training. Content to include:
 - Crime and violence prevention.
 - Crisis and stress.
 - Substance abuse prevention and intervention techniques.
 - Programs and policies that have been successful in other communities.
 - Victimization issues unique to this jurisdiction.

Good:

- All of the above, enhanced by:
- An additional twenty hours of pre-service training in crime prevention, substance abuse prevention and victim advocacy.

Very Good:

- All of the above enhanced by:
- Twenty more hours of training in speech and workshop presentations.

Excellent:

- All of the above enhanced by:
- An additional twenty hours of training in violence prevention curricula.

ii. Continuing education

Basic:

- Three hour continuing education seminar each month.

Good:

- The above, plus presenting a workshop or speech on crime prevention, violence prevention, or victim services at least once a month.

Very Good:

- The above, plus an additional twelve hours of training throughout the year.

Excellent:

- The above, plus attendance at a minimum of one national or regional training conference during the year.

Appendix II: Data Collection Instruments Used for the Process and Impact Evaluation of Cook County's Victim/Witness Assistance Program

Victim Survey (English)

Main study instrument

>SUBS<

>OFF< [allow 9] [loc 29/1]

>ATCK< [allow 9]

>AGR< [allow 9]

>CRIM< [allow 14]

>CRM2< [allow 31]

>np2< [if STID eq <6> goto hom]

>bgin< The crime that we want to ask you about is the [fill CRIM] incident that occurred on [fill MM6M]/[fill DD6M]/[fill YY6M]. It may distress you to talk about issues associated with the crime committed against you or your family. If at any time you become too upset to continue the survey, just ask me to stop. Before we get started, I'd like to give you a toll-free number where you can call us back in case you need to get off the phone. The number is (800) 688-0582.

I would like to start by asking you a few questions about the crime incident we are talking about in this survey.

TYPE <g> TO CONTINUE.

==> [goto Q1b]

>hom< The crime that we want to ask you about is the death of your loved one on [fill MM6M]/[fill DD6M]/[fill YY6M]. It may distress you to talk about issues associated with the crime committed against your loved one. If at any time you become too upset to continue the survey, just ask me to stop. Before we get started, I'd like to give you a toll-free number where you can call us back in case you need to get off the phone. The number is (800) 688-0582.

I would like to start by asking you a few questions about the crime incident we are talking about in this survey.

TYPE <g> TO CONTINUE.

>Q1a< What was your relationship to the homicide [store <x> in xPAR] victim?

- <1> A spouse
- <2> An ex-spouse
- <3> A relative

```

    <4> A boyfriend/girlfriend
    <5> An ex-boyfriend/girlfriend
    <6> A friend
    <7> An acquaintance
    <8> Someone you recognized
    <9> A stranger
    <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <98> DO NOT KNOW
    <99> REFUSED

>Q1b< Do you know how many offenders there were[store <x> in xPAR]?

    <1> Yes [goto Q1c]
    <2> No
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

    ===> [goto n1]

>Q1c< How many (offenders were there)?

    <1> One
    <2> Two
    <3> Three
    <4> Four
    <5> MORE THAN FOUR
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

>n1< [if Q1c ge <2>]
    [store <offenders> in OFF]
    [store <attackers> in ATCK]
[else]
    [store <offender> in OFF]
    [store <attacker> in ATCK]
[endif]

>p2< [if STID eq <1> goto Q2a]
    [if STID eq <3> goto Q2a]
    [if STID eq <6> goto Q2a]

>Q1d< Were you present during the crime incident?

    <1> Yes
    <2> No [goto Q12]
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

>Q2a< Was the (first) offender . . .

```

- <1> A spouse,
- <2> An ex-spouse,
- <3> A relative,
- <4> A boyfriend/girlfriend,
- <5> An ex-boyfriend/girlfriend,
- <6> A friend,
- <7> An acquaintance,
- <8> Someone you recognized, or
- <9> A stranger?
- <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n] [go to p3]
- <98> DO NOT KNOW [go to p3]
- <99> REFUSED [go to p3]

>n2< [if Q1c eq <1> go to p3]

>Q2b< ENTER SECOND MENTION.
PREVIOUS MENTION: [fill Q2a]

(IF NECESSARY): What about the second offender?

- <1> A spouse
- <2> An ex-spouse
- <3> A relative
- <4> A boyfriend/girlfriend
- <5> An ex-boyfriend/girlfriend
- <6> A friend
- <7> An acquaintance
- <8> Someone you recognized
- <9> A stranger
- <96> NO OTHER MENTIONS [go to p3]
- <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n] [go to p3]
- <98> DO NOT KNOW [go to p3]
- <99> REFUSED [go to p3]

>n3< [if Q1c eq <2> go to p3]

>Q2c< ENTER THIRD MENTION.
PREVIOUS MENTIONS: [fill Q2a], [fill Q2b]

(IF NECESSARY): What about the third offender?

- <1> A spouse
- <2> An ex-spouse
- <3> A relative
- <4> A boyfriend/girlfriend
- <5> An ex-boyfriend/girlfriend
- <6> A friend
- <7> An acquaintance
- <8> Someone you recognized
- <9> A stranger
- <96> NO OTHER MENTIONS [go to p3]
- <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n] [go to p3]
- <98> DO NOT KNOW [go to p3]
- <99> REFUSED [go to p3]

>n4< [if Q1c eq <3> go to p3]

>Q2d< ENTER FOURTH MENTION.
PREVIOUS MENTIONS: [fill Q2a], [fill Q2b], [fill Q2c]

(IF NECESSARY): What about the fourth offender?

<1> A spouse
<2> An ex-spouse
<3> A relative
<4> A boyfriend/girlfriend
<5> An ex-boyfriend/girlfriend
<6> A friend
<7> An acquaintance
<8> Someone you recognized
<9> A stranger
<96> NO OTHER MENTIONS [goto p3]
<97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n] [goto p3]
<98> DO NOT KNOW [goto p3]
<99> REFUSED [goto p3]

>p3< [if STID eq <6> goto nx1]

>Q3< Did any of the offenders have a weapon, such as a gun or a
knife, or something that was used as a weapon?

<1> Yes
<2> No
<6> MAYBE, BUT NOT DISPLAYED
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q4< Did any of the offenders actually attack you?

<1> Yes
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q5< While the crime was being committed, did you feel that
your life was in danger?

<1> Yes
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q6< Were you injured during the incident?

```

    <1> Yes
    <2> No
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

>np79< [if Q4 ne <1> goto np78]

>Q7a< I am going to ask you a few more questions about the attack.
      People respond in many ways when they are attacked. We are not
      judging your particular response.

      During the attack, did you try to run or get away from your
      [fill ATCK]?

    <1> Yes
    <2> No
    <6> NOT POSSIBLE
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

>Q7b< During the attack, did you scream for help?

    <1> Yes
    <2> No
    <6> NOT POSSIBLE
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

>Q7c< (During the attack,) Did you fight back physically?

    <1> Yes
    <2> No
    <6> NOT POSSIBLE
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

>Q7d< (During the attack,) Did you try to verbally persuade your
      [fill ATCK] to leave you alone?

    <1> Yes
    <2> No
    <6> NOT POSSIBLE
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

```


>Q7e< (During the attack,) Did you do whatever the [fill ATCK] told you to do hoping to minimize your danger?

<1> Yes
 <2> No
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>np78< [if Q6 ne <1> goto Q12]

>Q8< How would you describe the seriousness of your physical injuries? Would you say they were . . .

<1> Very serious,
 <2> Somewhat serious,
 <3> Not very serious, or
 <4> Not at all serious?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q9< Did you receive any medical treatment for your physical injuries?

<1> Yes
 <2> No [goto Q12]
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q10< Did you go to the hospital as a result of your injuries?

<1> Yes [goto Q11]
 <2> No
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

====> [goto Q12]

>Q11< How long did you stay there?

<1> TREATED IN THE EMERGENCY ROOM AND RELEASED
 <2> ADMITTED TO THE HOSPITAL OVERNIGHT
 <3> ADMITTED TO THE HOSPITAL FOR ONE TO THREE NIGHTS
 <4> ADMITTED TO THE HOSPITAL FOR FOUR OR MORE NIGHTS
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q12< Was anything stolen or damaged during the crime incident?

```

        <1> Yes [goto Q13]
        <2> No
        <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
            FIRST)[n]
        <8> DO NOT KNOW
        <9> REFUSED

    ===> [goto nx1]

>Q13< What was the approximate value of the items stolen or damaged?

    (IF NECESSARY): If you are not sure, just give your best guess.

        <0-9995> Dollars
        <9996> $9,996 OR MORE
        <9997> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
            FIRST)[n]
        <9998> DO NOT KNOW
        <9999> REFUSED

>Q14a< Did you experience any financial problems because of your
    property being stolen or damaged in the crime incident?

        <1> Yes
        <2> No
        <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
            FIRST)[n]
        <8> DO NOT KNOW
        <9> REFUSED

>nx1< [if STID eq <2> goto Q15]
    [if STID eq <5> goto Q15]
    [if STID eq <7> goto Q15]
    [if STID eq <8> goto Q15]

>Q14b< Did you apply for crime victim compensation?

    (IF NECESSARY): Money you could get from the government to
    help pay for medical bills or burial expenses.

        <1> Yes
        <2> No
        <6> DID NOT APPLY TO R'S CASE
        <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE

        <8> DO NOT KNOW
        <9> REFUSED

>Q15< Did you ever miss any days of work or school because of the crime
    incident?

        <1> Yes
        <2> No
        <6> R DOES NOT WORK OR GO TO SCHOOL [goto Q17]
        <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
            FIRST)[n]

```

- <8> DO NOT KNOW
- <9> REFUSED

>Q16< Did you ever have any problems with your employer or school officials because of the crime incident?

- <1> Yes
- <2> No
- <6> R WAS NOT WORKING OR GOING TO SCHOOL
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q17< Now, I am going to ask you a few questions about your reactions to the crime incident we have been talking about. I am going to first ask you how you reacted at the time the incident occurred.

This first question may seem odd, given the circumstances of your crime incident, but please understand that we are talking to victims of a variety of different crimes.

[u]Thinking back to the time of the crime[n], how upset were you about it? Were you . . .

- <1> Extremely upset,
- <2> Moderately upset,
- <3> A little bit upset, or
- <4> Not at all upset?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q18< [u]Right after the crime incident[n], did being a crime victim cause you to stop going to certain places, leaving the house at night, or keep you from doing things you enjoyed doing?

(IF NECESSARY FOR HOMICIDE VICTIMS): When I say "victim of crime" here, I am referring to you.

- <1> Yes
- <2> No
- <6> R NEVER WENT OUT/NEVER DID THINGS
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q19< [u]Right after the crime incident[n], how much difficulty did your experience cause you in your ability to live your life normally? Did it cause . . .

- <1> A lot of difficulty,
- <2> A moderate amount of difficulty,
- <3> A little difficulty, or

<4> No difficulty at all?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q20< [u]Right after the crime incident[n], how much difficulty did being a victim of this crime cause you in your relationships with members of your family? Did it cause . . .

(IF NECESSARY FOR HOMICIDE VICTIMS): When I say "victim of crime" here, I am referring to you.

<1> A lot of difficulty,
 <2> A moderate amount of difficulty,
 <3> A little difficulty, or
 <4> No difficulty at all?
 <6> R DOES NOT HAVE ANY FAMILY
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q21< Now I'd like you to think about how you feel right now.

[u]Right now[n], when you think about this crime incident, how upset are you about it? Are you . . .

<1> Extremely upset,
 <2> Moderately upset,
 <3> A little bit upset, or
 <4> Not at all upset?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q22< [u]Right now[n], does being a victim of this crime cause you to stop going to certain places, leaving the house at night, or keep you from doing things you now enjoy doing?

(IF NECESSARY FOR HOMICIDE VICTIMS): When I say "victim of crime" here, I am referring to you.

<1> Yes
 <2> No
 <6> R NEVER GOES OUT/NEVER DOES THINGS
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q23< [u]Right now[n], how much difficulty does your experience cause you in your ability to live your life normally? Does it cause . . .

<1> A lot of difficulty,
 <2> A moderate amount of difficulty,

- <3> A little difficulty, or
- <4> No difficulty at all?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q24< [u]Right now[n], how much difficulty does being a victim of this crime cause you in your relationships with members of your family? Does it cause . . .

(IF NECESSARY FOR HOMICIDE VICTIMS): When I say "victim of crime" here, I am referring to you.

- <1> A lot of difficulty,
- <2> A moderate amount of difficulty,
- <3> A little difficulty, or
- <4> No difficulty at all?
- <6> R DOES NOT HAVE ANY FAMILY
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>n5< [if Q15 eq <6> goto Q26]

>Q25< Has being a victim of this crime caused you to change your job, your work hours, or your school schedule?

(IF NECESSARY FOR HOMICIDE VICTIMS): When I say "victim of crime" here, I am referring to you.

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q26< Has being a victim of this crime caused you to buy a watch dog or to install an alarm system, window bars, or special locks to help prevent break-ins at your home?

(IF NECESSARY FOR HOMICIDE VICTIMS): When I say "victim of crime" here, I am referring to you.

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q27< (Has being a victim of this crime) Caused you to purchase a weapon of any type for protection?

- <1> Yes

```

    <2> No
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

>Q28< (Has being a victim of this crime) Caused you to move out of
your apartment or home?

    <1> Yes
    <2> No
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

>nx98< [if STID eq <6> goto Q30]
[if STID eq <1> goto Q30]

>Q29< Again, this next question may seem odd, given the circumstances
of your crime incident, but please understand that we are
talking to victims of a variety of different crimes.

Overall, how serious was this crime in your opinion? Was it...

    <1> Very serious,
    <2> Somewhat serious,
    <3> Not very serious, or
    <4> Not serious at all?
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

>Q30< What was the outcome of your case? In other words, was the
verdict in your case guilty or not guilty?

    <1> GUILTY [goto np99]
    <2> NOT GUILTY
    <3> MULTIPLE OFFENDERS; MIXED OUTCOMES [goto np99]
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

===> [goto Q37a]

>np99< [if Q1c ge <2> goto Q31b]
[if Q1b ne <1> goto Q31b]

>Q31a< Was the offender found guilty by a judge or jury or did he or
she plead guilty to a charge?

    <1> FOUND GUILTY BY A JUDGE OR JURY
    <2> PLED GUILTY TO A CHARGE [goto Q32]
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]

```

- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q37a]

>Q31b< Were the offenders found guilty by a judge or jury or did they plead guilty to a charge?

- <1> FOUND GUILTY BY A JUDGE OR JURY
- <2> PLED GUILTY TO A CHARGE [goto Q32]
- <3> MULTIPLE OFFENDERS; MIXED OUTCOMES [goto Q32]
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q37a]

>Q32< Were you informed before a plea was accepted in your case? Were you inf

- <1> Yes [goto Q33]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q34]

>Q33< Who informed you about the possibility of a guilty plea? Was it . . .

- <1> An Assistant State's Attorney (ASA),
- <2> A Victim Specialist, that is the person from the State's Attorney's Office who may have helped you with your needs as a victim,
- <3> Both an Assistant State's Attorney and a Victim Specialist, or
- <4> Someone else?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q34< Did anyone consult with you, or ask your opinion about, the possibility of a guilty plea before a plea was accepted?

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q35< Were you told that a guilty plea had been accepted?

- <1> Yes [goto Q36]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

===> [goto Q37a]

>Q36< Who told you that a guilty plea had been accepted?
Was it . . .

- <1> An Assistant State's Attorney,
- <2> A Victim Specialist,
- <3> Both an Assistant State's Attorney and a Victim Specialist, or
- <4> Someone else?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q37a< I would like to ask you a few questions about the assistant state's attorney, that is, the attorney who prosecuted the case we are talking about, not the staff from the Victim-Witness Assistance Program.

Did the assistant state's attorney make himself or herself available to you to discuss your case?

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q37b< Did the assistant state's attorney notify you about the time, place, and date of court proceedings in your case?

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q37c< (Did the assistant state's attorney) Explain the stages and outcomes of the legal process to you?

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q37d< (Did the assistant state's attorney) Notify you of your right to prepare a victim impact statement?

(IF NECESSARY): A victim impact statement is a statement that you prepared for the sentencing hearing about the effect the crime had on you.

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q37e< (Did the assistant state's attorney) Help you prepare a victim impact statement?

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q38a< Overall, how satisfied or dissatisfied are you with the outcome of your case? Are you . . .

- <1> Very satisfied,
- <2> Somewhat satisfied,
- <3> Somewhat dissatisfied, or
- <4> Very dissatisfied?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q38b< Please tell me why you feel that way.

(PROBE): Anything else?

ENTER TEXT. [allow 2]

==> [specify]

>asst< After a person has been the victim of a crime, they sometimes need assistance in a number of different ways. I'm going to read a list of types of assistance that victims may need, even those that are not offered by the Victim-Witness Assistance Program, and ask you whether those were things that you needed after becoming a victim. For each item you say "yes" to, I will ask you whether that need was taken care of and who helped you take care of it.

(IF NECESSARY FOR HOMICIDE VICTIMS): When I say "victim of crime" here, I am referring to you.

TYPE <g> TO CONTINUE.

>p5< [if Q12 eq <2> goto Q41a]

>Q39a< Because of the crime incident, did you need help replacing stolen checks or other documents?

- <1> Yes [goto Q39b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q40a]

>Q39b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q39c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q39d]

>Q39c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q39d< Did you get any help from other agencies or groups for this? (for replacing stolen checks or other documents)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q39e< (Did you get any help) From the police for this?(for replacing stolen checks or other documents)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE

FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q39f< (Did you get any help) From friends or family for this? (for replacing stolen checks or other documents)

<1> Yes
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q39g< Did you try to deal with this on your own? (for replacing stolen checks or other documents)

<1> Yes
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q39h< Were your stolen checks or other documents replaced?

<1> Yes
<2> No
<3> PARTIALLY TAKEN CARE OF
<4> ONGOING (STILL BEING TAKEN CARE OF)
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q40a< Because of the crime incident, did you need help replacing stolen property?

<1> Yes [goto Q40b]
<2> No/Did not apply
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q40b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

<1> Yes [goto Q40c]
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

====> [goto Q40d]

>Q40c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q40d< Did you get any help from other agencies or groups for this? (for replacing stolen property)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q40e< (Did you get any help) From the police for this? (for replacing stolen property)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q40f< (Did you get any help) From friends or family for this? (for replacing stolen property)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q40g< Did you try to deal with this on your own? (for replacing stolen property)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q40h< Was your stolen property replaced?

- <1> Yes
- <2> No

- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q41a< (Because of the crime incident), Did you need help repairing a broken door or lock?

- <1> Yes [goto Q41b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto p6]

>Q41b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q41c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q41d]

>Q41c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q41d< Did you get any help from other agencies or groups for this? (for repairing a broken door or lock)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q41e< (Did you get any help) From the police for this? (for repairing a broken door or lock)

```

    <1> Yes
    <2> No
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

>Q41f< (Did you get any help) From friends or family for this? (for
    repairing a broken door or lock)

    <1> Yes
    <2> No
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

>Q41g< Did you try to deal with this on your own? (for repairing a
    broken door or lock)

    <1> Yes
    <2> No
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

>Q41h< Was your broken door or lock repaired?

    <1> Yes
    <2> No
    <3> PARTIALLY TAKEN CARE OF
    <4> ONGOING (STILL BEING TAKEN CARE OF)
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

>p6< [if Q12 eq <2> goto p7]

>Q42a< (Because of the crime incident), Did you need help repairing
    other damaged property?

    <1> Yes [goto Q42b]
    <2> No/Did not apply
    <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
        FIRST)[n]
    <8> DO NOT KNOW
    <9> REFUSED

===> [goto p7]

>Q42b< Did you get any help from the State's Attorney's Victim-Witness
    Assistance Program for this? That is, the people from the
    State's Attorney's Office who may have helped you with your
    needs as a victim.

```

- <1> Yes [goto Q42c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

===> [goto Q42d]

>Q42c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q42d< Did you get any help from other agencies or groups for this? (for repairing other damaged property)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q42e< (Did you get any help) From the police for this? (for repairing other damaged property)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q42f< (Did you get any help) From friends or family for this? (for repairing other damaged property)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q42g< Did you try to deal with this on your own? (for repairing other damaged property)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]

- <8> DO NOT KNOW
- <9> REFUSED

>Q42h< Was your damaged property repaired?

- <1> Yes
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>p7< [if Q9 eq <2> goto Q44a]
[if Q9 eq <> goto Q44a]

>Q43a< (Because of the crime incident), Did you need help with medical expenses?

- <1> Yes [goto Q43b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q44a]

>Q43b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q43c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q43d]

>Q43c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q43d< Did you get any help from other agencies or groups for this? (for medical expenses)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q43e< (Did you get any help) From the police for this? (for medical expenses)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q43f< (Did you get any help) From friends or family for this? (for medical expenses)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q43g< Did you try to deal with this on your own? (for medical expenses)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q43h< Did you get the help you needed with medical expenses?

- <1> Yes
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q44a< (Because of the crime incident), Did you need help getting information from the police?

- <1> Yes [goto Q44b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q45a]

>Q44b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q44c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q44d]

>Q44c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q44d< Did you get any help from other agencies or groups for this? (for getting information from the police)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q44e< (Did you get any help) From friends or family for this? (for getting information from the police)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q44f< Did you try to deal with this on your own? (for getting information from the police)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q44g< Did you get the information you needed from the police? (for getting information from the police)

- <1> Yes
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q45a< (Because of the crime incident), Did you need help borrowing money?

- <1> Yes [goto Q45b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q46a]

>Q45b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q45c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q45d]

>Q45c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q45d< Did you get any help from other agencies or groups for this? (for borrowing money)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]

- <8> DO NOT KNOW
- <9> REFUSED

>Q45e< (Did you get any help) From the police for this? (for borrowing money)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q45f< (Did you get any help) From friends or family for this? (for borrowing money)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q45g< Did you try to deal with this on your own? (for borrowing money)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q45h< Were you able to borrow the money you needed?

- <1> Yes
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q46a< (Because of the crime incident), Did you need help obtaining legal advice?

(IF NECESSARY): Any legal advice not connected to the prosecution of the crime we are talking about.

- <1> Yes [goto Q46b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q47a]

>Q46b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q46c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q46d]

>Q46c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q46d< Did you get any help from other agencies or groups for this? (for obtaining legal advice)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q46e< (Did you get any help) From the police for this? (for obtaining legal advice)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q46f< (Did you get any help) From friends or family for this? (for obtaining legal advice)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q46g< Did you try to deal with this on your own? (for obtaining legal advice)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q46h< Did you get the legal advice you needed?

- <1> Yes
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q47a< (Because of the crime incident), Did you need help finding a temporary place to stay?

- <1> Yes [goto Q47b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q48a]

>Q47b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q47c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q47d]

>Q47c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q47d< Did you get any help from other agencies or groups for this?
(finding a temporary place to stay)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q47e< (Did you get any help) From the police for this? (finding a
temporary place to stay)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q47f< (Did you get any help) From friends or family for this?
(finding a temporary place to stay)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q47g< Did you try to deal with this on your own? (finding a temporary
place to stay)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q47h< Did you find a temporary place to stay?

- <1> Yes
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q48a< (Because of the crime incident), Did you need help finding a
home in a safer area?

- <1> Yes [goto Q48b]
- <2> No/Did not apply

- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

===> [goto Q49a]

>Q48b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q48c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

===> [goto Q48d]

>Q48c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q48d< Did you get any help from other agencies or groups for this? (for finding a home in a safer area)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q48e< (Did you get any help) From the police for this? (for finding a home in a safer area)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q48f< (Did you get any help) From friends or family for this? (for finding a home in a safer area)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE

FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q48g< Did you try to deal with this on your own? (for finding a home in a safer area)

<1> Yes
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q48h< Did you find a home in a safer area?

<1> Yes
<2> No
<3> PARTIALLY TAKEN CARE OF
<4> ONGOING (STILL BEING TAKEN CARE OF)
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q49a< (Because of the crime incident), Did you need help with household work or shopping?

<1> Yes [goto Q49b]
<2> No/Did not apply
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

====> [goto np90]

>Q49b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

<1> Yes [goto Q49c]
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q49c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

<1> Provided directly
<2> Referral or information
<3> BOTH
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]

```

      <8> DO NOT KNOW
      <9> REFUSED

>Q49d< Did you get any help from other agencies or groups for this?
      (for household work or shopping)

      <1> Yes
      <2> No
      <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
          FIRST)[n]
      <8> DO NOT KNOW
      <9> REFUSED

>Q49e< (Did you get any help) From the police for this? (for household
      work or shopping)

      <1> Yes
      <2> No
      <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
          FIRST)[n]
      <8> DO NOT KNOW
      <9> REFUSED

>Q49f< (Did you get any help) From friends or family for this? (for
      household work or shopping)

      <1> Yes
      <2> No
      <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
          FIRST)[n]
      <8> DO NOT KNOW
      <9> REFUSED

>Q49g< Did you try to deal with this on your own? (for household work
      or shopping)

      <1> Yes
      <2> No
      <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
          FIRST)[n]
      <8> DO NOT KNOW
      <9> REFUSED

>Q49h< Did you get the help you needed with household work or
      shopping?

      <1> Yes
      <2> No
      <3> PARTIALLY TAKEN CARE OF
      <4> ONGOING (STILL BEING TAKEN CARE OF)
      <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
          FIRST)[n]
      <8> DO NOT KNOW
      <9> REFUSED

>np90< [if STID eq <6> goto Q50a]
      [if STID eq <1> goto Q50a]

```

>rem< [u](INTERVIEWER: READ IF NECESSARY):[n] Just to remind you, I'm referring to the [fill CRIM] incident that occurred on [fill MM6M]/[fill DD6M]/[fill YY6M].

TYPE <g> TO CONTINUE.

>Q50a< (Because of the crime incident), Did you need help getting transportation to the doctor, police station, or court?

- <1> Yes [goto Q50b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q51a]

>Q50b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q50c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q50d]

>Q50c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q50d< Did you get any help from other agencies or groups for this? (for transportation to the doctor, police station, or court)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q50e< (Did you get any help) From the police for this? (for transportation to the doctor, police station, or court)

<1> Yes
 <2> No
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q50f< (Did you get any help) From friends or family for this? (for transportation to the doctor, police station, or court)

<1> Yes
 <2> No
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q50g< Did you try to deal with this on your own? (for transportation to the doctor, police station, or court)

<1> Yes
 <2> No
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q50h< Did you get the transportation help you needed?

<1> Yes
 <2> No
 <3> PARTIALLY TAKEN CARE OF
 <4> ONGOING (STILL BEING TAKEN CARE OF)
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q51a< (Because of the crime incident), Did you need help obtaining information about how to avoid becoming a victim again?

<1> Yes [goto Q51b]
 <2> No/Did not apply
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

===> [goto Q52a]

>Q51b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

<1> Yes [goto Q51c]
 <2> No

- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

===> [goto Q51d]

>Q51c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q51d< Did you get any help from other agencies or groups for this? (for obtaining information about how to avoid becoming a victim again)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q51e< (Did you get any help) From the police for this? (for obtaining information about how to avoid becoming a victim again)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q51f< (Did you get any help) From friends or family for this? (for obtaining information about how to avoid becoming a victim again)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q51g< Did you try to deal with this on your own? (for obtaining information about how to avoid becoming a victim again)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]

- <8> DO NOT KNOW
- <9> REFUSED

>Q51h< Did you get the information you needed about avoiding becoming a victim again?

- <1> Yes
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q52a< (Because of the crime incident), Did you need help expressing feelings that were troubling you?

- <1> Yes [goto Q52b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q53a]

>Q52b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q52c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q52d]

>Q52c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q52d< Did you get any help from other agencies or groups for this? (for expressing feelings that were troubling you)

- <1> Yes
- <2> No

- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED
- >Q52e< (Did you get any help) From the police for this? (for expressing feelings that were troubling you)
- <1> Yes
 <2> No
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED
- >Q52f< (Did you get any help) From friends or family for this? (for expressing feelings that were troubling you)
- <1> Yes
 <2> No
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED
- >Q52g< Did you try to deal with this on your own? (for expressing feelings that were troubling you)
- <1> Yes
 <2> No
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED
- >Q52h< Did you get the help you needed expressing feelings that were troubling you?
- <1> Yes
 <2> No
 <3> PARTIALLY TAKEN CARE OF
 <4> ONGOING (STILL BEING TAKEN CARE OF)
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED
- >Q53a< (Because of the crime incident), Did you need help obtaining information about how your court case was going?
- <1> Yes [goto Q53b]
 <2> No/Did not apply
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

====> [goto Q54a]

>Q53b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q53c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q53d]

>Q53c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q53d< Did you get any help from other agencies or groups for this? (for obtaining information about how your court case was going)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q53e< (Did you get any help) From the police for this? (for obtaining information about how your court case was going)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q53f< (Did you get any help) From friends or family for this? (for obtaining information about how your court case was going)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q53g< Did you try to deal with this on your own? (for obtaining information about how your court case was going)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q53h< Did you get the information you needed about how your court case was going?

- <1> Yes
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q54a< (Because of the crime incident), Did you need help getting someone to go to court with you?

- <1> Yes [goto Q54b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q55a]

>Q54b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? (That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim).

- <1> Yes [goto Q54c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q54d]

>Q54c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW

<9> REFUSED

>Q54d< Did you get any help from other agencies or groups for this?
(for getting someone to go to court with you)

<1> Yes
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q54e< (Did you get any help) From the police for this? (for getting
someone to go to court with you)

<1> Yes
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q54f< (Did you get any help) From friends or family for this? (for
getting someone to go to court with you)

<1> Yes
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q54g< Did you try to deal with this on your own? (for getting someone
to go to court with you)

<1> Yes
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q54h< Did you get someone to go to court with you?

<1> Yes
<2> No
<3> PARTIALLY TAKEN CARE OF
<4> ONGOING (STILL BEING TAKEN CARE OF)
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q55a< (Because of the crime incident), Did you need help finding out
when your next court date was?

<1> Yes [goto Q55b]

- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q56a]

>Q55b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q55c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q55d]

>Q55c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q55d< Did you get any help from other agencies or groups for this? (for finding out when your next court date was)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q55e< (Did you get any help) From the police for this? (for finding out when your next court date was)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q55f< (Did you get any help) From friends or family for this? (for finding out when your next court date was)

- <1> Yes
- <2> No

- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q55g< Did you try to deal with this on your own? (for finding out when your next court date was)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

FIR

>Q55h< Did you find out when your next court date was?

- <1> Yes
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q56a< (Because of the crime incident), Did you need help finding child care during court appearances?

- <1> Yes [goto Q56b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q57a]

>Q56b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q56c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q56d]

>Q56c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information

- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q56d< Did you get any help from other agencies or groups for this?
(for finding child care during court appearances)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

FIR

>Q56e< (Did you get any help) From the police for this? (for finding
child care during court appearances)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q56f< (Did you get any help) From friends or family for this? (for
finding child care during court appearances)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q56g< Did you try to deal with this on your own? (for finding child
care during court appearances)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q56h< Did you get child care during court appearances?

- <1> Yes
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q57a< (Because of the crime incident), Did you need help dealing with problems with your landlord, employer, or school?

- <1> Yes [goto Q57b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q58a]

>Q57b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q57c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q57d]

>Q57c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q57d< Did you get any help from other agencies or groups for this? (for dealing with problems with your landlord, employer, or school)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q57e< (Did you get any help) From the police for this? (for dealing with problems with your landlord, employer, or school)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q57f< (Did you get any help) From friends or family for this? (for dealing with problems with your landlord, employer, or school)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q57g< Did you try to deal with this on your own? (for dealing with problems with your landlord, employer, or school)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q57h< Did you get the help you needed dealing with your landlord, employer, or school?

- <1> Yes
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q58a< (Because of the crime incident), Did you need help obtaining crisis intervention services?

(IF NECESSARY): Crisis intervention services are counseling services delivered in a time of emergency or great need.

- <1> Yes [goto Q58b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q59a]

>Q58b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q58c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]

- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q58d]

>Q58c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q58d< Did you get any help from other agencies or groups for this? (for obtaining crisis intervention services)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q58e< (Did you get any help) From the police for this? (for obtaining crisis intervention services)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q58f< (Did you get any help) From friends or family for this? (for obtaining crisis intervention services)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q58g< Did you try to deal with this on your own? (for obtaining crisis intervention services)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q58h< Did you get the crisis intervention services you needed?

- <1> Yes
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
- <8> DO NOT KNOW
- <9> REFUSED

>Q59a< (Because of the crime incident), Did you need help getting counseling or other psychological help?

- <1> Yes [goto Q59b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

===> [goto Q60a]

>Q59b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q59c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

===> [goto Q59d]

>Q59c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q59d< Did you get any help from other agencies or groups for this? (for getting counseling or other psychological help)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q59e< (Did you get any help) From the police for this? (for getting counseling or other psychological help)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q59f< (Did you get any help) From friends or family for this? (for getting counseling or other psychological help)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q59g< Did you try to deal with this on your own? (for getting counseling or other psychological help)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q59h< Did you get the counseling or other psychological help you needed?

- <1> Yes
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q60a< (Because of the crime incident), Did you need help dealing with problems with your family or children?

- <1> Yes [goto Q60b]
- <2> No/Did not apply
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q61]

>Q60b< Did you get any help from the State's Attorney's Victim-Witness Assistance Program for this? That is, the people from the

State's Attorney's Office who may have helped you with your needs as a victim.

- <1> Yes [goto Q60c]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q60d]

>Q60c< Was the help [u]directly[n] provided, or provided by [u]referral or information[n]?

- <1> Provided directly
- <2> Referral or information
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q60d< Did you get any help from other agencies or groups for this? (for dealing with problems with your family or children)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q60e< (Did you get any help) From the police for this? (for dealing with problems with your family or children)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q60f< (Did you get any help) From friends or family for this? (for dealing with problems with your family or children)

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q60g< Did you try to deal with this on your own? (for dealing with problems with your family or children)

- <1> Yes

- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q60h< Did you get the help you needed dealing with your family or children?

- <1> Yes
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q61< How much contact would you say you had with the State's Attorney's Victim-Witness Assistance Program, that is, the people from the State's Attorney's Office who may have helped you with your needs as a victim?
Would you say you had . . .

- <1> A lot of contact,
- <2> A moderate amount of contact,
- <3> A little contact, or
- <4> No contact at all? [goto Q62]
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q63]

>Q62< Did the State's Attorney's Victim-Witness Assistance Program offer you any help or information at all?

- <1> Yes
- <2> No [goto Q71]
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q63< How did you first hear about the Victim-Witness Assistance Program?

(INTERVIEWER): IF R SAYS [u]LETTER[n], MAKE SURE TO CLARIFY IF LETTER WAS SENT AT THE TIME OF CRIME OR THE ONE WE SENT RECENTLY ABOUT THE STUDY.

- <1> From Victim-Witness Assistance Program staff
- <2> From a relative or friend
- <3> From another victim of crime
- <4> From an attorney in the State's Attorneys' Office
- <5> From the police

- <6> OTHER (SPECIFY) [specify]
- <8> DO NOT KNOW
- <9> REFUSED

>Q64< How did you first come into contact with someone from the Victim-Witness Assistance Program?

(INTERVIEWER): IF R SAYS [u]LETTER[n], MAKE SURE TO CLARIFY IF LETTER WAS SENT AT THE TIME OF CRIME OR THE ONE WE SENT RECENTLY ABOUT THE STUDY.

- <1> They called R up to offer services
- <2> R called them up to ask for services
- <3> R met them in person in branch courts
- <4> They came to the hospital
- <5> They sent R a letter
- <7> OTHER (SPECIFY) [specify]
- <8> DO NOT KNOW
- <9> REFUSED

>Q65< Overall, did you accept any help at all from the Victim-Witness Assistance Program?

- <1> Yes [goto Q67a]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q66< There may be several reasons why people choose not to use the assistance offered by a victim services agency like the Victim-Witness Assistance Program. What was the reason you decided to decline the help offered by the Victim-Witness Assistance Program?

- <1> R didn't think he/she needed help
- <2> R had no way to get to the agency
- <3> The VWAP didn't have services that R wanted
- <4> R did not understand what the VWAP could do for him/her
- <5> VWAP did not offer any help
- <7> OTHER (SPECIFY) [specify]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67a< Victim-Witness Assistance Program staff offer different types of help and information to crime victims. I am going to read you a list of their services and the information they share with crime victims and I want you to tell me whether they offered you the service or information. Answer "Yes" if they did and "No" if they did not. Remember, I am asking whether they [u]offered[n] you the service, not whether you decided to use it or not. Also, if the service really didn't apply to your particular case, let me know.

Did the Victim-Witness Assistance Program staff [u]offer[n]

to explain your rights as a crime victim . . .

- <1> Yes,
- <2> No, or
- <6> This service did not apply to your case?
- <7> NO CODED REPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67b< Did the Victim-Witness Assistance Program staff let you know that you have a responsibility to assist in the prosecution of your case . . .

- <1> Yes,
- <2> No, or
- <6> This service did not apply to your case?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67c< (Did the Victim-Witness Assistance Program staff) Let you know that you have a right to be at all court proceedings?

(INTERVIEWER): PLEASE READ CATEGORIES IF NECESSARY.

- <1> Yes,
- <2> No, or
- <6> This service did not apply to your case?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67d< (Did the Victim-Witness Assistance Program staff) [u]Offer[n] to explain court proceedings to you?

- <1> Yes,
- <2> No, or
- <6> This service did not apply to your case?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67e< (Did the Victim-Witness Assistance Program staff) [u]Offer[n] to notify you of any hearings in your case?

- <1> Yes,
- <2> No, or
- <6> This service did not apply to your case?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67f< (Did the Victim-Witness Assistance Program staff) [u]Offer[n]
to introduce you to the assistant state's attorney on your
case?

- <1> Yes,
- <2> No, or
- <6> This service did not apply to your case?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67g< (Did the Victim-Witness Assistance Program staff) [u]Offer[n]
to accompany you to court?

- <1> Yes,
- <2> No, or
- <6> This service did not apply to your case?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67h< (Did the Victim-Witness Assistance Program staff) [u]Inform[n]
[u]you[n] about plea negotiations in your case?

- <1> Yes,
- <2> No, or
- <6> This service did not apply to your case?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67i< (Did the Victim-Witness Assistance Program staff) [u]Ask[n]
[u]you for input[n] about plea negotiations in your case?

- <1> Yes,
- <2> No, or
- <6> This service did not apply to your case?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67j< (Did the Victim-Witness Assistance Program staff) Let you know
there was assistance for you against offender threats and
intimidation?

- <1> Yes,
- <2> No, or
- <6> This service did not apply to your case?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67k< (Did the Victim-Witness Assistance Program staff) [u]Offer[n]
to help you with problems you had with your boss or landlord
due to the crime?

<1> Yes,
<2> No, or
<6> This service did not apply to your case?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q67l< (Did the Victim-Witness Assistance Program staff) [u]Offer[n]
you referrals for counseling and other psychological services?

<1> Yes,
<2> No, or
<6> This service did not apply to your case?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>p8< [if STID ne <6> goto Q67n]

>Q67m< (Did the Victim-Witness Assistance Program staff) [u]Offer[n]
you a chance to participate in a support group for crime
victims?

<1> Yes,
<2> No, or
<6> This service did not apply to your case?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q67n< (Did the Victim-Witness Assistance Program staff) [u]Offer[n]
you translation services if needed?

<1> Yes,
<2> No, or
<6> This service did not apply to your case?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q67o< (Did the Victim-Witness Assistance Program staff) [u]Offer[n]
to help you apply for public assistance if needed?

<1> Yes,
<2> No, or
<6> This service did not apply to your case?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW

<9> REFUSED

>nx2< [if STID eq <2> goto Q67q]
 [if STID eq <5> goto Q67q]
 [if STID eq <7> goto Q67q]
 [if STID eq <8> goto Q67q]

>Q67p< (Did the Victim-Witness Assistance Program staff) [u]Offer[n]
 to give you information regarding crime victim compensation?

(IF NECESSARY): Money you could get from the government to
 help pay for medical bills or burial expenses.

<1> Yes,
 <2> No, or
 <6> This service did not apply to your case?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q67q< (Did the Victim-Witness Assistance Program staff) [u]Offer[n]
 to explain the preparation and presentation of victim impact
 statements?

<1> Yes,
 <2> No, or
 <6> This service did not apply to your case?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q67r< (Did the Victim-Witness Assistance Program staff) [u]Offer[n]
 to inform you about your rights to restitution?

(IF NECESSARY): Restitution is payment ordered by the court
 from the defendant to the victim for expenses
 caused by the crime.

<1> Yes,
 <2> No, or
 <6> This service did not apply to your case?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>n14< [if Q30 eq <2> goto Q68a]

>Q67s< (Did the Victim-Witness Assistance Program staff) [u]Offer[n]
 to inform you about the sentence imposed on the offender in
 your case?

<1> Yes,
 <2> No, or
 <6> This service did not apply to your case?

- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q68a< Now I would like to read you some statements about the Victim-Witness Assistance Program. Please indicate how much you agree or disagree with the following statements:

The Victim-Witness Assistance Program staff understood my problems. Would you . . .

- <1> Strongly agree,
- <2> Somewhat agree,
- <3> Neither agree nor disagree,
- <4> Somewhat disagree, or
- <5> Strongly disagree?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q68b< The Victim-Witness Assistance Program staff were sensitive to my needs. Would you . . .

- <1> Strongly agree,
- <2> Somewhat agree,
- <3> Neither agree nor disagree,
- <4> Somewhat disagree, or
- <5> Strongly disagree?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q68c< The Victim-Witness Assistance Program staff were available when I needed help. (Would you . . .)

- <1> Strongly agree,
- <2> Somewhat agree,
- <3> Neither agree nor disagree,
- <4> Somewhat disagree, or
- <5> Strongly disagree?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q68d< The Victim-Witness Assistance Program staff really helped me get through this case. (Would you . . .)

- <1> Strongly agree,
- <2> Somewhat agree,
- <3> Neither agree nor disagree,
- <4> Somewhat disagree, or
- <5> Strongly disagree?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE

FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q68e< Without the Victim-Witness Assistance Program, it would have been difficult for me to cope with this case. (Would you . . .)

<1> Strongly agree,
<2> Somewhat agree,
<3> Neither agree nor disagree,
<4> Somewhat disagree, or
<5> Strongly disagree?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q68f< The Victim-Witness Assistance Program staff listened to my feelings and concerns. (Would you . . .)

<1> Strongly agree,
<2> Somewhat agree,
<3> Neither agree nor disagree,
<4> Somewhat disagree, or
<5> Strongly disagree?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q68g< The Victim-Witness Assistance Program staff explained things to me clearly. (Would you . . .)

<1> Strongly agree,
<2> Somewhat agree,
<3> Neither agree nor disagree,
<4> Somewhat disagree, or
<5> Strongly disagree?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q68h< The Victim-Witness Assistance Program staff really cared about me and my family. (Would you . . .)

<1> Strongly agree,
<2> Somewhat agree,
<3> Neither agree nor disagree,
<4> Somewhat disagree, or
<5> Strongly disagree?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q69< Overall, how satisfied or dissatisfied are you with the Victim-Witness Assistance Program and its services? Are you . . .

- <1> Very satisfied,
- <2> Somewhat satisfied,
- <3> Somewhat dissatisfied, or [goto Q70]
- <4> Very dissatisfied? [goto Q70]
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q71]

>Q70< Why weren't you satisfied? [allow 2]

(PROBE): Anything else?

====> ENTER TEXT. [specify]

>Q71< Was there any other kind of help that you needed that the Victim-Witness Assistance Program could have given you?

- <1> Yes [goto Q72]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q73]

>Q72< What kind of help was that? [allow 2]

(PROBE): Anything else?

====> ENTER TEXT. [specify]

>Q73< Do you have any recommendations for improving the Victim-Witness Assistance Program and its services?

- <1> Yes [goto Q74]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q75]

>Q74< What recommendations do you have?

(PROBE): Anything else?

ENTER TEXT. [allow 2]

====> [specify]

>Q75< I am now going to ask you a few questions about your neighborhood and about crime in general.

How safe do you feel walking alone in your neighborhood during the day? Do you feel . . .

- <1> Very safe,
- <2> Somewhat safe,
- <3> Somewhat unsafe, or
- <4> Very unsafe?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q76< How safe do you feel outside at night in your neighborhood? Do you feel . . .

- <1> Very safe,
- <2> Somewhat safe,
- <3> Somewhat unsafe, or
- <4> Very unsafe?
- <6> R NEVER GOES OUT AFTER DARK
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q77< Overall, would you say that the neighborhood you live in is . . .

- <1> Very safe,
- <2> Somewhat safe,
- <3> Somewhat unsafe, or
- <4> Very unsafe?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q78< How often does fear of crime prevent you from doing things you would like to do? Does this happen . . .

- <1> Often,
- <2> Sometimes,
- <3> Rarely, or
- <4> Never?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q79< When you leave your house or apartment, how often do you think about being robbed or physically assaulted? Do you think about this . . .

- <1> Often,
- <2> Sometimes,

- <3> Rarely, or
- <4> Never?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q80< When you leave your house or apartment, how often do you think about it being broken into or vandalized while you are away? (Do you think about this . . .)

- <1> Often,
- <2> Sometimes,
- <3> Rarely, or
- <4> Never?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q81< When you are in your house or apartment, how often do you feel afraid of being attacked or assaulted by someone you know such as a relative, neighbor, or acquaintance? (Do you feel this way . . .)

- <1> Often,
- <2> Sometimes,
- <3> Rarely, or
- <4> Never?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q82< Now I would like to read some statements to you. When responding to them, think about the crime event we discussed at the beginning of the survey and tell me how true each of the statements is.

Since the crime, I find that if someone pushes me too far, I am likely to become angry. Is that . . .

- <1> Not at all true,
- <2> Slightly true,
- <3> Somewhat true,
- <4> Very true, or
- <5> Extremely true?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q83< Since the crime, it seems that I do not laugh or cry at the same things other people do. Is that . . .

- <1> Not at all true,
- <2> Slightly true,

- <3> Somewhat true,
- <4> Very true, or
- <5> Extremely true?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q84< I have used alcohol or other drugs to help me sleep or to make me forget the crime. (Is that . . .)

- <1> Not at all true,
- <2> Slightly true,
- <3> Somewhat true,
- <4> Very true, or
- <5> Extremely true?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q85< Since the crime, I have been afraid to go to sleep at night. (Is that . . .)

- <1> Not at all true,
- <2> Slightly true,
- <3> Somewhat true,
- <4> Very true, or
- <5> Extremely true?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q86< I try to stay away from anything that will remind me of things that happened during the crime. (Is that . . .)

- <1> Not at all true,
- <2> Slightly true,
- <3> Somewhat true,
- <4> Very true, or
- <5> Extremely true?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q87< Things I see or hear often remind me of the crime. (Is that. . .)

- <1> Not at all true,
- <2> Slightly true,
- <3> Somewhat true,
- <4> Very true, or
- <5> Extremely true?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW

<9> REFUSED

>Q88< I often think about the crime even when I don't mean to. (Is that . . .)

<1> Not at all true,
 <2> Slightly true,
 <3> Somewhat true,
 <4> Very true, or
 <5> Extremely true?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q89< I have difficulty remembering some things that happened during the crime. (Is that . . .)

<1> Not at all true,
 <2> Slightly true,
 <3> Somewhat true,
 <4> Very true, or
 <5> Extremely true?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q90< I am [u]able[n] to get emotionally close to others. (Is that..)

<1> Not at all true,
 <2> Slightly true,
 <3> Somewhat true,
 <4> Very true, or
 <5> Extremely true?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q91< I fall asleep, stay asleep, and awaken only when the alarm goes off. (Is that . . .)

<1> Not at all true,
 <2> Slightly true,
 <3> Somewhat true,
 <4> Very true, or
 <5> Extremely true?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q92< My dreams are so real that I awaken in a cold sweat and force myself to stay awake. (Is that . . .)

<1> Not at all true,

<2> Slightly true,
 <3> Somewhat true,
 <4> Very true, or
 <5> Extremely true?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q93< I enjoy the company of others. (Is that . . .)

<1> Not at all true,
 <2> Slightly true,
 <3> Somewhat true,
 <4> Very true, or
 <5> Extremely true?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q94< I fall asleep early at night. (Is that . . .)

<1> Not at all true,
 <2> Slightly true,
 <3> Somewhat true,
 <4> Very true, or
 <5> Extremely true?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q95< Lately, I lose my cool and explode over minor everyday things.
 (Is that...)

<1> Not at all true,
 <2> Slightly true,
 <3> Somewhat true,
 <4> Very true, or
 <5> Extremely true?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q96< I feel alert or on guard much of the time. (Is that . . .)

<1> Not at all true,
 <2> Slightly true,
 <3> Somewhat true,
 <4> Very true, or
 <5> Extremely true?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q97< People do different things to cope with stressful events.
(Think again about the crime we have been talking about.) As I
read the following statements, please tell me how often you did
this in order to deal with the crime incident we have been
talking about in the survey.

You went over the crime again and again in your mind to try to
understand it. Did you do this . . .

- <1> Often,
- <2> Sometimes,
- <3> Rarely, or
- <4> Never?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q98< You prayed for guidance and strength. Did you do this . . .

- <1> Often,
- <2> Sometimes,
- <3> Rarely, or
- <4> Never?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q100< You asked yourself, "Why did this happen to me?". (Did you do
this . . .)

- <1> Often,
- <2> Sometimes,
- <3> Rarely, or
- <4> Never?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q101< You told yourself things that helped you feel better. (Did you
do this ...)

- <1> Often,
- <2> Sometimes,
- <3> Rarely, or
- <4> Never?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q102< You got busy with other things to keep your mind off the crime.
(Did you do this . . .)

- <1> Often,
 - <2> Sometimes,
 - <3> Rarely, or
 - <4> Never?
 - <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 - <8> DO NOT KNOW
 - <9> REFUSED
- >Q103< You concentrated on something you could learn from the experience. (Did you do this . . .)
- <1> Often,
 - <2> Sometimes,
 - <3> Rarely, or
 - <4> Never?
 - <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 - <8> DO NOT KNOW
 - <9> REFUSED
- >Q104< You tried to make yourself feel better by eating, drinking, smoking, or taking medication. (Did you do this . . .)
- <1> Often,
 - <2> Sometimes,
 - <3> Rarely, or
 - <4> Never?
 - <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 - <8> DO NOT KNOW
 - <9> REFUSED
- >Q105< You took it out on other people. (Did you do this . . .)
- <1> Often,
 - <2> Sometimes,
 - <3> Rarely, or
 - <4> Never?
 - <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 - <8> DO NOT KNOW
 - <9> REFUSED
- >Q106< You criticized or blamed yourself for what happened because of something you did or did not do. (Did you do this . . .)
- <1> Often,
 - <2> Sometimes,
 - <3> Rarely, or
 - <4> Never?
 - <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 - <8> DO NOT KNOW
 - <9> REFUSED
- >Q107< You criticized or blamed yourself for what happened because of the kind of person you are. (Did you do this . . .)

- <1> Often,
- <2> Sometimes,
- <3> Rarely, or
- <4> Never?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q108< Sometimes when going through a bad experience, people get something positive out of it or they change for the better. In your case, has anything good come out of this crime incident?

- <1> Yes [goto Q109]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

===> [goto Q111]

>Q109< What kind of positive changes have come from the crime incident?

(IF NECESSARY): PROBE FOR SPECIFIC DETAILS.

ENTER TEXT. [allow 2]

===> [specify]

>p9< [if Q62 eq <2> goto Q111]
[if Q65 eq <2> goto Q111]

>Q110< Were any of these positive changes brought about by the help you received from the Cook County State's Attorney's Victim-Witness Program?

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q111< Next, I would like you to think about some things that may have happened to you during the past year. First, I will ask you about crimes besides the one we have been talking about. Other than that incident . . .

Has anyone broken into your house or garage to steal something, or tried to break in during the past year?

- <1> Yes [goto Q112]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE

FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

===> [goto Q113]

>Q112< Did this happen before the crime incident we have been talking about, or did it happen after that time?

<1> Before
<2> After
<3> Before and after
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q113< Has anyone robbed or mugged you or attacked you in some way during the past year?

<1> Yes [goto Q114]
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

===> [goto Q115]

>Q114< Did this happen before the crime incident we have been talking about, or did it happen after that time?

<1> Before
<2> After
<3> Before and after
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q115< Do you personally know anyone in the Chicago area whose home or apartment has been broken into, or who has been robbed, attacked, or killed during the past year?

(IF NECESSARY): Anyone besides yourself.

<1> Yes
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q116< During the past year, have any immediate family members or other relatives you feel close to died or been seriously ill?

<1> Yes

- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q117< During the past year, have you been seriously ill, injured, or hospitalized, except for the crime we have been talking about?

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q118< During the past year, have you lost your job or experienced serious financial problems?

- <1> Yes [goto Q119]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q120]

>Q119< Was the job loss or financial problems related to the crime incident (we have been talking about)?

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q120< During the past year, have you been divorced or experienced serious problems with your spouse or partner?

- <1> Yes [goto Q121]
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q122]

>Q121< Were these problems with your spouse or partner related to the crime (we have been talking about)?

- <1> Yes
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]

<8> DO NOT KNOW
 <9> REFUSED

>Q122< I would like to finish the survey now by asking you a few questions about yourself. As with all of the interview, this information will be strictly confidential.

Do you own or do you rent your living space?

<1> OWN
 <2> RENT
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q123< Which of the following best describes your living arrangements? Is it a . . .

<1> Single family dwelling,
 <2> A building for two families or a duplex,
 <3> An apartment or condominium,
 <4> A mobile home,
 <5> Public housing, or
 <6> Something else? (SPECIFY) [specify]
 <8> DO NOT KNOW
 <9> REFUSED

>Q124< How long have you lived at this address?

ENTER NUMER OF YEARS.

<1-90> Years
 <96> LESS THAN ONE YEAR
 <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <98> DO NOT KNOW
 <99> REFUSED

>Q125< Including yourself, how many people live in this household?

<1> One [goto Q128]
 <2-25> Number of people
 <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <98> DO NOT KNOW
 <99> REFUSED

>Q126< How many people living with you are under age 18?

<0> None
 <1-20> Number of people under 18
 <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <98> DO NOT KNOW
 <99> REFUSED

>Q127< How many people living with you are age 65 or older?

<0> None
 <1-18> Number of people over 65
 <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <98> DO NOT KNOW
 <99> REFUSED

>Q128< What is your date of birth?

ENTER MONTH FIRST.

<1> January	<5> May	<9> September
<2> February	<6> June	<10> October
<3> March	<7> July	<11> November
<4> April	<8> August	<12> December

<97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
 <98> DO NOT KNOW
 <99> REFUSED

>Q129< ENTER DAY.

<1-31>
 <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <98> DO NOT KNOW
 <99> REFUSED

>Q130< ENTER YEAR.

<1900-1980>
 <9997> NO CODED RESPONSE APPLICABLE [u](LEAVE
 <9998> DO NOT KNOW
 <9999> REFUSED

>Q131< What is your marital status? Are you . . .

<1> Married for the first time,
 <2> Living with someone as a couple,
 <3> Remarried,
 <4> Widowed,
 <5> Divorced,
 <6> Separated, or
 <7> Have you never been married? [goto Q133]
 <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <98> DO NOT KNOW
 <99> REFUSED

>Q132< Has your marital status changed in the last year?

<1> Yes
 <2> No
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE

FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q133< What is your racial or ethnic background?

<1> Black or African-American
<2> White
<3> Hispanic
<4> Asian
<5> Other (SPECIFY) [specify]
<8> DO NOT KNOW
<9> REFUSED

>Q134< What is your current work status? Are you . . .

<1> Employed full-time (even if on strike),
<2> Employed part-time (less than 30 hours per week),
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

<3

>Q135< Are you . . .

<1> Retired,
<2> Disabled,
<3> Temporarily unemployed,
<4> A student,
<5> A homemaker,
<6> Not employed and not looking for paid employment,
<7> Something else? (SPECIFY) [specify]
<8> DO NOT KNOW
<9> REFUSED

>Q136< What is the highest grade or year of school that you have completed?

<0-4> Grade
<5-8> Grade
<9> Some high school
<10> Completed technical school instead of high school
<12> Completed high school (12 years)
<13> Post-high school/business or trade school
<14> Completed GED
<15> 1-3 years of college
<16> Completed college (Bachelor's Degree)
<17> Completed advanced degree (Master's Degree, Doctorate Degree, etc.)
<97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<98> DO NOT KNOW
<99> REFUSED

>Q137< We would also like to have an idea about the total income of the people living in your household. Is your total annual household income more or less than \$30,000?

- <1> More [goto Q140]
- <2> Less [goto Q138]
- <3> \$30,000 EXACTLY
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto RR]

>Q138< Is it less than \$20,000?

- <1> Yes [goto Q139]
- <2> No
- <3> \$20,000 EXACTLY
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto RR]

>Q139< Is it less than \$10,000?

- <1> Yes
- <2> No
- <3> \$10,000 EXACTLY
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto RR]

>Q140< Is it more than \$50,000?

- <1> Yes [goto Q141]
- <2> No
- <3> \$50,000 EXACTLY
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto RR]

>Q141< Is it more than \$70,000?

- <1> Yes
- <2> No
- <3> \$70,000 EXACTLY
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]

```

                <8> DO NOT KNOW
                <9> REFUSED

>RR< INTERVIEWER: TYPE [u]sk list[n] COMMAND FOR REFERRALS IF YOU
      HAVE NOT DONE SO ALREADY DURING THIS INTERVIEW.

      OTHERWISE, TYPE <g> TO CONTINUE.

>bye< Thank you very much for your participation in the survey. If you
      have any questions or concerns about this interview you can call
      the project coordinator for this study. Would you like her
      number?

                <1> Yes [goto phno]
                <2> No
                <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
                    FIRST)[n]
                <8> DO NOT KNOW
                <9> REFUSED

      ==> [goto end]

>phno< Her name is ***** and she can be reached at (***) ***-
      **** during business hours Monday through Friday. Thank you
      again.

      TYPE <g> TO CONTINUE.

>end< [store <x> in xFIN]
      [if VERS eq <1>]
        [store <01> in CODE]
      [else]
        [store <02> in CODE]
      [endif]
      [store CODE in CACL]
      [goto MOD7]

```

Victim Survey (Spanish)

Main study instrument

>SUBS<

>OFF< [allow 9] [loc 29/1]

>ATCK< [allow 9]

>AGR< [allow 9]

>CRIM< [allow 14]

>CRM2< [allow 31]

>np2< [if STID eq <6> goto hom]

====> [goto Q1b]

>bgin.2< El crimen del cual queremos preguntarle es el [fill CRM2] incidente que ocurrió en [fill MM6M]/[fill DD6M]/[fill YY6M]. Es posible que no se sienta bien hablando de cosas asociadas con el crimen cometido contra usted o su familia. Si en algún momento se siente muy mal para continuar con la encuesta, sólo me lo dice y paramos. Antes que comenzemos, me gustaria darle un número de telefono al cual puede llamar gratuitamente en caso que necesite colgar el telefono. El número es (800) 688-0582.

Quisiera empezar haciéndole unas cuantas preguntas sobre el incidente criminal del que estamos hablando en esta encuesta.

TYPE <g> TO CONTINUE.

>hom.2< El crimen del cual queremos preguntarle es la muerte desu querido(a) en [fill MM6M]/[fill DD6M]/[fill YY6M]. Es posible que no se sienta bien hablando de cosas asociadas con el crimen cometido contra usted o su familia. Si en algun momento se siente muy mal para continuar con la encuesta, sólo me lo dice y paramos.

Quisiera empezar haciéndole unas cuantas preguntas sobre el incidente criminal del que estamos hablando en esta encuesta.

TYPE <g> TO CONTINUE.

>Q1a.2< ¿Cual era su parentesco con la victima del homicidio?

- <1> Un cónyugue,
- <2> Un(a) ex-esposo(a),
- <3> Un pariente,
- <4> Un(a) novio(a),
- <5> Un(a) ex-novio(a),
- <6> Un(a) amigo(a),
- <7> Un conocido,
- <8> Alguien a quien usted reconoció, o

<9> Un desconocido?
<97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<98> DO NOT KNOW
<99> REFUSED

==> [goto n1]

>Q1b.2< ¿Sabe cuántos agresores había?

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q1c.2< ¿Cuántos agresores había?

<1> Uno
<2> Dos
<3> Tres
<4> Cuatro
<5> MORE THAN FOUR
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>n1x< [if Q1c ge <2>]
[store <agresores> in AGR]
[else]
[store <agresor> in AGR]
[endif]

>p2< [if STID eq <1> goto Q2a]
[if STID eq <3> goto Q2a]
[if STID eq <6> goto Q2a]

>Q1d.2< ¿Estuvo presente durante el incidente del crimen?

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q2a.2< ¿Este (primer) agresor era . . .

<1> Un cónyugue,
<2> Un(a) ex-esposo(a),
<3> Un pariente,
<4> Un(a) novio(a),
<5> Un(a) ex-novio(a),
<6> Un(a) amigo(a),
<7> Un conocido,

- <8> Alguien a quien usted reconoció, o
- <9> Un desconocido?
- <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <98> DO NOT KNOW
- <99> REFUSED

>n2< [if Q1c eq <1> goto p3]

>Q2b.2< ENTER SECOND MENTION.
PREVIOUS MENTION: [fill Q2a]

(IF NECESSARY): ¿Y el segundo agresor?

- <1> Un cónyugue
- <2> Un(a) ex-esposo(a)
- <3> Un pariente
- <4> Un(a) novio(a)
- <5> Un(a) ex-novio(a)
- <6> Un(a) amigo(a)
- <7> Un conocido
- <8> Alguien a quien usted reconoció
- <9> Un desconocido
- <96> NO OTHER MENTIONS
- <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <98> DO NOT KNOW
- <99> REFUSED

>n3< [if Q1c eq <2> goto p3]

>Q2c.2< ENTER THIRD MENTION.
PREVIOUS MENTIONS: [fill Q2a], [fill Q2b]

(IF NECESSARY): ¿Y el tercer agresor?

- <1> Un cónyugue
- <2> Un(a) ex-esposo(a)
- <3> Un pariente
- <4> Un(a) novio(a)
- <5> Un(a) ex-novio(a)
- <6> Un(a) amigo(a)
- <7> Un conocido
- <8> Alguien a quien usted reconoció
- <9> Un desconocido
- <96> NO OTHER MENTIONS
- <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <98> DO NOT KNOW
- <99> REFUSED

>n4< [if Q1c eq <3> goto p3]

>Q2d.2< ENTER FOURTH MENTION.
PREVIOUS MENTIONS: [fill Q2a], [fill Q2b], [fill Q2c]

(IF NECESSARY): ¿Y el cuarto agresor?

- <1> Un cónyugue
- <2> Un(a) ex-esposo(a)
- <3> Un pariente
- <4> Un(a) novio(a)
- <5> Un(a) ex-novio(a)
- <6> Un(a) amigo(a)
- <7> Un conocido
- <8> Alguien a quien usted reconoció
- <9> Un desconocido
- <96> NO OTHER MENTIONS
- <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <98> DO NOT KNOW
- <99> REFUSED

>p3< [if STID eq <6> goto nx1]

>Q3.2< ¿Alguno de los agresores tenía un arma, ya sea un arma de fuego, un cuchillo, o algo que usó como arma?

- <1> Sí
- <2> No
- <6> MAYBE, BUT NOT DISPLAYED
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q4.2< ¿Alguno de los agresores realmente le atacó?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q5.2< Mientras se cometía el crimen, ¿sintió que su vida estaba en peligro?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q6.2< ¿Lo/la hirieron o lesionaron durante el incidente?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>np79< [if Q4 ne <1> goto np78]

>Q7a.2< Voy a hacerle unas cuantas preguntas mas acerca del ataque. La gente responde de diferentes formas cuando son atacadas. No estamos juzgando su respuesta en particular.

Durante el ataque, ¿trató de correr o escaparse de su(s) [fill AGR]?

- <1> Sí
- <2> No
- <6> NOT POSSIBLE
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q7b.2< Durante el ataque, ¿gritó pidiendo ayuda?

- <1> Sí
- <2> No
- <6> NOT POSSIBLE
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q7c.2< (Durante el ataque,) ¿Se defendió físicamente?

- <1> Sí
- <2> No
- <6> NOT POSSIBLE
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q7d.2< (Durante el ataque,) ¿Trató de persuadir verbalmente a su(s) [fill AGR], para que lo/la dejara(n) tranquilo(a)?

- <1> Sí
- <2> No
- <6> NOT POSSIBLE
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q7e.2< (Durante el ataque,) ¿Hizo todo lo que el/los [fill AGR] le dijo/dijeron que hiciera para tratar de minimizar el peligro en que usted se encontraba?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW

<9> REFUSED

>np78< [if Q6 ne <1> goto Q12]

>Q8.2< ¿Cómo describiría la gravedad de sus heridas o lesiones físicas? Diría que fueron . . .

<1> Muy graves,
 <2> Algo graves,
 <3> No muy graves, o
 <4> Nada graves?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q9.2< ¿Recibió algún tratamiento médico para sus heridas o lesiones físicas?

<1> Sí
 <2> No
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q10.2< ¿Fué, al hospital como resultado de sus heridas o lesiones?

<1> Sí
 <2> No
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q11.2< ¿Cuanto tiempo estuvo allí?

<1> TREATED IN THE EMERGENCY ROOM AND RELEASED
 <2> ADMITTED TO THE HOSPITAL OVERNIGHT
 <3> ADMITTED TO THE HOSPITAL FOR ONE TO THREE NIGHTS
 <4> ADMITTED TO THE HOSPITAL FOR FOUR OR MORE NIGHTS
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q12.2< ¿Robaron o dañaron algo durante el incidente criminal?

<1> Sí
 <2> No
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q13.2< ¿Cuál fué, el valor aproximado de los articulos robados o dañados?

(IF NECESSARY): ¿Si no está seguro(a), sólo calcule lo mas aproximado.

<0-9995> Dólares
<9996> \$9,996 OR MORE
<9997> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<9998> DO NOT KNOW
<9999> REFUSED

Q14a.2< ¿Tuvo algún problema económico como consecuencia de lo que le robaron o danaron en el incidente criminal?

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>nx1< [if STID eq <2> goto Q15]
[if STID eq <5> goto Q15]
[if STID eq <7> goto Q15]
[if STID eq <8> goto Q15]

>Q14b.2< ¿Aplicó por compensación para la víctima del crimen?

(IF NECESSARY): Dinero que prodría recibir del gobierno para ayudarle a pagar gastos médicos o costos del funeral.

<1> Sí
<2> No
<6> DID NOT APPLY TO R'S CASE
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q15.2< ¿Alguna vez dejó de ir a trabajar o a la escuela debido a este incidente criminal?

<1> Sí
<2> No
<6> R DOES NOT WORK OR GO TO SCHOOL
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q16.2< ¿Alguna vez tuvo algún problema con su jefe patrón, o oficiales de la escuela debido al incidente criminal?

<1> Sí
<2> No
<6> R WAS NOT WORKING OR GOING TO SCHOOL
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE

FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q17.2< Ahora le voy a hacer algunas preguntas sobre sus reacciones al incidente criminal del que estamos hablando. Primero le voy a preguntar cómo reaccionó en el momento en que ocurrió el incidente.

Tal vez la primera pregunta le parezca extraña, dada las circunstancias de su incidente criminal, pero trate de comprender que estamos hablando con víctimas de una variedad de diferentes crímenes.

[u] Piense en el momento en que ocurrió el crimen[n], ¿qué tan perturbado(a) o molesto(a) estaba usted debido al crimen?
¿Estaba . . .

<1> Extremadamente molesto(a),
<2> Moderadamente molesto(a),
<3> Un poco molesto(a), o
<4> Nada molesto(a)?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q18.2< [u]Inmediatamente después del incidente criminal[n], ¿el que usted haya sido víctima de un crimen ocasionó que dejara de ir a ciertos lugares, no saliera de su casa por la noche, o que dejara de hacer cosas que le gustaba hacer?

(IF NECESSARY FOR HOMICIDE VICTIMS): Cuando digo aquí, "víctima de crimen" me estoy refiriendo a ti.

<1> Sí
<2> No
<6> R NEVER WENT OUT/NEVER DID THINGS
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q19.2< [u]Inmediatamente después del incidente criminal[n], ¿qué tan difícil fué, para usted llevar una vida normal a como estaba acostumbrado(a), debido a su experiencia?
¿Fué . . .

<1> Muy difícil,
<2> Moderadamente difícil,
<3> Un poco difícil, o
<4> Nada difícil?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q20.2< [u]Inmediatamente después del incidente criminal[n], ¿que tan difícil fué para usted llevar o mantener sus relaciones familiares por ser víctima de este crimen?
¿Fué . . .

(IF NECESSARY FOR HOMICIDE VICTIMS): Cuando digo aquí, "víctima de crimen" me estoy refiriendo a ti.

- <1> Muy difícil,
- <2> Moderadamente difícil,
- <3> Un poco difícil, o
- <4> Nada difícil?
- <6> R DOES NOT HAVE ANY FAMILY
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q21.2< Y ahora quiero pedirle que piense cómo se siente ahora.

[u]Actualmente[n], ¿qué tan molesto(a) se siente cuando piensa en este crimen? ¿Se siente . . .

- <1> Extremadamente molesto(a),
- <2> Moderadamente molesto(a),
- <3> Un poco molesto(a), o
- <4> Nada molesto(a)?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q22.2< [u]Actualmente[n], ¿el haber sido víctima de este crimen ocasiona que usted deje de ir a ciertos lugares, no salga de su casa por la noche, o que no haga ciertas cosas que ahora le gusta hacer?

(IF NECESSARY FOR HOMICIDE VICTIMS): Cuando digo aquí, "víctima de crimen" me estoy refiriendo a ti.

- <1> Sí
- <2> No
- <6> R NEVER GOES OUT/NEVER DOES THINGS
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q23.2< [u]Actualmente[n], ¿qué, tan difícil es para usted llevar una vida normal debido a su experiencia? Es . . .

- <1> Muy difícil,
- <2> Moderadamente difícil,
- <3> Un poco difícil, o
- <4> Nada difícil?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE

FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q24.2< [u]Actualmente[n], ¿qué, tan difícil es para usted llevar o mantener sus relaciones familiares por haber sido víctima de este crimen? ¿Es. . .

(IF NECESSARY FOR HOMICIDE VICTIMS): Cuando digo aquí, "víctima de crimen" me estoy refiriendo a ti.

<1> Muy difícil,
<2> Moderadamente difícil,
<3> Un poco difícil, o
<4> Nada difícil?
<6> R DOES NOT HAVE ANY FAMILY
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>n5< [if Q15 eq <6> goto Q26]

>Q25.2< ¿El haber sido víctima de este crimen ha ocasionado que usted cambie de trabajo, su horario de trabajo, o su horario de la escuela?

(IF NECESSARY FOR HOMICIDE VICTIMS): Cuando digo aquí, "víctima de crimen" me estoy refiriendo a ti.

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q26.2< El haber sido víctima de este crimen, ¿ha ocasionado que usted compre un perro guardián o que instale un sistema de alarma, rejas en las ventanas, o candados especiales para ayudar a prevenir que forcen la entrada de su casa?

(IF NECESSARY FOR HOMICIDE VICTIMS): Cuando digo aquí, "víctima de crimen" me estoy refiriendo a ti.

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q27.2< (El haber sido víctima de este crimen) ¿ha ocasionado que compre un arma de cualquier tipo para su protección?

<1> Sí
<2> No

- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q28.2< (El haber sido victima de este crimen) ¿ha ocasionado que usted se mude de su apartamento o casa?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>nx98< [if STID eq <6> goto Q30]
[if STID eq <1> goto Q30]

>Q29.2< Otra vez, esta siguiente pregunta le parezca extraña, dada las circunstancias de su incidente criminal, pero trate de comprender que estamos hablando con víctimas de una variedad de diferentes crímenes.

En general, ¿qué tan serio fué este crimen en su opinión? Fué .

- <1> Muy serio,
- <2> Algo serio,
- <3> No muy serio, o
- <4> Nada serio?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW

>Q30.2< Cuál fué el resultado de su caso? En otras palabras, fue el veredicto en su caso culpable o no culpable?

- <1> GUILTY
- <2> NOT GUILTY
- <3> MULTIPLE OFFENDERS; MIXED OUTCOMES
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>np99< [if Q1c ge <2> goto Q31b]
[if Q1b ne <1> goto Q31b]

>Q31a.2< ¿El juez o jurado declaró culpable al delincuente, o él o ella se declaró culpable de los cargos?

- <1> FOUND GUILTY BY A JUDGE OR JURY
- <2> PLED GUILTY TO A CHARGE
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q31b.2< ¿El juez o jurado declaró culpable a los delincuentes, o ellos se declararon culpables de los cargos?

- <1> FOUND GUILTY BY A JUDGE OR JURY
- <2> PLED GUILTY TO A CHARGE
- <3> MULTIPLE OFFENDERS; MIXED OUTCOMES
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q32.2< ¿Se le informó sobre la posibilidad de una declaración de culpabilidad antes de que la declaración fuera aceptada en su caso?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q33.2< ¿Quién le informó sobre la posibilidad de una declaración de culpabilidad? ¿Fue. . .

- <1> Un Ayudante del Fiscal (ASA),
- <2> Un Especialista en Víctimas, me refiero a que la gente de la Oficina del Procurador del Estado te ayudo contus necesidades como víctima,
- <3> Ambos, un Ayudante del Fiscal y un Especialista en Víctimas, o
- <4> Alguna otra persona?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q34.2< ¿Alguien le consultó o le pidió su opinión sobre la posibilidad de una declaración de culpabilidad antes de que la declaración fuera aceptada?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q35.2< ¿Se le informó que se había aceptado una declaración de culpabilidad?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q36.2< ¿Quién le informó que se había aceptado una declaración de culpabilidad? ¿Fué . . .

- <1> Un Ayudante del Fiscal (ASA)
- <2> Un Especialista en Víctimas
- <3> Ambos, un Ayudante del Fiscal y un Especialista en Víctimas, o
- <4> Alguna otra persona?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q37a.2< Quisiera hacerle algunas preguntas sobre el ayudante del fiscal, o sea, el abogado que procesó el caso del que estamos hablando, y no el personal del Programa de Asistencia a Víctimas-Testigos.

¿El ayudante del fiscal estuvo disponible para que usted hablara sobre su caso?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q37b.2< El ayudante del fiscal le notificó sobre la hora, el lugar y la fecha de los procedimientos de la corte en su caso?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q37c.2< (El ayudante del fiscal), ¿Le explicó las etapas y los resultados del proceso legal a usted?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q37d.2< (El ayudante del fiscal) ¿Le informó sobre su derecho para preparar una declaración de impacto en la víctima?

(IF NECESSARY): Una declaración de impacto en la víctima es una declaración que usted prepara para las audiencias de sentencia explicando cómo le afectó a usted ese crimen.

- <1> Sí

<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q37e.2< (El ayudante del fiscal) ¿Le ayudó a preparar la declaración de impacto en la víctima?

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q38a.2< En general, ¿qué tan satisfecho(a) o inconforme está con el resultado de su caso? ¿Está . . .

<1> Muy satisfecho(a),
<2> Algo satisfecho(a),
<3> Algo insatisfecho(a), o
<4> Muy insatisfecho(a)?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q38b.2< Por favor, dígame porque piensa de esa manera.

(PROBE): ¿Alguna otra cosa?

ENTER TEXT.

>asst.2< Después que una persona ha sido víctima de un crimen, a veces necesita ayuda de muchas maneras. Le voy a leer una lista de los tipos de ayuda que tal vez las víctimas necesitan, incluyendo esas que no son ofrecidos por el programa Programa de Asistencia a Víctimas y Testigos, y le voy a preguntar si esas fueron algunas de las cosas que usted necesitó después de ser una víctima. Para cada uno de las categorías a las que diga "sí", le preguntaré si esa necesidad fue atendida y quién le presto ayuda para atenderla.

(IF NECESSARY FOR HOMICIDE VICTIMS): Cuando digo aquí, "víctima de crimen" me estoy refiriendo a usted.

>p5< [if Q12 eq <2> goto Q41a]

>Q39a.2< Debido al incidente del crimen, ¿necesitó ayuda para reemplazar cheques robados u otros documentos?

<1> Sí
<2> No/No lo solicité
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW

<9> REFUSED

>Q39b.2< ¿Recibio ayuda del Programa de Asistencia para Victimas y Testigos de la Oficina del Procurador de Justicia? Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como victima.

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q39c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

<1> Provista directamente
<2> Referencia o información
<3> BOTH
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q39d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para reemplazar cheques robados u otros documentos)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q39e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para reemplazar cheques robados u otros documentos)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q39f.2< ¿(Recibio alguna ayuda) de amigos o familiares para esto? (para reemplazar cheques robados u otros documentos)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q39g.2< ¿Trató de arreglárselas solo(a) para atender esto? (para reemplazar cheques robados u otros documentos)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q39h.2< ¿Se reemplazaron sus cheques robados y los otros documentos?

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q40a.2< Debido al incidente del crimen, ¿necesitó ayuda para reemplazar las cosas robadas?

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q40d]

>Q40b.2< ¿Recibí ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q40c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q40d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para reemplazar la propiedad robada)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q40e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para reemplazar la propiedad robada)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q40f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto? (para reemplazar la propiedad robada)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q40g.2< ¿Se las arregló solo(a) para atender esto? (para reemplazar la propiedad robada)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q40h.2< ¿Se reemplazaron sus cosas robadas?

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q41a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para reparar una puerta forzada o un candado?

- <1> Sí
- <2> No/No lo solicit,
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q41d]

>Q41b.2< ¿Recibio ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q41c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q41d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para reparar una puerta quebrada o un candado roto)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q41e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para reparar una puerta quebrada o un candado roto)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q41f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto? (para reparar una puerta quebrada o un candado roto)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q41g.2< ¿Se las arregló solo(a) para atender esto? (para reparar una puerta quebrada o un candado roto)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q41h.2< ¿Se reparó la puerta forzada o el candado?

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>p6< [if Q12 eq <2> goto p7]

==> [goto p7]

>Q42a.2< (Debido al incidente del crimen), ¿necesitó ayuda para reparar otra propiedad dañada?

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q42d]

>Q42b.2< ¿Recibí ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q42c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]

```

      <8> DO NOT KNOW
      <9> REFUSED

>Q42d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto?
(para reparar otra propiedad dañada)

      <1> Sí
      <2> No
      <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
      <8> DO NOT KNOW
      <9> REFUSED

>Q42e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para reparar
otra propiedad dañada)

      <1> Sí
      <2> No
      <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
      <8> DO NOT KNOW
      <9> REFUSED

>Q42f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto?
(para reparar otra propiedad dañada)

      <1> Sí
      <2> No
      <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
      <8> DO NOT KNOW
      <9> REFUSED

>Q42g.2< ¿Se las arregló solo(a) para atender esto? (para reparar otra
propiedad dañada)

      <1> Sí
      <2> No
      <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
      <8> DO NOT KNOW
      <9> REFUSED

>Q42h.2< ¿Se arregló su propiedad danada?

      <1> Sí
      <2> No
      <3> PARTIALLY TAKEN CARE OF
      <4> ONGOING (STILL BEING TAKEN CARE OF)
      <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
      <8> DO NOT KNOW
      <9> REFUSED

>p7< [if Q9 eq <2> goto Q44a]
      [if Q9 eq <> goto Q44a]

```

====> [goto Q44a]

>Q43a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para los gastos médicos?

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q43d]

>Q43b.2< ¿Recibiste ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? Me refiero a que la gente de la Oficina del Procurador del Estado te ayudo contus necesidades como víctima.

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q43c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q43d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para los gastos medicos)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q43e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para los gastos medicos)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q43f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto?
(para los gastos medicos)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q43g.2< ¿Se las arregló solo(a) para atender esto? (para los gastos
médicos)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q43h.2< ¿Recibió la ayuda que necesitaba para cubrir los gastos
médicos?

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q45a]

>Q44a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para obtener
información de la policía?

- <1> Sí
- <2> No/No lo solicit,
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q44d]

>Q44b.2< ¿Recibio ayuda del Programa de Asistencia para Víctimas y
Testigos de la Oficina del Procurador de Justicia? (Me
refiero a que la gente de la Oficina del Procurador del Estado
le ayudo con sus necesidades como víctima.)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q44c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q44d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para obtener información de la policía)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q44e.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto? (para obtener información de la policía)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q44f.2< ¿Se las arregló solo(a) para atender esto? (para obtener información de la policía)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q44g.2< ¿Recibió la información que necesitaba de la policía? (para obtener información de la policía)

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q46a]

>Q45a.2< (Debido al incidente del crimen), ¿necesitó ayuda para pedir dinero prestado?

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q45d]

>Q45b.2< ¿Recibió ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q45c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q45d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para pedir dinero prestado)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q45e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para pedir dinero prestado)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q45f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto? (para pedir dinero prestado)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q45g.2< ¿Se las arregló solo(a) para atender esto? (para pedir dinero prestado)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q45h.2< ¿Le fue posible pedir prestado el dinero que necesitaba?

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q47a]

>Q46a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para conseguir asesoría legal?

(IF NECESSARY): Algun consejo o ayuda legal que no esta relacionada a el seguimiento del crimen del cual estamos hablando.

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q46d]

>Q46b.2< ¿Recibio ayuda del Programa de Asistencia para Victimas y Testigos de la Oficina del Procurador de Justicia? Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q46c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q46d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para obtener asesoría legal)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q46e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para obtener asesoría legal)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q46f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto? (para obtener asesoría legal)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q46g.2< ¿Se las arregló solo(a) para atender esto? (para obtener asesoría legal)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q46h.2< ¿Consiguió la asesoría legal que necesitaba?

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF

- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q48a]

>Q47a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para encontrar un lugar en donde quedarse temporalmente?

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q47d]

>Q47b.2< ¿Recibio ayuda del Programa de Asistencia para Victimas y Testigos de la Oficina del Procurador de Justicia? (Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q47c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q47d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para encontrar un lugar temporal donde quedarse)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q47e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para encontrar un lugar temporal donde quedarse)

- <1> Sí

- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q47f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto?
(para encontrar un lugar temporal donde quedarse)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q47g.2< ¿Se las arregló solo(a) para atender esto? (para encontrar un
lugar temporal donde quedarse)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q47h.2< ¿Encontró un lugar donde quedarse temporalmente?

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q49a]

>Q48a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para
encontrar un lugar donde vivir en área más segura?

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q48d]

>Q48b.2< ¿Recibio ayuda del Programa de Asistencia para Víctimas y
Testigos de la Oficina del Procurador de Justicia? Me refiero
a que la gente de la Oficina del Procurador del Estado le
ayudo con sus necesidades como víctima.

- <1> Sí

- <2> No
 - <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 - <8> DO NOT KNOW
 - <9> REFUSED
- >Q48c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?
- <1> Provista directamente
 - <2> Referencia o información
 - <3> BOTH
 - <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 - <8> DO NOT KNOW
 - <9> REFUSED
- >Q48d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para encontrar una casa en una área más segura)
- <1> Sí
 - <2> No
 - <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 - <8> DO NOT KNOW
 - <9> REFUSED
- >Q48e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para encontrar una casa en una área más segura)
- <1> Sí
 - <2> No
 - <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 - <8> DO NOT KNOW
 - <9> REFUSED
- >Q48f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto? (para encontrar una casa en una área más segura)
- <1> Sí
 - <2> No
 - <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 - <8> DO NOT KNOW
 - <9> REFUSED
- >Q48g.2< ¿Se las arregló solo(a) para atender esto? (para encontrar una casa en una área más segura)
- <1> Sí
 - <2> No
 - <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 - <8> DO NOT KNOW
 - <9> REFUSED
- >Q48h.2< ¿Encontró un lugar donde vivir en una área más segura?

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto np90]

>Q49a.2< (Debido al incidente del crimen), ¿Necesitó ayuda con los quehaceres de la casa o para ir de compras?

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q49b.2< ¿Recibí ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? (Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q49c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q49d.2< ¿Recibí alguna ayuda de otras agencias o grupos para esto? (para los quehaceres de la casa o para ir de compras)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q49e.2< ¿(Recibí alguna ayuda) de la policía para esto? (para los quehaceres de la casa o para ir de compras)

```

<1>  Sí
<2>  No
<7>  NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
      FIRST)[n]
<8>  DO NOT KNOW
<9>  REFUSED

>Q49f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto?
          (para los quehaceres de la casa o para ir de compras)

<1>  Sí
<2>  No
<7>  NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
      FIRST)[n]
<8>  DO NOT KNOW
<9>  REFUSED

>Q49g.2< ¿Se las arregló solo(a) para atender esto? (para los
          quehaceres de la casa o para ir de compras)

<1>  Sí
<2>  No
<7>  NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
      FIRST)[n]
<8>  DO NOT KNOW
<9>  REFUSED

>Q49h.2< ¿Consiguió la ayuda que necesitaba con los quehaceres de la
          casa o para ir de compras?

<1>  Sí
<2>  No
<3>  PARTIALLY TAKEN CARE OF
<4>  ONGOING (STILL BEING TAKEN CARE OF)
<7>  NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
      FIRST)[n]
<8>  DO NOT KNOW
<9>  REFUSED

>np90<  [if STID eq <6> goto Q50a]
        [if STID eq <1> goto Q50a]

>rem.2< [u](INTERVIEWER:  READ IF NECESSARY):[n] Solo como
        recordatorio, me estoy refiriendo a el/la [fill CRM2] incidente
        que ocurrió en [fill MM6M]/[fill DD6M]/[fill YY6M].

        TYPE <g> TO CONTINUE.

===>  [goto Q51a]

>Q50a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para ir al
        doctor, a la estación de policía o a la corte?

<1>  Sí
<2>  No/No lo solicité
<7>  NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE

```

FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

==> [goto Q50d]

>Q50b.2< ¿Recibió ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q50c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

<1> Provista directamente
<2> Referencia o información
<3> BOTH
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q50d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para ir a el doctor, a la estación de policía o a la corte)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q50e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para ir a el doctor, a la estación de policía o a la corte)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q50f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto? (para ir a el doctor, a la estación de policía o a la corte)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW

<9> REFUSED

>Q50g.2< ¿Se las arregló solo(a) para atender esto? (para ir a el doctor, a la estación de policía o a la corte)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q50h.2< ¿Consiguió la ayuda de transportación que necesitaba?

<1> Sí
<2> No
<3> PARTIALLY TAKEN CARE OF
<4> ONGOING (STILL BEING TAKEN CARE OF)
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

==> [goto Q52a]

>Q51a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para obtener información sobre que hacer para no volver a ser una víctima?

<1> Sí
<2> No/No lo solicité
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

==> [goto Q51d]

>Q51b.2< ¿Recibio ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? (Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q51c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

<1> Provista directamente
<2> Referencia o información
<3> BOTH
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]

<8> DO NOT KNOW
<9> REFUSED

>Q51d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto?
(para obtener información sobre que hacer para no volver a ser
una víctima)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q51e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para obtener
información sobre que hacer para no volver a ser una víctima)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q51f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto?
(para obtener información sobre que hacer para no volver a ser
una víctima)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q51g.2< ¿Se las arregló solo(a) para atender esto? (para obtener
información sobre que hacer para no volver a ser una víctima)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q51h.2< ¿Consiguió la información que necesitaba sobre qué hacer para
no volver a ser una víctima?

<1> Sí
<2> No
<3> PARTIALLY TAKEN CARE OF
<4> ONGOING (STILL BEING TAKEN CARE OF)
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

===> [goto Q53a]

>Q52a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para expresar sentimientos que lo/la estaban molestando?

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

===> [goto Q52d]

>Q52b.2< ¿Recibió ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? (Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q52c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q52d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para expresar sentimientos qu (lo/la) estaban molestando)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q52e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para expresar sentimientos qu (lo/la) estaban molestando)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q52f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto?
(para expresar sentimientos qu (lo/la) estaban molestando)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q52g.2< ¿Se las arregló solo(a) para atender esto? (para expresar
sentimientos qu (lo/la) estaban molestando)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q52h.2< ¿Consiguió la ayuda que necesitaba para expresar sentimientos
que (lo/la) estaban molestando?

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q54a]

>Q53a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para obtener
información sobre el estado en que se encontraba su caso?

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q53d]

>Q53b.2< ¿Recibió ayuda del Programa de Asistencia para Víctimas y
Testigos de la Oficina del Procurador de Justicia? Me refiero
a que la gente de la Oficina del Procurador del Estado le
ayudo con sus necesidades como víctima.

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
- <8> DO NOT KNOW

<9> REFUSED

>Q53c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

<1> Provista directamente
<2> Referencia o información
<3> BOTH
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q53d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para obtener información sobre el estado en que se encontraba su caso)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q53e.2< ¿(Recibió alguna ayuda) de la policía para esto?

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q53f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto?

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q53g.2< ¿Se las arregló solo(a) para atender esto?

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q53h.2< ¿Consiguió la información que necesitaba sobre el estado en que se encontraba su caso?

<1> Sí
<2> No
<3> PARTIALLY TAKEN CARE OF

- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q55a]

>Q54a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para conseguir que alguien fuera con usted a la corte?

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q54d]

>Q54b.2< ¿Recibio ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q54c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q54d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para conseguir que alguien fuera con usted a la corte)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q54e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para conseguir que alguien fuera con usted a la corte)

- <1> Sí

- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q54f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto?
(para conseguir que alguien fuera con usted a la corte)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q54g.2< ¿Se las arregló solo(a) para atender esto?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q54h.2< ¿Consiguió que alguien fuera con usted a la corte?

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q56a]

>Q55a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para saber la fecha de su próxima cita en la corte?

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q55d]

>Q55b.2< ¿Recibió ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.

- <1> Sí
- <2> No

- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q55c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q55d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para saber la fecha de su proxima cita en la corte)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q55e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para saber la fecha de su proxima cita en la corte)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q55f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto? (para saber la fecha de su proxima cita en la corte)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q55g.2< ¿Se las arregló solo(a) para atender esto? (para saber la fecha de su proxima cita en la corte)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q55h.2< ¿Averiguó cuándo era su próxima cita en la corte?

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q57a]

>Q56a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para encontrar quién le cuidara los niños durante las citas en la corte?

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q56d]

>Q56b.2< ¿Recibió ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? (Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q56c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q56d.2< ¿Recibí alguna ayuda de otras agencias o grupos para esto? (para encontrar quien le cuidara los niños durante las citas en la corte)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW

<9> REFUSED

>Q56e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para encontrar quien le cuidara los niños durante las citas en la corte)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q56f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto? (para encontrar quien le cuidara los niños durante las citas en la corte)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q56g.2< ¿Se las arregló solo(a) para atender esto? (para encontrar quien le cuidara los niños durante las citas en la corte)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q56h.2< ¿Consiguió quien le cuidara los niños durante las citas en la corte?

<1> Sí
<2> No
<3> PARTIALLY TAKEN CARE OF
<4> ONGOING (STILL BEING TAKEN CARE OF)
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

==> [goto Q58a]

>Q57a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para tratar problemas con el dueño de su apartamento/casa, jefe, o con la escuela?

<1> Sí
<2> No/No lo solicité
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW

<9> REFUSED

==> [goto Q57d]

>Q57b.2< ¿Recibió ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q57c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

<1> Provista directamente
<2> Referencia o información
<3> BOTH
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q57d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para tratar asuntos con el dueño de su apartamento/casa, jefe, o con la escuela)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q57e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para tratar asuntos con el dueño de su apartamento/casa, jefe, o con la escuela)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q57f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto? (para tratar asuntos con el dueño de su apartamento/casa, jefe, o con la escuela)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]

<8> DO NOT KNOW
<9> REFUSED

>Q57g.2< ¿Se las arregló solo(a) para atender esto? (para tratar asuntos con el dueño de su apartamento/casa, jefe, o con la escuela)

<1> Si
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q57h.2< ¿Consiguió la ayuda que necesitaba para tratar asuntos con el dueño de su apartamento/casa, jefe, o con la escuela?

<1> Sí
<2> No
<3> PARTIALLY TAKEN CARE OF
<4> ONGOING (STILL BEING TAKEN CARE OF)
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

====> [goto Q59a]

>Q58a.2< (Debido al incidente del crimen), ¿Necesito ayuda para obtener servicios de intervención en crisis?

(IF NECESSARY): Servicios de intervención en crisis son servicios de terapia o consejería que se ofrecen cuando hay una emergencia o una gran necesidad.

<1> Sí
<2> No/No lo solicité
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

====> [goto Q58d]

>Q58b.2< ¿Recibió ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? (Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.)

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q58c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q58d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para obtener los servicios de intervención en crisis)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q58e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para obtener los servicios de intervención en crisis)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q58f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto? (para obtener los servicios de intervención en crisis)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q58g.2< ¿Se las arregló solo(a) para atender esto? (para obtener los servicios de intervención en crisis)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q58h.2< ¿Consiguió los servicios de intervención en crisis que necesitaba?

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF

- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q60a]

>Q59a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para obtener terapia u otro tipo de ayuda psicológica?

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q59d]

>Q59b.2< ¿Recibió ayuda del Programa de Asistencia para Víctimas y Testigos de la Oficina del Procurador de Justicia? Me refiero a que la gente de la Oficina del Procurador del Estado le ayudo con sus necesidades como víctima.

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q59c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q59d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para obtener terapia u otro tipo de ayuda psicológica)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q59e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para obtener terapia u otro tipo de ayuda psicológica)

- <1> Sí

- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q59f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto?
(para obtener terapia u otro tipo de ayuda psicológica)

- <1> Si
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q59g.2< ¿Se las arregló solo(a) para atender esto? (para obtener
terapia u otro tipo de ayuda psicológica)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q59h.2< ¿Consiguió que le dieran terapia u otro tipo de ayuda
psicológica que necesitaba?

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q61]

>Q60a.2< (Debido al incidente del crimen), ¿Necesitó ayuda para tratar
problemas con su familia o hijos?

- <1> Sí
- <2> No/No lo solicité
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q60d]

>Q60b.2< ¿Recibió ayuda del Programa de Asistencia para Víctimas y
Testigos de la Oficina del Procurador de Justicia? Me refiero
a que la gente de la Oficina del Procurador del Estado le
ayudo con sus necesidades como víctima.

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q60c.2< ¿Fue la ayuda provista directamente, o fue provista por referencia o información?

- <1> Provista directamente
- <2> Referencia o información
- <3> BOTH
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q60d.2< ¿Recibió alguna ayuda de otras agencias o grupos para esto? (para tratar problemas con su familia o hijos)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q60e.2< ¿(Recibió alguna ayuda) de la policía para esto? (para tratar problemas con su familia o hijos)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q60f.2< ¿(Recibió alguna ayuda) de amigos o familiares para esto? (para tratar problemas con su familia o hijos)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q60g.2< ¿Se las arregló solo(a) para atender esto? (para tratar problemas con su familia o hijos)

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q60h.2< ¿Consiguió la ayuda que necesitaba para tratar asuntos con su familia o hijos?

- <1> Sí
- <2> No
- <3> PARTIALLY TAKEN CARE OF
- <4> ONGOING (STILL BEING TAKEN CARE OF)
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q63]

>Q61.2< Según usted, ¿cuánto contacto tuvo con la Oficina del Procurador de Justicia y el Programa de Asistencia a Víctimas y Testigos, o sea que le hayan prestado ayuda a sus necesidades como víctima de la Oficina del Procurador de Justicia?
¿Diría que tuvo . . .

- <1> Mucho contacto,
- <2> Un contacto moderado,
- <3> Poco contacto, o
- <4> Ningún contacto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q62.2< ¿Te ofrecio el Pograma de Asistencia a Víctimas y Testigos de la Oficina del Procurador de Justicia ayuda o información?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q63.2< ¿Cómo se enteró de Programa de Asistencia a Víctimas y Testigos?

(INTERVIEWER): IF R SAYS [u]LETTER[n], MAKE SURE TO CLARIFY IF LETTER WAS SENT AT THE TIME OF CRIME OR THE ONE WE SENT RECENTLY ABOUT THE STUDY.

- <1> Del personal de VWAP
- <2> De un pariente o amigo
- <3> De otra víctima de crimen
- <4> De un abogado de las Oficina del Procurador de Justicia
- <5> De la policía
- <6> OTHER (SPECIFY)
- <8> DO NOT KNOW
- <9> REFUSED

>Q64.2< ¿Cómo es que tuvo contacto por primera vez con alguien de Programa de Asistencia a Víctimas y Testigos?

(INTERVIEWER): IF R SAYS [u]LETTER[n], MAKE SURE TO CLARIFY IF LETTER WAS SENT AT THE TIME OF CRIME OR THE ONE WE SENT RECENTLY ABOUT THE STUDY.

- <1> Ellos llamarón R para ofrecer sus servicios
- <2> R los llamó para preguntar acerca de los servicios
- <3> R los conoció en persona en una de sus oficinas
- <4> Ellos vinieron al hospital
- <5> Le enviaron una carta (al/a la) entrevistado(a) R
- <7> OTHER (SPECIFY)
- <8> DO NOT KNOW
- <9> REFUSED

>Q65.2< En general, ¿aceptó algún tipo de ayuda de Programa de Asistencia a Víctimas y Testigos?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q66.2< Puede haber muchas razones por las que la gente prefiere no usar la ayuda que ofrece una agencia de servicio a víctimas, como la agencia Programa de Asistencia a Víctimas y Testigos. ¿Por qué razón usted decidió no aceptar la ayuda que le ofrecía Programa de Asistencia a Víctimas y Testigos?

- <1> R no pensó que él/ella necesitaba ayuda
- <2> R no pudo llegar a la agencia
- <3> VWAP no tubo los servicios que R queria
- <4> R no entendió lo que VWAP podia hacer por el/ella
- <5> VWAP no le ofreció ninguna ayuda
- <7> OTHER (SPECIFY)
- <8> DO NOT KNOW
- <9> REFUSED

>Q67a.2< El personal de la oficina de Programa de Asistencia a Víctimas y Testigos ofrece diferentes tipos de ayuda e información a quienes han sido víctimas de algún crimen. Le voy a leer una lista de sus servicios y la información que comparten con las víctimas de algún crimen, y quiero que me diga si ellos le ofrecieron ese servicio o información. Responda "Sí" si lo hicieron y "No" si no lo hicieron. Recuerde, le estoy preguntando si le ofrecieron ese servicio, no si usted decidió usarlo o no. También dígame si ese servicio en realidad no correspondía en su caso.

¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos [u]le ofrecio[n] notificarle sus derechos como víctima de un crimen . . .

- <1> Sí,
- <2> No, o
- <6> Este servicio no aplicó en su caso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67b.2< ¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos le informó que usted tiene la responsabilidad de ayudar en el procesamiento de su caso . . .

- <1> Sí,
- <2> No, o
- <6> Este servicio no aplicó en su caso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67c.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) Le avisó que usted tiene el derecho de estar presente en todo el proceso de la corte?

(INTERVIEWER): PLEASE READ CATEGORIES IF NECESSARY.

- <1> Sí,
- <2> No, o
- <6> Este servicio no aplicó en su caso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67d.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Le ofreció[n] explicarle el proceso de la corte?

- <1> Sí,
- <2> No, o
- <6> Este servicio no aplicó en su caso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67e.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Le ofreció[n] notificarle acerca de cualquier audiencia relacionada a su caso?

- <1> Sí,
- <2> No, o
- <6> Este servicio no aplico en su caso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67f.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Le ofreció[n] presentarle al ayudante del fiscal a cargo de su caso?

- <1> Sí,
- <2> No, o
- <6> Este servicio no aplicó en su caso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67g.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Le ofreció[n] acompañarlo(a) a la corte?

- <1> Sí,
- <2> No, o
- <6> Este servicio no aplicó en su caso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67h.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Le pidió informacion[n] para negociar sobre la defensa de su caso?

- <1> Sí,
- <2> No, o
- <6> Este servicio no aplicó en su caso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67i.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Poder participar en las[u] [u]negociaciones[n] sobre la defensa de su caso?

- <1> Sí,
- <2> No, o
- <6> Este servicio no aplicó en su caso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67j.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) Le informo que había asistencia contra las amenazas e intimidación del agresor?

- <1> Sí,
- <2> No, o
- <6> Este servicio no aplicó en su caso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE

FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q67k.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Le ofreció[n] ayudarle con problemas que tuvo con su jefe o dueño de su apartamento/casa debido a el crimen?

<1> Sí,
 <2> No, o
 <6> Este servicio no aplicó en su caso?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q67l.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Le ofreció[n] referencias para recibir terapia y otros servicios psicológicos?

<1> Sí,
 <2> No, o
 <6> Este servicio no aplicó en su caso?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>p8< [if STID ne <6> goto Q67n]

>Q67m.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Le ofreció[n] darle una oportunidad de participar en un grupo de apoyo para víctimas de crimen?

<1> Sí,
 <2> No, o
 <6> Este servicio no aplicó en su caso?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q67n.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Le ofreció[n] servicios de traducción en caso de ser necesitada?

<1> Sí,
 <2> No, o
 <6> Este servicio no aplicó en su caso?
 <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 <8> DO NOT KNOW
 <9> REFUSED

>Q67o.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Le ofreció[n] ayudarle a llenar

solicitudes para obtener ayuda de asistencia pública en caso de ser necesitada?

- <1> Sí,
- <2> No, o
- <6> Este servicio no aplicó en su caso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>nx2< [if STID eq <2> goto Q67q]
[if STID eq <5> goto Q67q]
[if STID eq <7> goto Q67q]
[if STID eq <8> goto Q67q]

>Q67p.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Le ofreció[n] darle información con respecto a la compensación a víctimas de crimen?

(IF NECESSARY): Dinero que prodría recibir del gobierno para ayudarle a pagar gastos médicos o costos del funeral.

- <1> Sí,
- <2> No, o
- <6> Este servicio no aplicó en su caso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67q.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Le ofreció[n] explicarle sobre la preparación y presentación de la declaración de impacto en la víctima?

- <1> Sí,
- <2> No, o
- <6> Este servicio no aplicó en su caso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q67r.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Le ofreció[n] informarle sobre sus derechos a recibir una indemnización o restauración?

(IF NECESSARY): La indemnización o restauración es el pago que la corte ordena que pague el acusado a la víctima por gastos causados por el crimen.

- <1> Sí,
- <2> No, o
- <6> Este servicio no aplicó en su caso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]

<8> DO NOT KNOW
<9> REFUSED

>n14< [if Q30 eq <2> goto Q68a]

>Q67s.2< (¿El personal de la oficina de Programa de Asistencia a Víctimas y Testigos) [u]Le ofreció[n] informarle sobre la sentencia impuesta al acusado en su caso?

<1> Sí,
<2> No, o
<6> Este servicio no aplicó en su caso?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q68a.2< Ahora quisiera leerle algunas declaraciones sobre la oficina Programa de Asistencia a Víctimas y Testigos. Por favor indique que tanto está de acuerdo o en desacuerdo con las siguientes declaraciones:

El personal de la oficina Programa de Asistencia a Víctimas y Testigos comprendió mis problemas. Está usted . . .

<1> Completamente de acuerdo,
<2> Más o menos de acuerdo,
<3> Ni de acuerdo ni en desacuerdo,
<4> Más o menos en desacuerdo, o
<5> Completamente en desacuerdo?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q68b.2< El personal de la oficina Programa de Asistencia a Víctimas y Testigos fué muy sensible a mis necesidades. ¿Está usted. . .

<1> Completamente de acuerdo,
<2> Más o menos de acuerdo,
<3> Ni de acuerdo ni en desacuerdo,
<4> Más o menos en desacuerdo, o
<5> Completamente en desacuerdo?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q68c.2< El personal de la oficina Programa de Asistencia a Víctimas y Testigos estuvo disponible cuando yo necesitaba ayuda. (¿Está usted . . .)

<1> Completamente de acuerdo,
<2> Más o menos de acuerdo,
<3> Ni de acuerdo ni en desacuerdo,
<4> Más o menos en desacuerdo, o
<5> Completamente en desacuerdo?

- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q68d.2< El personal de la oficina Programa de Asistencia a Víctimas y Testigos me ayudó mucho para salir adelante con este caso. (¿Está usted . . .)

- <1> Completamente de acuerdo,
- <2> Más o menos de acuerdo,
- <3> Ni de acuerdo ni en desacuerdo,
- <4> Más o menos en desacuerdo, o
- <5> Completamente en desacuerdo?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q68e.2< Sin la oficina de Programa de Asistencia a Víctimas y Testigos, habría sido difícil arreglármelas con este caso. (¿Está usted . . .)

- <1> Completamente de acuerdo,
- <2> Más o menos de acuerdo,
- <3> Ni de acuerdo ni en desacuerdo,
- <4> Más o menos en desacuerdo, o
- <5> Completamente en desacuerdo?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q68f.2< El personal de la oficina de Programa de Asistencia a Víctimas y Testigos prestó atención a mis sentimientos e inquietudes. (¿Está usted . . .)

- <1> Completamente de acuerdo,
- <2> Más o menos de acuerdo,
- <3> Ni de acuerdo ni en desacuerdo,
- <4> Más o menos en desacuerdo, o
- <5> Completamente en desacuerdo?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q68g.2< El personal de la oficina Programa de Asistencia a Víctimas y Testigos me explicó las cosas claramente. (¿Está usted . . .)

- <1> Completamente de acuerdo,
- <2> Más o menos de acuerdo,
- <3> Ni de acuerdo ni en desacuerdo,
- <4> Más o menos en desacuerdo, o
- <5> Completamente en desacuerdo?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]

- <8> DO NOT KNOW
- <9> REFUSED

>Q68h.2< El personal de la oficina Programa de Asistencia a Víctimas y Testigos realmente se preocupó por mí y mi familia. (¿Está usted . . .)

- <1> Completamente de acuerdo,
- <2> Más o menos de acuerdo,
- <3> Ni de acuerdo ni en desacuerdo,
- <4> Más o menos en desacuerdo, o
- <5> Completamente en desacuerdo?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q71]

>Q69.2< En general, ¿qué tan satisfecho(a) o inconforme está con la oficina Programa de Asistencia a Víctimas y Testigos y sus servicios? ¿Está . . .

- <1> Muy satisfecho(a),
- <2> Algo satisfecho(a),
- <3> Algo insatisfecho(a), o
- <4> Muy insatisfecho(a)?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q70.2< ¿Porqué no estuvo satisfecho(a)?

(PROBE): ¿Alguna otra cosa?

====> ENTER TEXT.

====> [goto Q73]

>Q71.2< ¿Necesitó Ud. algún otro tipo de ayuda que la oficina de Programa de Asistencia a Víctimas y Testigos le pudo haber dado?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q72.2< ¿Qué tipo de ayuda fué esa?

(PROBE): ¿Alguna otra cosa?

====> ENTER TEXT.

====> [goto Q75]

>Q73.2< ¿Tiene alguna recomendación para mejorar la oficina Programa de Asistencia a Víctimas y Testigos y sus servicios?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q74.2< ¿Qué recomendaciones tiene?

(PROBE): ¿Alguna otra cosa?

ENTER TEXT.

>Q75.2< Ahora le voy a hacer algunas preguntas sobre su vecindario y sobre el crimen en general.

¿Qué tan seguro(a) se siente caminando solo(a) en su vecindario durante el día? Se siente. . .

- <1> Muy seguro(a),
- <2> Algo seguro(a),
- <3> Algo temeroso(a), o
- <4> Muy temeroso(a)?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q76.2< ¿Qué tan seguro(a) se siente en la calle por la noche en su vecindario? ¿Se siente . . .

- <1> Muy seguro(a),
- <2> Algo seguro(a),
- <3> Algo temeroso(a), o
- <4> Muy temeroso(a)?
- <6> R NEVER GOES OUT AFTER DARK
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q77.2< En general, ¿diría que el vecindario en que vive es . . .

- <1> Muy seguro,
- <2> Algo seguro,
- <3> Algo peligroso, o
- <4> Muy peligroso?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q78.2< ¿Con qué frecuencia su temor al crimen ha evitado que haga cosas que le gustaría hacer? ¿Sucedo esto . . .

- <1> A menudo,
- <2> A veces,
- <3> Rara vez, o
- <4> Nunca?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q79.2< Cuando sale de su casa o apartamento, ¿con qué frecuencia piensa que le pueden robar o atacar físicamente? ¿Piensa así...

- <1> A menudo,
- <2> A veces,
- <3> Rara vez, o
- <4> Nunca?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q80.2< Cuando sale de su casa o apartamento, ¿con qué frecuencia piensa en que pueden forzar la entrada a su casa, o la pueden destruir cuando usted no está allí? (¿Piensa así . . .)

- <1> A menudo,
- <2> A veces,
- <3> Rara vez, o
- <4> Nunca?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q81.2< Cuando está en su casa o apartamento, ¿con qué frecuencia tiene miedo de que alguien que usted conoce, como un pariente, vecino o conocido, lo/la ataque o asalte? (¿Se siente así . . .)

- <1> A menudo,
- <2> A veces,
- <3> Rara vez, o
- <4> Nunca?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q82.2< Ahora quisiera leerle algunas declaraciones. Cuando las conteste, piense en el suceso criminal del que hablamos al principio de la encuesta y dígame qué tan cierta es cada una de las declaraciones.

Desde que sucedió el crimen, me doy cuenta que si alguien me pone mucha presión, es probable que me enoje. ¿Eso . . .

- <1> No es nada cierto,
- <2> Es un poco cierto,
- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q83.2< Desde que sucedió el crimen, parece que no me rio o lloro por las mismas cosas que otra gente lo hace. ¿Eso . . .

- <1> No es nada cierto,
- <2> Es un poco cierto,
- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q84.2< He consumido alcohol u otras drogas para que me ayuden a dormir o para olvidar el crimen. (¿Eso . . .)

- <1> No es nada cierto,
- <2> Es un poco cierto,
- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q85.2< Desde que sucedió el crimen, tengo miedo de dormirme por la noche. (¿Eso..)

- <1> No es nada cierto,
- <2> Es un poco cierto,
- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE F FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q86.2< Trato de alejarme de todo lo que me haga recordar las cosas que sucedieron durante el crimen.. (¿Eso . . .)

- <1> No es nada cierto,
- <2> Es un poco cierto,

- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q87.2< Las cosas que veo o escucho a menudo me hacen recordar el crimen. ¿Eso ...

- <1> No es nada cierto,
- <2> Es un poco cierto,
- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q88.2< A menudo pienso en el crimen, aún cuando no quiero hacerlo. ¿Eso. . .

- <1> No es nada cierto,
- <2> Es un poco cierto,
- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q89.2< Tengo dificultad para recordar algunas cosas que sucedieron durante el crimen. ¿Eso . . .

- <1> No es nada cierto,
- <2> Es un poco cierto,
- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q90.2< Yo puedo llegar a sentirme muy unido(a) a otros emocionalmente. ¿Eso . . .

- <1> No es nada cierto,
- <2> Es un poco cierto,
- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]

- <8> DO NOT KNOW
- <9> REFUSED

>Q91.2< Me duermo, permanezco dormido(a), y sólo me despierto cuando suena el despertador. ¿Eso . . .

- <1> No es nada cierto,
- <2> Es un poco cierto,
- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q92.2< Mis sueños son tan reales que me despierto sudando frío y me esfuerzo para permanecer despierto(a). (¿Eso . . .)

- <1> No es nada cierto,
- <2> Es un poco cierto,
- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q93.2< Yo gozo de la compañía de otros. (¿Eso . . .)

- <1> No es nada cierto,
- <2> Es un poco cierto,
- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q94.2< Me duermo temprano en la noche. (¿Eso . . .)

- <1> No es nada cierto,
- <2> Es un poco cierto,
- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q95.2< Ultimamente, pierdo la paciencia y exploto por cosas pequeñas sin importancia. ¿Eso . . .

- <1> No es nada cierto,

- <2> Es un poco cierto,
- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q96.2< Me siento alerta o vigilante la mayor parte del tiempo. (¿Eso...)

- <1> No es nada cierto,
- <2> Es un poco cierto,
- <3> Es algo cierto,
- <4> Es muy cierto, o
- <5> Es extremadamente cierto?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q97.2< La gente hace diferentes cosas para salir adelante en momentos de tensión. (Piense nuevamente en el crimen del que hemos estado hablando.) A medida que voy leyendo las oraciones, por favor dígame con qué frecuencia hizo esto para salir adelante o superar el incidente criminal del que hemos estado hablando en la encuesta.

Usted revivía el crimen en su mente continuamente para tratar de comprenderlo. ¿Hizo esto . . .

- <1> A menudo,
- <2> A veces,
- <3> Rara vez, o
- <4> Nunca?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q98.2< Usted oraba para recibir orientación y fortaleza. ¿Hizo esto...

- <1> A menudo,
- <2> A veces,
- <3> Rara vez, o
- <4> Nunca?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q100.2< Usted se preguntaba, "Por qué me pasó esto a mí?". (¿Hizo esto...)

- <1> A menudo,
- <2> A veces,
- <3> Rara vez, o

- <4> Nunca?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q101.2< Usted se decía a sí mismo(a) cosas que le ayudaban a sentirse mejor. (¿Hizo esto . . .)

- <1> A menudo,
- <2> A veces,
- <3> Rara vez, o
- <4> Nunca?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q102.2< Usted trataba de mantenerse ocupado(a) con otras cosas para no pensar en el crimen. (¿Hizo esto . . .)

- <1> A menudo,
- <2> A veces,
- <3> Rara vez, o
- <4> Nunca?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q103.2< Usted se concentró en algo que podría aprender de la experiencia. (¿Hizo esto . . .)

- <1> A menudo,
- <2> A veces,
- <3> Rara vez, o
- <4> Nunca?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q104.2< Trató de sentirse mejor comiendo, bebiendo, fumando o tomando medicamentos. (¿Hizo esto . . .)

- <1> A menudo,
- <2> A veces,
- <3> Rara vez, o
- <4> Nunca?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q105.2< Usted se desquitaba con otras personas. (¿Hizo esto . . .)

- <1> A menudo,

- <2> A veces,
- <3> Rara vez, o
- <4> Nunca?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q106.2< Usted se criticaba o se culpaba de lo que pasó por algo que hizo o que no hizo. (¿Hizo esto . . .)

- <1> A menudo,
- <2> A veces,
- <3> Rara vez, o
- <4> Nunca?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q107.2< Usted se criticaba o se culpaba de lo que pasó por la clase de persona que es. (¿Hizo esto . . .)

- <1> A menudo,
- <2> A veces,
- <3> Rara vez, o
- <4> Nunca?
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

====> [goto Q111]

>Q108.2< A veces cuando se está pasando por una mala experiencia, la gente saca algo positivo de ello o cambian para mejorar. En su caso, hay algo positivo que haya resultado de este incidente criminal?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q109.2< ¿Qué tipo de cambios positivos han resultado de este incidente criminal?

(IF NECESSARY): PROBE FOR SPECIFIC DETAILS.

ENTER TEXT.

====>

>p9< [if Q62 eq <2> goto Q111]
[if Q65 eq <2> goto Q111]

>Q110.2< ¿Alguno de esos cambios positivos resultaron de la ayuda que usted recibió del Programa Víctimas-Testigos del Fiscal del Condado de Cook?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q113]

>Q111.2< A continuación, quisiera que pensara en algunas cosas que le puedan haber sucedido durante el año pasado. Primero, le voy a preguntar sobre otros crímenes, aparte del que hemos estado hablando. Además de ese incidente...

¿Alguien se ha metido a su casa o garaje a robar algo, o ha tratado de forzar la entrada durante el año pasado?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q112.2< ¿Esto sucedió antes del incidente criminal del que hemos estado hablando, o sucedió después?

- <1> Antes
- <2> Después
- <3> Antes y después
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto Q115]

>Q113.2< ¿Alguien le ha robado, asaltado o atacado(a) de alguna otra manera durante el año pasado?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q114.2< Esto sucedió antes del incidente criminal del que hemos estado hablando sucedió después de esa vez?

- <1> Antes
- <2> Después
- <3> Antes y después

- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q115.2< ¿Conoce Ud. personalmente a alguien en el área de Chicago que haya sido victima de robo en su casa o apartamento por ladrones o que le hayan robado, atacado o asesinado durante el año pasado?

(IF NECESSARY): Cualquier otra persona aparte de usted.

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q116.2< Durante el año pasado, ¿algún miembro de su familia directa u otros parientes a quienes se siente cercano(a), han muerto o han estado gravemente enfermos?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q117.2< Durante el año pasado, ¿ha estado gravemente enfermo(a), herido(a) u hospitalizado(a), (con excepción del crimen del que hemos estado hablando)?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

===> [goto Q120]

>Q118.2< Durante el año pasado, ¿ha perdido su trabajo o ha tenido serios problemas financieros?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q119.2< ¿La pérdida de su trabajo o los problemas financieros estuvieron relacionados con el incidente criminal (del que hemos estado hablando)?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

===> [goto Q122]

>Q120.2< Durante el año pasado, ¿se ha divorciado ha tenido problemas serios con su esposo(a) o compañero(a)?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q121.2< Estos problemas con su esposo(a) o compañero(a), ¿estuvieron relacionados con el crimen (del que hemos estado hablando)?

- <1> Sí
- <2> No
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q122.2< Ahora quisiera terminar la encuesta haciéndole unas cuantas preguntas acerca de usted. Como todo en esta entrevista, esta información es estrictamente confidencial.

¿Es usted es propietario(a) del lugar donde vive o lo renta/alquila?

- <1> OWN
- <2> RENT
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

>Q123.2< ¿Cual de los siguientes describe mejor sus arreglos de vivienda? ¿Es . . .

- <1> Una casa para una familia o casa individual,
- <2> Un edificio para dos familias o un "duplex",
- <3> Un apartamento o un condominio,
- <4> Una casa motorizada,
- <5> Casa publica, o
- <6> Algo más? (SPECIFY)
- <8> DO NOT KNOW
- <9> REFUSED

>Q124.2< ¿Cuánto tiempo ha vivido en esta dirección?
ENTER NUMER OF YEARS.

- <1-90> Años
- <96> LESS THAN ONE YEAR
- <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <98> DO NOT KNOW
- <99> REFUSED

>Q125.2< Contándose usted, ¿cuántas personas viven en su hogar?

- <1> Una
- <2-25> Número de personas
- <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <98> DO NOT KNOW
- <99> REFUSED

>Q126.2< ¿Cuántas de las personas que viven con usted son menores de 18 años?

- <0> Ninguna
- <1-20> Número de personas menores de 18 años
- <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <98> DO NOT KNOW
- <99> REFUSED

>Q127.2< ¿Cuántas de las personas que viven con usted tienen 65 años de edad o más?

- <0> Ninguna
- <1-18> Número de personas de más de 65 años de edad
- <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <98> DO NOT KNOW
- <99> REFUSED

>Q128.2< ¿Cuál es su fecha de nacimiento?

ENTER MONTH FIRST.

- | | | |
|-------------|------------|----------------|
| <1> Enero | <5> Mayo | <9> Septiembre |
| <2> Febrero | <6> Junio | <10> Octubre |
| <3> Marzo | <7> Julio | <11> Noviembre |
| <4> Abril | <8> Agosto | <12> Diciembre |
- <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
 - <98> DO NOT KNOW
 - <99> REFUSED

>Q129.2< ENTER DAY.

- <1-31>
- <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <98> DO NOT KNOW

<99> REFUSED

>Q130.2< ENTER YEAR.

<1900-1980>

<9997> NO CODED RESPONSE APPLICABLE [u](LEAVE
NOTE FIRST)[n]
<9998> DO NOT KNOW
<9999> REFUSED

>Q131.2< ¿Cual es su estado civil? ¿Está . . .

<1> Casado(a) por primera vez,
<2> Viviendo con alguien como pareja,
<3> Casado(a) más de una vez,
<4> Viudo(a)
<5> Divorciado(a),
<6> Separado(a), o
<7> Nunca se ha casado(a)?
<97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<98> DO NOT KNOW
<99> REFUSED

>Q132.2< ¿Ha cambiado su estado civil en el último año?

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q133.2< ¿Cuáles son sus antecedentes raciales o étnicos?

<1> Negro
<2> Blanco
<3> Hispano
<4> Asiático
<5> Otra (SPECIFY)
<8> DO NOT KNOW
<9> REFUSED

>Q134.2< ¿Cuál es su estado laboral actual? ¿Está . . .

<1> Empleado(a) en un horario de tiempo completo
(aunque esté de huelga),
<2> Empleado(a) en un horario de tiempo parcial (menos
de 30 horas por semana), o
<3> No está empleado(a)?
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q135.2< ¿Es/Está usted . .

- <1> Jubilado(a),
- <2> Incapacitado(a),
- <3> Desempleado(a) temporalmente,
- <4> Un(a) estudiante,
- <5> La persona que cuida del hogar
- <6> Sin empleo y no busca empleo remunerado, o
- <7> Algo más? (SPECIFY)
- <8> DO NOT KNOW
- <9> REFUSED

>Q136.2< ¿Cuál es el año o grado de escuela más alto que ha terminado?

- <0-4> Grado o año
- <5-8> Grado o año
- <9> Algo de escuela superior o secundaria (high school)
- <10> Terminó la escuela técnica en vez de la escuela superior o secundaria
- <12> Completó la escuela superior o secundaria (high school) (12 años)
- <13> Estudios después de la escuela superior o secundaria (high school)/escuela de negocios o comercio
- <14> Completó el GED (equivalente al high school)
- <15> 1-3 años de "college" o universidad
- <16> Completó el "college" o la universidad (Licenciatura -- Título de universidad de 4 años)
- <17> Completó un título de posgrado (Maestría, Doctorado o título de posgrado)
- <97> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <98> DO NOT KNOW
- <99> REFUSED

>Q137.2< También quisiéramos tener una idea del ingreso total de las personas que viven en su casa. ¿El ingreso total anual en su hogar es más o menos de \$30,000?

- <1> Más
- <2> Menos
- <3> \$30,000 EXACTAMENTE
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW
- <9> REFUSED

==> [goto RR]

>Q138.2< ¿Es menos de \$20,000?

- <1> Sí
- <2> No
- <3> \$20,000 EXACTAMENTE
- <7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE FIRST)[n]
- <8> DO NOT KNOW

<9> REFUSED

==> [goto RR]

>Q139.2< ¿Es menos de \$10,000?

<1> Sí
<2> No
<3> \$10,000 EXACTAMENTE
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

==> [goto RR]

>Q140.2< ¿Es más de \$50,000?

<1> Sí
<2> No
<3> \$50,000 EXACTAMENTE
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>Q141.2< ¿Es más de \$70,000?

<1> Sí
<2> No
<3> \$70,000 EXACTAMENTE
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>RR.2< INTERVIEWER: TYPE [u]sk list[n] COMMAND FOR REFERRALS IF YOU
HAVE NOT DONE SO ALREADY DURING THIS INTERVIEW.

OTHERWISE, TYPE <g> TO CONTINUE.

>bye.2< Muchas gracias por su participación en la encuesta. Si tiene
algunas preguntas o inquietudes acerca de esta entrevista,
puede llamar a la coordinadora del proyecto de este estudio.
¿Quiere su número de teléfono?

<1> Sí
<2> No
<7> NO CODED RESPONSE APPLICABLE [u](LEAVE NOTE
FIRST)[n]
<8> DO NOT KNOW
<9> REFUSED

>phno.2< Su nombre es ***** y la puede llamar al (***) ***-****
durante horas de oficina, de lunes a viernes. Muchas
gracias nuevamente.

```
>end< TYPE <g> TO CONTINUE.  
[store <x> in xFIN]  
[if VERS eq <1>]  
  [store <01> in CODE]  
[else]  
  [store <02> in CODE]  
[endif]  
[store CODE in CACL]  
[goto MOD7]
```

Observational Checklist For Client Contact

Date _____
 Crime _____
 Program site _____
 Victim advocate _____

I. General Information

1. Program Type
- | | |
|--|---------------------------|
| a. _____ Appeals | h. _____ Elder Abuse |
| b. _____ Branch (Preliminary Hearing) | i. _____ Gang |
| c. _____ Felony Trial Wing | j. _____ Gay/Lesbian/Hate |
| d. _____ Juvenile | k. _____ Homicide |
| e. _____ Municipal Court (Domestic Violence) | l. _____ Senior |
| f. _____ Suburban | m. _____ Sexual Assault |
| g. _____ Disabled | |
2. Location of client contact: _____program office _____courtroom _____both _____other
3. Type of Contact: _____telephone _____face to face
4. Who initiated the contact between the victim/witness and staff?
 _____Staff _____Victim/Witness _____ASA
5. Was the contact in conjunction with a court hearing? _____Yes _____No
- | | | | |
|------------------------------|--|--|--|
| If yes, type of hearing: | | If no, at what stage of the legal process: | |
| a. _____ Preliminary hearing | | a. _____ Prior to preliminary hearing | |
| b. _____ Arraignment | | b. _____ Preliminary hearing→Arraignment | |
| c. _____ Status | | c. _____ Arraignment→Trial | |
| d. _____ 402 conference | | d. _____ During trial process | |
| e. _____ Trial | | e. _____ Trial→Sentencing | |
| f. _____ Sentencing | | f. _____ Post sentencing | |
| g. _____ Appeal | | g. _____ Other | |
| h. _____ Other | | | |
6.

Yes	No	N/A	
_____	_____	_____	Did the program provide translation assistance to the victim/witness?
			If yes, which language?
		_____	a. Spanish
		_____	b. Polish
		_____	c. Korean
		_____	d. Chinese
		_____	e. Other

II. Courtroom Reception and Explanation of Procedures _____Applicable to this contact _____N/A

- Yes No**
7. _____ Did the victim specialist accompany the victim to court?

	Yes	No	
8.	<input type="checkbox"/>	<input type="checkbox"/>	Was the court process explained to the victim/witness? If yes, how was this done? _____ _____ _____

III. Preparing Victims and Witnesses to Testify Applicable N/A

	Yes	No	
9.	<input type="checkbox"/>	<input type="checkbox"/>	During this contact, did the victim specialist aid the prosecutor in the preparation of victims/witnesses testimony? How was this done? _____ _____ _____
10.	<input type="checkbox"/>	<input type="checkbox"/>	During this contact, did the victim specialist or other program staff calm the fears of a victim or witness who is going to testify? How was this done? _____ _____ _____

IV. Communication with the Assistant State’s Attorney and/or Judge Applicable N/A

11.	Yes		Did the specialist communicate to the ASA the views of the victim on:
	<input type="checkbox"/>		Bail decisions how? _____
	<input type="checkbox"/>		Dismissals how? _____
	<input type="checkbox"/>		Continuances how? _____
	<input type="checkbox"/>		Sentencing how? _____
	<input type="checkbox"/>		Plea bargains how? _____
	<input type="checkbox"/>		Restitution how? _____
12.			Did the specialist communicate anything to the court on behalf of the victim? If yes, describe. _____ _____ _____

V. Victim Impact Statements Applicable N/A

	Yes	No	N/A	
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the victim specialist aid the victim in filling out a victim impact statement?
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Was the victim specialist in the courtroom when the victim presented their impact statement to the court?

VI. Written materials that are given to victims Applicable N/A

- Brochure
- 1) Illinois Bill of Rights for Victims and Witnesses of Violent Crime
 - 2) Rights for Crime Victims and Witnesses Act Brochure (Spanish - La Declaracion de Derechos...)
 - 3) Victim’s Rights Bill - Polish Version (Uprawnienia Obywatelskie)

Written materials that are given to victims (cont.)

Brochure

- 4) _____ Financial Aid for Crime Victims - (picture of Jim Ryan on cover)
- 5) _____ Victim-Witness Assistance Division
- 6) _____ Financial Aid and Crime Victims
- 7) _____ Illinois Crime Victims Compensation Program Paper
- 8) _____ Understanding the Criminal Court System - a guide for families of homicide victims book.
- 9) _____ Are You a Victim of Domestic Violence?
- 10) _____ Guide to the Domestic Violence Court
- 11) _____ Other brochures _____
- 12) _____ Other written materials _____

VI. Notification of victim's responsibilities and rights _____Applicable _____N/A

15. **Yes** Was the victim notified of the following?
- _____ a. The responsibility to aid in the prosecution of violent crime?
 - _____ b. The responsibility to cooperate with law enforcement throughout the investigation, prosecution and trial?
 - _____ c. The responsibility to testify at the trial?
 - _____ d. The responsibility to notify law enforcement authorities of any change of address?
 - _____ e. That any attempt to prevent him/her from testifying or to change his/her testimony, may be intimidation under the Illinois Criminal Code and therefore a Class 3 felony?
 - _____ f. The right to victim compensation?
 - _____ g. The right to request information regarding the status of the investigation of the crime from law enforcement authorities?
 - _____ h. The right to a timely disposition of their case following the arrest of the accused?
 - _____ i. Information regarding the court proceedings involving their case?
 - _____ j. The right to be present at the trial and all other court proceedings on the same basis as the accused (unless the victim(s) are to testify, and the court determines that the victim's testimony would be materially affected if the victims hear other testimony at the trial)?
 - _____ k. The right to ask the status of the case at any time?
 - _____ l. The right to communicate with the prosecution?
 - _____ m. The right to prepare and present a victim impact statement?
 - _____ n. A parent's right to prepare and present a victim impact statement when the victim is a child?
 - _____ o. The right to seek attachment against the property of the person convicted of certain crimes?

- Yes** Was the victim notified of the following (cont.)?
- p. That defendants convicted of certain crimes may be deposed by the victim or victims' legal representative concerning his or her assets?
 - q. That at their written request, the Department of Corrections shall notify the victim of any assets of the person convicted of certain crimes known by the department?
 - r. The right to information about the conviction?
 - s. That at their written request, a prosecutor must explain in non-technical language the details of any plea or verdict of a defendant?
 - t. The right to information about the defendant's sentence?
 - u. The right to information regarding the imprisonment of the defendant?
 - v. The right to ask the court to order restitution?

VII. Restitution Applicable N/A

Yes

16. Did the specialist or other program staff provide restitution advocacy?
 Who provided this service? _____
 How was this service provided? _____

VIII. Elective Services Offered Applicable N/A

Yes No

17. Did the specialist conduct a needs assessment?
 Through which means did the specialist discover the victim's most pressing needs?
 asked victim
 by crime type
 by victim notifying the specialist
 by victim's actions/demeanor

18. Once needs were determined, did the specialist develop a plan of action?
 If yes, describe the major components of this plan of action:

19. Did the victim specialist inform the victim of the availability of, directly provide or issue a referral for the following services:

Inform Provide Refer

- a. emergency services
 if yes, what kind (e.g., food, clothing, shelter) _____

Inform	Provide	Refer	
_____	_____	_____	b. meals while at court
_____	_____	_____	c. help victims to apply for public aid?
_____	_____	_____	d. crisis intervention
_____	_____	_____	e. psychological treatment/counseling
_____	_____	_____	f. victim support groups
_____	_____	_____	g. drug or alcohol rehabilitation services
_____	_____	_____	h. victims compensation
_____	_____	_____	i. other information about financial assistance available for crime victims
_____	_____	_____	j. employer intercession services
_____	_____	_____	k. transportation to court
_____	_____	_____	l. other _____

20. Describe how the specialist provided information regarding social services to the victims and their families, including information on how to apply for such services.

IX. Concluding Observations

21. Describe observations which indicate that program staff serve as a liaison between the victim/witness and/or their family and the ASA.

22. Describe observations which indicate that program staff provided caring, compassionate assistance and emotional support to the victims and/or his/her family.

23. Describe observations which indicate that program staff treated victims with fairness and respect.

24. General observations.

ASA Survey

The types of cases that I currently prosecute are (Please circle all that apply):

Felony cases Misdemeanors Domestic Violence/Misdemeanor sexual assaults

1. Are you aware of the victim-witness assistance program within the State’s Attorney’s office?
YES NO
2. Have you ever had contact with a victim specialist?
YES NO
3. How useful do you feel the victim-witness program is to you?
always useful usually useful sometimes useful rarely useful never useful
4. How useful do you feel the victim-witness program is to victims?
always useful usually useful sometimes useful rarely useful never useful
5. How often do you utilize the services of a victim specialist?
many times a day at least once a day a few times each week rarely or never
6. List the tasks you ask victim specialists to do most often (e.g., notifying victims/witnesses of the date, time and place of a court hearing, getting lunch for victims/witnesses, etc.). Please be as specific as possible.

7. How often do you have contact with victims who are not likely to testify in a case?
OFTEN SOMETIMES RARELY NEVER
8. What is the nature of your contacts with victims who are not likely to testify in a case?

9. Are victim specialists present when you speak with victims?
always almost always sometimes rarely never
10. How often does a victim specialist communicate to you the views of the victim...
 ...on bail decisions? OFTEN SOMETIMES RARELY NEVER
 ...on continuances? OFTEN SOMETIMES RARELY NEVER
 ...on plea offers? OFTEN SOMETIMES RARELY NEVER
 ...on sentencing? OFTEN SOMETIMES RARELY NEVER

...on restitution? OFTEN SOMETIMES RARELY NEVER
 11. The following are the rights and responsibilities that victims and witnesses of crime have in Illinois. Please tell us who is responsible for notifying victims and witnesses of these rights and responsibilities (i.e., the ASA, the victim specialist, other SAO staff, or no one).

The right to notification of court proceedings.
 The ASA The victim specialist Other SAO staff no one

The right to be provided with the date, time, and place of trial.
 The ASA The victim specialist Other SAO staff no one

The right to communicate with the prosecution.
 The ASA The victim specialist Other SAO staff no one

The right to make a statement to the court at sentencing.
 The ASA The victim specialist Other SAO staff no one

The right to information about the conviction, sentence, imprisonment and release of the accused.
 The ASA The victim specialist Other SAO staff no one

The right to be present at all court proceedings, unless the court determines otherwise.
 The ASA The victim specialist Other SAO staff no one

The right to restitution.
 The ASA The victim specialist Other SAO staff no one

The right to receive notice of the filing of information, return of an indictment, or the filing of a petition to adjudicate a minor as a delinquent for a violent crime.
 The ASA The victim specialist Other SAO staff no one

The right to be provided information of social services and financial assistance available for victims of crime.
 The ASA The victim specialist Other SAO staff no one

The right to assistance in having any property taken for evidentiary purposes returned as expeditiously as possible.
 The ASA The victim specialist Other SAO staff no one

The right to appropriate employer intercession services.
 The ASA The victim specialist Other SAO staff no one

The right to have a translator, if necessary, present at all court proceedings.
 The ASA The victim specialist Other SAO staff no one

The right, at the sentencing hearing, a good faith attempt to explain the minimum amount of time during which the defendant may actually be imprisoned.
 The ASA The victim specialist Other SAO staff no one

The right, upon written request to the SAO, notification of the release of the defendant from custody.
 The ASA The victim specialist Other SAO staff no one

The right, upon written request to the SAO, an explanation of the details of any plea or verdict of a defendant, or any adjudication of a juvenile as a delinquent for a violent crime.
 The ASA The victim specialist Other SAO staff no one

The right, upon written request to the SAO and where practical, to consult with the ASA before a plea offer is made to a defendant.

The ASA The victim specialist Other SAO staff no one

The right, upon written request to the SAO, to notice of the ultimate disposition of the case.

The ASA The victim specialist Other SAO staff no one

The right, upon written request to the SAO, to provide notice of any appeal taken by the defendant.

The ASA The victim specialist Other SAO staff no one

The right, upon written request to the SAO, to provide notice of any request for post conviction review filed by the defendant.

The ASA The victim specialist Other SAO staff no one

12. How many days before the sentencing hearing do you receive the prepared victim impact statement from the victim? _____

13. In your courtroom(s), how are victim impact statements typically presented?

____ read by the judge aloud in court

____ read by the judge in chambers

____ read aloud in court by victims

____ read aloud in court by an ASA or victim advocate

Observational Checklist Of Program Site

Date _____

Program site _____

- | | | | |
|----|---|----|------------------------|
| 1. | Location: | | |
| 2. | Program Type: | | |
| a. | _____ Appeals | h. | _____ Elder Abuse |
| b. | _____ Branch (Preliminary Hearing) | i. | _____ Gang |
| c. | _____ Felony Trial Wing | j. | _____ Gay/Lesbian/Hate |
| d. | _____ Juvenile | k. | _____ Homicide |
| e. | _____ Municipal Court (Domestic Violence) | l. | _____ Senior |
| f. | _____ Suburban | m. | _____ Sexual Assault |
| g. | _____ Disabled | | |

Location of the Program

- | | <u>Yes</u> | <u>No</u> | |
|----|-------------------|------------------|--|
| 3. | _____ | _____ | Does the program have a separate entrance to the building that can be used by victims/witnesses? |
| 4. | _____ | _____ | Once inside the building, is the victim/witness program easy to locate?
If no, why? _____

_____ |
| 5. | _____ | _____ | Is the program located directly inside the States Attorney's Office?
If yes, is there a sign outside the States Attorney's Office indicating that the victim/witness program is located inside? |
| 6. | _____ | _____ | Is the victim/witness office in close proximity to the courtrooms? |
| 7. | _____ | _____ | Does the program have a private, back way to get to the courtroom if the victim/witness is afraid? |

Office Space

- | | | | |
|-----|-------|-------|--|
| 8. | _____ | _____ | Is the office space conducive to concentration with few distractions?
If no, explain. _____

_____ |
| 9. | _____ | _____ | Do specialists at the program site share office space with each other?
If yes:
_____ a. Are there partitions?
_____ b. How many share an office together? |
| 10. | _____ | _____ | Are any specialists office space located in a common area (no walls or doors)?
If yes, which specialists? _____

_____ |

- | | <u>Yes</u> | <u>No</u> | |
|-----|------------|-----------|---|
| 11. | ___ | ___ | Is there separate office space for victims/witnesses to talk privately with specialists?
If yes: |
| | ___ | ___ | a. Where is it located? _____ |
| | ___ | ___ | b. Is there more than one private office space to talk with victims/witnesses?
How many? _____ |
| | ___ | ___ | c. Is the space available: |
| | ___ | ___ | 1) _____ frequently |
| | ___ | ___ | 2) _____ often |
| | ___ | ___ | 3) _____ sometimes |
| | ___ | ___ | 4) _____ rarely |
| | ___ | ___ | 5) _____ never |
| 12. | ___ | ___ | Is there a private conference space available for victims/witnesses to talk with the specialist in the courthouse?
If yes, |
| | ___ | ___ | a. Where is it located? _____ |
| | ___ | ___ | b. Is there more than one conference space?
How many? _____ |
| | ___ | ___ | c. Is this space shared with ASAs? |
| | ___ | ___ | d. Is the space available: |
| | ___ | ___ | 1) _____ frequently |
| | ___ | ___ | 2) _____ often |
| | ___ | ___ | 3) _____ sometimes |
| | ___ | ___ | 4) _____ rarely |
| | ___ | ___ | 5) _____ never |

Posting of Rights (notification and right to information)

- | | | | | |
|-----|---|------------------------------------|-----|-----------------------------------|
| 13. | Where is the statement and explanation of rights of crime victims posted? | | | |
| | ___ | Outside each courtroom | ___ | Inside the SA office |
| | ___ | In the lobby of the court building | ___ | Outside the Victim/Witness office |
| | ___ | Outside the SA office | ___ | Inside the Victim/Witness office |

- | | <u>Yes</u> | <u>No</u> | |
|-----|------------|-----------|----------------------------------|
| 14. | ___ | ___ | a. Is it in a conspicuous place? |
| | ___ | ___ | b. Is it easy to read? |
| | ___ | ___ | c. Is it in English? |
| | ___ | ___ | d. Is it in Spanish? |
| | ___ | ___ | e. Is it in Polish? |
| | ___ | ___ | f. Other language(s) |

Maintenance of Program Records

- | | | | |
|-----|--|--|--|
| 15. | How are victim services and records kept confidential? | | |
| | _____ | | |
| | _____ | | |
| | _____ | | |

16. Where are the records kept?
- a. In a file cabinet in the specialists inner office
 - b. In a file cabinet in the victim assistance office
 - c. In a central file storage area
 - d. other
17. If the files are kept in the cabinet, is the cabinet locked?
- a. all of the time
 - b. only when someone is not in the office
 - c. never locked
 - d. other
18. **Yes** **No**
- Does the program maintain appropriate programmatic and financial records that fully disclose the amount and disposition of VOCA funds received?
- a. How are they maintained?

 - b. Where are they kept?

 - c. Who compiles these records?

19. Does the program maintain daily time and attendance records specifying time devoted to VOCA allowable victim services?
- a. How are they maintained?

 - b. Where are these records kept?

 - c. Who compiles these records?

20. ___ ___ Does the program maintain records about the portion of the project supplied by other sources of revenue?
- a. How are they maintained?

 - b. Where are these records kept?

 - c. Who compiles these records?

21. ___ ___ Does the program maintain records on job descriptions?
- a. How are they maintained?

 - b. Where are the descriptions kept?

 - c. Who updates the job descriptions?

22. ___ ___ Does the program maintain contracts for services?
- a. How are they maintained?

 - b. Where are the contracts kept?

 - c. Who maintains the contracts?

Yes No

Court Waiting Area

27. ___ ___ Is there a secure victim waiting area available that is apart from the defendant?
Where is it located? _____

28. ___ ___ Is there a secure witness waiting area available that is apart from the defendant?
Where is it located? _____

29. ___ ___ Do the victims and witnesses wait in the same area?

Children's Waiting/Play Area

30. ___ ___ Is there a place (playroom) for the victims/witnesses children to stay while their
parent(s)/guardian is in court?
If yes:
a. where is it located
1) ___ inside the program office
2) ___ inside the court building and is accessible to all
 children whose parents are in court
3) ___ inside the court building and is not accessible to all
 children - only those whose parents are
 victims/witnesses
b. how often is an adult present to watch the child(ren)
1) ___ at all times
2) ___ sometimes
3) ___ rarely
4) ___ never
31. ___ ___ In addition to the playroom, is there a separate area available for children who
are victims/witnesses?
If yes:
a. where is it located
1) ___ inside the program office
2) ___ inside the court building
b. how often is an adult present to watch the child(ren)
1) ___ at all times
2) ___ sometimes
3) ___ rarely
4) ___ never

Administrative Duties Checklist

Date _____
Program site _____
Victim specialist _____

I. Administrative duties

- | | Yes | No | |
|----|------------|-----------|---|
| 1. | _____ | _____ | Did the victim specialist prepare letters to victims and/or witnesses?

If yes, which letters and how many?

of letters |
| | a. | _____ | Initial Contact Letter |
| | b. | _____ | Arrestment Letter |
| | c. | _____ | How are you doing letter |
| | d. | _____ | Bond notification letter |
| | e. | _____ | Parking letter |
| | f. | _____ | Victim Impact Statement Letter |
| | g. | _____ | Employer intercession |
| | h. | _____ | Sympathy letter |
| | i. | _____ | Other letter _____ |
| 2. | _____ | _____ | Did the victim specialist make travel arrangements for out of town victims/witnesses? If yes, for how many victims/witnesses? _____ |
| 3. | _____ | _____ | Did the victim specialist provide meal money for victims/witnesses? If yes, for how many victims/witnesses? _____ |
| 4. | _____ | _____ | Did the victim specialist arrange for travel to court for local victims/witnesses? If yes, for how many victims/witnesses? _____ |
| 5. | _____ | _____ | Did the victim specialist perform other tasks assigned to him/her by the ASA? If yes, what tasks? _____ |
| 6. | _____ | _____ | Other administrative duties _____
_____ |

Records Checklist

Code number _____

Number of victims _____

Number of witnesses _____

Crime _____

I. General Information

1. Location _____

2. Program Type:

- | | | | | | |
|----|-----|-------------------------------------|----|-----|------------------|
| a. | ___ | Appeals | g. | ___ | Disabled |
| b. | ___ | Branch (Preliminary Hearing) | h. | ___ | Elder Abuse |
| c. | ___ | Felony Trial Wing | i. | ___ | Gang |
| d. | ___ | Juvenile | j. | ___ | Gay/Lesbian/Hate |
| e. | ___ | Municipal Court (Domestic Violence) | k. | ___ | Homicide |
| f. | ___ | Suburban | l. | ___ | Senior |
| | | | m. | ___ | Sexual Assault |

3. Incident date _____

4. Came in date _____

II. Specific Items Included in the Client File

Yes No

5. ___ ___ Was the result of the case listed for each defendant?

6. ___ ___ Is there a fact sheet included in the folder?

7. ___ ___ Address changes
 ___ ___ Is there a date on the form?

8. ___ ___ Telephone number changes
 ___ ___ Is there a date on the form?

9. ___ ___ Were the following items in the folder?
 ___ ___ victim impact statement?
 ___ ___ hospital case report?
 ___ ___ 101 sheet
 ___ ___ police incident report?

10. ___ ___ Did the victim sustain injuries?

11. ___ ___ Did the victim have a loss of property (monetary loss)?

17. Yes No
 ___ ___
- that the specialist sent letters?
 If yes, which letters?
- a. ___ Special Initial Contact Letter to Homicide Family
 - b. ___ Initial Contact Letter mentioning compensation (standard)
 - c. ___ Initial Contact Letter (not mentioning compensation)
 - d. ___ Arraignment Letter to both victims and witnesses
 - e. ___ Victim Impact Statement Letter
 - f. ___ How are you doing? Letter
 - g. ___ Bond notification Letter
 - h. ___ Parole notification Letter
 - i. ___ Release from prison Letter
 - j. ___ Appellate court Letter
 - k. ___ Travel Letter
 - l. ___ Sympathy Letter
 - m. ___ Upcoming parole hearing Letter
 - n. ___ Parking Letter
 - o. ___ Notification of court cancellation Letter
 - p. ___ School intervention Letter
 - q. ___ Employee intervention Letter
 - r. ___ Landlord intervention Letter
 - s. ___ Credit company intervention Letter
 - t. ___ Other Letter

18. Yes No
 ___ ___
- the specialist attended any hearings with the victim?
 If yes, which ones?
- a. ___ Bond hearing
 - b. ___ Preliminary hearing
 - c. ___ Arraignment
 - d. ___ Status hearing
 - e. ___ Trial
 - f. ___ Sentencing hearing
 - g. ___ Appeal
 - h. ___ Other

19. ___ ___
- the specialist attended any hearings on behalf of the victim (victim did not attend)? If yes, which ones?
- a. ___ Bond hearing
 - b. ___ Preliminary hearing
 - c. ___ Arraignment
 - d. ___ Status hearing
 - e. ___ Trial
 - f. ___ Sentencing hearing
 - g. ___ Appeal
 - h. ___ Other

20. ___ ___ that the specialist introduced the victim/witness to the ASA?

21. ___ ___ that there was an order of protection completed and filed?

- | | | | |
|-----|-------------------|------------------|---|
| | <u>Yes</u> | <u>No</u> | |
| 22. | --- | --- | that the victim was referred to another specialist?
If yes, which one? |
| | | | a. --- Bond Notification Specialist |
| | | | b. --- Compensation Specialist |
| | | | c. --- Disabled Specialist |
| | | | d. --- Elder Abuse Specialist |
| | | | e. --- Gang Specialist |
| | | | f. --- Gay/Lesbian/Hate/Transgender Specialist |
| | | | g. --- Post Conviction Specialist |
| | | | h. --- Senior Specialist |
| | | | i. --- Other Specialist |
-

23. --- --- that the Branch Specialist contacted the Trial Specialist about the case?

24. --- --- that the Trial Specialist contacted the Branch Specialist about the case?

Services Offered

Notification of Right to Information

	Yes	No		Letter	Verbal	Brochure	Unknown
25.	---	---	Were court procedures explained to the victim/witness?	---	---	---	---
26.	---	---	Did the specialist inform the victim about financial assistance available for crime victims, including information on how to apply for such services?	---	---	---	---
Is there documentation that the victim/witness was notified of their right:							
27.	---	---	to request information regarding the status of the investigation of the crime from law enforcement authorities?	---	---	---	---
28.	---	---	to the timely disposition of their case following the arrest of accused?	---	---	---	---
29.	---	---	to be present at the trial and all other court proceedings?	---	---	---	---
30.	---	---	to hire their own attorney to attend all court proceedings?	---	---	---	---
31.	---	---	to have an advocate or other support person of their choice at all court proceedings?	---	---	---	---
32.	---	---	to communicate with the prosecution?	---	---	---	---

Is there documentation that the victim/witness/guardian was informed:

	Yes	No		Letter	Verbal	Brochure	Unknown
33.	---	---	that at their written request, a prosecutor must explain in "non-technical language" the details of any plea or verdict of a defendant?	---	---	---	---
34.	---	---	to prepare in writing a victim impact statement in conjunction with the ASA to be presented to the court at sentencing?	---	---	---	---
35.	---	---	to ask the court to order restitution?	---	---	---	---
36.	---	---	to depose defendants convicted of certain crimes concerning his or her assets?	---	---	---	---
37.	---	---	to seek attachment against the property of the defendant?	---	---	---	---
38.	---	---	of social services available to crime victims, including information on how to apply for such services?	---	---	---	---
39.	---	---	of the "402" conference?	---	---	---	---
40.	---	---	of a possible plea agreement?	---	---	---	---
41.	---	---	of the plea, if one was made?	---	---	---	---
42.	---	---	of the preliminary hearing?	---	---	---	---
43.	---	---	of the filing of information?	---	---	---	---
44.	---	---	of the return of an indictment?	---	---	---	---
45.	---	---	of the hearing that alters the conditions of a bond?	---	---	---	---
46.	---	---	of the date, time, and place of trial?	---	---	---	---
47.	---	---	of the cancellation/postponement of court proceedings?	---	---	---	---
48.	---	---	about the conviction?	---	---	---	---
49.	---	---	of the sentencing hearing?	---	---	---	---
50.	---	---	of the ultimate disposition or sentence of the cases?	---	---	---	---
51.	---	---	of the minimum amount of time during which the defendant may actually be physically				

imprisoned? _____

Is there documentation that the victim/witness/guardian was informed:

	Yes	No		Letter	Verbal	Brochure	Unknown
52.	_____	_____	of all court proceedings at which their presence is required?	_____	_____	_____	_____
53.	_____	_____	what to do if a defendant attempts to intimidate him or her?	_____	_____	_____	_____

Elective Services Offered

**Inform provide provide
directly community
resource**

Is there documentation that the program staff informed the victim of, provided directly, or provided community resources to the victim for the following services:

Emergency Services

- a. emergency food
- b. emergency clothing
- c. emergency transportation
- d. emergency shelter
- e. emergency legal assistance
- f. other emergency services intended to restore the victim's sense of dignity

Counseling and Crisis Intervention

- a. victim support groups
- b. hotlines
- c. crisis intervention
- d. group treatment/counseling
- e. individual treatment/counseling
- f. rehabilitation services

Intercession/Mediation Services

- a. employer intercession services
- b. landlord intercession services
- c. mediation to resolve disputes within families
- d. mediation to resolve disputes between neighbors
- e. information to victims that wish to coordinate victim offender mediation

Travel/Meals/Accommodations

- a. transportation for the victim
- b. accommodations for out of town witnesses
- c. relocation of witnesses
- d. meals while at court hearings
- e. child care while victims attend court

Accompaniment and Translation

- a. accompaniment to criminal court
- b. translation

Elective Services Offered (cont.)

**Inform provide provide
directly community
resource**

- c. criminal justice orientation program to help familiarize victims with the courtroom, court process, and key players.
- d. tour of the courtroom
- e. rehearsals and courtroom walk throughs
- f. reception/escort to court

Legal Aid

- a. help victims pursue civil litigation

Insurance Claims Assistance

- a. insurance claims assistance (for medical expenses, life insurance, lost wages)
- b. help victims with insurance claims for reimbursement for lost or stolen property

Victim Impact Statements

- a. victim impact statement information, forms, and resources as well as assistance in preparing the statements

Homicide Victim Records Checklist Coversheet

Code number _____

Number of victims _____

Number of witnesses _____

Crime _____

	Yes	No		Letter	Verbal	Brochure	Unknown
1.	___	___	If the file is a homicide folder, is there a face sheet?	___	___	___	___
2.	___	___	Is there a next of kin sheet located in the file?	___	___	___	___
			Is there documentation:				
3.	___	___	that the specialist contacted the medical examiner's office	___	___	___	___
4.	___	___	that relatives of a homicide victim that they have a right to notice of the date of the trial of the person allegedly responsible for the death?	___	___	___	___

Inform **provide** **provide**
directly **community**
resource

Is there documentation that the program staff informed the victim of, provided directly, or provided community resources to the victim for the following services:

- | | | | | |
|----|-----|-----|-----|---|
| 5. | ___ | ___ | ___ | support group program for adult homicide survivors? |
| 6. | ___ | ___ | ___ | support group program for child homicide survivors? |
| 7. | ___ | ___ | ___ | counseling for survivors for homicide victims? |

Gay/Lesbian/Hate/Transgender Victim Records Checklist Coversheet

Code number _____

Number of victims _____

Number of witnesses _____

Crime _____

Inform **provide** **provide**
directly **community**
resource

Is there documentation that the program staff informed the victim of, provided directly, or provided community resources to the victim for the following services:

- 1. _____ _____ _____ special services to gay/lesbian victims of crime?
- 2. _____ _____ _____ special services to victims of hate crimes?

Compensation Specialist Records Checklist Coversheet

Code number _____

Number of victims _____

Number of witnesses _____

Crime _____

	Yes	No		Letter	Verbal	Brochure	Unknown
Is there documentation that the victim/witness was informed:							
1.	___	___	about the Victim's Compensation Act?	___	___	___	___
	___	___	a. If printed material, is this information in other languages? Which language(s)?				
			___ a. Spanish	___		d. Chinese	
			___ b. Polish	___		e. Other	
			___ c. Korean				
2.	___	___	that information about the Victim's Compensation Act can be				
3.	___	___	about the conditions for filing for compensation under the Crime Victim's Compensation Act, including the type of loss that may be compensated, and the maximum amount of recovery allowed?	___	___	___	___
4.	___	___	that if the person entitled to compensation is under eighteen years of age or under other legal disability at the time of the occurrence or becomes legally disabled because of the occurrence, she/he may file the application required by this subsection within one year after he attains the age of eighteen years or the disability is removed?	___	___	___	___
5.	___	___	of other requirements under the Crime Victim's Compensation Act?				
	___	___	a. The victim notified within 72 hours appropriate law enforcement officials of the crime causing death or injury.	___	___	___	___
			b. The request for compensation is filed within one year	___	___	___	___
			c. The applicant cooperates fully with the apprehension and conviction of the assailant	___	___	___	___
			d. The applicant not be an accomplice of the offender	___	___	___	___
			e. The injury or death of the victim does not be attributable to her/his own wrongful act of provocation	___	___	___	___

Gang Crime Victim Records Checklist Coversheet

Code number _____
Number of victims _____
Number of witnesses _____
Crime _____

Inform **provide** **provide**
directly **community**
resource

Is there documentation that the program staff informed the or provided community resources to the victim for the following services:

1. _____ _____ _____ special services to gang crime victims?

Appellate Specialist Records Checklist Coversheet

Code number _____

Number of victims _____

Number of witnesses _____

Crime _____

	Yes	No		Letter	Verbal	Brochure	Unknown
1.	---	---	Is there documentation that the victim/witness was informed about the appeals process?	---	---	---	---
2.	---	---	Are victims/witnesses accompanied to appellate procedures?	---	---	---	---

Elder/Senior Victim Records Checklist Coversheet

Code number _____

Number of victims _____

Number of witnesses _____

Crime _____

Inform **provide** **provide**
directly **community**
resource

Is there documentation that the program staff informed the victim of, provided directly, or provided community resources to the victim for the following services:

1. _____ special services to elderly victims of crime?

Sexual Assault Victim Records Checklist Coversheet

Code number _____

Number of victims _____

Number of witnesses _____

Crime _____

Inform **provide** **provide**
directly **community**
resource

Is there documentation that the program staff informed the victim of, provided directly, or provided community resources to the victim for the following services:

1. _____ _____ _____ forensic examinations for sexual assault victims?

Juvenile Court Specialist Records Checklist Coversheet

Code number _____

Number of victims _____

Number of witnesses _____

Crime _____

	Yes	No		Letter	Verbal	Brochure	Unknown
			Was the victim/guardian informed:				
1.	---	---	that they can obtain access to the name and address of the minor and information pertaining to the disposition or alternative adjustment plan of the juvenile court?	---	---	---	---
2.	---	---	in the case of minor victims, that they shall be provided the same confidentiality regarding disclosure of identity as the minor who is the subject of record?	---	---	---	---
3.	---	---	that they are afforded rights 4-6 of the Rights for Victims of Crime Act as though the juvenile as an adult?	---	---	---	---
4.	---	---	of their right to address the court regarding the impact that the juvenile defendant's criminal behavior had upon them?	---	---	---	---

Interview Questions for Victim Witness Specialists

Training Issues

Can you give us a brief description of your initial training?

Besides your basic initial training, have you attended in-house or outside training or workshops that pertain to your work? How often? What training topics were covered?

Work Schedule

What is your work schedule – what hours do you work on which days?

File-keeping

When do you first initiate a victim file?

What kinds of information do you document in victim files?

Where do you keep your files?

Foreign Language Fluency

Are you fluent in any foreign languages? Which?

What languages, aside from English, are most common among clients?

What do you do if you are assisting a client who speaks a language you don't know?

Rights of Victims/Witnesses

Do you inform victims and witnesses that they have responsibilities to aid in the prosecution of violent crime? When and how? What responsibilities do you inform them of?

Do you inform victims of their right to request information from law enforcement authorities regarding the status of the crime investigation? When and how?

Initial Contact with Victims/Witnesses

When is your initial contact with a victim or witness?

Is this contact made by telephone, by letter or in person?

If the timing or mode of initial contact varies, which factors determine these changes?

If initial contact is made by letter, may I have a copy of all things sent? Is the letter followed up by a phone call?

If contact is by phone or in person, what information do you relay to the victim or witness, and what information do you obtain from the victim or witness?

Contact with Victims/Witnesses Before Trial

After the initial contact, but before trial, do you send victims and witnesses any letters?
May I have a copy?

In the same time period, under what circumstances do you come into contact with victims and witnesses? Please include all possible phone and in person contacts including who initiated the contact.

During these contacts, what types of information do you relay or attempt to obtain?

When, during the contacts, do you conduct an assessment of the victim's or witnesses' needs? Describe how this assessment takes place. Is the full assessment generally done all at once or is it conducted periodically?

On average, how many times do you come in contact with each victim or witness you assist (designate by letter, phone, or in person)?

ASA Contact With Victim/Witness

What are some of the ways that you serve as a liaison between ASAs and victims and witnesses?

Do you ever introduce a victim or witness to an ASA? If yes, when would this meeting take place?

What kind of information is exchanged between the ASA to the victim during this meeting?

Do ASAs ever contact victims or witnesses directly (without your involvement)? If yes, under what circumstances?

On average, how many times would you say ASAs come in contact with each victim or witness in a case?

Victims/Witnesses and the Court Process

Do you explain court procedures to those victims and witnesses unfamiliar with the process? When? Describe how this is done.

Would you say that most, some, or very few victims attend most hearings during the course of the legal proceedings? Do most, some, or very few attend trial?

What factors affect a victim's likelihood of attending court hearings?

If you see a victim or witness at or right before trial, what is the substance of this contact?

Of your entire caseload, would you say you accompany most, some, or very few victims and witnesses to court?

Do you assist ASAs in preparing witnesses to testify? Describe how you do this.

Where do victims and witnesses usually sit while waiting to attend a court procedure?

Contact With Victims/Witnesses After Trial

Is anyone responsible for notifying victims and witnesses of the disposition of the case? Who?

Aside from assisting victims with victim impact statements, are there any other reasons you would assist a victim or witness between trial and sentencing? If yes, please describe.

Would you say that most, some, or very few victims contact you after sentencing? What are some of the reasons they would contact you?

What types of services do you typically deliver to a victim or witness who contacts you after sentencing?

Victim/Witness Contact With Defendants

What do you do if you learn that a victim is being harassed or intimidated by a defendant?

What types of clients are likely to need this service?

Would you say this service is needed by most, some or very few victims or witnesses?

Victim Specialist Relationships With ASAs and Judges

Do you feel that ASAs utilize your skills? Why or why not?

Name three ways you assist ASAs most often.

Do you communicate regularly with the ASAs in your wing, branch, etc? How often do you communicate a week?

Do prosecutors ever accept recommendations from you regarding the handling of a victim or witness issue? If yes, please give an example.

Do you feel that the ASAs you work with treat you like a professional? Why or why not?

Do you communicate regularly with the judges in your wing, branch, etc? How often do you communicate a month?

Do you feel that the judges you work with treat you like a professional? Why or why not?

The Guilty Plea Process

In your experience, is a victim informed about the possibility of a guilty plea before the plea is accepted? If yes, who informs the victim about the possibility of a plea? What kind of information is given to the victim?

In your experience, is a victim informed about a guilty plea after the plea has been accepted? If yes, who informs the victim that a guilty plea has been accepted? What kind of information is given to the victim?

Generally, do you feel that victims accept the guilty plea process? Why?

If not, what do you think can be done to improve their acceptance?

Restitution

Do you give victims any assistance in obtaining restitution? What kind of assistance? At what point do you usually give this assistance? Would you say you help many, some or few victims with restitution?

Do you assist ASAs in determining the amount of restitution to which the victim is entitled? If so, when and how?

Specific Victim/Witness Services

If it is determined that a victim or witness is in need of emergency services – for example, emergency food, clothing, transportation or shelter – how is the service provided?

Is there a particular type of client likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of crisis intervention, how is the service provided?

Is there a particular type of client likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of assistance with filling out restraining orders, how is the service provided?

Is there a particular type of client likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of assistance with immediate safety measures such as boarding-up broken windows or replacing or repairing locks, how is the service provided?

Is there a particular type of client likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of transportation, how is the service provided?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of meals or child care, how is this service provided?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of counseling, how is the service provided?

What types of clients are likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of employer intercession services, how is the service provided?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of return of personal property, how is the service provided?

Would you say these services are needed by most, some or very few victims or witnesses?

Providing Community Resources

In summary, would you say you provide most, some or very few victims and witnesses with the numbers of community resources?

What agencies do you notify victims and witnesses of most often? Why?

How often do you follow-up on a community resource provided to a victim or witness?

What does this follow-up entail?

Special Services

Do you provide special services to child victims or witnesses of violent crime?

If yes, what are those special services?

Approximately what portion of the victims and witnesses that you serve are children?

Victim Impact Statements

In what circumstances are victims allowed to fill out victim impact statements?

Who is responsible for informing a victim of their right to prepare a victim impact statement?

How and when is a victim informed of this right?

How often do you assist victims in preparing victim impact statements?

What instructions do you give victims about preparing impact statements?

Is there a standardized format for the victim impact statements?

Would you say that most, some or very few victims prepare victim impact statements?

When is the victim impact statement usually given to the ASA?

Would you say victims usually, sometimes, or rarely present their statements orally before the judge?

Generally, would you say victims feel positively or negatively about the process of preparing victim impact statements?

Would you say that you are usually, sometimes, or rarely in the courtroom if a victim recites their victim impact statement before a judge?

General Questions

Has a victim ever requested a meeting with a perpetrator?

Have you ever provided an opportunity for a crime victim to meet with a perpetrator if the victim requested such a meeting?

If yes, what procedures were used for this meeting?

Public Education on Victim's Issues

Have you ever spoken on behalf of the program to provide public education on crime or crime victims? Describe these experiences.

Financial Records and Statistics

Do you maintain financial records or statistics on victims served for grant reporting or other purposes?

Questions to be Asked in Conjunction with the Long Survey: Domestic Violence Specialists

Special Services

Are you familiar with the specialized remedies for domestic violence victims under the Illinois Domestic Violence Act of 1986?

What remedies under the act do you regularly inform domestic violence victims of?

How and when are victims informed of these remedies?

When and how is it determined that a victim of domestic violence needs to have an emergency order of protection drafted?

When and how are such protection orders provided to victims of domestic violence?

Would you say most, some, or very few victims of domestic violence need emergency orders of protection?

Questions to be Asked in Conjunction with the Long Survey: Juvenile Specialists

Rights of Victims/Witnesses of Juvenile Offenders

What rights under the Rights of Crime Victims and Witnesses Act are victims of juvenile offenders informed of?

When are victims informed of these rights?

Can you explain any confidentiality issues that impact upon victims and witnesses of a crime committed by a juvenile?

How do you assist victims and witnesses with the implications of these issues?

Questions to be Asked in Conjunction with the Long Survey: Homicide Specialists

Would you say that you refer most, some, or very few homicide victims to the homicide victim support groups?

Of those referred, would you say most, some, or very few actually attend the support groups?

Is there a support group targeted specifically to child homicide victims?

What other kinds of homicide support groups exist?

Questions to be Asked in Conjunction with the Long Survey: Sexual Assault Specialists

Special Services

What other kinds of services does your program directly provide that are targeted specifically to sexual assault victims?

Do most, some, or very few victims make use of these services (for each type mentioned)?

Are there outside community resources that you make sexual assault victims aware of?

What are these resources?

Which resources do you think domestic violence victims use the most often?

How often do you follow-up on community resources provided to a victim?

What does this follow-up involve?

Interview Questions for Branch Court Specialists

Training Issues

Can you give us a brief description of your initial training?

Besides your basic initial training, have you attended in-house or outside training or workshops that pertain to your work? How often? What training topics were covered?

Work Schedule

What is your work schedule -- what hours do you work on which days?

File-keeping

Do you keep victim files? If so, when do you first initiate a victim file?

What kinds of information do you document in victim files?

How do you keep victim records confidential?

Foreign Language Fluency

Are you fluent in any foreign languages? Which?

What languages, aside from English, are most common among clients?

What do you do if you are assisting a client who speaks a language you don't know?

Can I have a copy of any materials you provide clients that are available in other languages?

Rights of Victims/Witnesses

Are victims of crime informed that they are afforded specific rights under the Rights of Crime Victims and Witnesses Act (The Rights of Crime Victims)? When and how?

Which rights are they informed of?

Do you inform victims and witnesses that they have responsibilities to aid in the prosecution of violent crime? When and how? What responsibilities do you inform them of?

Do you inform victims of their right to request information from law enforcement authorities regarding the status of the crime investigation? When and how?

Initial Contact with Victims/Witnesses

When is your initial contact with a victim or witness?

Is this contact made by telephone, by letter or in person?

If the timing or mode of initial contact varies, which factors determine these changes?
Under what circumstances do you meet with a victim or witness in person?

If initial contact is made by letter, may I have a copy? Is the letter followed up by a phone call?

If contact is by phone or in person, what information do you relay to the victim or witness, and what information do you obtain from the victim or witness?

During initial contact, do you conduct an assessment of the victim's or witness' needs? Describe how this assessment takes place. Is the full assessment generally done all at once or is it conducted periodically?

Contact with Victims/Witnesses after Initial Contact

When, and under what circumstances, do you actively contact a victim after the initial contact?

Would this contact be by phone, letter, or in person?

If the mode of contact varies, what determines which mode is used?

If contact is made by letter, may I have a copy?

If contact is made by phone or in person, what information do you relay or attempt to obtain?

Under what circumstances do you meet with a victim or witness in person?

When, and under what circumstances, does a victim contact you between the initial contact and trial?

Would this contact be by phone or in person?

During this contact, what information do you relay or attempt to obtain?

On average, how many times do you come in contact with each victim or witness you assist (designate by letter, phone, or in person)?

ASA Contact with Victims/Witnesses

What are some of the ways that you serve as a liaison between ASAs and victims and witnesses?

When do victims first come into contact with an ASA?

Are you usually present during this contact?

What kind of information is relayed by the ASA to the victim during this meeting?
What kind of information is obtained by the ASA from the victim during this meeting?

On average, how many times would you say ASAs working in the branch courts come in contact with each victim or witness in a case (designate by letter, phone, or in person)?

Victims/Witnesses and the Court Process

Do you explain court procedures to those victims and witnesses unfamiliar with the process? When? Describe how this is done.

Which stages of the legal process are you responsible for notifying victims of?

Would you say that most, some, or very few victims attend the preliminary hearing of their case?

Are there differences in attendance across the different victim types? Explain.

What other factors affect a victim's failure to attend a preliminary hearing when they are needed to testify?

Of your entire caseload, would you say you accompany most, some or very few victims and witnesses to their preliminary hearing?

Do you assist ASAs in preparing witnesses for their appearance in court? Describe how you do this.

Where do victims and witnesses sit while waiting to attend a court procedure?

Victim/Witness Contact with Defendants

If a victim or witness needs information about what to do if the defendant attempts to intimidate or harass them in any way, who provides this information?

How is the information provided?

What types of clients are likely to need this service?

Would you say this service is needed by most, some or very few victims or witnesses?

Victim Specialist Relationships with ASAs and Judges

Do you feel that ASAs utilize your skills? Why or why not?

Name the three ways you assist ASAs most often.

Do you communicate regularly with the ASAs in your wing, branch, etc? How often do you communicate a week?

Do prosecutors ever take recommendations from you regarding the handling of a victim or witness issue? If yes, please give an example.

Do you feel that the ASAs you work with treat you like a professional? Why or why not?

Do you communicate regularly with the judges in you wing, branch, etc? How often do you communicate a month?

Do you feel that the judges you work with treat you like a professional? Why or why not?

Specific Victim/Witness Services

If it is determined that a victim or witness is in need of emergency services -- for example, emergency food, clothing, transportation or shelter -- who provides this service?

How is the service provided?

What types of clients are likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of assistance with filling out restraining orders, who provides this service?

How is the service provided?

What types of clients are likely to need this service?

Would you say this service is needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of assistance with immediate safety measures such as boarding-up broken windows or replacing or repairing locks, who provides this service?

How is the service provided?

What types of clients are likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of transportation, who provides this service?

How is the service provided?

What types of clients are likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of meals or child care, who provides this service?

How is the service provided?

What types of clients are likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of public assistance, who provides this service?

How is the service provided?

What types of clients are likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of crisis intervention, who provides this service?

How is the service provided?

What types of clients are likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of counseling, who provides this service?

How is the service provided?

What types of clients are likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of accompaniment to a medical examination, who provides this service?

How is the service provided?

What types of clients are likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of employer intercession services, who provides this service?

How is the service provided?

What types of clients are likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

If it is determined that a victim or witness is in need of return personal property, who provides this service?

How is the service provided?

What types of clients are likely to need these services?

Would you say these services are needed by most, some or very few victims or witnesses?

Providing Community Resources

In summary, would you say you provide community resources to most, some or very few victims and witnesses?

What types of agencies do you provide to victims and witnesses to most often? Why?

How often do you follow-up on community resources offered?

What does this follow-up entail?

Special Services

Do you provide special services to child victims or witnesses of violent crimes?

What are the special services offered directly by program specialists to child victims or witness?

What kind of services are offered to the child victim or witness by way of community resources?

Approximately what portion of the victims and witnesses that you serve are children?

Do you provide specialized services to families of crime victims and witnesses?

What are the special services offered directly by program specialists to families of victims?

What kind of services are offered to families by way of providing community resources?

Besides homicide for which types of crimes are families likely to receive services?

General Questions

How do you provide ways for victims and their families to express their frustrations, fears, anger, and concerns regarding victimization? Please describe some examples.

Has a victim ever requested a meeting with a perpetrator?

Have you ever provided an opportunity for a crime victim to meet with a perpetrator if the victim requested such a meeting?

If yes, what procedures were used for this meeting?

Can I have a copy of all material you provide to clients? When would you give each piece of information to clients?

Public Education on Victim's Issues

Have you ever spoken on behalf of the program to provide public education on crime or crime victims? Describe these experiences.

Financial Records and Statistics

Do you maintain financial records or statistics on victims served for grant reporting or other purposes?