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Measuring the Impact of Victim Services: Developing and Testing the iMPRoVE Tool for Measuring Service Quality and Outcomes: NIJ Final Report

Measuring the Impact of Victim Services

Prepared for

National Institute of Justice

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Washington, DC 20001

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December 2023



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1. Introduction

In recent decades, the Office for Victims of Crime (OVC) and the Office on Violence Against Women (OVW) have spearheaded efforts to build, grow, and professionalize the victim services field. As a result, our nation's service infrastructure for persons impacted by crime has advanced immensely. Despite these advancements, efforts to demonstrate the impact and effectiveness of victim services have lagged. Grantee and subgrantee data currently collected by OVC and OVW demonstrate how hard programs are working, both in terms of the number of victims being served and the range of services offered. However, output measures are not enough. To continue to advance the field, victim service providers (VSPs) must move from measuring outputs to outcomes, from anecdote to evidence in demonstrating the effects of these programs on victims' lives.

With funding and support from the National Institute of Justice, OVC, and OVW, RTI International and its partners, the Justice Research and Statistics Association (JRSA), the Georgia Statistical Analysis Center, Heather Warnken, and Doug Bailey, developed the Measures for Providers Responding to Victimization Experiences (iMPRoVE) platform and survey instrument. Victim outcome and service quality surveys are an essential tool for beginning to assess the effectiveness and quality of services, for supporting the use of best practices, for justifying funding allocations and demonstrating responsible stewardship of funds, and for advocating for additional resources as necessary. Many VSPs currently administer outcome and/or satisfaction surveys to their clients, but there is considerable variability in the type, quality, and timing of questions asked and the methodology used to ask them. Without a standardized client survey instrument and methodology, VSPs are subject to using less-than-state-of-the-art methodologies and will be unable to benchmark their findings against other similar programs. Further, OVC and OVW have no way to collect and analyze outcome and

satisfaction data at the national level or to assess the effectiveness of federal funding programs and the appropriateness of funding levels and allocations.

2. Summary of the Project

2.1 Goal and Objectives

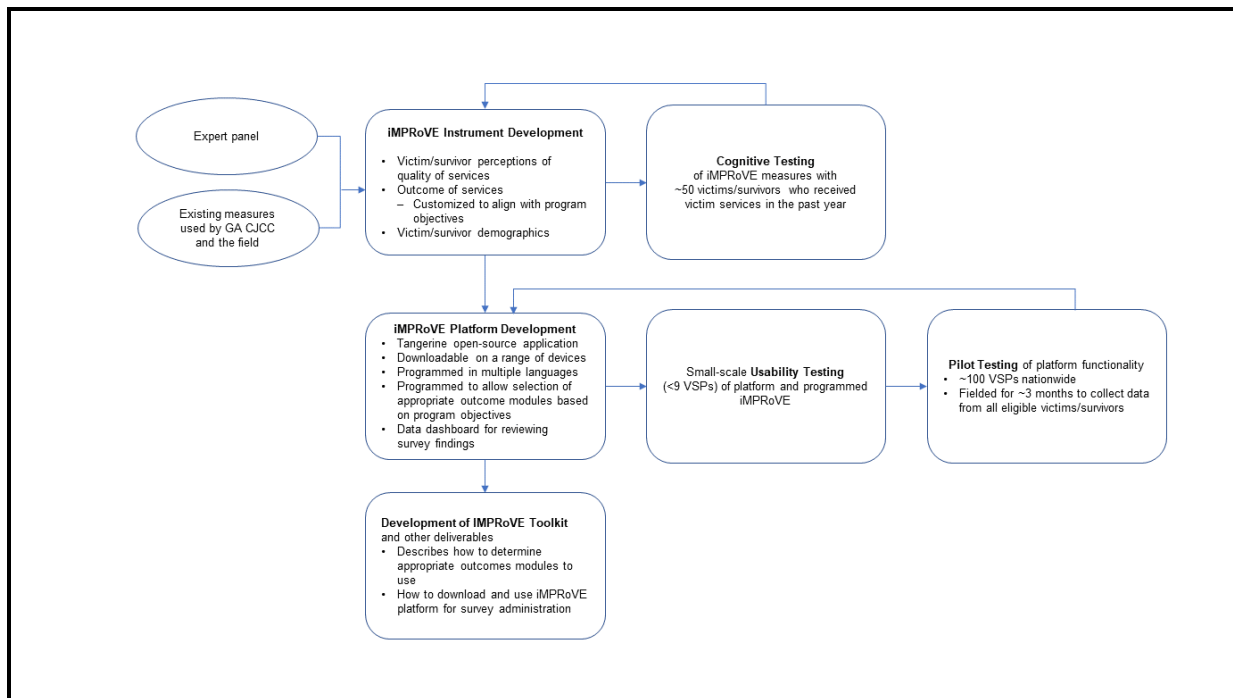
The overarching goal of this project was to guide the victim services field from a focus on effort to a focus on results and effectiveness through the creation of an outcome measurement tool and a platform to support VSPs in administering the tool. To accomplish that goal, the project team had three primary objectives:

- Build on the existing efforts of VSPs to develop a validated, trauma-informed, low-burden outcome measurement instrument that can be completed by victims and survivors to measure outcomes, the quality and utility of referrals provided, and satisfaction with the quality of services provided. As part of this objective, the project team
 - compiled and reviewed existing outcome measures used throughout the victim services field,
 - assembled a panel of practitioners representing the varied segments of the field for input and buy-in,
 - obtained survivor perspectives on service outcomes and quality measures through interviews,
 - worked with practitioners to identify and categorize the intended outcomes of services and develop measures accordingly, and
 - conducted rigorous cognitive testing of the survey tool with survivors to ensure that the measures are valid and reliable across the diverse spectrum of providers and services offered.
- Develop a standardized methodology for survey administration and data analysis. This involved considerations such as the appropriate cultural and linguistic translations, eligibility criteria, consistent language for presenting the survey to clients, and the appropriate point in the duration of services to administer the survey.
- Customize an intuitive, freely available software application (Tangerine[®] <https://www.tangerinecentral.org/>) for VSPs to use for administering the outcome survey instrument and securely collecting, viewing, and exporting data in an easily accessible format. This involved conducting extensive usability and pilot testing with service providers to ensure the platform works in a real-world setting and supporting VSP implementation through the development of a User Guide, implementation of a Helpdesk, and delivery of several training sessions.

Figure 2-1 shows the organization of key tasks for achieving project objectives. The project resulted in the development of iMPRoVE, which is an online tool that VSPs can use to survey

victims and survivors to learn about the outcomes of the services and the quality of services provided. iMPRoVE uses a set of preprogrammed surveys that providers can customize through the addition of other optional measures.

Figure 2-1. Organization of Key Tasks for Achieving Project Objectives



The RTI team embarked on the project with the aim of broad collaboration and engagement to ensure that the results are workable across a range of settings and service providers and to provide high-quality data that can inform the provision of victim services. Based on recommendations from the pilot test, several key improvements were made to the iMPRoVE platform and survey tool to address any challenges with its use. These improvements are expected to ensure that future implementation is successful. Widespread adoption of iMPRoVE will achieve the intended goal of moving the field from a focus on effort to a focus on effectiveness.

2.2 Key Design Considerations

There were several overarching considerations that guided the development of the iMPRoVE survey instrument and approach. These design considerations are detailed in [Table 2-1](#).

2.3 iMPRoVE Development

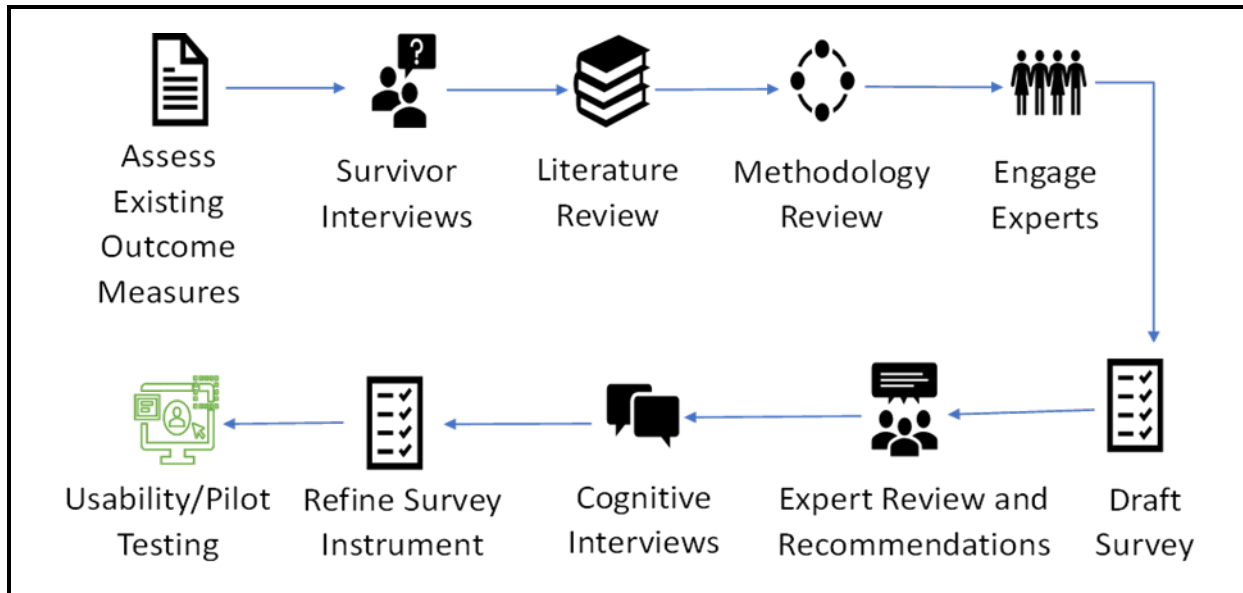
iMPRoVE was developed in close consultation with NIJ, OVC, OVW, and a diverse group of VSPs and other stakeholders (see Section 3). The development process included a review of existing outcome and quality measures used in the field, interviews with persons impacted by crime, an extensive literature review, and a review of existing methodologies used for existing outcome and quality measurement systems. [Figure 2-2](#) provides an overview of the process.

The different steps are described in more detail in the sections that follow.

Table 2-1. Key Considerations Driving the Approach and Development of iMPRoVE

Consideration	Description
Standardization	Although outcome data have value for individual providers, there is an advantage to understanding the benefits of programs at aggregate levels, such as at the state or national levels. There is also value in VSPs being able to benchmark their findings against other similar providers. If the tool we developed allowed every provider to create its own unique survey, these advantages would be lost. Therefore, it was necessary for the new platform to have “core” measures that would be consistent across providers or sets of providers. Beyond that, a standardized methodology would ensure consistency, promote best practices, and ensure uniform training and technical assistance in survey administration.
Customization	Despite the need for standardization, not all outcomes are applicable to all providers. The incredible diversity of the victim services field poses huge challenges for surveying diverse clienteles engaged for different periods of time by wide-ranging service models that have significantly different intended outcomes. The outcome measures used by iMPRoVE had to be aligned with the wealth of changes intended to be achieved by these services.
Confidentiality	Another major consideration was the need to protect respondent confidentiality so vulnerable survivors feel comfortable giving truthful responses. To ensure confidentiality, iMPRoVE was envisioned as a one-time, self-administered survey that would not collect any personally identifying information about respondents.
Accessibility	The iMPRoVE tool needed to be accessible for persons impacted by crime. It needed to be available in multiple languages; to use simple terminology and wording geared toward a 7th grade reading level; and to be aligned with Web Content Accessibility Guidelines for people with visual impairments.
Response rates	Acceptable response rates are crucial for producing reliable outcome and quality-of-service data. A good response rate is partly a reflection of provider and staff buy-in, so it was important to develop materials that were easy to use and conveyed the importance (and utility) of collecting these data. It was also important to keep the survey brief to minimize respondent burden and to ensure that the questions were relevant and sensitive for persons receiving services.

Figure 2-2. Overview of Process for Developing the iMPRoVE Survey and Platform



2.3.1 Review of Existing Outcomes and Quality Measures, Logic Models, and Approaches to Outcome Measurement

This section describes the phases of iMPRoVE development that involved compiling and reviewing existing materials. Section 3 describes how experts and persons impacted by crime were involved in the development of the tool.

Review of Existing Outcomes and Logic Models

The project team collected and cataloged existing outcome and quality-of-service measures used across the victim services field. Numerous instruments and data collection efforts were in place before iMPRoVE's development. Additionally, many VSPs had previously gone through the process of developing a logic model and identifying the intended short- and long-term impacts of their services. Therefore, it was critically important to learn from and build on those existing efforts. This step consisted of two parts: a review of outcome and quality measures currently used by VSPs and a review of logic models from a diverse spectrum of VSPs.

Utilizing contacts in the field and conducting internet searches, the project team identified existing victim services outcome measures. Most instruments were publicly available while others required the project team to reach out directly to the entity to receive a copy of the instrument. The goal was not to conduct an exhaustive search; rather, the team focused its efforts on identifying measures that were widely used at a state or national level. The team included other measures that represented unique constructs that were not captured by existing measures. Along with the instruments, the team also collected any existing instrument guides to add context to the development and administration process.

Next, the team entered measures into a searchable matrix, using a detailed codebook developed for this purpose. This codebook included 27 variables for each measure such as the source of the measure, any threshold for service usage before the measure would be used, the victimization type, the service type, and the construct captured by the survey question. In total, 1,014 measures were collected, with many commonalities seen across instruments. After demographic measures were excluded, a total of 814 closed-ended outcome or quality measures remained (see **Appendix A** for the outcome measure codebook).

The team also collected victim service logic models to identify the outcomes VSPs attributed to their programs. The resulting list of logic model outcomes was compared to the outcome measures collected. Where there were no matching measures, the team made supplemental efforts to identify measures that might be used at a programmatic level. If no measures could be found, that lack of a measure was identified as a gap.

Literature Review

Because of the challenges in following up with victims and survivors over an extended period, iMPRoVE and most of the identified outcome measures were focused on short-term outcomes of services. Some short-term measures are likely to be better predictors of long-term success, so the team conducted a literature review to identify any correlations between short-term

outcomes and longer-term successes. The literature review identified about 25 articles presenting research on the relationship between short-term outcomes and longer-term success. One of the measures that was found to be most strongly correlated with positive long-term success was instilling a sense of hope in a victim or survivor.

Assessment of Outcome Measurement Methodologies

During the search for outcome measures, the team used its professional contacts throughout the United States to identify 12 states or coalitions that had developed and implemented outcome and service quality measurement models for all providers within the state or coalition. These were the Arizona' Department of Public Safety, the Georgia Criminal Justice Coordinating Council (GA CJCC), the Illinois Criminal Justice Information Authority, the Massachusetts Office of Victim Assistance, the MOVERS model, Ohio's local Crime Victim Services (OH CVS), the Oregon Crime Victim Services Division (OR CVSD), the National Child Advocacy model, the Pennsylvania Commission on Crime and Delinquency (PA CCD), the Tennessee Office of Criminal Justice Programs, the Vermont Center for Crime Victim Services, and the model developed by OVW and JRSA.

In addition to reviewing the outcome measures used, the team sought to understand the methodologies utilized by these entities that had an outcome measurement system in place, as well as the challenges and limitations that they faced. The team contacted key informants from each of those 12 models and conducted extensive telephone interviews with a representative from that state or coalition. We then summarized each of these 12 measurement approaches by coding a matrix that contained approximately 100 variables organized around 10 key areas described in [Table 2-2](#).

2.3.2 Survey Instrument Approach and Development

Outcome and Quality Constructs. The 814 closed-ended outcome or quality measures identified through the review of existing measures were categorized into constructs to identify

the broad concept intended to be measured by each question. This process started with a focus on the language from the Victims of Crime Act (VOCA) rule, the most common funding source used by programs, which describes four service areas:

- Respond to the emotional, psychological, or physical needs of crime victims.
- Assist victims to stabilize their lives after victimization.
- Assist victims to understand and participate in the criminal justice system.
- Restore a measure of security and safety for the victim.¹

A service quality construct was added to capture measures that focused on the way in which services were rendered and victims were treated.

¹ <https://www.ecfr.gov/current/title-28/chapter-I/part-94/subpart-B>

Table 2-2. Methodological Areas and Measures Explored Through Review of the 12 Identified State or Coalition Outcome Measurement Systems in Place Across the United States

Area	Types of measures
Program funding	How did each state/coalition determine which funded VSPs should conduct outcome measurement and for which funding portfolios (e.g., VOCA, VAWA, FVPSA, SASP, state and local funding, CASA, Byrne/JAG or other)?
Focus of the outcome measures	Do the surveys address direct victim services, track the cumulative effects of those services, or place the priority on outcome measures over quality-of-service measures?
Instrumentation	How were instruments developed (e.g., whether survivors and state funders were involved)? Were the survey designs of high quality, available in multiple language and with adaptations for individuals with cognitive impairments? Did they provide an option for proxy respondents?
Response options	Did survey questions use a balanced Likert scale that included “neutral” or “NA” responses, and did the survey include optional or open-ended items?
Data sources	Who completes the survey (survivors or staff)?
Sampling strategies	How does the model address “light touch” services? Does it attempt to survey all service participants or a sample? Does the model measure pre/post or just post-service delivery?
Data collection methods	Do staff conduct an interview, or does the survivor complete the survey? Is the survey completed on site or distributed afterwards)? Are surveys paper or electronic? How is survivor confidentiality protected?
Timing of outcome survey administration	Does the model define intended results using a logic model, and how does it address “substantial completion of services” (i.e., clients who come and go, short-term and long-term services programs)?
Administration procedures	What is the nature of training and procedures manuals for the administration of surveys? Are routine reports of outcome data required? How many measures are tracked?
Types of service providers addressed by the model	Is the outcome measurement system designed for certain types of service providers or generalized enough to be used by all providers?

Next, project staff applied victim service logic model outcome domains to further operationalize program model constructs. Those logic model program constructs often aligned with the VOCA service areas but revealed a few unique constructs. Finally, outcome measures were mapped to these constructs to create a matrix of measures that could be used to inform the development of the tool.

The team used this compiled information to reduce the list of possible constructs and utilized language from the matrix to assist in drafting questions for review and refinement. **Tables 2-3**

and 2-4 include the outcome and quality constructs that iMPRoVE questions are intended to capture.

Table 2-3. iMPRoVE Outcome Constructs

Increased knowledge of how to stay safe physically	Increased knowledge of sources of help in the community	Improved housing
Increased knowledge of the rights of people impacted by crime or abuse	Improved sense of hope	Increased housing stability
Increased understanding of criminal justice processes or options	Increased identification of social supports	Improved sense of safety
Increased understanding of civil legal options	Increased knowledge of ways to handle overwhelming emotions	Increased knowledge of resource management
Increased knowledge of options for compensation or restitution	Increased ability to handle everyday challenges	Increased knowledge of resources to help with financial costs
Increased acknowledgment of impacts of inequality	Progress towards addressing physical health needs	Improved sense of safety
Increased knowledge of conflict resolution without self-risk	Increased confidence in making healthcare decisions	

Table 2-4. iMPRoVE Quality Constructs

▪ Quality of referrals	▪ Given voice	▪ Felt understood
▪ Reduced blame	▪ Treated with respect	▪ Felt accepted
▪ Extent of needs identified	▪ Expressing Needs	▪ Cultural competency
▪ Information clearly explained	▪ Accessibility of services	▪ Understanding of impacts of inequality
▪ Felt supported		

2.3.3 Instrument Translation

Data from the American Community Survey suggest that Spanish, Chinese (Mandarin), and Vietnamese are the most predominant languages in the United States in terms of the number of individuals who speak the language at home and also speak English less than “very well.”²

These languages account for about 75% of the 25.7 million non-English-speaking residents who speak English less than “very well.” Thus, we translated the iMPRoVE survey into these three

² U.S. Census Bureau. (2013–2017). *American Fact Finder*. Available at: <https://data.census.gov/>. Accessed 4/25/19.

languages. The translation process began once English versions of the adult and proxy instruments were finalized.

Spanish Translation

Spanish translations were initially conducted by three members of the project team. The translations were then sent to a victim services agency that serves preferential Spanish-speakers, Ser Familia. We contracted with two consultants at Ser Familia who are bilingual Spanish/English speakers and experts in victim services. Each consultant reviewed the adult and proxy English instruments and completed the translation independently. Following their independent translation efforts, the consultants met to compare translations and notes and jointly decide on the final translated instrument. The turnaround time for translations was about 3 weeks.

Vietnamese and Mandarin Language Translation

We first partnered with an external translation agency to complete the Vietnamese and Mandarin translations. After the initial round of translations, we had the Mandarin results reviewed by an RTI preferential Mandarin-speaking bilingual methodologist. The review revealed that the instruments had been translated through a literal translation of the text, and because the translators were missing context, the translations were not always completely accurate. We returned to the vendor and asked for another round of review. The vendor completed a second translation attempt. Again, our internal RTI bilingual methodologist reviewed the translations and noted that although they were much improved, they were still missing the context that someone with victim services and research experience would be able to provide.

Given the challenges with receiving high-quality translated instruments, we revised our initial plan to conduct cognitive interviews with preferential Mandarin-speaking participants and preferential Vietnamese-speaking participants to gauge their reactions to the instruments. We

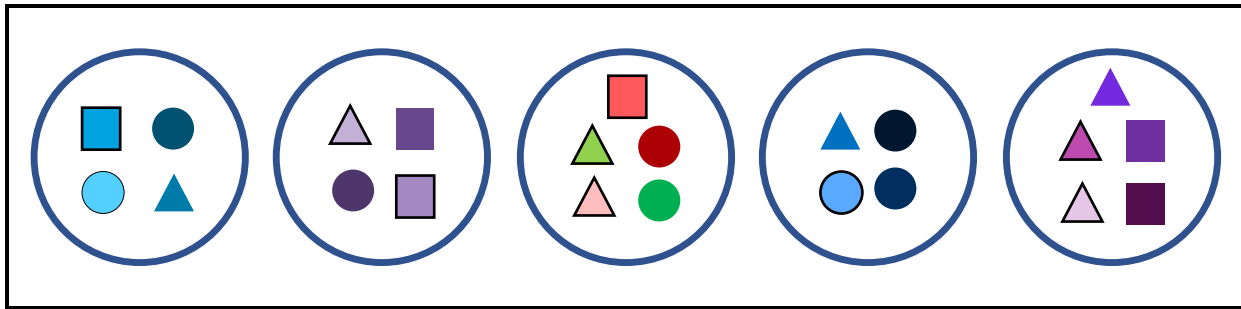
instead decided to partner with bilingual Vietnamese and Mandarin translators who worked in the victim services field. This would accomplish both a complete and more accurate translated instrument and would ensure the context specific to victim services would not be lost.

After discussion with our partners, we received recommendations on language-specific victim services agencies who could complete the adult and proxy translations: Asia Services in Action completed the Vietnamese and Mandarin translations. Two bilingual translators for each respective language partnered on this effort (four consultants total). Each consultant reviewed the adult and proxy English instruments and completed the translation independently. They then met to compare translations and notes and jointly decide on the final translated instrument. The average turnaround time for translations was about 3 weeks.

2.3.4 Grouping Outcomes for Different VSP Types: Modules

Because providers differ in the services they offer, the victims they serve, and the outcomes they hope to achieve, iMPRoVE needed to be built with both a level of standardization and a degree of customization in mind. There is value in having standardized outcome and quality measures to better understand program impacts on victims, but measures that are too broad run the risk of not being meaningful. To strike a balance between broad standardization and measures that reflect specific intended outcomes of services, we designed an approach to iMPRoVE that involved **grouping provider types** (shapes) that share **similar outcomes** (colors) into **modules** (larger circles grouping providers of a similar color) (**Figure 2-3**). The following section describes how the modules were developed and how providers identify the best fit for their program.

Figure 2-3. Modules Used to Group Providers with Similar Intended Service Outcomes



Approach to Developing Modules

To develop the modules—or core sets of outcome and quality measures that form the base iMPRoVE surveys—the team reviewed existing models to group similar VSPs together, assessed program logic models, and conducted analyses using the National Census of Victim Service Provider (NCVSP) data.

In reviewing existing models, the team reviewed GA CJCC’s model to group providers and then compared that model to other existing state and federal models to group providers in the field. Within and across models, VSPs were grouped by program type (e.g., court-appointed special advocates), program model (e.g., law enforcement victim witness assistance program), specialized service (e.g., counseling for adults or families/children), or by a key service type and victim group (e.g., domestic violence shelter). Outcomes across these modules measure similar outcomes, but language varies according to the specific crime type or service model. When looking beyond GA CJCC, there was not one consistent approach with similar distinctions among VSP groups. Some models grouped VSPs as one large set and provided the same outcomes for all VSPs, others grouped VSPs by strategic areas, and a few grouped VSPs based on specific services provided.

Next, the team conducted a review of previously compiled logic models to see how outcomes differed across program models based on the whole array of services provided. Most logic models were from agencies supporting victims of domestic violence, sexual assault, or child

abuse. A few considered other forms of victimization, but this was a gap in our logic model review. Although there were similar outcomes within logic models that addressed different types of crime and different types of services, there were some distinctions. Specialized programs/service groups, such as legal aid or therapy, had some unique outcomes that reflected specific goals these models may wish to achieve. Programs that are often considered more comprehensive or that have more points of contact with victims, such as housing/shelter programs, often had a wider range of outcomes reflecting their broader range of services provided to victims. Programs that have fewer interactions overall with victims (e.g., hotlines or those focused on information and referral) were generally focused on outcomes related to crisis, immediate safety, and the utility of the connections made.

Lastly, the team conducted a latent class analysis (LCA) on NCVSP data. NCVSP data are available from the Bureau of Justice Statistics and include information on all programs and organizations that service victims of crime or abuse. To identify service portfolios, we formed classes based on NCVSP variables about services provided. LCA looks at a set of variables and groups these variables into classes based on similar underlying constructs—in this case, similar types of services provided. Agencies are assigned to only one class, and those agencies within a defined class are more alike on the variables of interest than agencies in a different class. Eight classes were identified based on services provided:

- **Class 1** focuses on information and referral with some legal and victim rights assistance.
- **Class 2** provides mental health and crisis counseling services along with victim information and referral.
- **Class 3** offers legal and victim rights assistance with information and referral and safety services.
- **Classes 4–6** focus on medical and health assistance with varying levels of supportive services, including providing mental health and safety services, legal support, or other supportive services (e.g., case management).
- **Class 7** provides financial and material assistance (including housing/shelter) along with emotional support and safety, legal and victims' rights assistance, and case management.

- **Class 8** offers the most services of any class, including a hotline, case management, legal and victim’s rights assistance, medical and health assistance, emotional support and safety, and financial and material assistance, and information and referral services.

iMPRoVE Modules

Based on these findings, the iMPRoVE team created six distinct modules that are representative of different service portfolios across the victim services field (see [Figure 2-4](#)). These modules account for service intensity, meaning the number of intended contacts in a course of services, and tailored or specialized services targeting particular needs (e.g., shelter). Each module has a goal statement and associated outcome measures that are core to the module and thus cannot be removed from the base survey instrument. Providers can select a module and customize it by adding additional questions from the universe of available questions within iMPRoVE.

Supporting VSPs to Find and Customize Their Module


The iMPRoVE website offers two ways providers can explore the modules to identify their best fit. The “Explore iMPRoVE Modules and Measures” page shows all the core constructs and survey questions for each module. Providers whose program already has a logic model are advised to go directly to this page to review full descriptions of all iMPRoVE modules to determine which of the six modules best fit their program.

Figure 2-4. Final iMPRoVE Modules



Other providers who did not have a logic model or were interested in more support to find their module were directed to the Module Selection Wizard. The Module Selection Wizard guides providers through a series of questions to identify a base module that may be most appropriate as a starting point to tailor their iMPRoVE tool to measure the impact of their program. The Module Selection Wizard also provides an alternative if the first selection does not feel like the best fit. Once a VSP has made their selection, they can log in to the platform to customize their survey further with any questions available within the universe of iMPRoVE.

2.3.5 Website Development

In addition to developing a standardized survey instrument, another component of the project was to develop an open-source, freely available platform for collecting, viewing, analyzing, and exporting the iMPRoVE data. RTI's Tangerine[®] platform, which is used around the world for mobile assessments of students and educators, was customized and adapted for VSP administration of the iMPRoVE instrument. The platform, which is intuitive and easy to use, enables the secure collection and transmission of data and the visual display of findings through a data dashboard. The iMPRoVE platform is housed at <https://www.improve-tool.org/> .

2.4 Expected Applicability or Impact of the Research

Most providers began their victim services work to make a difference in peoples' lives. Outcome data can help them to know if they are making those differences. Adopters of iMPRoVE will gather key data on outcomes that will help them to measure changes in survivors' lives and move beyond a focus solely on services processes (i.e., efforts, policies and procedures). VSPs who use iMPRoVE can leverage these data to continuously improve their programs' performance through five practices:

- **Tracking client outcomes:** Client outcomes data, which are essential to monitoring service quality, can tell a VSP when to celebrate and when to look for ways to improve. When VSPs have made changes—such as in recruitment, training, supervision, policy, or procedures—they can gauge their progress by tracking trends in those same client outcomes.
- **Adopting a thoughtful framework to guide staff decisions:** An agency that is driven by a clear mission, vision, and values—one that places a priority on quality services and outcomes—requires a commitment to competence, credibility, and trust. It recognizes clients and staff as stakeholders who can be empowered with information to share in a continuous process of improving program performance.
- **Building successful teams:** This can be a rich and rewarding process for agencies intent on making a difference for their clients. Outcome data can help support the implementation of best practices and inform areas for further staff and team development. Taken together, these processes can help to boost team morale and continually invest in individuals to further grow and develop as professionals.
- **Assessing whether the team is doing what the program design calls for and how well they are doing it:** Data on service *quality* can be used for benchmarking to inform decisions about policy and procedure updates as well as caseload standards, staffing levels, and budget adjustments.
- **Examining whether a well-implemented design is accomplishing changes in clients' lives:** VSPs can use outcome data to celebrate and strengthen team through activities such as building relationships with their Board of Directors, engaging in community partnerships, marketing the program for new resources, and solving problems and innovating. When the data suggest the outcomes are not as intended, that information can focus the team on where to concentrate (e.g., recruitment, training, technical support, incentives).

3. Participants and Collaborators

3.1 Involvement of the Expert Panel and Project Input Committee

To ensure that development of the iMPRoVE tool was informed by VSPs, the project team assembled two bodies of advisors: an Expert Panel of 14 thought leaders in the victim service community and a Project Input Committee of 30 additional victim service leaders, including 15 with a focus on underserved victim populations. These advisors were selected in consultation with federal partners.

The Expert Panel served several purposes:

- Ensure that varied provider perspectives and needs vis-à-vis outcome measurement are addressed.
- Help to identify potential provider concerns that could hinder the successful adoption and implementation of standardized outcome measures.
- Provide input on instrument content and cultural and linguistic translation needs.
- Ensure that questions were developed through a trauma-informed and culturally sensitive lens.
- Assist with recruiting survivors for cognitive testing of the tool.
- Assist with recruiting diverse providers to participate in the pilot testing of the instrument.
- Assist with the dissemination of project deliverables.
- Assure providers that the final tool has value and utility and captures pertinent outcomes, quality, and satisfaction measures.

The Expert Panel met at five points during the project to provide key input and assistance. They received an honorarium for their involvement.

The Project Input Committee served as a second tier of advisors to discuss specific issues, individually or in small groups. Discussions included the relevance of identified measures for certain groups of survivors and any challenges that might arise in certain settings from using the tool. They also received updates and briefings regarding the project.

3.2 Interviews with Persons Impacted by Crime

It was also essential that the voices of persons impacted by crime were represented in the development of the iMPROVE survey. Early in the project, the team conducted individual interviews with survivors about their perceptions of the quality and outcomes of services. We recruited survivors who had experienced a range of victimization types from three DC-area providers, two Ohio providers, and two Georgia providers. The VSPs who agreed to work with us on this effort conducted the initial outreach to potential interviewees and forwarded contact information for those who expressed interest. To the extent possible, we sought to recruit survivors who were diverse in terms of their demographics and type of victimization experienced.

Interviews were conducted virtually and lasted approximately 30 minutes. Survivors were asked about the benefits of victim services and the treatment they experienced from VSPs. They were also asked for their reactions to a sample of outcome-focused questions. Finally, interviewers sought their advice regarding the administration of an outcome survey. The characteristics of the 11 survivors who participated in the interviews are presented in **Table 3-1**.

Table 3-1. Characteristics of Persons Impacted by Crime Who Participated in Initial iMPROVE Interviews

Interviewee Characteristics	Count
Residence	
District of Columbia	1
Maryland	1
Ohio	5
Georgia	2
Virginia	2
Gender	
Male	3
Female	8

(continued)

Table 3-2. Characteristics of Persons Impacted by Crime Who Participated in Initial iMPROVE Interviews (continued)

Interviewee Characteristics	Count
Race/Ethnicity	
White	6
Black	3
Hispanic	1
Asian	1
Victimization Type*	
Domestic violence	2
Sexual violence	1
Stalking	1
Physical assault	1
Parent of child victim	1
Survivor of childhood abuse	1
Vehicular assault	1
Gun violence	1
Survivor of homicide	2
Human trafficking	2
VSP Type*	
Hospital-based	1
Criminal justice system–based	7
Community-based	8

*Not mutually exclusive

Project staff conducting the interviews analyzed the notes and identified several key takeaways of relevance for the development of the survey instrument. Many of the findings were related to the types of services that survivors felt were most impactful on their lives. This included being updated on the status of the criminal case and understanding what was happening and their role in the process; receiving practical services, such as resume assistance, rental assistance, childcare, and parenting classes; and receiving therapeutic or counseling services. Survivors also noted that feeling supported by providers and being treated with empathy, understanding, and respect were critical to their experience with VSPs. Finally, the interviews with the survivors highlighted that many maintained long-term contact with VSPs, a factor that would need to be

accounted for in determining the appropriate timing for survey administration and in protecting survivors' confidentiality in survey responses.

3.3 Cognitive Testing of the iMPRoVE Survey Instrument

After drafting the iMPRoVE questions and assigning measures to modules, the project team conducted cognitive interviews with 43 survivors. Cognitive interviews are essential for assessing respondent understanding of and ability to answer survey questions and ensuring that the measures are valid and reliable. The cognitive interview protocols for iMPRoVE were designed to explore whether questions are understood as worded and whether they are measuring the intended constructs. The protocols were administered by staff trained in trauma-informed interviewing.

OVC, OVW, and Expert Panel and Project Input Committee members assisted the project team with identifying VSPs who would be willing to reach out to persons impacted by crime to see if they would be willing to participate in the cognitive interviews. Additionally, the Georgia Victim Compensation Office assisted with recruitment by contacting those who were referred from victim assistance organizations for compensation and offering them the opportunity to participate in the interviews.

Eligibility to participate in the cognitive interviews was based on the following criteria:

- 18 years of age or older;
- able to speak and read in English;
- residence in the United States;
- concluded victim services no more than 3 years prior to the interview;
- access to a secure location for completing the interview;
- access to a secure email address and internet or wi-fi access; and
- participation in the interview would not be expected to cause distress.

RTI and partners contacted 152 persons impacted by crime who expressed interest in participating in the cognitive interviews. Of those contacted, 60 individuals responded to the interview coordinator to schedule a cognitive interview. A total of 43 individuals completed

interviews (see **Table 3-2** for participant demographics). The remaining 17 did not show up for their scheduled interviews and either declined to reschedule or did not respond to further contact attempts.

Table 3-3. Characteristics of Persons Impacted by Crime Who Participated in the Cognitive Interviews

Participant Characteristics	Adult	Proxy (Dependent)
Gender Identity*		
Female	69%	75%
Male	20%	42%
Declined	11%	0%
Race		
White	49%	62%
Black	37%	25%
Other	6%	13%
Declined	9%	0%
Hispanic origin		
Hispanic	23%	0%
Non-Hispanic	66%	100%
Declined	11%	0%
Age		
0–5	—	12%
6–10	—	25%
11–15	—	25%
16–18	—	38%
18–24	3%	—
25–34	14%	—
35–44	34%	—
45–54	29%	—
55–64	3%	—
65 or older	11%	—
Declined	6%	0%
Education		
Less than high school degree	3%	—
High school diploma or GED	20%	—
Some college	29%	—
Bachelor's degree	23%	—
Master's degree or higher	14%	—
Declined	11%	—
Sexual orientation		
Straight	71%	—
Lesbian, gay, or bisexual	17%	—
Declined	11%	—

(continued)

Table 3-4. Characteristics of Persons Impacted by Crime Who Participated in the Cognitive Interviews (continued)

Participant Characteristics	Adult	Proxy (Dependent)
Total number	35%	8%

Note: Percentages may not sum to 100% due to rounding.

— Not applicable.

*Proxy percentages do not sum to 100% due to a proxy respondent who answered for one male and one female child.

Eight cognitive interviewers from RTI and JRSA conducted two rounds of interviews between June 10 and October 1, 2021. Interviewers worked in pairs, with one asking questions and the other serving as notetaker. All interviews were conducted via Zoom, through video or audio only (at the request of the participant) and lasted approximately 1 hour. Once informed consent was obtained (see **Appendix B** for all cognitive interview materials), interviewers shared their computer screen with PowerPoint slides containing each question from that module. Participants were instructed to read the question (internally or aloud, according to their preference) and verbally respond with their answer. Interviewers were trained to follow a scripted cognitive interview protocol with pre-set probes. Generally, the participants were asked about text clarity, their ability to provide answers, ease of navigating the instrument (i.e., format), and recommendations for improving the survey. The interviewers also used spontaneous probes when needed to clarify participant feedback (e.g., “Can you tell me more about that?”). During the interviews, the notetakers took detailed notes on the participants’ verbal reactions to the iMPRoVE questions and how they answered the interviewers’ probes about the questions. Upon completion of round 1 and round 2, the project team compiled the feedback from all interviews into a single document for analysis. The analysis identified questions that needed to be revised because of problems with participant comprehension of the words or understanding of the meaning and was used to develop recommended changes based on the findings. The cognitive interview report presented in **Appendix B** provides a summary of the tested questions

and recommended revisions across both rounds of cognitive testing. The testing resulted in valuable changes to the iMPRoVE wording to ensure that the questions were clear, concise, and universally understood.

3.4 Usability Testing

As a final step before pilot testing, project staff conducted two phases of usability testing to ensure that the platform was working and that potential users could navigate it with ease. The first phase tested the extent to which providers could identify a base module and select additional optional measures. Twenty-two usability tests were conducted during this first phase. Providers were recruited through personal outreach by project staff or advisors and through general outreach via JRSA's Center for Victim Research newsletter. Findings from this phase led to additional changes, including changes to the wording used to describe the modules, the development of the Module Selection Wizard, and the creation of an option to offer a survey with only the service quality measures.

The second phase tested whether providers could navigate the platform, from registration to survey creation to reviewing results on a dashboard. Twelve tests were conducted during the second phase with a subset of the providers who participated in the first phase of usability testing. Findings from this phase led to additional changes in the data dashboard, instructions, and more.

3.5 Pilot Testing

The culmination of the project was a large pilot test in which VSPs used iMPRoVE as designed for a 3-month period. In total, 167 unique VSPs participated in the pilot test and collected data from nearly 1,400 persons impacted by crime. The pilot test process and findings are described in Section 4.

4. Outcomes: Pilot Testing

4.1 Conducting the Pilot Test

As noted, the iMPRoVE project culminated in a large pilot test to assess the functionality, applicability, and utility of the platform, survey instrument, and supporting materials for VSPs and the victims/survivors they serve. The purpose of the pilot test was to test out the use of the platform in a real-world setting to assess how well it performed and identify any challenges with implementation or use.

The pilot test took place during the first quarter of fiscal year 2023 (October 1, 2022 to December 31, 2022). All GA CJCC grantees participated in the pilot test, shifting from their paper-and-pencil Outcome Performance Measurement System to the iMPRoVE platform and tool. Additionally, we supplemented the sample of GA CJCC grantees with about 20 providers from other states. These VSPs were recruited with assistance from the Expert Panel, Project Input Committee, and OVC. These VSPs were specifically targeted for recruitment efforts because they were in states that did not have an existing outcome measurement system or because they were part of an underrepresented group (e.g., tribal providers).

Prior to the start of the pilot test, the RTI team conducted a series of virtual training sessions to orient providers on using the platform and customizing and administering their iMPRoVE survey. All pilot test participants were asked to attend one of the sessions. Additionally, participants were given electronic copies of the iMPRoVE User Guide (which is also available on the platform), a recording of the training, and access to the iMPRoVE platform, including the Helpdesk, about a week ahead of the start of the pilot test. Providers were also offered Amazon Fire tablets, which could be used to access the platform and administer surveys to in-person victims; the tablets were theirs to keep at the end of the pilot period.

During the testing period, VSPs were asked to create a unique iMPRoVE account and complete the administrative set-up process. Creating an iMPRoVE account meant completing and

submitting a registration page on the iMPRoVE website that asked for the individual's name, the organization's name (which was populated in the survey), an email address, and the state of residence. All registration requests were manually reviewed and approved by the RTI team. Upon approval, new registrants were provided with the User Guide and information about the Helpdesk to support them while using iMPRoVE.

Once providers were registered and created their iMPRoVE survey, they were asked to administer the survey to all eligible victims. Eligible victims were those age 18 or older (or the guardians of victims under age 18) who reached the substantial completion of their services. VSPs were provided guidance on how to determine the point at which a victim had reached the substantial completion of services, which could vary depending on the type and nature of services. VSPs were instructed to ask each of their eligible clients if they would be willing to take a brief, confidential survey to help them understand how useful the services were and where improvements can be made. To mimic full field deployment of the tool, VSPs had flexibility to administer the survey on any available, internet-equipped device and to enable the victim to complete the survey at the provider location, at a remote location like a courthouse, or at a location of the victim's choosing. VSPs were encouraged to have the victim complete the survey in person, when possible, but they also had the ability to email a secure survey link or provide a QR code that would take the potential respondent to the survey. The survey was available in English, Spanish, Chinese, and Vietnamese, and the platform was accessible for visually impaired clients requiring the use of a screen reader.

During the pilot test period, the first screen of the survey that the victim would see was an informed consent statement that read:

RTI International, the Justice Research and Statistics Association, and the Georgia Criminal Justice Coordinating Council are working with the U.S. Department of Justice to understand people's experiences with services they received after a crime. This survey is part of that work. We would like to know if you think the services from Acme were helpful and how you felt about them.

The survey is voluntary and will take no more than 5–10 minutes to complete. You can skip any questions that you do not want to answer or that make you uncomfortable.

We will keep your answers private and confidential—no information in this survey can be used to identify you. Your answers will help us to make the survey better in the future. All survey responses will be stored at the National Archive of Criminal Justice Data.

If you have questions about this study, email support@improvehelp.zendesk.com.

If you have any questions about your rights as a study participant, contact the RTI Office of Research Protection at 1-866-214-2043.

Each respondent had to check that they understood the survey and were agreeing to take it before they could move forward to the outcome and quality measures.

Some VSPs were not able to participate in all 3 months of the pilot test. Due to resource and staffing challenges, some providers starting using the platform 1 or 2 months into the pilot test period. Because of the nature of victim services, some providers who participated throughout the full 3 months never had a victim reach the substantial completion of services during the pilot test period or were never able to get a victim to complete the survey.

Throughout the pilot test period, a Helpdesk was available to any VSPs who encountered issues in using the platform or administering the survey. The Helpdesk was centrally monitored by a member of the project team, but depending on the nature of the questions, some questions were assigned to the technical IT team, one of our GA CJCC partners, or the project management staff. Helpdesk staff had a goal of answering all questions within 1 to 2 days. The team monitored traffic to the website using Google Analytics. Additionally, throughout this period, the RTI team engaged in email communication with participants. The team sent a series of four email blasts to all participants, reminding them about different aspects of platform

functionality and resources available if they should need support. The GA CJCC representative also sent emails to any grantees in the states that failed to register for an account or who registered for an account but did not create their customized iMPRoVE survey. The emails from GA CJCC expressed the importance of participation and reminded VSPs who collecting outcome measures was a condition of their grant award.

At the conclusion of the pilot test period, all participating VSPs were sent a brief electronic survey that asked them to provide feedback on various aspects of the platform, the survey, the administration, and supporting materials (see **Appendix C** for the feedback survey instrument). Each provider had an individual survey link, enabling them to save their progress if they were unable to complete the survey at one time and enabling the team to track provider response rates. **Table 4-1** details the survey nonresponse protocol. All messages related to the feedback survey were sent to the email address associated with the providers' iMPRoVE registration.

Table 4-1. Email Messages Sent to Pilot Test Participants Requesting Completion of the Feedback Survey

Week	Week 0	Week 2	Week 2	Week 3	Week 4
Date	Jan 9	Jan 17	Jan 20	Jan 25	Jan 30
Message	Initial email to pilot testers	First reminder	Deadline reminder	Deadline passed but still time	One last chance

In addition to asking for feedback on experiences using iMPRoVE, providers were asked at the beginning of the pilot test period to track (1) the number of victims and survivors who reached the substantial completion of services during the pilot test period; (2) the number of victims and survivors offered the opportunity to take iMPRoVE, by whether they were offered it in person or sent the link via email or text; and (3) the number of known refusals. The survey included a series of tables where respondents could enter their weekly counts for each of those measures

for the purposes of computing iMPRoVE response rates. Unfortunately, these data were not tracked or entered for the majority of respondents.

Finally, the survey also included a question asking whether that provider would be interested in participating in a 1-hour focus group to discuss their experiences with the platform in more detail. A series of four focus group meetings were subsequently held with providers who were interested in offering additional feedback and suggestions.

The next section describes the findings from the pilot test, including the data collected through the iMPRoVE survey, the VSP feedback survey, the focus groups, and the nature of Helpdesk requests throughout the project period.

4.2 Findings

4.2.1 Provider-level Participation in the iMPRoVE Pilot Test

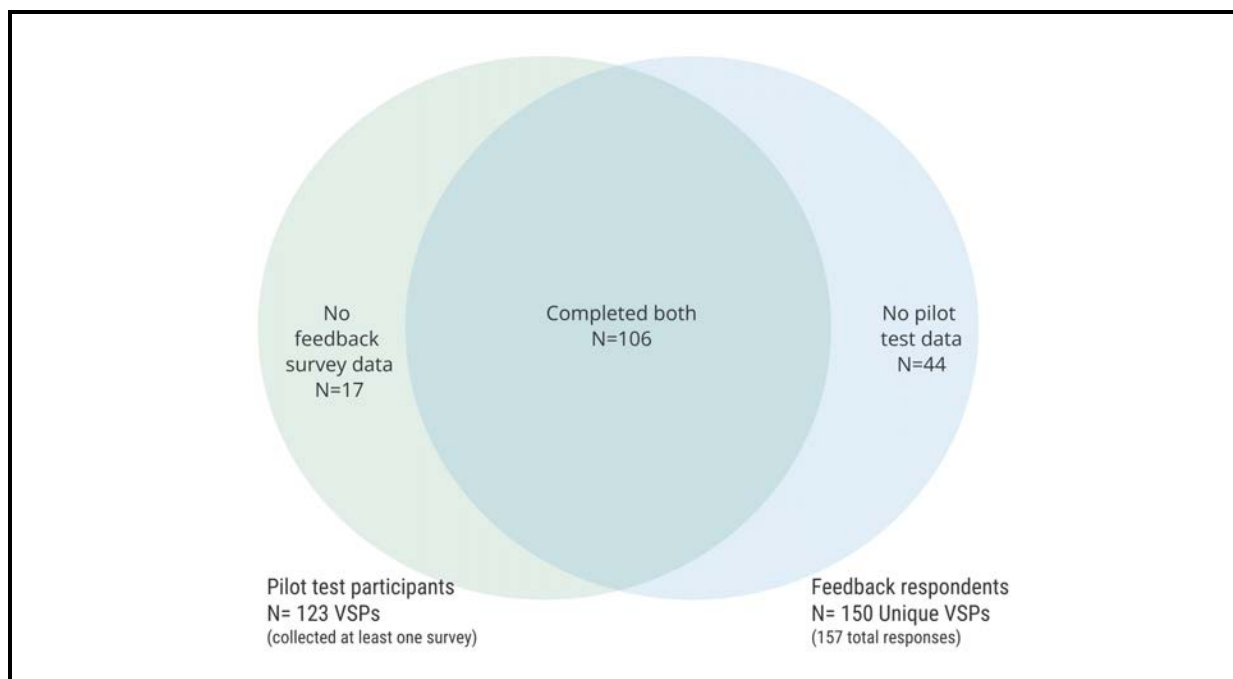
A key aspect of the pilot test was understanding which modules different types of VSPs selected and which optional questions they added to customize the survey instrument.

VSP Participation in the Pilot Test

In total, 167 unique VSPs participated in the pilot test, meaning that they created an account on the platform at some point during the 3-month period. Of these, 44 (26%) did not collect any survey responses during the pilot test period because they never created a survey, had a limited number of survivors who reached the substantial completion of services during the period, experienced survivor refusal, or failed to provide the opportunity to complete the survey.

Of the 123 VSPs who collected iMPRoVE survey data during the pilot test period, 17 (14%) did not complete the feedback survey at the end of the pilot test period. Overall, about 71% of pilot test participants had both survivor survey data and feedback survey data.

Figure 4-1. VSP Participation in Pilot Test and Feedback Survey



Characteristics of Participating VSPs

The majority of participating VSPs (88%) were from Georgia, but other states, including Colorado, Illinois, Louisiana, Nebraska, which did not previously have a statewide outcome measurement system in place, were also represented, as were several different tribal organizations.

To identify the types of providers participating in the pilot test, we asked all VSPs to self-select up to three categories of provider types in the feedback survey. For these analyses, we applied a hierarchy to their responses based on prioritization for the pilot test, as well as sample sizes. For example, a question of interest was which modules shelter service providers would select since there was not a specific module focused on shelter-related outcomes. Thus, if a provider identified as a shelter provider in addition to other types of services, they were classified as a shelter provider.

Table 4-2 is ordered according to this hierarchy and shows how VSPs were classified for the analysis and which types were selected overall. For instance, 42 VSPs identified as domestic

violence/sexual assaults service providers, but 32 of those also identified as a provider type that was higher in the hierarchy. A total of 123 VSPs participated in the pilot test, meaning that they created at least one iMPROVE survey instrument. Of those, 17 did not complete the feedback survey (14%), so the provider type is unknown.

Table 4-2. Classification of Types Of Providers Participating in the Pilot Test

Type of Provider*	Hierarchy Classification	Selected By VSP
Culturally specific or tribal	4	4
Legal	6	7
Domestic violence shelter	21	24
Law enforcement-based	7	7
Counseling	6	12
Child advocacy center or children's shelter	12	13
Prosecution victim witness assistance program	35	35
Domestic violence services/sexual assault center	10	42
Other	5	12
Unknown	17	—
Total	123	106

— Not applicable.

Module Selection Among Participating VSPs

As noted in Section 2, the iMPROVE platform includes six modules that form the foundation of the iMPROVE surveys. VSPs select one of the six modules, each of which has a core set of outcome and quality measures. VSPs could add additional optional questions to the module for a customized survey. They could also create more than one survey to account for circumstances in which they provide different services with different intended outcomes to different victims.

Of the 123 VSPs who created at least one iMPROVE survey, the vast majority (85%) created one survey. The remaining 15% created multiple surveys, with no VSPs creating more than three surveys. In total, the 123 VSPs who collected survey data during the pilot test period used

145 iMPRoVE surveys (Figure 4-2). Of those who created multiple surveys, the most common combination of modules, selected by about 30% of VSPs, was the Supportive or Community Advocacy Services and the Legal or Justice System-Focused Assistance modules. There were no other clear patterns in the combination of modules used by VSPs who created multiple surveys. VSPs identifying as a domestic violence shelter were most likely to create multiple surveys.

Figure 4-2 Percentage of VSPs Creating 1, 2, or 3 Surveys and the Proportion of Total Surveys Represented by Each Group

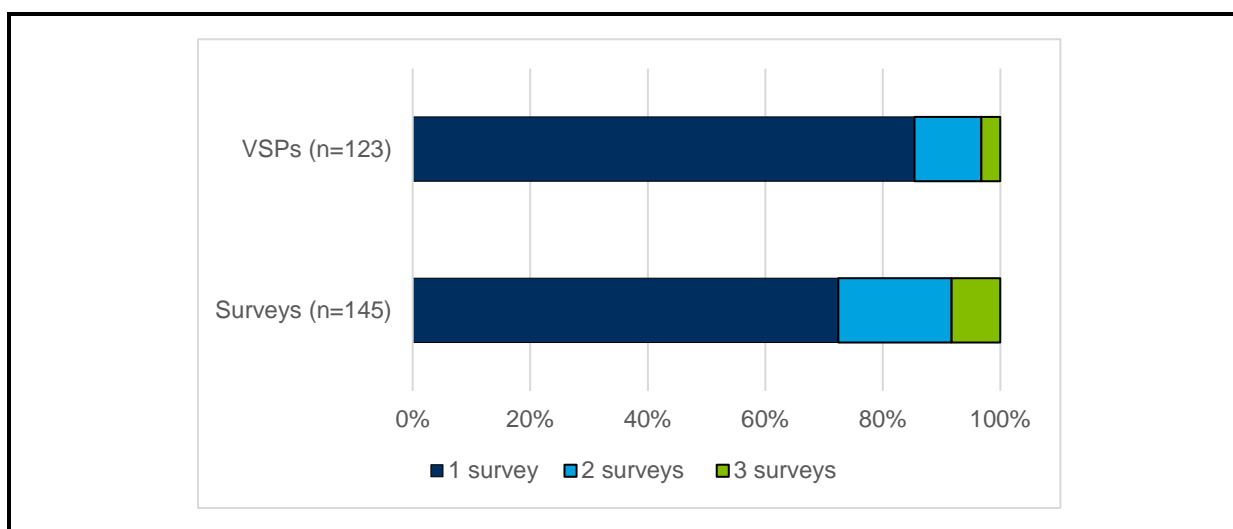
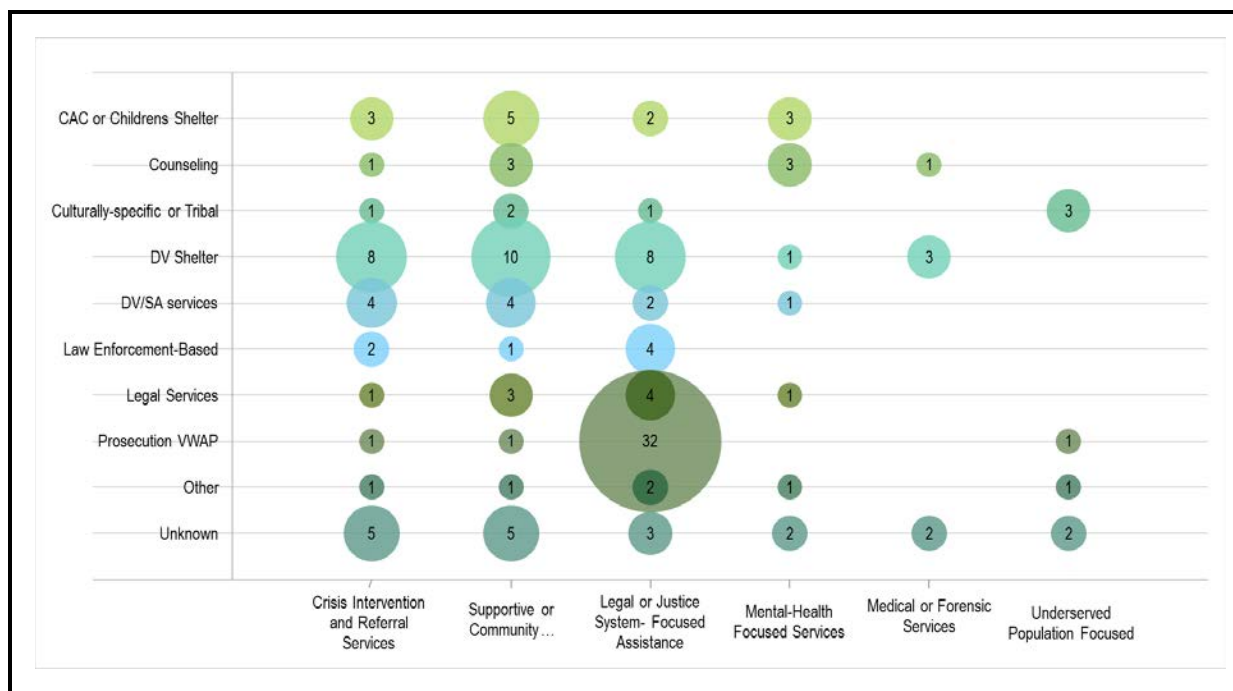


Figure 4-3 shows the modules selected by different types of providers. There were 145 unique VSP-module combinations.

Figure 4-3. Modules Used by Different Types of Providers Participating in the Pilot Test



The figure demonstrates the need to utilize a different grouping of providers, one based on intended outcomes of services, rather than traditional approaches to categorizing or grouping providers (e.g., by types of services offered or types of victims served). Although some provider types, like prosecution victim-witness assistance programs, were fairly consistent in their selection of a module that aligned with the intended outcomes of services, for other provider types there was much more variability. For example, among providers identifying as domestic violence shelters, about a third used the Supportive or Community Advocacy module, 27% used the Crisis Intervention and Referral Services module, 27% used the Legal or Justice System–Focused Assistance module, and a tenth used the Underserved Population–Focused module.

Survey Length and Use of Optional Questions

Depending on which module a VSP used to create their survey, the number of outcome and quality questions included in the survey would vary slightly. VSPs could also add as many optional items as they wanted. As shown in [Table 4-3](#), the median time to complete the survey

ranged from 3 to 6 minutes depending on the module. Surveys created using the Underserved Population–Focused module took the longest to complete because, on average, respondents answered 10 outcome questions and 8 quality questions. In some instances, the mean number of answered questions is lower than the number of core questions. This is due to skipped questions.

Table 4-3 Number of Questions per Survey and Mean Time to Complete iMPROVE, by Module

Module	Outcome Questions		Quality Questions		Median Time to Complete (minutes)
	Core	Mean Number of Answered Questions	Core	Mean Number of Answered Questions	
Crisis Intervention and Referral Services	5	6.0	6	6.8	5.4
Legal or Justice System–Focused Assistance	5	4.6	6	6.1	4.6
Supportive or Community Advocacy Services	8	6.9	6	5.2	5.9
Underserved Population–Focused	9	10.2	8	7.9	6.2
Medical or Forensic Services	6	7.3	6	9.5	3.0
Mental Health–Focused Services	4	4.0	6	6.9	4.4

Note: Each survey also included 11 questions about respondent demographics and service utilization. Average number of outcome and quality questions includes survey respondents that did not complete the full survey, either because they received the quality only survey or because they chose to skip questions.

Table 4-4 shows the percentage of VSPs who added optional outcome questions to their surveys. The shaded cells reflect outcomes that were core to that module and were automatically included on every survey. For example, the question about better safety planning (first row) was included as a core item for 4 of the 6 modules. For the two modules where it was not included as core, 50% of VSPs using the medical or forensic services module added the question as an optional item, as did 42% of those using the mental health-focused services module. There were no optional items used by more than 50% of VSPs across any given module.

Table 4-4. Optional Outcomes Measures Added to VSP Surveys, by Module

Outcome Question	Percent, %					
	Crisis Intervention and Referral Services (n=27)	Legal or Justice System-Focused Assistance (n=58)	Supportive or Community Advocacy Services (n=35)	Underserved Population-Focused (n=7)	Medical or Forensic Services (n=6)	Mental Health-Focused Services (n=12)
The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.					50	42
Because of [NAME OF PROVIDER], I know more about victims' rights.				29		33
The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine.			14	29	33	17
The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police.	26	14	6	29		8
I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order.				43	17	17
I am more aware of people and places in my community that can help me with things like food, clothing, housing or utilities assistance, or transportation.		14				
Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me.	22		6	14	0	17
[NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.	7	2				
I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].	26	2			17	
I feel more hopeful about my future because of [NAME OF PROVIDER].	26	5			17	
[NAME OF PROVIDER] has helped me address my physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to me.	15	2	9			17

(continued)

Table 4-4. Optional Outcomes Measures Added to VSP Surveys, by Module (continued)

Outcome Question	Percent, %					
	Crisis Intervention and Referral Services (n=27)	Legal or Justice System-Focused Assistance (n=58)	Supportive or Community Advocacy Services (n=35)	Underserved Population-Focused (n=7)	Medical or Forensic Services (n=6)	Mental Health-Focused Services (n=12)
Because of [NAME OF PROVIDER], I feel more confident making decisions about my healthcare.	7	0	3	14		8
I have people in my life who I can turn to for help or support.	22	2			0	
[NAME OF PROVIDER] has helped me deal with the ways bias or discrimination affects my healing.	7	0	0		17	8
[NAME OF PROVIDER] has helped me understand how to handle conflicts without putting myself in harm's way.	15	3	3		0	25
Because of [NAME OF PROVIDER], my housing situation has improved.	11	0	23	29	0	17
Because of [NAME OF PROVIDER], I have a plan to find stable housing.	19	2	20	14	0	8
Because of [NAME OF PROVIDER], I feel more confident about managing money and resources.	11	0	14	43	0	8
Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to me.	15	10	3	14	0	8
Working with [NAME OF PROVIDER] has helped me feel safer.	30	22	29	43	33	17

Table 4-5 similarly shows the percentage of VSPs who added optional quality questions to their surveys. Again, the shaded cells reflect quality measures that were core to that module and were automatically included on every survey. There were several quality measures that were added as optional items to more than 50% of the surveys created. For example, among providers using the medical or forensic services module, there were five optional quality measures added to the survey by 50% or more providers. The sample size for this module was relatively small, but more importantly, because adding additional questions increases the length

of the survey and the burden on the person completing it, we do not plan to add more quality measures to the core survey, despite these findings.

Table 4-5. Optional Quality Measures Added to VSP Surveys, by Module

Quality Question	Percent, %					
	Crisis Intervention and Referral Services (n=27)	Legal or Justice System-Focused Assistance (n=58)	Supportive or Community Advocacy Services (n=35)	Underserved Population-Focused (n=7)	Medical or Forensic Services (n=6)	Mental Health-Focused Services (n=12)
[NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.						
Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.						
I felt supported by staff at [NAME OF PROVIDER].						
Staff at [NAME OF PROVIDER] treated me with respect.						
[NAME OF PROVIDER] made their services as easy as possible for me to use.						
I felt like I could be myself with staff at [NAME OF PROVIDER].	19	14	17		50	17
Staff were sensitive to aspects of my culture or identity that are important to me.				71		
It was easy to talk with staff about my culture or identity. This includes my race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.	22	14	29		33	33
Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination I experienced in the past affects me.	11	5	11		0	25
Staff explained information to me in a way I could understand.	52	50	60	43	67	50
I felt included in decisions about the services I received.	26	21	40	29	67	50
I felt comfortable telling staff what I needed to access their services.	41	16	31	43	50	33
Staff understood what I was going through.	15	7	20	57	33	17
Staff made it clear that what happened to me was not my fault.	33	17	34	14	50	42

4.2.2 Participation and Findings for Persons Impacted by Crime

Participation by Persons Impacted by Crime

Nearly 1,400 persons who were receiving services from a participating VSP completed one of the 145 iMPRoVE surveys created by VSPs during the pilot test period. About 40% of respondents completed a survey developed from the Legal or Justice System–Focused Assistance module. About 20% of respondents completed a survey based on the Crisis Intervention and Referral Services module and the Supportive or Community Advocacy Services modules, respectively. About 11% of respondents completed a survey based on the Mental Health–Focused services module, and about 5% completed a survey based on the Underserved Population–Focused module and the Medical or Forensic Services module, respectively (Table 4-6).

Table 4-6. Number of Respondents Completing the iMPRoVE Survey, by Module

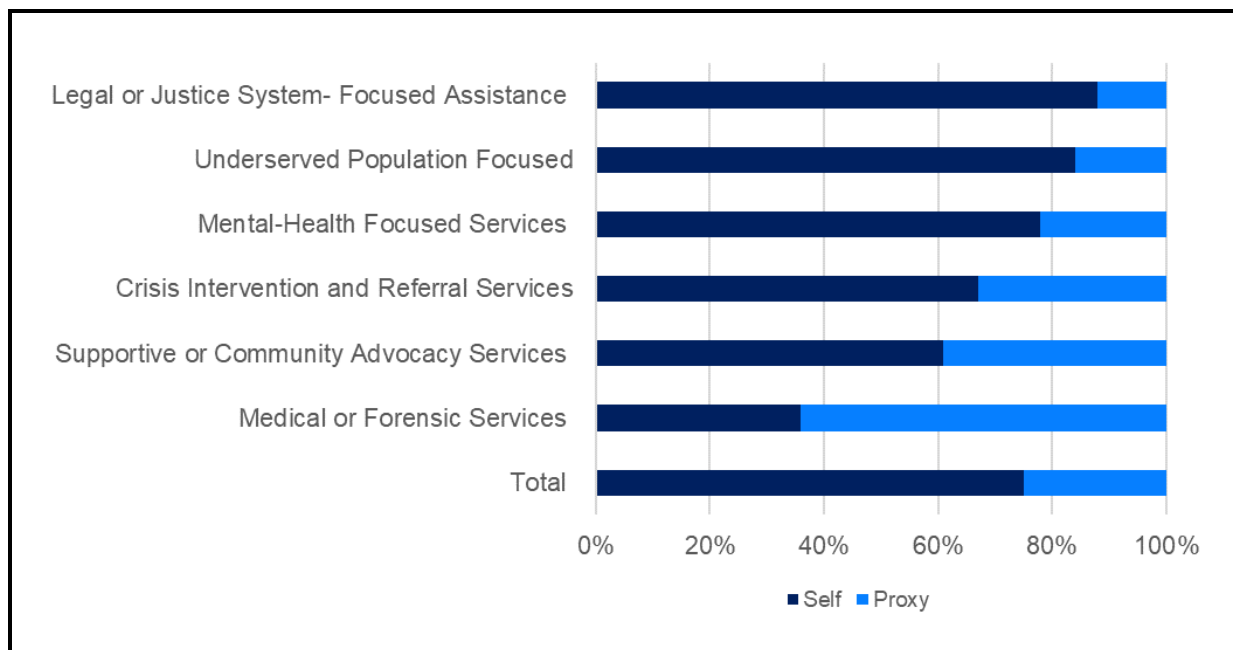
Module	Number of	
	Surveys	Respondents
Crisis Intervention and Referral Services	27	259
Legal or Justice System- Focused Assistance	58	543
Supportive or Community Advocacy Services	35	292
Underserved Population–Focused	7	75
Medical or Forensic Services	6	61
Mental Health–Focused Services	12	151
Total	145	1,381

Self Versus Proxy Respondents

Figure 4-4 shows the percentage of respondents who answered on their own behalf and the percentage who responded as a proxy for a minor victim or dependent adult who was receiving services. Overall, about three-fourths of respondents completed the survey for themselves, and a quarter completed the survey as a proxy respondent. This varied by the type of module from as high as 88% completing the survey on their own behalf using the Legal or Justice System–

Focused Assistance module to just 36% completing the survey for themselves with using the Medical or Forensic Services module.

Figure 4-4. Percentage of Respondents Completing iMPRoVE Based on the Services They Received Versus Completing the Services on Behalf of a Minor or Dependent Adult Who Received Services



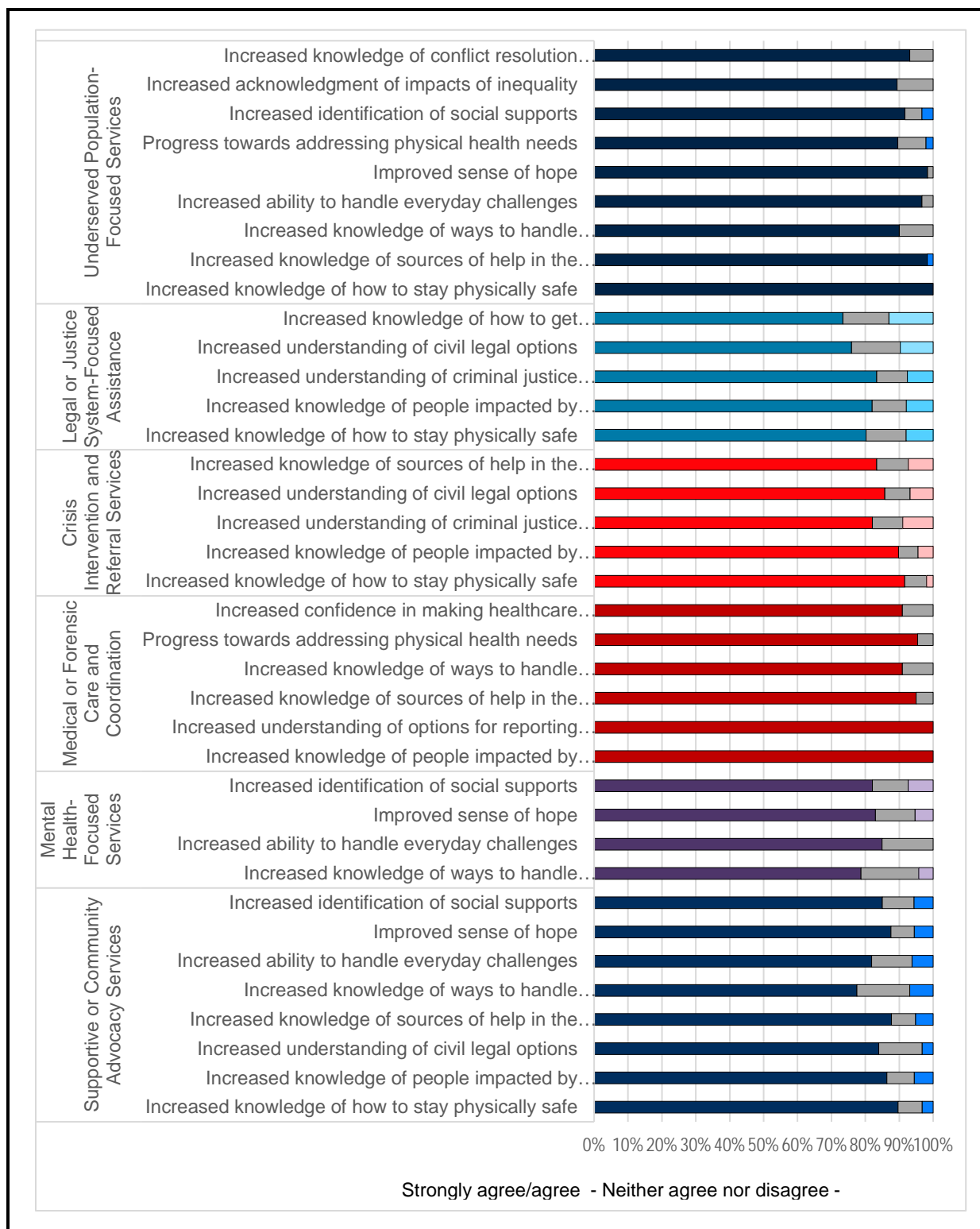
Outcomes of Services

Figure 4-5 shows the distribution of responses to core outcome measures by module. Although the questions use a 5-point Likert scale with responses ranging from strongly agree to strongly disagree, for ease of presentation, the favorable (strongly agree, agree) and unfavorable (disagree, strongly disagree) responses have been combined. The neutral responses are displayed in grey.

A key finding from the responses to iMPRoVE is that the majority of persons who received services felt positively that the intended outcomes of those services were achieved. Across almost all modules and measures, 70% or more of the respondents felt that the intended service outcomes were achieved for them. There was some variability within and across modules. For example, among those responding to the Legal or Justice System-Focused Assistance module,

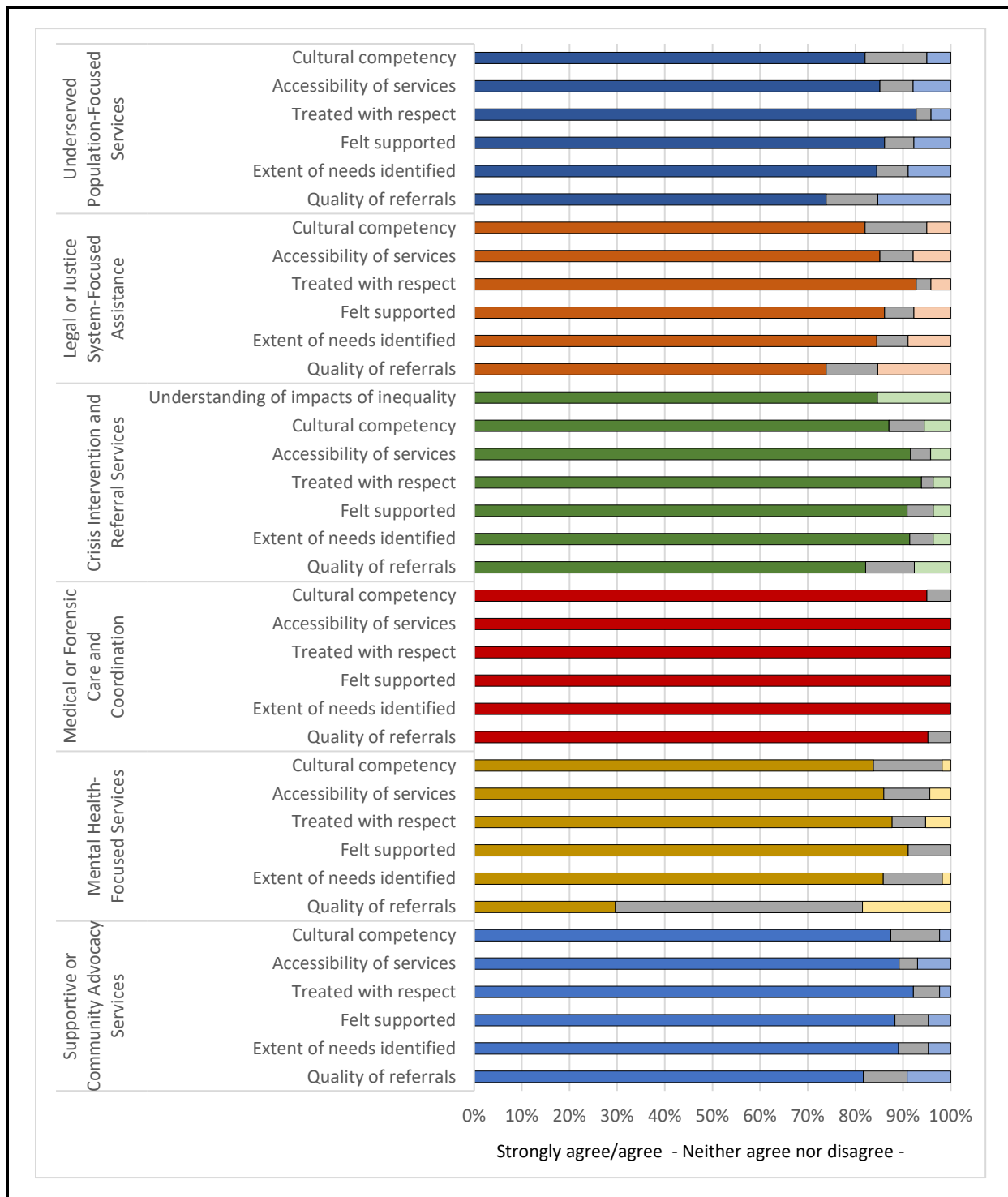
83% felt favorably that services had increased their understanding of criminal justice processes or options, compared to 73% who felt like they had increased knowledge of how to get compensation or restitution. About 80% of those completing a survey based on the Legal or Justice System–Focused Assistance module felt that services had increased their knowledge of how to stay safe physically, compared to 100% who answered this outcome questions as part of the Underserved Population–Focused module.

Figure 4-5. Distribution of Responses to Core Outcome Measures, by Module



Quality of Services

Figure 4-6. Distribution of Responses to Core Quality Measures, by Module



Outcomes and Perceptions of Service Quality by Respondent Demographics and Service Utilization

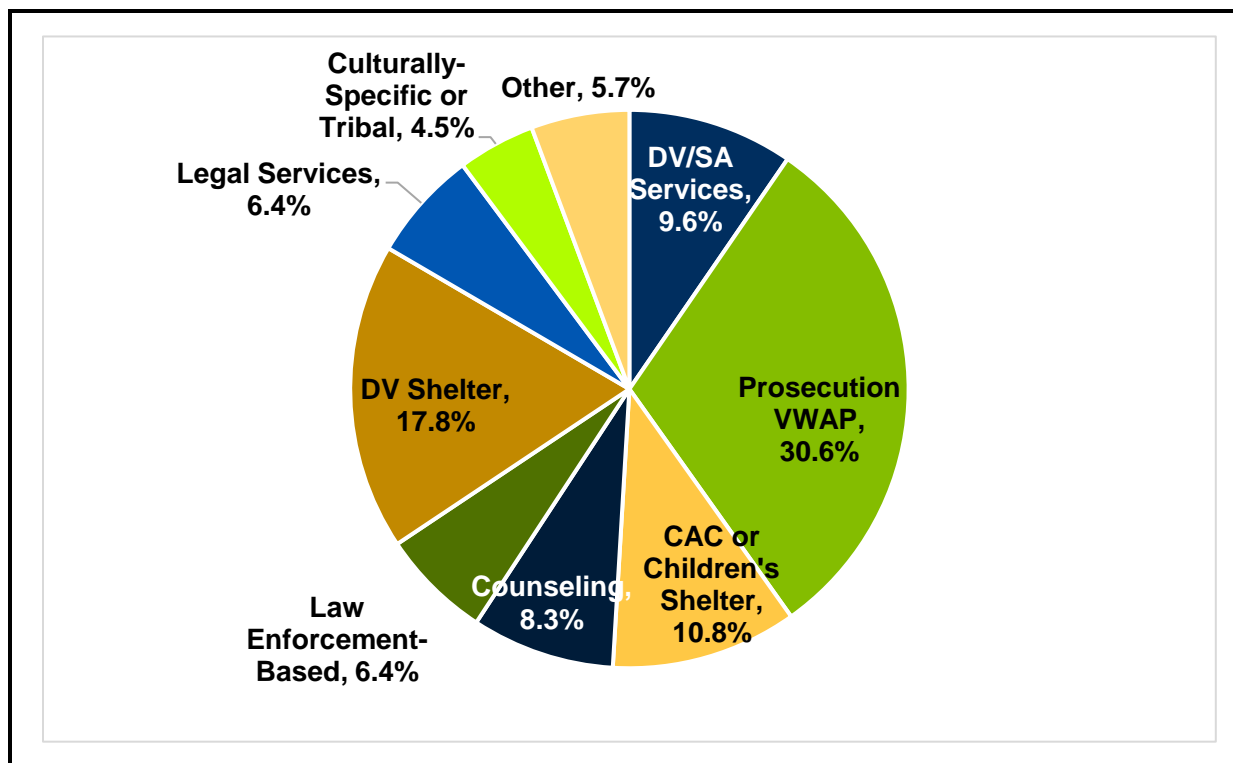
iMPRoVE includes questions about the demographic characteristics of the person completing the survey, as well as questions about the duration, frequency, and mode of services received. These questions could be used by providers to identify if certain groups of victims or survivors experienced services differently from others or if certain modes of offering services resulted in better outcomes. Although across all modules, the responses to both outcome and quality questions were generally favorable among different subgroups of victims and survivors, findings revealed some differences in the levels of favorability for different outcome and quality measures by gender, race/ethnicity, age, education, and sexual orientation. Additionally, analysis of outcome and quality measures by the duration and frequency of services revealed findings such as higher favorability ratings on outcomes of mental health-focused services among victims and survivors who received more frequent services for a longer duration of time. **Appendix D** presents outcomes and quality findings for each module disaggregated by different respondent subgroups and by service utilization measures.

4.2.3 Provider Feedback Survey

VSP Participation in the Feedback Survey

Of the 167 VSPs who participated in the pilot test, 157 individuals, representing 150 unique providers (90% of providers), completed the web-based feedback survey. **Figure 4-7** shows the types of providers who completed the survey.

Figure 4-7. Distribution of Types of Providers Who Completed the Pilot Test Feedback Survey

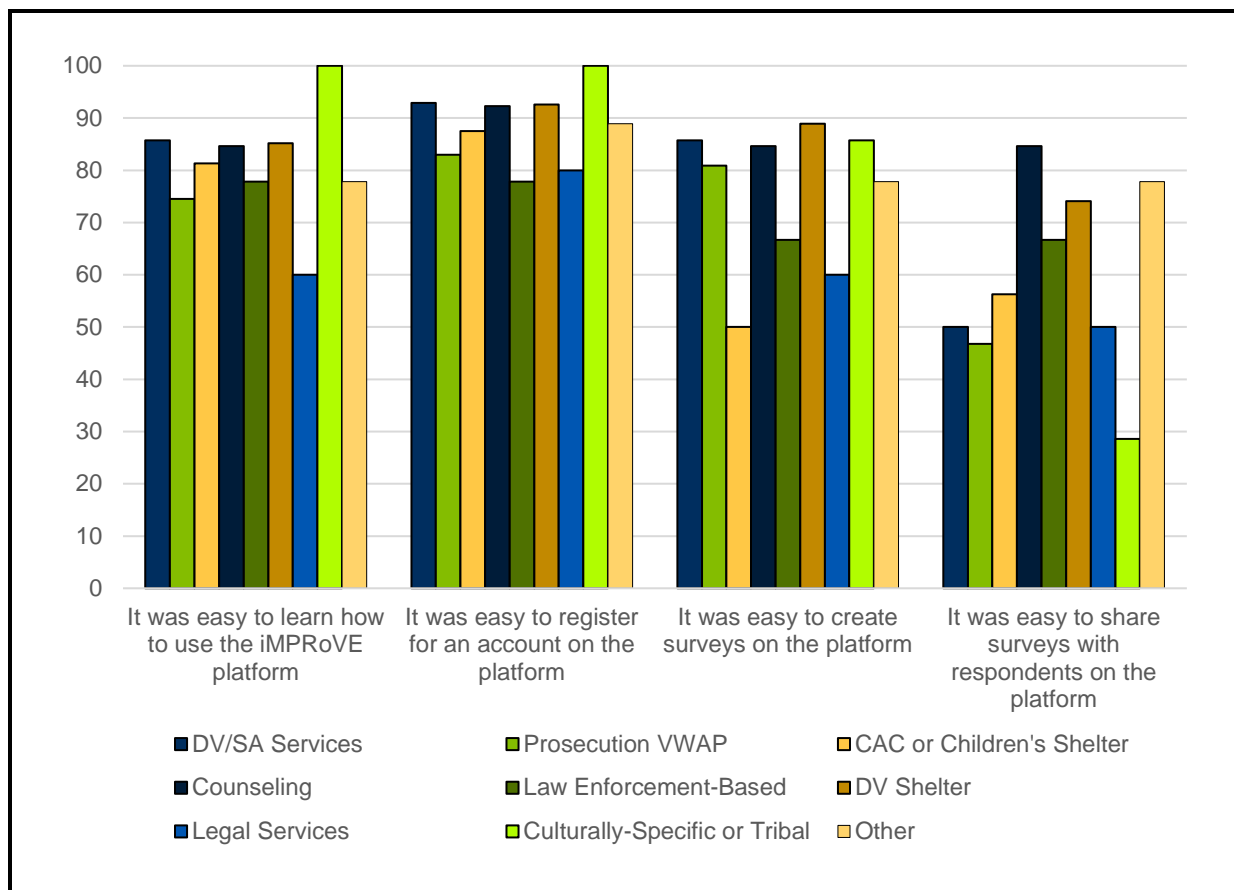


The feedback survey was divided into four main sections covering the following topics: iMPRoVE platform usability, iMPRoVE modules, defining substantial completion of services, and administering iMPRoVE.

iMPRoVE Platform Usability

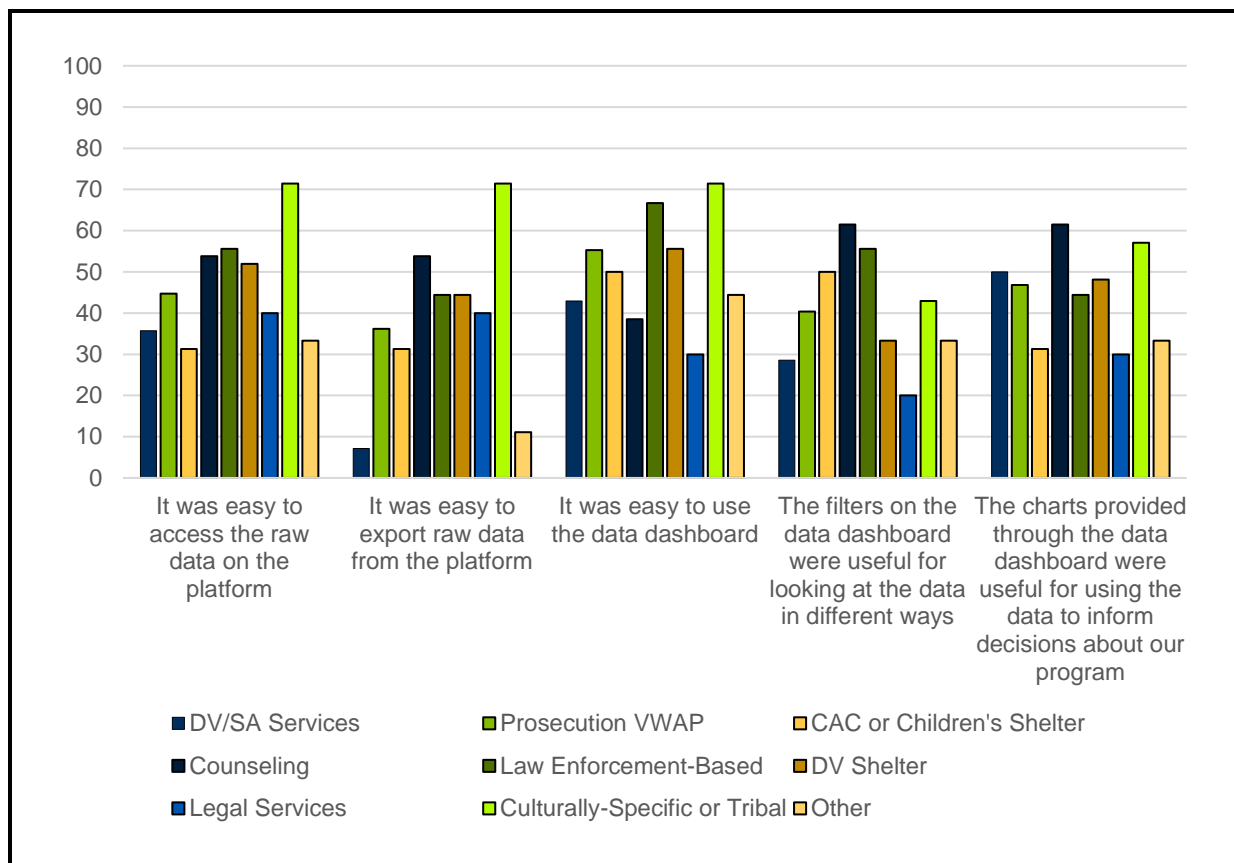
The first set of questions asked providers about their experiences using the iMPRoVE platform. All questions used a 5-point Likert scale ranging from strongly agree to strongly disagree with a neutral option in the middle. The first four questions asked how easy it was to use the platform, register for an account, create surveys, and share the surveys with respondents. **Figures 4-8** through **4-10** shows the percentage of providers with favorable (strongly agree or agree) responses to these questions. Across all provider types, although there was some variability, the majority of respondents felt that it was easy to learn to use the platform and register for an account. A slightly lower percentage said it was easy to create surveys on the platform, but still, across all provider types, 50% or more responded favorably. Providers felt less favorably about the ease of sharing the surveys with respondents. Because of these responses, the team focused on developing additional resources to help providers with this process.

Figure 4-8. Favorable Responses to Feedback Survey Questions on the Ease of Using the Platform and Creating and Sharing Surveys



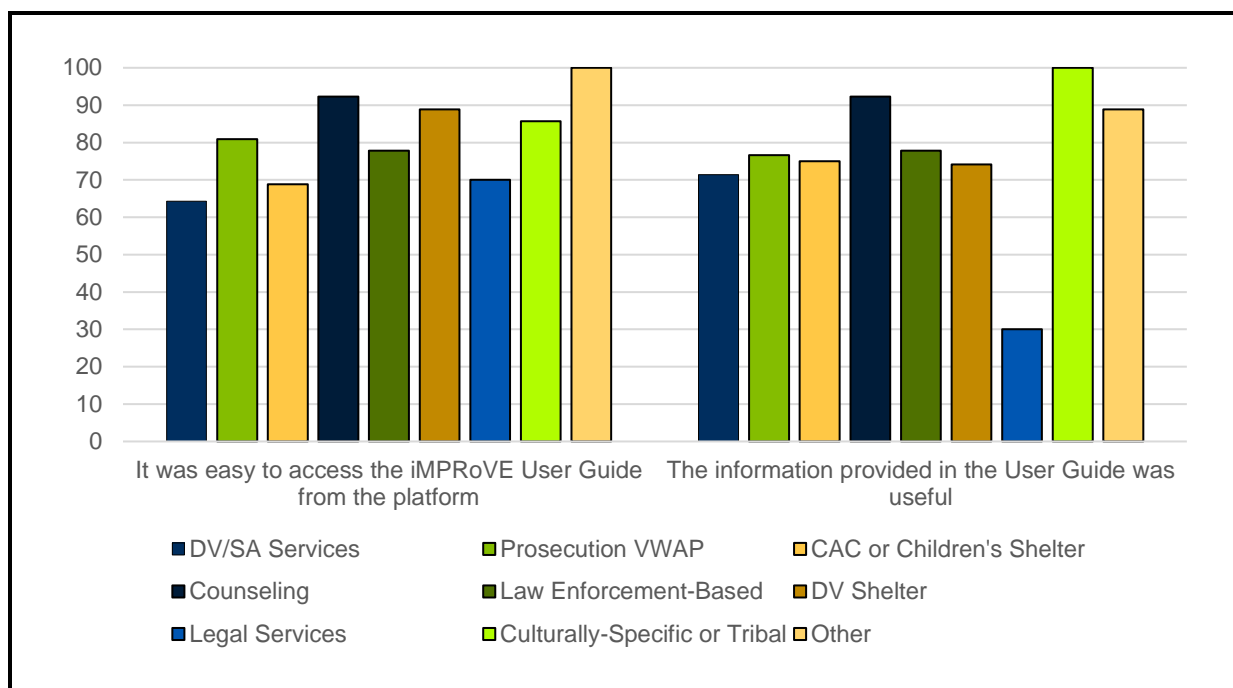
The next questions asked about the ease and use of the data dashboard and downloading raw data from the platform. These questions highlighted that many types of providers found the data access and use components of the platform to be challenging. Based on these survey responses, the team created resources with step-by-step instructions for providers on downloading the raw data. Additionally, the data dashboard was completely redone to improve presentation and usability.

Figure 4-9. Favorable Responses to Feedback Survey Questions on Downloading Raw Data and Using the Data Dashboard



The final questions in the usability section of the feedback survey focused on the User Guide. Overall, most types of providers found the guide easy to access and thought the information it contained was useful. One exception was that a low percentage of legal services providers found the information to be useful.

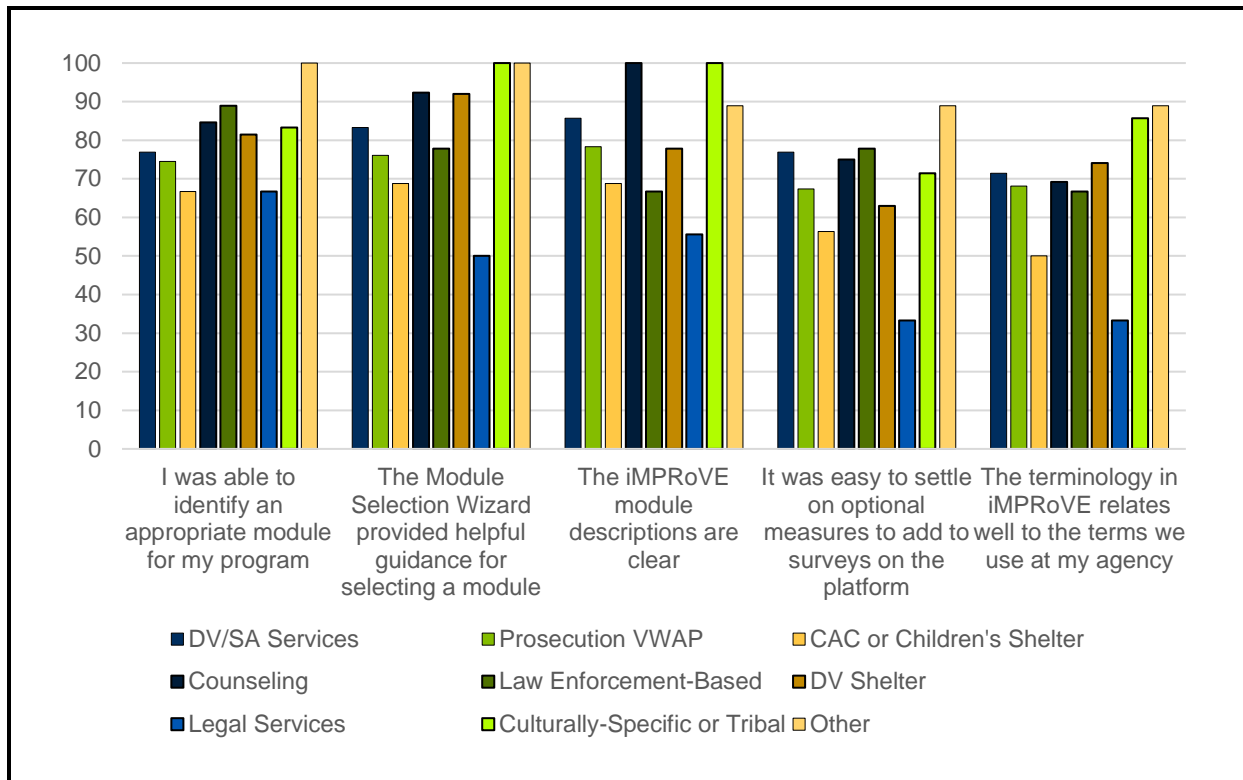
Figure 4-10. Favorable Responses to Feedback Survey Questions on Accessing and Using the User Guide



iMPRoVE Modules

The next set of questions asked providers about their experiences selecting an appropriate iMPRoVE module for their program. Although most providers had favorable perceptions of the descriptions of the modules and the process for selecting a module and adding custom questions, findings revealed that a lower percentage of legal services providers thought that the modules reflected the intended outcomes of their services. Based on these findings, the team followed up with several legal services providers through the focus groups and through other connections in the field and added several new outcome measures to the iMPRoVE library of available outcomes measures. These new measures focused on outcomes related to legal assistance with immigration processes and school-based issues.

Figure 4-11. Favorable Responses to Feedback Survey Questions on the iMPRoVE Modules



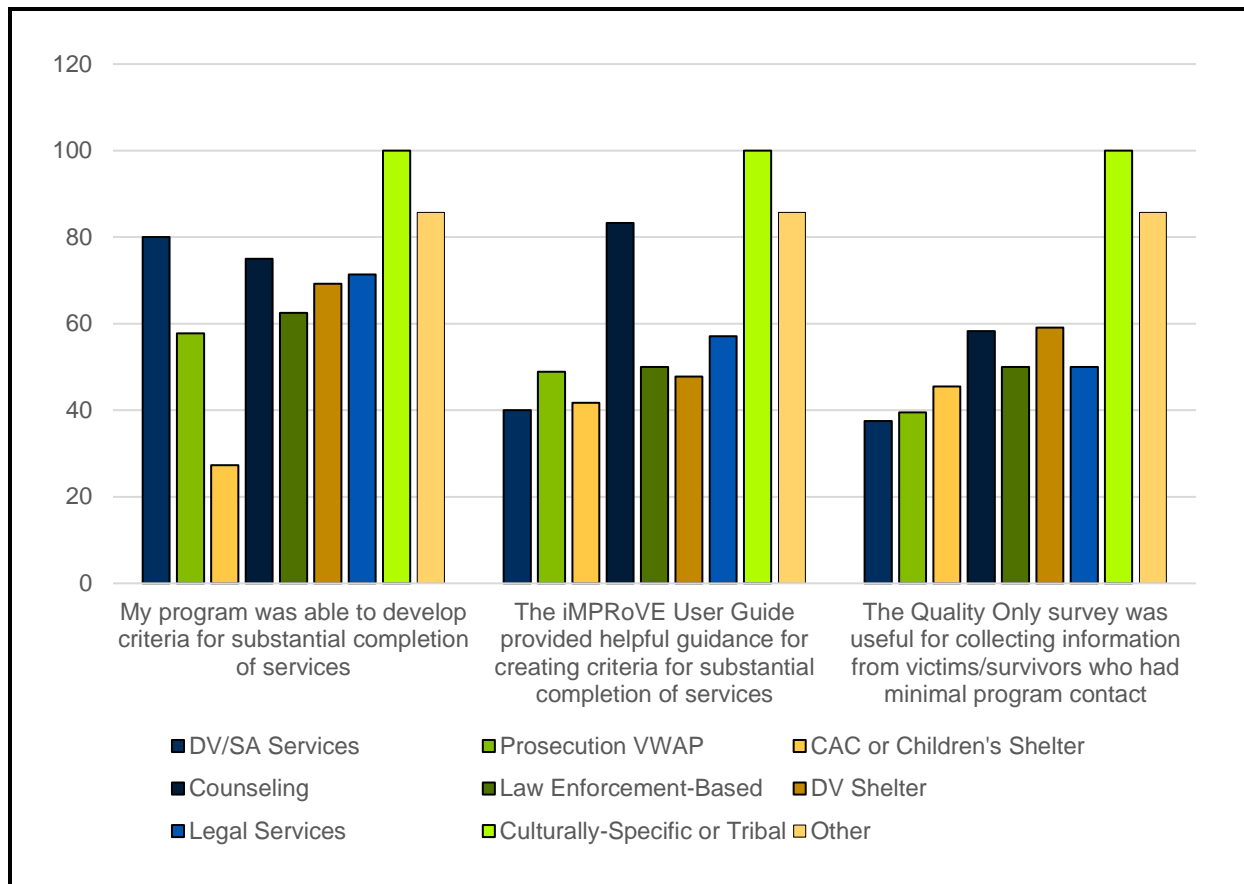
Defining Substantial Completion of Services

The next set of feedback questions asked providers about the extent to which they were able to identify an appropriate time to offer iMPRoVE to a victim or survivor based on guidance related to determining the point of substantial completion of services. Across provider types, most were able to identify criteria for determining when a victim or survivor was at the substantial completion of services. Among prosecution VWAP programs, many defined substantial completion of services as the close or disposition of the case (through trial, plea deal or sentencing) or when the victim advocate had been through the bulk of court processes with the victim. Some providers from other types of programs offered specific thresholds that were consistent across all persons being served, such as upon completion of three therapy sessions, after being engaged with the program for 30 days, three months after the initial visit, or after 60 days of temporary housing. Others offered a definition of substantial completion that could vary

depending on the individual receiving services. Examples included, once the victim or survivor accomplished a certain percentage of their treatment goals (typically 75% to 80%), when the victim or survivor was prepared to live on their own or had established self-sufficiency, or when the victim or survivor felt that their needs had been met.

It should be noted that most of the providers in the pilot test were from Georgia, which had been offering guidance around the substantial completion of services for their outcome measurement system since 2016. Other findings from this section of questions revealed that providers needed more information around identifying the substantial completion of services and using the quality only survey when the engagement with victims and survivors was too limited to expect to have an impact on their lives.

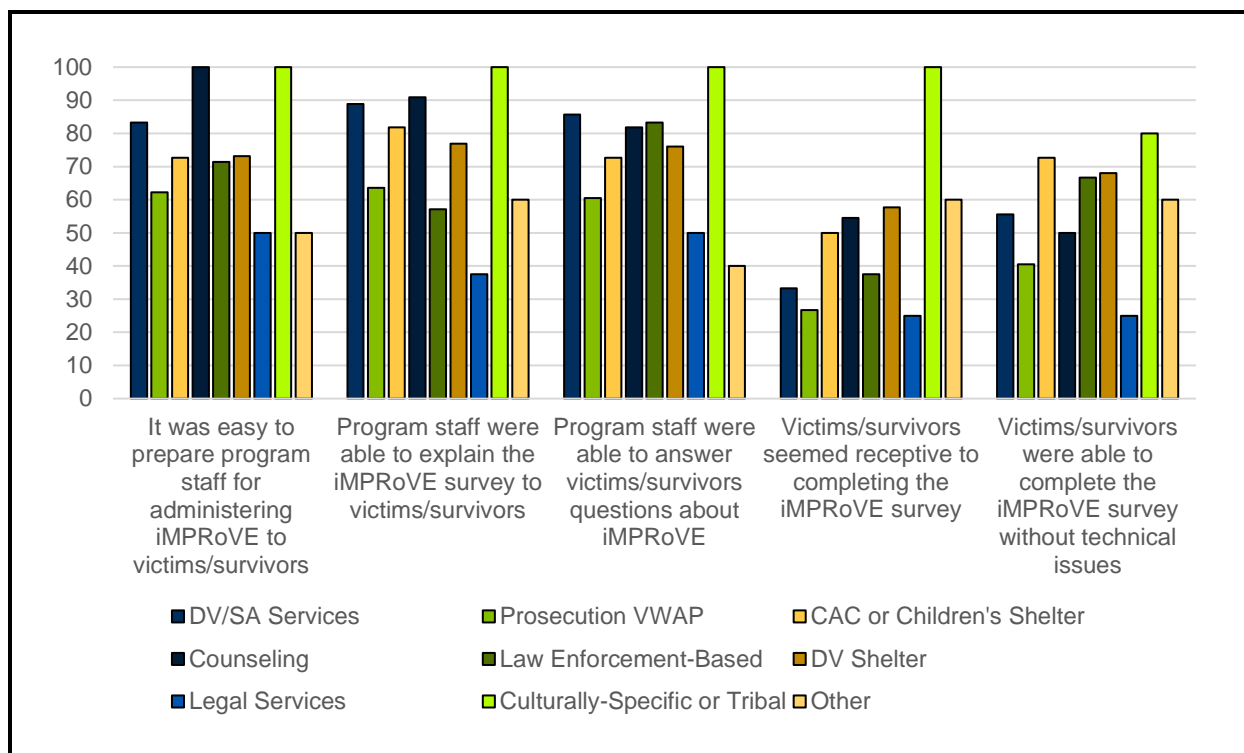
Figure 4-12. Favorable Responses to Feedback Survey Questions on the Identifying the Substantial Completion of Services



Administering iMPRoVE

The final set of questions asked about the experience of program staff administering the iMPRoVE survey to victims and survivors (Figure 4-13). Although most providers felt that their staff were prepared to explain the survey to victims and survivors and answer any questions about it, the feedback survey results showed that providers felt less favorably that victims and survivors were receptive to completing the survey. Based on this feedback, the team developed additional resources and trainings for staff and VSP administrators on how to present victims and survivors with the opportunity to complete iMPRoVE and strategies for converting reluctant individuals into respondents.

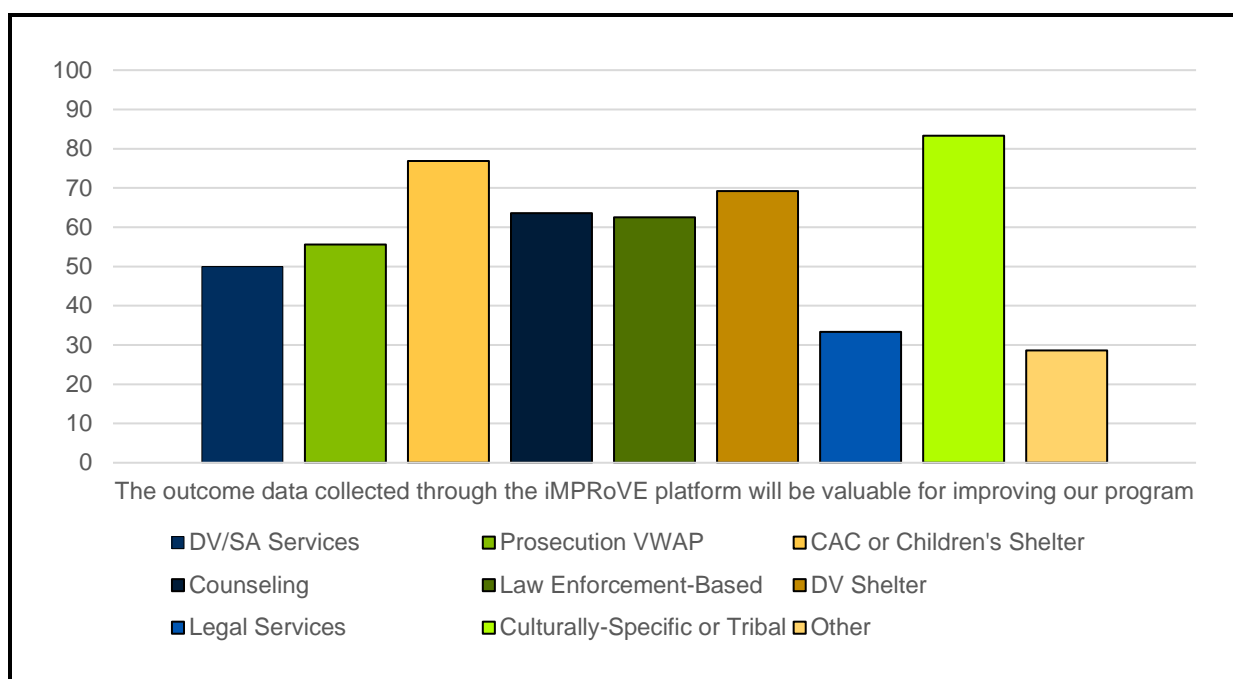
Figure 4-13. Favorable Responses to Feedback Survey Questions on Administering iMPRoVE



Additional Feedback Questions

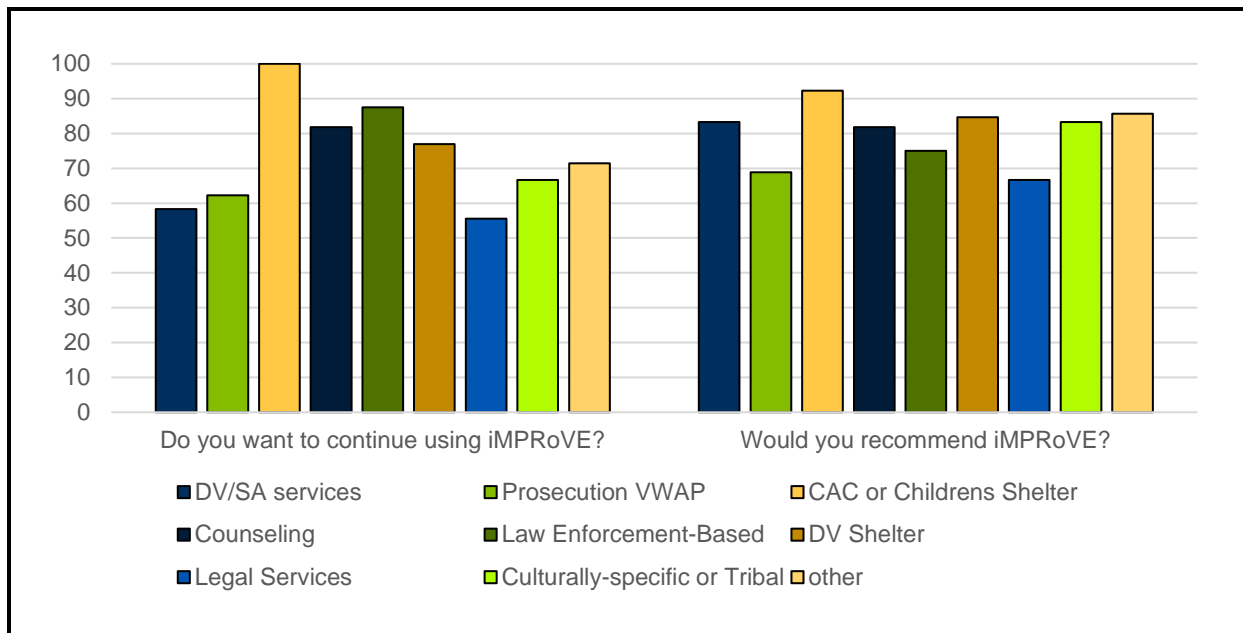
At the end of the survey, providers were asked several questions intended to gauge how positively they felt about iMPRoVE overall. Across most types of providers, the majority of respondents felt favorably that the outcome data collected through iMPRoVE would help them to improve their services (**Figure 4-14**). However, responses to this question highlighted the need to develop trainings on helping providers understand how to use their outcome data.

Figure 4-14. Favorable Responses to Feedback Survey Question on the Value of Outcome Data



Finally, providers were asked two yes/no questions about whether they wanted to continue using iMPRoVE beyond the pilot test period and whether they would recommend iMPRoVE to another provider. Across all types of providers, the majority of respondents said yes to both questions.

Figure 4-15. Percentage of Respondents Answering Affirmatively about Wanting to Continue Using iMPRoVE and Recommending it to Other Providers



4.2.4 Provider Focus Groups

In addition to seeing the quantitative feedback survey results, the iMPRoVE team needed to hear about the first-hand experiences of those who participated in pilot testing the iMPRoVE platform. We held four Zoom-based focus groups involving a total of 27 pilot participants during February and March of 2023. The five main questions asked during the focus groups appear below with a brief summary of the participants' comments:

- **What was your top motivation for using iMPRoVE?** Participants indicated that iMPRoVE allowed for easier data collection and aggregation by reducing the number of emailed surveys and through automated data compilation to avoid manual data entry.
- **How well prepared were you to begin the pilot test?** Most participants said that iMPRoVE was easy to set up and that matching a program's purpose with an iMPRoVE module worked well. (Child Advocacy Centers had more challenges than others finding great-fitting questions.) The User Guide and the responsiveness of the Help Desk were well received.
- **What challenges did you encounter while administering iMPRoVE for the pilot period?** Most participants said that electronic data collection is more efficient than their current approaches, which will result in higher rates of return and more reliable data.

Some legal services programs said they have special issues with automated surveys due to the brevity of their client contacts.

- **How do you intend to apply the iMPRoVE data in leading your program?** Participants said that iMPRoVE will help their programs improve their services by helping them train, write grant applications, and improve service delivery. They also noted that there is value in comparing program results over time, for tracking attempts to improve, and for working with other agencies (e.g., reporting results).
- **Has iMPRoVE met your expectations?** Most participants said they can see iMPRoVE generating very good information for program improvement while making data collection easier and more rewarding. They also noted that asking clients about their outcomes sends a message that makes survivors “feel seen and heard.”

The following suggestions were offered by pilot participant focus groups for future iterations of iMPRoVE:

- Provide more training and practice time during start-up, especially for legal services programs. Consider ways for programs to add questions that might satisfy other funders.
- Support paper surveys for legal services. Provide more technical assistance for all users on “substantial completion of services.” Allow users to frame time periods of reporting when using the data dashboard.
- Offer more technical assistance on how to interpret and apply outcome and service quality data to a range of program operations. Provide examples and perhaps worksheets and templates.

4.2.5 Helpdesk Tickets

The final source of information on how well iMPRoVE worked during the pilot test was a review of requests for assistance that came in through the iMPRoVE online Helpdesk. The Helpdesk received 101 tickets to assist users during the pilot test period. The most common request that users submitted to the Helpdesk was for support administering the tool. Most often, individuals needed additional support on how to access the survey links on the platform or how to best send the links to survivors. Other common requests for support involved data access, the data dashboard, paper surveys, or changing their email address associated with the account.

4.3 Recommendations

Various recommendations arose from the pilot test findings, spanning various aspects of the iMPRoVE platform and tool. Some of these recommendations have subsequently been implemented, while others may be considered in future iterations of iMPRoVE.

Implemented Recommendations

- Upgrade the data dashboard with more intuitive graphs, expanded filtering (e.g., by date), and clarifications about data suppression.
- Revisit the measures available in iMPRoVE related to legal service outcomes (e.g., immigration, Title IX) and mental health outcomes (e.g., therapeutic outcomes).
- Reconsider the measures in the Medical/Forensic Care and Coordination module to shift from a focus on physical health to a more broad focus on health outcomes in general.
- Streamline registration and expand the fields to aid in system maintenance.
- Break down training materials into smaller steps and resources that are easy for providers to digest and access.

Future Recommendations

- Enable providers to add their own outcome measures.
- Add optional measures from other, large-scale funders, such as the United Way.
- Enable filtering based on funding type.
- Expand language options and accessibility of the questions for individuals with cognitive impairments to be able to self-complete.

In 2022, OVC funded a continuation of iMPRoVE work through a grant award titled, “Implementation, Management, and Sustainment of the Measures for Providers Responding to Victimization Experiences (iMPRoVE) Project.” The new award, known as iMPRoVE 2.0, focused on the broader implementation of iMPRoVE to VSPs nationwide and included a training and technical assistance (TTA) program to support providers in the use of the iMPRoVE platform and resulting data. Many of the recommendations from the pilot test were implemented through iMPRoVE 2.0. The iMPRoVE 2.0 work also included plans for regularly collecting feedback from providers to ensure that the platform and TTA offerings were addressing providers’ needs.

5. Artifacts

5.1 Products Resulting from the Project

The efforts of this project resulted in an easy-to-use platform where VSPs can register for a free account, create their customized iMPRoVE survey, generate a link to share with victims and survivors so they can complete the survey, and analyze the findings from the survey by downloading the raw data or utilizing a built-in data dashboard. The iMPRoVE platform was built on RTI's proprietary, open-source software application, Tangerine[®], which was initially developed for mobile education assessments in developing nations.³

In addition to the iMPRoVE platform, the team produced a comprehensive User Guide, which describes the development of iMPRoVE and provides guidance on all aspects of how to use the platform, select a module and customize the iMPRoVE tool, administer the tool to victims and survivors, and review and analyze the data. The User Guide also provides guidance and tools for tracking survey response rates. The User Guide is available for download on the iMPRoVE platform.

5.2 Datasets Generated

Through the project and pilot test, the team generated three datasets—one qualitative and two quantitative—which have been archived at the National Archive of Criminal Justice Data (<https://www.icpsr.umich.edu/web/pages/NACJD/index.html>). The qualitative dataset includes notes from each of the cognitive interviews conducted during the development of the iMPRoVE tool (see Section 3.3). One quantitative dataset includes the data from the iMPRoVE survey collected from victims and survivors during the pilot test period. This dataset was used to generate the findings reported in Sections 4.2.1 and 4.2.2 of this report. The final dataset

³ More information about Tangerine[®] is available at <https://www.rti.org/impact/tangeriner-mobile-learning-assessments-data-collection-and-teacher-coaching-made-easy>.

includes data from the feedback survey that was administered to VSPs who participated in the pilot test. This dataset was used to generate the findings reported in Section 4.2.3.

5.3 Dissemination Activities

Throughout the project, the team used conference presentations to share information about the development of iMPRoVE and the value of collecting outcome measures with relevant audiences. Most of the presentations were at practitioner-oriented conferences, including the annual VOCA conference, at which we presented in 2021, 2022, and 2023, the American Society of Evidence Based policing conference, and the OVC Indian Nations Conference for Tribal VSPs. We also presented at several academic conferences, with presentations targeted at researchers who work with VSP. This included presentations at the American Society of Criminology and the Academy of Criminal Justice Sciences. Finally, we held multiple webinars to promote the project and recruit and train potential pilot test users.

Additionally, we used the iMPRoVE platform to disseminate information about how to use iMPRoVE. We published the comprehensive iMPRoVE User Guide on the iMPRoVE website, as well as a series of short training videos and recordings of longer training sessions. These materials are available on demand for any iMPRoVE users or members of the public interested in learning more about the platform and tool.

Appendix A: Existing Outcome Measures Matrix

iMPRoVE: Mapping Existing Outcome and Quality Measures in the Victim Services Field

March 2022

This project was supported by Award No. 2019-MU-MU-K026, awarded by the National Institute of Justice, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this report are those of the authors and do not necessarily reflect those of the Department of Justice.

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Overview

Project Background

In recent decades, the Office for Victims of Crime (OVC) and the Office on Violence Against Women (OVW) have spearheaded efforts to build, grow, and professionalize the victim services field. As a result, our nation's service infrastructure for persons impacted by crime has advanced immensely. Despite these advancements, efforts to demonstrate the impact and effectiveness of services on persons impacted by crime have lagged. Grantee and subgrantee data currently collected by OVC and OVW demonstrate how hard programs are working, both in terms of the number of persons impacted by crime being served and the range of services offered. However, output measures are not enough. To continue to advance the field, providers, agencies, and organizations offering services to persons impacted by crime must move from measuring outputs to measuring outcomes, from anecdote to evidence in demonstrating the impact of these programs on the lives of persons impacted by crime.

Outcome and satisfaction surveys are an essential tool for beginning to assess the effectiveness and quality of services, for justifying funding allocations and demonstrating responsible stewardship of funds, and for advocating for additional resources, as necessary. Many service providers, agencies, and organizations currently administer outcome and/or satisfaction surveys to their clients, but there is considerable variability in the type, quality, and timing of questions asked and the methodology used to ask them. The Measures for Providers Responding to Victimization Experiences (iMPRoVE) tool and accompanying toolkit is designed to support providers, agencies, and organizations nationwide in a standardized collection of outcome and satisfaction measures among persons impacted by crime who are receiving services.

Project Vision

The availability of an extensively tested and validated instrument and a user-friendly software platform will enable providers, agencies, and organizations to

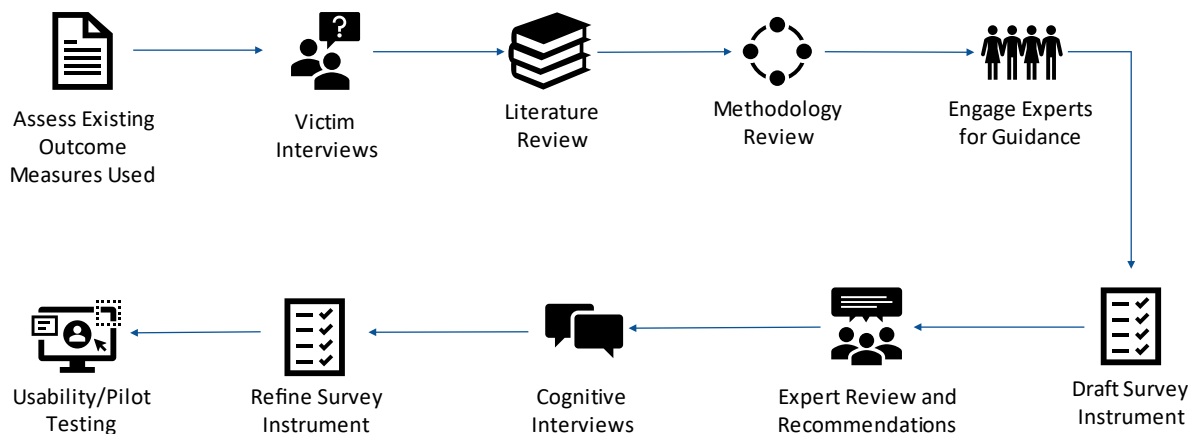
- ✓ readily collect and analyze outcome and satisfaction measures;
- ✓ have a systematic way of listening to the voices of clients to ensure their needs are being met to the greatest extent possible; and
- ✓ quantify the extent to which their services meaningfully affect the lives of persons impacted by crime.

Project Approach

A foundational component of the iMPRoVE project is building on existing work from across the field. The project team engaged several teams of practitioners to develop a survey that providers, agencies, and organizations can use to collect information from those they serve about the impact and quality of the services received. Before iMPRoVE was ready for use by providers, agencies, and organizations, RTI International and partners engaged in extensive testing of the survey instrument, methodology, and platform. Cognitive interviews with persons impacted by crime were essential for assessing respondent understanding of and ability to answer survey questions and ensuring that the measures are valid and reliable. Usability testing with providers, agencies, and organizations ensured that the platform and methodology for identifying the appropriate outcome measures for that provider, agency, or organization work as designed. Finally, large-scale pilot testing of the whole system ensured that the

platform and surveys are functional and useful outside of a controlled testing environment. An additional component of the pilot test was to assess whether training and education efforts involving the platform effectively convince providers, agencies, and organizations of the utility of outcome data and the importance of giving persons impacted by crime an opportunity to provide feedback on the services they received. The methodology of the project’s approach proceeded as follows:

Methodology



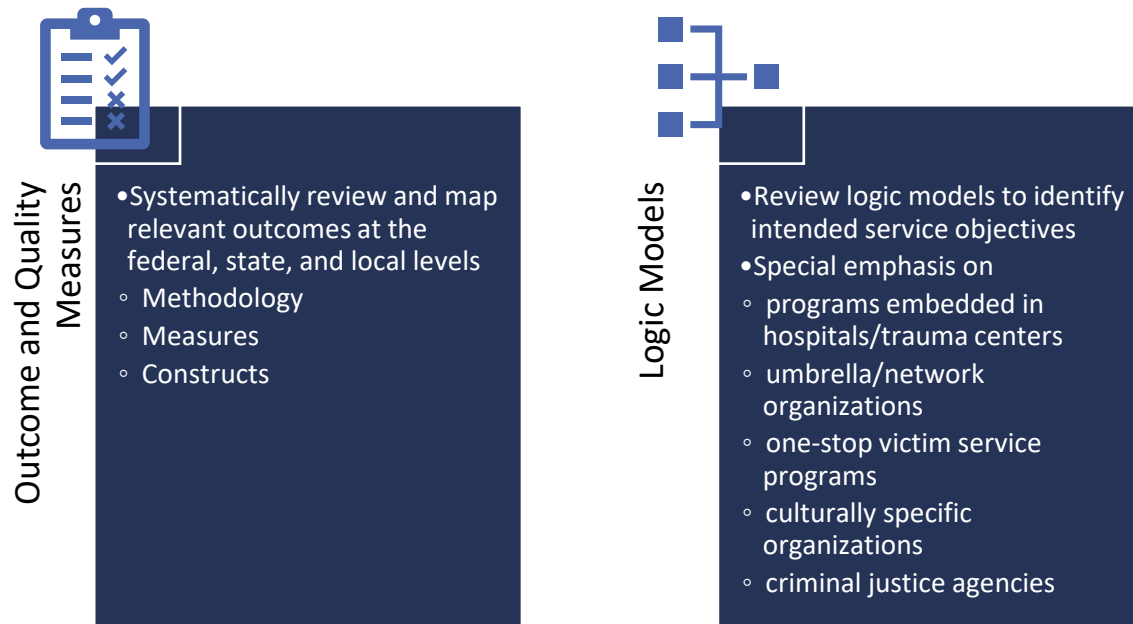
Project Funding

iMPROVE was developed by RTI International, a nonprofit institute dedicated to research that improves the human condition, in partnership with the Justice Research and Statistics Association, the Georgia Criminal Justice Coordinating Council, and Performance Vistas, along with generous participation from providers, organizations, and agencies offering services to persons impacted by crime. This project was supported by Award No. 2019-MU-MU-K026, awarded by the National Institute of Justice, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed on this website are those of the authors and do not necessarily reflect those of the Department of Justice.

Methodology

This report focuses on the methodology used to collect and catalogue existing outcome and satisfaction or quality measures used in the victim services field. Numerous instruments and data collection efforts existed before the development of iMPROVE; therefore, it was critically important to learn from and build on those existing efforts. This data collection consisted of two parts: a review of outcome and

quality measures currently used by victim service providers and a review of logic models from a diverse spectrum of victim service programs.



Search Methodology

The project team searched for existing victim services outcome measures by utilizing contacts in the field and conducting internet searches. Most instruments were publicly available, whereas others required the project team to reach out directly to the entity to receive a copy of the instrument. The goal was not to find all existing measures, but rather to find diverse representation of what is being used in the field. Specifically, the focus was on those instruments widely used nationally or by states. Where available, detailed guides to accompany the instruments themselves were also gathered to add context to the development and administration process. Outcomes identified in the logic models filled gaps in existing measures. Gaps where an existing measure was not located for a logic model outcome are highlighted in the *Existing Outcome Measures Matrix*.

Codebook Development and Measure Coding

A detailed codebook was developed for inputting measures. The project team coded 27 variables for each measure with a particular focus on the question wording, answer options, and the construct being measured by each question. All measures were entered into an Excel database “matrix” for ease of creating queries of measures. In total, 1,014 measures were collected (note: this includes demographic measures such as a question asking for the respondent’s race) with many commonalities seen across instruments. The national, state, local, and independent sources utilized to populate the matrix are highlighted below.

National

- National Children’s Alliance
- OVC Sexual Assault Response Team (SART) Toolkit
- Domestic Violence Evidence Project
- Program Evaluation for Victims of Crime Act (VOCA) Grantees

State

- Georgia
- Illinois
- Oregon
- Pennsylvania
- Tennessee
- Texas
- Vermont

Local

- Domestic Violence Shelter

Independent

- Measure of Victim Empowerment Related to Safety (MOVERS)
- Trauma Informed Practice Scales
- Survivor Defined Practice Scale
- Personal Progress Scale - Revised

The state-level instruments identified were existing measures required to be reported to the state as a condition of grant funding. The funding streams covered by the state measures vary, but overall cover Victims of Crime Act (VOCA), Violence Against Women Act (VAWA), Sexual Assault Services Program (SASP), and Family Violence Prevention and Services Act (FVPSA).

Across national, state, local, and independent models, the measures cover the following service and victimization types:

- Service Types: Advocacy; Housing; Counseling; Legal Services; Victim Witness; Medical; Child Advocacy
- Victimization Types: Domestic Violence; Sexual Assault; Human Trafficking; Child Abuse/Neglect; Child Sexual Assault; Elder Abuse

It should be noted that many measures are used widely across service or victimization types, meaning specific services or types of victims who receive the measures are not limited; this is particularly true for the national and state models. As mentioned above, state models often cover specific funding streams, including victim service providers funded by VOCA, VAWA, SASP, and FVPSA.

Additional analysis of existing measures focused on only the outcome or quality measures in the instruments—in other words, the demographic measures were excluded from further analysis. The total number of closed-ended outcome or quality measures identified was 814 (note: this is a duplicated count and not a count of uniquely worded measures; measures were de-duplicated during the text analysis process described in the next section).

Existing measures were first categorized into constructs to identify the broad concept intended to be measured by the question. Broad constructs were first identified by using the language from the VOCA rule, the most common funding source used by programs, which describes four service areas: respond to the emotional, psychological, or physical needs of crime victims; assist victims to stabilize their lives

after victimization; assist victims to understand and participate in the criminal justice system; and restore a measure of security and safety for the victim.¹ A service quality construct was added to capture measures that focused on the way in which services were rendered and victims were treated. Measures were given either a primary or secondary designation for each construct where only one construct was marked as primary for each measure and unlimited constructs were marked as secondary for each measure. A lot of saturation was achieved for several constructs, and even specific measures within those constructs; however, a gap was observed in available measures addressing stability and resolution.

Construct	Primary	Secondary
Physical and Emotional Needs	320	152
Stability/Resolution	46	66
Safety	61	24
Understanding/Participating in the Criminal Justice System	61	23
Service Quality	326	114

Text Analysis to Match Measures with Logic Model Outcomes

The final step in our analysis of existing outcome measures consisted of matching the measures we located to the various outcomes described in the logic models. Quality measures were not included in this analysis. Logic model outcomes were grouped into the previously determined VOCA constructs. This allowed us to see what example measures were located for each outcome and where gaps may exist (i.e., are there outcomes described in the logic models without an existing measure?). The following table displays the results of the text analysis. Cells where an existing measure was not located for a logic model outcome are highlighted. A reference list follows with information on how to locate full copies of the instruments.

¹ <https://www.ecfr.gov/current/title-28/chapter-I/part-94/subpart-B>

Existing Outcomes Measures Matrix

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Safety	Safety	Implementing safety plan/strategies to stay safe	I know more ways to plan for my safety	Domestic Violence Evidence Project; My Sister's Place DC; Tennessee Office of Criminal Justice Programs; Illinois InfoNet Data Collection Form; Vermont Center for Crime Victims Services; MOVERS; State of Georgia; State of Pennsylvania; State of Oregon
			How helpful was [agency] overall in helping you develop a safety plan?	Program Evaluation for VOCA Grantees
			I know two things to do when I don't feel safe	Illinois InfoNet Data Collection Form
			I feel I have received information that has helped me understand how I can best keep my child safe in the future	National Children's Alliance
			I know what my next steps are on my path to keeping safe	MOVERS
			Working to keep safe creates (or will create) new problems for me (reverse coded)	MOVERS
			Working to keep safe creates (or will create) new problems for people I care about	MOVERS
			I know what to do in response to threats to my safety	MOVERS

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Safety (continued)	Safety (continued)	Decreased fear/increased feelings of safety	My immediate sense of safety and security has increased as a result of the services I received from this agency	Tennessee Office of Criminal Justice Programs
			The child is avoiding unsafe behaviors	State of Georgia
			The child is currently placed in a situation that closely matches his/her best interest	State of Georgia
			The child's final placement is safe	State of Georgia
			The emergency shelter's security system, policies and procedures kept me safe	Bluegrass Domestic Violence Program (Kentucky)
			The services I received helped me cope with my fear for my safety	State of Pennsylvania
		Understanding the concept of safety	I am better able to recognize signs of increased danger in my relationship	State of Georgia
			I now have a better understanding of domestic violence	State of Georgia
			I have to give up too much to keep safe (<i>reverse coded</i>)	MOVERS
		Decreased victimization		

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Understanding/ participating in criminal justice system	Rights/justice system	Improved view of justice system	Being able to provide information, made me feel my input was important	State of Georgia
			Being able to provide input in the court process made me feel included	State of Georgia
		Increased knowledge/understanding about victims' rights	As a result of the information I received from this agency, I better understand my rights as a victim of crime	State of Oregon
			By the time the visit ended, was the client able to acknowledge an understanding of his/her rights as a victim of crime?	Texas (Texas Association Against Sexual Assault [TAASA] and Texas Office of Attorney [OAG])
			(Name of agency)'s staff clearly explained my legal rights and options	Program Evaluation for VOCA Grantees; State of Pennsylvania
			I understand my legal rights	Program Evaluation for VOCA Grantees
			Do you know more about your rights and options?	Vermont Center for Crime Victim Services
			I know I can report violations of my order of protection	Illinois InfoNet Data Collection Form
			I now have a better understanding of the rights of child abuse victims	State of Georgia
		Increased knowledge about justice system and what involvement entails	(If a report was filed) I have a better understanding of how a case is processed from the investigation until the final decision	State of Georgia

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Understanding/ participating in criminal justice system (continued)	Rights/justice system (continued)	Increased knowledge about justice system and what involvement entails (continued)	(If a report was filed) I now have a better understanding of how a domestic violence complaint is handled through the investigation to the final decision in the school's disciplinary process	State of Georgia
			(If a report was filed) I now have a better understanding of how a domestic violence complaint is handled through the investigation to the judge's decision in the criminal justice system	State of Georgia
			(Name of agency)'s staff clearly explained my role in the court process	Program Evaluation for VOCA Grantees
			Do you have an increased understanding of the legal system because of your involvement with [agency]?	Tennessee Office of Criminal Justice Programs
			The need to hold perpetrators accountable for their actions	Bluegrass Domestic Violence Program (Kentucky)
			I have a better understanding of my reporting options (e.g., reporting to law enforcement or to the Title IX Office)	State of Georgia
		Increased ability to make choices about involvement	Victim stated that they understood what steps they need to take if the defendant violates the bond conditions and/or PPO (DV Only)	Program Evaluation for VOCA Grantees

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Understanding/ participating in criminal justice system (continued)	Rights/justice system (continued)	Increased knowledge of victim compensation process	The agency made me aware of the Pennsylvania Victim Compensation Program	State of Pennsylvania
			I received information on Crime Victims Compensation to assist with my financial needs	North Dakota Coalition Against Sexual Assault (OVC SART Toolkit)
			The information provided by the agency helped me understand the victim compensation process	State of Pennsylvania
Stability/resolution		Increased housing stability	The child's case plan goals for permanency are being achieved	State of Georgia
		Housing assistance	I received shelter when I needed it	Bluegrass Domestic Violence Program (Kentucky)
		Increased knowledge of how to apply for housing	Because of the services I received through the shelter...I have a plan to help me meet my financial and housing needs	Domestic Violence Evidence Project
		Increased access to housing or housing benefits, etc.		
	Financial stability; increased resource management or access to resources	Increased job skills and employability		
		Financial recovery from victimization		
		Financially self-sufficient	The program helped me feel financially prepared to live on my own	Bluegrass Domestic Violence Program (Kentucky)

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Stability/resolution (continued)	Social support	Development of support systems	I have the support of others to help me cope with all the effects of the sexual assault	State of Georgia
			Do you feel that you have an improved support system?	State of Pennsylvania
			I have identified a support system to help me address my victimization	Tennessee Office of Criminal Justice Programs
		Feel more supported or understood/reduced feeling of isolation	Because of the services I received through the shelter...I feel more supported	Domestic Violence Evidence Project
		Increased community connections		
		Strong bonded attachments (child)	This group made it easier for me to discuss domestic violence with my child(ren)	Domestic Violence Evidence Project
	Better relationships with my children		Pennsylvania Coalition Against Rape	
	Community resources	Increased access to community resources	I now have resources to help the child cope with the abuse	State of Georgia
			I now have resources to help the non-offending caregiver cope with the abuse	State of Georgia
			I now have resources to help the victim's siblings cope with the abuse	State of Georgia

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Stability/resolution (continued)	Community resources (continued)	Increased knowledge of available community resources	Because of the services I received, I know about community resources that are available to me	State of Pennsylvania; Texas (Texas Association Against Sexual Assault [TAASA] and Texas Office of Attorney [OAG]); Program Evaluation for VOCA Grantees; Domestic Violence Evidence Project
			I have increased knowledge about community resources I might need in the future	Program Evaluation for VOCA Grantees
			I was provided information about counseling services when I first had contact with the program	Bluegrass Domestic Violence Program (Kentucky)
			Do you know more about resources available to you in your community?	Vermont Center for Crime Victim Services; Tennessee Office of Criminal Justice Programs; Illinois InfoNet Data Collection Form; Domestic Violence Evidence Project
		Improved awareness of available sources of help	Because of the services I received through the shelter...I am more aware of community resources/services I might need	Domestic Violence Evidence Project; State of Georgia
			Because of the services I received through the shelter...I know more about my choices and options	Domestic Violence Evidence Project

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Stability/resolution (continued)	Community resources (continued)	Improved awareness of available sources of help (continued)	Because of the services I received through the shelter...I know people I can turn to for help and support	Domestic Violence Evidence Project
			I know about the services provided by the program that are available to me after I leave the shelter	Bluegrass Domestic Violence Program (Kentucky)
			I now know where to go for help if I need additional services	State of Georgia
			The group facilitator(s) would offer information about community resources I might need now or in the future	Domestic Violence Evidence Project
Physical/emotional needs	Emotional/mental health	Ability to identify personal strengths	I can't seem to make good decisions about my life [<i>reverse coded</i>]	Personal Progress Scale - Revised (PPS-R)
			I maintain satisfactory school/work performance	State of Georgia
			I am aware of my own strengths as a woman	Personal Progress Scale - Revised (PPS-R)
			I do not believe there is anything I can do to make things better for women like me in today's society [<i>reverse scored</i>]	Personal Progress Scale - Revised (PPS-R)

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Physical/emotional needs (continued)	Emotional/mental health (continued)	Ability to identify personal strengths (continued)	I trust my ability to solve my problems	Texas (Texas Association Against Sexual Assault [TAASA] and Texas Office of Attorney [OAG])
			When making decisions about my life, I do not trust my own experience <i>[reverse scored]</i>	Personal Progress Scale - Revised (PPS-R)
			It is important to me to be financially independent	Personal Progress Scale - Revised (PPS-R)
		Improved sense of self	I believe that a woman like me can succeed in any job or career that I choose	Personal Progress Scale - Revised (PPS-R)
			I now understand how my cultural heritage has shaped who I am today	Personal Progress Scale - Revised (PPS-R)
			I want to feel more appreciated for my cultural background	Personal Progress Scale - Revised (PPS-R)
			I want to help other women like me improve the quality of their lives	Personal Progress Scale - Revised (PPS-R)
			The child possesses a positive self-esteem	State of Georgia
			I feel more self-confident since starting the mentorship program	State of Georgia
			I don't feel good about myself as a woman <i>[reverse scored]</i>	Personal Progress Scale - Revised (PPS-R)
			I feel better about myself	Texas (Texas Association Against Sexual Assault [TAASA] and Texas Office of Attorney [OAG])

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Physical/emotional needs (continued)	Emotional/mental health (continued)	Improved sense of self	In defining for myself what it means to be attractive, I depend on the opinions of others <i>[reverse scored]</i>	Personal Progress Scale - Revised (PPS-R)
			It is difficult for me to be assertive with others when I need to be <i>[reverse scored]</i>	Personal Progress Scale - Revised (PPS-R)
			It is difficult for me to be good to myself <i>[reverse scored]</i>	Personal Progress Scale - Revised (PPS-R)
			It is difficult for me to recognize when I am angry <i>[reverse scored]</i>	Personal Progress Scale - Revised (PPS-R)
			It is difficult for me to tell others when I feel angry <i>[reverse coded]</i>	Personal Progress Scale - Revised (PPS-R)
			It is hard for me to ask for help or support from others when I need it <i>[reverse coded]</i>	Personal Progress Scale - Revised (PPS-R)
		Improved emotional well-being	I am feeling in control of my life	Personal Progress Scale - Revised (PPS-R); Domestic Violence Evidence Project
			I feel in control of my life and emotions	Texas (Texas Association Against Sexual Assault [TAASA] and Texas Office of Attorney [OAG])
			I feel more in control of my life than I did before starting the counseling	Domestic Violence Evidence Project
			How much better do you feel since beginning services (as a percentage)?	Pennsylvania Coalition Against Rape; State of Pennsylvania

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Physical/emotional needs (continued)	Emotional/mental health (continued)	Improved emotional well-being (continued)	Please circle the answer that best describes how much you have been bothered by that problem in the past month: Feeling distant or cut off from other people?	Pennsylvania Coalition Against Rape
			I have equal relationships with important others in my life	Personal Progress Scale - Revised (PPS-R)
			I have learned new ways to nurture myself	Texas (Texas Association Against Sexual Assault [TAASA] and Texas Office of Attorney [OAG])
			In the last week, I have had feelings of guilt or shame	Texas (Texas Association Against Sexual Assault [TAASA] and Texas Office of Attorney [OAG])
			To what extent have you lost enjoyment for things, felt sad or depressed, kept your distance from people, or found it difficult to experience feelings?	Pennsylvania Coalition Against Rape; State of Pennsylvania
		Improved ability to handle everyday situations	I do not feel competent to handle the situations that arise in my everyday life <i>[reverse coded]</i>	Personal Progress Scale - Revised (PPS-R)
			I feel prepared to deal with discrimination I experience in today's society	Personal Progress Scale - Revised (PPS-R)
			Please circle the answer that best describes how much you have been bothered by that problem in the past month: Doing risky things?	Pennsylvania Coalition Against Rape

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Physical/emotional needs (continued)	Emotional/mental health (continued)	Improved ability to handle everyday situations (continued)	Please circle the answer that best describes how much you have been bothered by that problem in the past month: Having difficulty concentrating?	Pennsylvania Coalition Against Rape
			How much would you get angry or upset when stressful events or setbacks happened to you?	Pennsylvania Coalition Against Rape; State of Georgia
			I am better able to focus at school	State of Georgia
			This child is now more engaged with educational resources/activities in school	State of Georgia
			I can speak up for my needs instead of always taking care of other people's needs	Personal Progress Scale - Revised (PPS-R)
			I feel better able to support myself and my children	Illinois InfoNet Data Collection Form
			The services provided by this program helped me make informed choices about my situation	State of Oregon
			I feel uncomfortable in confronting important others in my life when we see things differently <i>[reverse scored]</i>	Personal Progress Scale - Revised (PPS-R)
			I give into others so as not to displease or anger them. <i>[reverse scored]</i>	Personal Progress Scale - Revised (PPS-R)

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Physical/emotional needs (continued)	Emotional/mental health (continued)	Improved ability to handle everyday situations (continued)	My current primary advocate helped me reach my goals and meet my needs	Bluegrass Domestic Violence Program (Kentucky)
			The child is acting out less since starting mentoring	State of Georgia
			The services I received helped me deal more effectively with problems	State of Pennsylvania
			When others criticize me, I do not trust myself to decide if they are right or if I should ignore their comments	Personal Progress Scale - Revised (PPS-R)
		Improved ability to manage effects of crime	I am learning more about how children react emotionally when they have witnessed or experienced abuse, and other hardships	Trauma Informed Practice Scales; Illinois InfoNet Data Collection Form
			I am learning more about how my own experience of abuse can influence my relationships with my children	Trauma Informed Practice Scales
			I am learning more about how to handle unexpected reminders of the abuse and difficulties I have endured	Trauma Informed Practice Scales
			Obtaining legal advocacy [help] made it easier for me to regain a sense of control over my life	State of Georgia
			After our visit to the center, I feel I know what to expect with the situation facing my child and me	National Children's Alliance

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Physical/emotional needs (continued)	Emotional/mental health (continued)	Improved ability to manage effects of crime (continued)	As a result of our contact with the center, we knew what to expect in the days and weeks that followed	National Children's Alliance
			Because of the services I received through the [agency], I have a better understanding of common reactions to domestic violence	Domestic Violence Evidence Project; Program Evaluation for VOCA Grantees
			Because of the services I received through the shelter...I learned more about how domestic violence may affect my child(ren)	Domestic Violence Evidence Project
			I am not able to talk about my thoughts and feelings about the sexual assault	Texas (Texas Association Against Sexual Assault [TAASA] and Texas Office of Attorney [OAG])
			I have a better understanding of the effects of abuse on my life	Illinois InfoNet Data Collection Form
			I have a better understanding of the way the abuse has affected my family	State of Georgia
			The group has talked about the effects of victimization	Program Evaluation for VOCA Grantees
			I have learned new ways of looking at sexual assault	Texas (Texas Association Against Sexual Assault [TAASA] and Texas Office of Attorney [OAG])
			I now feel more confident about managing the effects of domestic violence on me	State of Georgia

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Physical/emotional needs (continued)	Emotional/mental health (continued)	Improved ability to manage effects of crime (continued)	I now have a better understanding of how being a survivor of abuse/crime has affected my life	State of Georgia
			I now have a better understanding of the effects of the sexual assault	State of Georgia
			I now know how being a victim may affect important aspects of my life	Tennessee Office of Criminal Justice Programs
			I understand how the assault has affected my life	Texas (Texas Association Against Sexual Assault [TAASA] and Texas Office of Attorney [OAG]); State of Pennsylvania
			I was given information about possible behaviors I might expect from my child in the days and weeks ahead	National Children's Alliance
			My counselor explained the stages of recovery with me	Program Evaluation for VOCA Grantees
			I understand the stages of recovery	Program Evaluation for VOCA Grantees
			I received sufficient education on domestic violence from the shelter in the following areas: How abusers maintain control and dominance	Bluegrass Domestic Violence Program (Kentucky)
			The child understands the way the trauma affected them	State of Georgia

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Physical/emotional needs (continued)	Emotional/mental health (continued)	Improved coping skills	I now have the skills to cope with the effects of the trauma	State of Georgia
			I now have the skills to help my child cope with the effects of trauma	State of Georgia
			I realize that given my current situation, I am coping the best I can	Personal Progress Scale - Revised (PPS-R)
			Because of the services I received, I learned coping skills to help me deal with trauma	State of Pennsylvania
			My children are coping better since being a part of the Children's Advocacy Services	Program Evaluation for VOCA Grantees
			The advocate I worked with helped me learn new skills or practice existing skills	Domestic Violence Evidence Project
			The program helped me feel emotionally prepared to live on my own	Bluegrass Domestic Violence Program (Kentucky)
		Decrease in self-blame	I understand that the trauma was not my fault	State of Georgia
			The abuse in my family is not my fault	Illinois InfoNet Data Collection Form
			How much have you been blaming yourself or feeling guilty for what happened to you?	Pennsylvania Coalition Against Rape; State of Georgia
			I understand that the sexual assault was not my fault	State of Georgia; Texas (Texas Association Against Sexual Assault [TAASA] and Texas Office of Attorney [OAG])

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Physical/emotional needs (continued)	Emotional/mental health (continued)	Decrease in self-blame (continued)	My children know the violence is not their fault	Program Evaluation for VOCA Grantees
			The child understands that the changes in the family following the abuse are not his/her fault	State of Georgia
		Increased hope	Feeling as if your future will somehow be cut short?	Pennsylvania Coalition Against Rape
			I feel more hopeful about my future	Illinois InfoNet Data Collection Form; Domestic Violence Evidence Project
		Reduced distress and crime-related symptoms	Getting immediate answers to my concerns after the incident helped me feel less anxious	State of Georgia
			Suddenly acting or feeling as if the victimization were happening again (as if you were reliving it)?	Pennsylvania Coalition Against Rape
			Being "super-alert" or watchful or on guard?	Pennsylvania Coalition Against Rape
			How much have you been bothered by unwanted memories, nightmares or reminders of the event?	Pennsylvania Coalition Against Rape; State of Georgia
			My crime-related symptoms (e.g., Sleeplessness, nervousness, fear or anxiety) are less frequent or less severe since I became involved with the agency	Tennessee Office of Criminal Justice Programs

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Physical/emotional needs (continued)	Emotional/mental health (continued)	Reduced distress and crime-related symptoms (continued)	Repeated, disturbing dreams of the victimization?	Pennsylvania Coalition Against Rape
			Repeated, disturbing memories, thoughts, or images of the victimization?	Pennsylvania Coalition Against Rape
			Trouble remembering important parts of the victimization?	Pennsylvania Coalition Against Rape
			The counseling I am receiving is helpful to my healing process	Program Evaluation for VOCA Grantees
			The effects of the trauma [in my child] have lessened since starting mentoring/counseling	State of Georgia
		Decreased mental health symptoms	Feeling distant or cut off from other people?	Pennsylvania Coalition Against Rape
			Feeling emotionally numb or being unable to have loving feelings for those close to you?	Pennsylvania Coalition Against Rape
			Feeling irritable or having angry outbursts?	Pennsylvania Coalition Against Rape
			Feeling jumpy or easily startled?	Pennsylvania Coalition Against Rape
			Please circle the answer that best describes how much you have been bothered by that problem in the past month: Feeling emotionally numb or being unable to have loving feelings for those close to you?	Pennsylvania Coalition Against Rape

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Physical/emotional needs (continued)	Emotional/mental health (continued)	Decreased mental health symptoms (continued)	Please circle the answer that best describes how much you have been bothered by that problem in the past month: Feeling irritable or having angry outbursts?	Pennsylvania Coalition Against Rape
			Loss of interest in activities that you used to enjoy? [reverse scored]	Pennsylvania Coalition Against Rape
		Better psychological functioning	I am achieving my counseling goals	State of Georgia
			I am achieving the goals I set for myself	State of Georgia; Domestic Violence Evidence Project; Texas (Texas Association Against Sexual Assault [TAASA] and Texas Office of Attorney [OAG])
			I am determined to become a fully functioning person	Personal Progress Scale - Revised (PPS-R)
			The child is achieving set goals	State of Georgia
			I am more able to achieve goals I set for myself	Domestic Violence Evidence Project
			The child's case plan goals for recovery are being achieved	State of Georgia
			I am able to satisfy my own sexual needs in a relationship	Personal Progress Scale - Revised (PPS-R)
			Having difficulty being satisfied with sexual activity?	Pennsylvania Coalition Against Rape
Having no interest in sexual activity?	Pennsylvania Coalition Against Rape			

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Physical/emotional needs (continued)	Emotional/mental health (continued)	Better psychological functioning (continued)	I feel comfortable in confronting my instructor/counselor/supervisor when we see things differently	Personal Progress Scale - Revised (PPS-R)
			I feel less alone	Domestic Violence Evidence Project
	Physical healing	Understanding of medications received		
			Knowledge of how to take care of health/basic needs	The information I received after the medical exam helped me know what I needed to do to take care of my health
				Because of the services I received, I now know more about the medical system
		Increased functionality/less impairment on daily functioning	How much have you been bothered by pain, aches or tiredness?	Pennsylvania Coalition Against Rape; State of Georgia
			How much have you been bothered by poor sleep, poor concentration, jumpiness, irritability or feeling watchful around you?	Pennsylvania Coalition Against Rape; State of Georgia
			Having physical reactions (e.g., heart pounding, trouble breathing, sweating) when something reminded you of the victimization?	Pennsylvania Coalition Against Rape
			I am sleeping better	State of Georgia
			Not eating enough?	Pennsylvania Coalition Against Rape

VOCA Construct	Program Model Construct	Logic Model Outcome	Measure	Source(s)
Physical/emotional needs (continued)	Physical healing (continued)	Increased functionality/less impairment on daily functioning (continued)	The child is getting adequate sleep	State of Georgia
			Use alcohol or drugs less	Pennsylvania Coalition Against Rape
		Improved physical ability to manage everyday situations		

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Existing Outcome Measures Matrix Codebook

Variable	Variable Type	Definition
Source (e.g., state, federal)	Open-ended Nominal	Free-text description of the source of each measure. If the measures are statewide measures, enter "State of [State]." If the measures come from a specific program, enter the name of the program. If the measures come from an independent source, enter the name of the instrument.
Source of Measures (e.g., logic model)	Open-ended Nominal	Free-text description of a more specific description of the source of each measure, such as the name of the guide or instrument distributed to programs. If the "Source" was a specific instrument, enter "Outcome Measurement System" for this variable.
Who is Required to Use these Measures (if applicable)	Open-ended Nominal	Free-text description of which programs are required to use the measure. This may be certain funding streams in an entire state or could be a specific program only. If no programs are required to use the measure, enter "N/A."
Service Engagement Threshold	Open-ended Nominal	Free-text description of the level of service engagement required before the measure should be utilized (e.g., number of contacts). If the threshold varies by service type for the measure, please describe the threshold for each service type. Include any service type exceptions described (e.g., information and referral calls). If no service engagement threshold requirement is indicated for the measure, enter "N/A."
Is Logic Model Available Y/N	Binary and Closed-ended Nominal	Y =indicates a program logic model was developed in conjunction with and accompanies the measure N =indicates there is no program logic model to accompany the measure

Variable	Variable Type	Definition
Victimization Type	Open-ended Nominal	Free-text description of the type(s) of victimization the measure is intended to be used with. Use the terminology verbatim. Enter "All" if the measure does not specify a victimization type.
Service Type	Open-ended Nominal	Free-text description of the type(s) of services the measure is intended to be used with. Use the terminology verbatim. Enter "All" if the measure does not specify a service type.
Collection Method (e.g., interview, paper or electronic survey, administrative data)	Open-ended Nominal	Free-text description of the collection method utilized for the measure. This could be a requirement or a recommendation. Many measures will not specify a collection method; in those cases, enter "Not specified."
Completed by (e.g., Victim, Family, Staff)	Open-ended Nominal	Free-text description of the individual intended to respond to the measure (e.g., victim). Use the terminology verbatim. Most measures can be assumed to be completed by the victim if not otherwise specified.
Time of Collection (e.g., completion of services, pre/post)	Open-ended Nominal	Free-text description of when the measure is intended to be administered (e.g., substantial completion of services). Use the terminology verbatim. If a measure is intended to be used as a pre/post-test, this is the variable used to indicate that. Enter "Not specified" if the measure does not specify a time of collection.
Translations Available Y/N	Binary and Closed-ended Nominal	<p>Y=indicates translation of the measure to any language other than English is available</p> <p>N=indicates translation of the measure to any language other than English is not available</p>

Variable	Variable Type	Definition
Instructions	Open-ended Nominal	Free-text description of any instructions provided for the measures themselves. This includes instructions given for matrix questions (e.g., Please check the box under the response that best matches how you feel:”). Do not include more detailed instructions that appear in a guidebook in this variable as those will be reviewed in more detail separately. Enter “N/A” if there are no instructions for the measure.
Measure	Open-ended Nominal	Free-text description of the measure. Use the terminology verbatim. Include introductory text such as “As a result of the services I received from [your agency name here]:” if it is intended to accompany the measure. If the measure is in a matrix, only include the measure (e.g., I felt supported and encouraged by my advocate) and not the instructional text.
Measure Type	Open-ended Nominal	Free-text description of the type of measure (e.g., Likert scale, multiple choice). Indicate if the measure includes a comment box.
Measure Response Options	Open-ended Nominal	Free-text description of the response options for the measure. Use the terminology verbatim. Separate each response option with a semi-colon. Include numerical values if specified (e.g., Strongly Agree (5)). If there is an “Other” option with an open-ended text box, indicate this by including “Other (open-ended)” as the response option.
Subscale (if applicable)	Open-ended Nominal	Free-text description of the name of the subscale the measure is included in. Use the terminology verbatim. Enter “N/A” if the measure is not part of a subscale.

Variable	Variable Type	Definition
Subscale for Listed Subscale (if applicable)	Open-ended Nominal	<p>Free-text description of the name of the subscale for the listed subscale (i.e., some subscales may include measures that make up their own subscale). Use the terminology verbatim. Enter "N/A" if the measures in the subscale do not have their own subscale(s).</p> <p>Note: This will be very rare so this variable will almost always be marked as "N/A."</p>
Measure Reverse Coded Y/N	Binary and Closed-ended Nominal	<p>Y=indicates the measure is reverse coded N=indicates the measure is not reverse coded</p>
Measures Physical and Emotional Needs P=Primary; S=Secondary; N/A	Multiple Choice and Closed-ended Nominal	<p>P=indicates the measure primarily measures the emotional, psychological, or physical needs of crime victims S=indicates the measure secondarily measures the emotional, psychological, or physical needs of crime victims N/A=indicates the measure does not measure the emotional, psychological, or physical needs of crime victims</p> <p>Note: Each measure should only have one variable marked as "P."</p>
Measures Stability/Resolution P=Primary; S=Secondary; N/A	Multiple Choice and Closed-ended Nominal	<p>P=indicates the measure primarily measures stabilizing victims' lives after victimization S=indicates the measure secondarily measures stabilizing victims' lives after victimization N/A=indicates the measure does not measure stabilizing victims' lives after victimization</p> <p>Note: Each measure should only have one variable marked as "P."</p>

Variable	Variable Type	Definition
Measures Safety P=Primary; S=Secondary; N/A	Multiple Choice and Closed-ended Nominal	<p>P=indicates the measure primarily measures the restoration of safety and security for the victim</p> <p>S=indicates the measure secondarily measures the restoration of safety and security for the victim</p> <p>N/A=indicates the measure does not measure the restoration of safety and security for the victim</p> <p>Note: Each measure should only have one variable marked as "P."</p>
Measures Understanding/Participating in the Criminal Justice System P=Primary; S=Secondary; N/A	Multiple Choice and Closed-ended Nominal	<p>P=indicates the measure primarily measures victim understanding and participation in the criminal justice system</p> <p>S=indicates the measure secondarily measures victim understanding and participation in the criminal justice system</p> <p>N/A=indicates the measure does not measure victim understanding and participation in the criminal justice system</p> <p>Note: Each measure should only have one variable marked as "P."</p>
Measures Service Quality P=Primary; S=Secondary; N/A	Multiple Choice and Closed-ended Nominal	<p>P=indicates the measure primarily measures service quality or satisfaction with services</p> <p>S=indicates the measure secondarily measures service quality or satisfaction with services</p> <p>N/A=indicates the measure does not measure service quality or satisfaction with services</p> <p>Note: Each measure should only have one variable marked as "P."</p>

Variable	Variable Type	Definition
Measures Referrals Y/N	Binary and Closed-ended Nominal	<p>Y=indicates the measure measures the extent and utility of referrals to other providers that were obtained by the victim</p> <p>N=indicates the measure does not measure the extent and utility of referrals to other providers that were obtained by the victim</p>
Measures Additional Needs Y/N	Binary and Closed-ended Nominal	<p>Y=indicates the measure measures whether additional victim's needs were identified and addressed during the course of service</p> <p>N=indicates the measure does not measure whether additional victim's needs were identified and addressed during the course of service</p>
Measures Interim Goals Y/N	Binary and Closed-ended Nominal	<p>Y=indicates the measure measures interim goals</p> <p>N=indicates the measure does not measure interim goals</p>
Measures Demographics Y/N	Binary and Closed-ended Nominal	<p>Y=indicates the measure measures demographics</p> <p>N=indicates the measure does not measure demographics</p> <p>Note: Mark measures such as "number of sessions attended" and "type of service received" as "Y" here.</p>

Appendix B: Measuring the Impact of Victim Services: Developing the Victim Outcome and Satisfaction Survey Instrument and Platform: Final Cognitive Testing Report

December 15, 2021

Measuring the Impact of Victim Services: Developing the Victim Outcome and Satisfaction Survey Instrument and Platform

Final Cognitive Testing Report

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RTI Project Number 0217204

1. Project Background

RTI International and partners, the Justice Research and Statistics Association (JRSA) and the Georgia Criminal Justice Coordinating Council Statistical Analysis Center (GA SAC), with funding under the National Institute of Justice's *Measuring the Impact of Victim Services: Instrument Development*, seek to help move the victim services field from a focus on effort to a focus on results and effectiveness. The project has three primary objectives to accomplish that goal:

- Build on the efforts of the GA SAC and other victim service providers (VSPs) nationwide to develop a validated, trauma-informed, low-burden Victim Outcome and Satisfaction Survey (VOSS) instrument that can be completed by VSP persons impacted by crime to measure outcomes, the quality and utility of referrals provided, and the quality of services provided.
- Develop a standardized methodology for VOSS administration and data analysis.
- Customize an intuitive, freely available software application for victim service providers to use for administering the VOSS to persons impacted by crime and securely collecting, viewing, and exporting data in an easily accessible format that will support their grant reporting, internal planning, partnership engagement, and other purposes.

2. Project Approach

As noted, a foundational component of the VOSS project is building on existing work from across the field and working with several teams of practitioners to develop a survey that providers, agencies, or organizations can use to collect information from those they serve about the impact and quality of the services received. Before the VOSS will be ready for use by providers, agencies, and organizations, RTI International and partners are engaging in extensive development and testing of the survey approach, instrument, methodology, and platform.

VOSS Development

The draft VOSS instrument was developed in close consultation with the National Institute of Justice, the Office for Victims of Crime, the Office for Violence Against Women, and a diverse group of victim service providers and other stakeholders. The development entailed a review of existing outcome and quality measures used in field, interviews with persons impacted by crime, an extensive literature review, and a review of existing methodologies used for existing outcome and quality measurement systems.

The review of existing outcome and quality measures included all relevant measures (i.e., questions on victim surveys) located by the project team at the federal, state, and local levels. Additionally, logic models¹ from a diverse spectrum of victim service providers were collected to identify the constructs, or categories of outcomes, that should be included in the VOSS (e.g., *Implementing safety plan/strategies to stay safe*). Next, all compiled outcome measures were analyzed and organized into the identified constructs (e.g., "I know more ways to plan for my safety" is a measure of the *Implementing safety*

¹ See https://www.esu.edu/ospr/documents/15-16/Introduction_Logic_Models.pdf. "A logic model is a systematic and visual way to present and share your understanding of the relationships among the resources you have to operate your program, the activities you plan to do, and the changes or results you hope to achieve."

plan/strategies to stay safe construct). Quality measures were grouped into constructs based on common themes seen among collected measures (e.g., *Staff were supportive*). How frequently each measure was utilized currently by victim service providers and a literature review allowed the project team to narrow down potential outcome measures to those widely utilized and thought to lead to long-term benefits. Importantly, survivor voices were also incorporated into the initial instrument development phase to ensure victim perspective was captured in drafting survey questions. These victim interviews further informed the outcome and quality measures included within the VOSS instrument.

VOSS Design

Victim service providers are often categorized based on the types of services they provide, or the types of victims they serve. However, two service providers may serve the same types of victims but have very different intended outcomes for those victims or they may offer different combinations of services and similarly have different intended outcomes of services. To strike a balance between standardization and developing measures that reflect specific intended outcomes of services, it is necessary to group providers that share similar outcomes into modules.

The VOSS uses modules to identify the *intended outcomes* of the portfolio of services that organizations, agencies, or service providers offer. Modules are not based on a specific program model, nor are they defined by types of crimes. Rather, they are representative of different service portfolios across the victim service field.

Each module has its own set of outcome and quality measures, though many of the measures overlap across modules. Typically providers, agencies, and organizations using the VOSS will have the ability to select the module that they feel best describes their program's objectives, activities, and intended outcomes and their survey will be populated with baseline outcome and quality of service measures. For cognitive testing, the VOSS team assigned an interviewee to a particular module based on the description of the services offered at the provider that referred them.

Cognitive Testing

After drafting the VOSS questions and assigning measures to modules, the next step in the instrument development process was to conduct cognitive interviews with 40 to 50 survivors. Cognitive interviews are essential for assessing respondent understanding of and ability to answer survey questions and ensuring that the measures are valid and reliable. The cognitive interview protocols were designed to explore whether questions are understood as worded and whether they are measuring the intended constructs.

2. Cognitive Interview Methodology

2.1 Cognitive Interviews: Recruitment

RTI International and partners conducted cognitive interviews with 43 persons impacted by crime who had previously received services from a VSP to solicit their input about the way the survey questions are written. The Office for Victims of Crime, the Office on Violence Against Women, and Expert Panel and Project Input Committee members, assisted the project team with identifying VSPs that would be willing to reach out to persons impacted by crime to see if they would be willing to participate in the cognitive

interviews. Additionally, the Georgia Victim Compensation Office assisted with recruitment by contacting those who were referred from victim assistance organizations for compensation and offering them the opportunity to participate in the interviews.

The team worked with the local and national connections to recruit persons impacted by crime who were diverse in terms of their demographic characteristics, geographic location, and victimization experiences, and most importantly, had received victim services with a range of intended outcomes, from legal focused, to mental health focused, physical recovery focused, or more comprehensive.

Eligibility to participate in the cognitive interviews was based on the following criteria:

- 18 years of age or older
- Able to speak and read in English
 - *Subsequent rounds of cognitive testing will be conducted in Spanish, Vietnamese, and Mandarin using translated materials and certified translators. The protocol will be similar.*
- Residence in the United States
- Concluded victim services no more than 3 years prior to the interview
- Access to a secure location for completing the interview
- Access to a secure email address and internet or wi-fi access
- Participation in the interview would not be expected to cause distress

2.2 Overview of recruitment process

Recruitment was a several stage process:

1. The project team coordinated with contacts in State VOCA Administering Agencies (SAAs), from both the victim assistance and compensation sides, as well as VSP associations and networks to solicit their help in recruiting VSPs with different intended service outcomes.
2. These contacts communicated the value of the project to their VSPs and requested assistance in reaching out to eligible victims.
3. VSPs contacted eligible victims, providing information about the VOSS and why it is being conducted, explaining the cognitive interviewing process, and offering the opportunity to participate. When a victim expressed interest and agreed to have their contact information shared with the research team, the provider reached out to the RTI Interview Coordinator with the individual's first name and preferred contact method and information (email or phone number).²
4. Once an individual's contact information was received, the RTI Interview Coordinator reached out to the individual to screen for eligibility and schedule the interview.

² In some cases, the project team or the SAA had direct contact with a VSP and in this case, steps one and two were skipped.

5. Based on the type of service provider facilitating the referral, VOSS team members assigned the individual to a module to ensure that the interview questions were generally appropriate based on the intended outcomes of services received.
6. About 24 to 48 hours prior to the interview, the Interview Coordinator sent a reminder email and text message to the participant. The email included the informed consent materials (see Appendix A) and sample questions, to provide examples of the types of items they would be asked to provide feedback on during the interview. The email also contained a Zoom meeting link, since all interviews were conducted virtually due to the COVID-19 pandemic.

RTI International and partners obtained contact information for and contacted 152 persons impacted by crime who expressed interest in participating in the cognitive interview. Of those contacted, 60 individuals responded to the Interview Coordinator to schedule a cognitive interview. A total of 43 individuals completed interviews. The remaining 17 did not show up for their scheduled interview and either declined to reschedule or did not respond to further contact attempts.

Table 1 shows the targeted and actual number of participants across two rounds of interviews, by the type of module used during the interview, whether they were an adult or proxy respondent³ and whether the interview was completed in English or American Sign Language (ASL).

Table 1. Target and Actual Participant Recruitment by Survey Characteristics

Survey Characteristic	Total Target Participants	Actual Participants	R1 Participants	R2 Participants
Type of module				
Comprehensive	5	4	4	0
Supportive	10	19	15	4
Supportive with Housing	5	5	4	1
Mental Health	5	0	0	0
Medical/Forensic	5	1	0	1
Legal	5	0	0	0
Crisis response, information & referral	5	5	5	0
Underserved	10	9	4	5
Type of interview				
Adult	40	35	25	10
Proxy	10	8	7	1
Language				
English	45	43	32	11
ASL	5	0	0	0
Total count	50	43	32	11

³ A proxy respondent is the parent or guardian of a person who has received services but is either under age 18 or over 18 and unable to complete the survey because of a physical or mental impairment. The proxy respondent completes the survey on behalf of the survivor.

2.3 Conducting the Cognitive Interviews

The purpose of cognitive testing was to identify potential issues with instructions, question wording/response options, formatting, and to make corresponding recommendations for improvement. Respondent burden in terms of effort, length, and time spent was also assessed.

Eight cognitive interviewers from RTI and JRSA conducted two rounds of interviews between June 10 and October 1, 2021. Prior to the start of the interviewing period, several trainings were held for the interviewers to discuss how to probe respondents for information in a trauma-informed way, explain the purpose of the cognitive test, discuss the interview protocol and all study procedures, and answer any questions interviewers had about the process. All interviewers also participated in one paired mock interview for training purposes prior to the start of data collection.

All interviews were conducted via Zoom, through audio only (at the request of the participant) or video and lasted approximately 45 minutes-1 hour each. Once informed consent was obtained (see Appendix A), interviewers shared their screen on the computer with PowerPoint slides containing each question from that module. Participants were instructed to read the question (internally or out loud, according to their preference), and verbally respond with their answer. Interviewers were trained to follow a scripted cognitive interview protocol with pre-set probes. Generally, the participants were asked about text clarity, their ability to provide answers, ease of navigating the instrument (i.e., format), and recommendations for improving the survey. The interviewers also used spontaneous probes when needed to clarify participant feedback (e.g., *Can you tell me more about that?*).

With the exception of three participants who declined to be recorded, all interviews were audio recorded. Each call consisted of an interviewer and designated notetaker capturing participant feedback. The interview team used a formatted Excel spreadsheet to facilitate notetaking, and later, analysis of compiled interview data.

The interviews were conducted in two rounds. Thirty-two interviews were conducted during the first round, which lasted from June 10th to August 10th. Following the first round the project team analyzed the data collected to that point and worked with DOJ to make revisions to the instrument based on feedback received from participants. The second round of interviews, which lasted from August 23rd to October 1st, enabled the team to test the revised questions and ensure that new issues with comprehension were not introduced in the process of changing the question wording. The second round of testing consisted of 10 interviews and focused most heavily on questions that were changed following the round 1 interviews.

The following tables present the characteristics of the cognitive interview participants who completed a round 1 or round 2 interview, the type of victimization for which they sought services, and the length of time during which they received services.

Table 2. Participant demographics

Participant Characteristics	Adult	Proxy (Dependent)
Gender Identity*		
Female	69 %	75 %
Male	20	42
Declined	11	0
Race		
White	49 %	62 %
Black	37	25
Other	6	13
Declined	9	0
Hispanic origin		
Hispanic	23 %	0 %
Non-Hispanic	66	100
Declined	11	0
Age		
0-5	- %	12 %
6-10	-	25
11-15	-	25
16-18	-	38
18-24	3	-
25-34	14	-
35-44	34	-
45-54	29	-
55-64	3	-
65 or older	11	-
Declined	6	0
Education		
Less than high school degree	3 %	- %
High school diploma or GED	20	-
Some college	29	-
Bachelor's Degree	23	-
Master's degree or higher	14	-
Declined	11	-
Sexual orientation		
Straight	71 %	- %
Lesbian, gay, or bisexual	17	-
Declined	11	-
Total number	35	8

Note: Percentages may not sum to 100% due to rounding.

- Not applicable.

*Proxy percentages do not sum to 100% due to a proxy respondent who answered for one male and one female child.

Table 3. Type of victimization for which participants sought services (all modules)

Participant Characteristics	Adult	Proxy
Type of Victimization for which Services were Sought		
Attacked or threatened with violence by a stranger or someone you did not know well	20 %	50 %
Attacked or threatened with violence by a romantic partner or someone you know well	26	13
Attempted or forced unwanted sex or sexual activity by a stranger or someone you did not know well	20	13
Attempted or forced unwanted sex or sexual activity by a romantic partner or someone you know well	6	38
Forced to perform work, sex, or sexual activity in exchange for money, a place to stay, or something else you needed	6	13
Abuse as a child	3	0
Stalking	11	0
Lost someone to homicide	23	0
Home break in or attempted break in	3	0
Fraud or identity theft	0	0
Something was stolen from you	6	0
Held or taken somewhere against your will	3	0
Other	14	0
Declined	11	13
Total Number	35	8

Note: Percentages do not sum to 100% due to 9 participants (21%) who reported more than one type of victimization.

Table 4. Type of victimization for which participants sought services (Supportive module, most frequently tested module)

Participant Characteristics	Supportive module
Type of Victimization for which Services were Sought	
Attacked or threatened with violence by a stranger or someone you did not know well	32 %
Attacked or threatened with violence by a romantic partner or someone you know well	11
Attempted or forced unwanted sex or sexual activity by a stranger or someone you did not know well	21
Attempted or forced unwanted sex or sexual activity by a romantic partner or someone you know well	21
Forced to perform work, sex, or sexual activity in exchange for money, a place to stay, or something else you needed	11
Abuse as a child	5
Stalking	5
Lost someone to homicide	26
Home break in or attempted break in	0
Fraud or identity theft	0
Something was stolen from you	0
Held or taken somewhere against your will	0
Other	11
Declined	0
Total Number	19

Note: Includes respondents assigned to the supportive module because of the type of service provider from which they received services. The supportive module was the only module with a sufficient sample size to disaggregate by victimization type. Percentages do not sum to 100% due to participants who reported more than one type of victimization.

~ Not applicable.

Table 5. Duration of time working with the provider and number of visits or sessions across all participants

Participant Characteristics	Adult	Proxy
Length of Time Working with the Provider		
Less than a week	0 %	0 %
More than a week to less than a month	3	13
More than a month to less than six months	9	13
Six months to less than a year	11	13
A year or more	63	63
Unknown	14	0
Number of Visits/Sessions with Provider*		
Less than five	11 %	50 %
6 to 10 ⁺	20	0
11 to 20	17	13
More than 20	34	38
Unknown	17	0
Total Number	35	8

*Participants had trouble understanding and answering this question. Recommended revisions are discussed in Section 3.

⁺The number 5 was missing from the response options and this has been remedied in the final survey instrument.

In addition to tracking the characteristics of cognitive interview participants to ensure diversity of perspectives, the project team also tracked information on the number of times each of the outcome and quality measures were administered to cognitive interview participants. This tracking process was used to ensure that all core questions were administered to multiple participants during the cognitive interview period. Throughout the cognitive interviewing process, all attempts were made to ask participants about outcome and quality measures that were applicable to them, given the type of services received. However, when certain outcome or quality measures were not being addressed in interviews as frequently as the others, interviewers would incorporate them into the interview to ensure that participants understood the question as worded, even if it was not a measure they would be asked in the actual administration of the VOSS.

2.4 Analyzing the Data

During the interviews, the notetakers took detailed notes on the participants' verbal reactions to the VOSS questions and how they answered the interviewers' probes about the questions. Upon completion of round 1 and round 2, the project team compiled the feedback from all interviews into a single document for analysis. The analysis identified questions that needed to be revised because of problems with participant comprehension of the words or understanding of the meaning and was used to develop recommended changes based on the findings. The recommendations for revisions to the questionnaire are discussed in *Section 3. Question-Specific Discussion*.

2.5 Post-cognitive interviewing actions

After completing Round 2 of cognitive interviewing, the project team discussed the suggested revisions with the project Expert Panel and with a plain language editor. The suggestions from the Expert Panel are incorporated into the table in section 3.1, as well as throughout the body of the report. The plain language edits, also undertaken after the conclusion of cognitive interviewing, are represented separately in Appendices D (adult), and E (proxy), respectively.

3. Question-Specific Discussion and Recommendations

The following section presents feedback from interview participants on the different VOSS outcome and quality questions and how participants responded to the interviewers' probes about the different questions. For each question, a table presents the wording of the question in rounds 1 and 2 of interviewing, the probes used by interviewers to obtain participants' thoughts and perspectives on the question, a summary of how participants responded, and the recommended changes to the question based on participant feedback. The final recommendation for how the question should be worded in the VOSS follows each table.

3.1 Overview of Questions Tested in Round 1 and 2 and Final Recommendations

The following table serves as summary of the questions that were tested and revisions recommended across both rounds of cognitive testing. The subsequent sections of the report will delve into each respective item from Round 1 and Round 2, the respective findings, and final recommendations. Proxy iterations are not included in the below table for ease of presentations and clarity (detailed findings from the cognitive interviews with proxy respondents are found in Section 3.6). The final recommended VOSS questions for adult and proxy respondents are available in Appendices B and C.

Construct	Round 1 Question	Round 2 Question	Final Recommended Adult Question	Final Recommended Proxy Question
Increased knowledge of how to stay safe physically	Because of [NAME OF AGENCY] I know what to do in response to threats to my safety.	The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.	Round 2	The information I got from [NAME OF PROVIDER] has helped me better plan for my child's/dependent's safety.
Improved sense of safety-a (underserved)	My sense of safety has increased as a result of the services I received from [NAME OF AGENCY].	Dropped this question. Asked instead: The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.	Round 2	No proxy measure
Improved sense of safety-b	Working with [NAME OF AGENCY] has helped me feel safer.	Working with [NAME OF PROVIDER] has helped me feel safer.	Round 1/Round 2	No proxy measure
Increased knowledge of victims/survivors' rights	Because of [NAME OF AGENCY], I know more about my legal rights as someone who has experienced crime.	Because of [NAME OF PROVIDER], I know more about my legal rights as someone who has experienced crime.	Because of [NAME OF PROVIDER], I know more about victims' rights.	Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent.
Increased understanding of criminal justice processes or options - a	The information I received from [NAME OF AGENCY] has helped me better understand how the criminal justice system handles cases like mine.	The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine.	Round 1/Round 2	The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like my child's/dependent's.
Increased understanding of criminal justice processes or options - b (medical/forensic)	The information I got from [NAME OF AGENCY] has helped me better understand my options for reporting to police.	The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police.	Round 1/Round 2	The information I got from [NAME OF PROVIDER] has helped me better understand options for reporting to police.

Construct	Round 1 Question	Round 2 Question	Final Recommended Adult Question	Final Recommended Proxy Question
Increased understanding of civil legal options- a	The information I got from [NAME OF AGENCY] has helped me understand my legal options.	The information from [NAME OF PROVIDER] has helped me better understand my legal options related to what happened to me.	I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order.	I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order.
Increased understanding of civil legal options- b (legal)	The information I got from [NAME OF AGENCY] has helped me better understand my legal options related to what happened to me.	The information from [NAME OF PROVIDER] has helped me better understand my legal options related to what happened to me.	I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order.	I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order.
Increased knowledge of sources of help in the community	I am more aware of sources of help in my community to meet my basic needs like food, clothing, and housing because of [NAME OF AGENCY]	I am more aware of sources of help in my community to meet my basic needs like food, clothing, housing or utilities assistance, or transportation because of [NAME OF PROVIDER]	Round 2	I am more aware of sources of help in my community to meet my child's/dependent's basic needs, like food, clothing, housing or utilities assistance, or transportation because of [NAME OF PROVIDER]
Increased access to sources of help in the community	I have better access to sources of help in my community to meet my basic needs like food, clothing, and housing, because of [NAME OF AGENCY].	Dropped	Round 2	Drop
Increased knowledge of how to get public benefits	Because of [NAME OF AGENCY], I have a better understanding of how to access government programs and benefits.	Dropped	Round 2	Drop
Increased knowledge of how to get compensation or restitution- a	Because of [NAME OF AGENCY], I know more about options available to help me with the financial costs associated with what happened to me.	Because of [NAME OF PROVIDER], I know more about options available to help me with the financial costs associated with what happened to me.	Round 2	Because of [NAME OF PROVIDER], I know more about options available to help me with the financial costs of what happened to my child/dependent.
Increased knowledge of how to get compensation or restitution - b (legal)	Because of [NAME OF AGENCY], I know more about options available to help me with the financial costs associated with what happened to me.	Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me.	Round 2	Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to my child/dependent.

Construct	Round 1 Question	Round 2 Question	Final Recommended Adult Question	Final Recommended Proxy Question
Increased sense of empowerment	Because of [NAME OF AGENCY], I feel more in control of my life”	Because of [NAME OF PROVIDER], I feel more empowered to make my own decisions about my recovery.	Drop	Drop
Increased ability to cope with what happened	Because of [NAME OF AGENCY], I am better able to cope with what has happened to me.	Because of [NAME OF PROVIDER], I am better able to cope with what has happened to me.	Drop	Drop
Increased ability to manage emotions	[NAME OF AGENCY] has helped me develop ways to handle my emotions when they feel overwhelming.	[NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.	Round 1/Round 2	No proxy measure
Increased ability to handle everyday challenges	I am better prepared to handle challenges in my everyday life because of [NAME OF AGENCY].	I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].	Round 2	No proxy measure
Improved sense of hope	I feel more hopeful about my future because of [NAME OF AGENCY].	I feel more hopeful about my future because of [NAME OF PROVIDER].	Round 1/Round 2	I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER]
Physical health needs addressed	[NAME OF AGENCY] has helped me address my physical health resulting from what has happened to me.	[NAME OF PROVIDER] has helped me address my physical health needs, such as medical exams, treatment of injuries, or physical therapy, resulting from what has happened to me.	Round 2	[NAME OF PROVIDER] has helped me address my child's/dependent's physical health needs, such as medical exams, treatment of injuries, or physical therapy, resulting from what happened to them.
Increased sense of control over healthcare decisions	Because of [NAME OF AGENCY], I feel more in control of my healthcare.	Because of [NAME OF PROVIDER], I feel more empowered to make decisions about my physical healthcare.	Because of [NAME OF PROVIDER], I feel more confident making decisions about my healthcare.	Because of [NAME OF PROVIDER], I feel more confident making decisions about my child's/dependent's healthcare.
Increased identification of social supports	I know who I can turn to for support because of help from [NAME OF AGENCY].	I know people I can reach out to for support because of help from [NAME OF PROVIDER].	I have people in my life I can turn to for help or support.	I have people in my life I can turn to for help or support with my child's/dependent's needs.
Improved housing	Because of [NAME OF AGENCY], my housing situation has improved.	Because of [NAME OF PROVIDER], my housing situation has improved.	Round 1/Round 2	No proxy measure
Increased housing stability	Because of [NAME OF AGENCY], I have stable housing.	Because of [NAME OF PROVIDER] I have a plan to obtain stable housing.	Because of [NAME OF PROVIDER], I have a plan for how to obtain stable housing.	No proxy measure

Construct	Round 1 Question	Round 2 Question	Final Recommended Adult Question	Final Recommended Proxy Question
Increased knowledge of resource management	Because of [NAME OF AGENCY], I feel more confident about managing money and resources.	Because of [NAME OF PROVIDER], I feel more confident about managing money and resources.	Round 1/Round 2	No proxy measure
Increased acknowledgment of impacts of inequality	Because of [NAME OF AGENCY], I can express how inequality has affected my healing and my access to help.	Because of [NAME OF PROVIDER] I am better prepared to navigate the impacts of inequality on my healing and access to help.	Because of [NAME OF PROVIDER], I can better handle the impacts of unfair treatment, bias, or discrimination on my healing.	No proxy measure
Increased knowledge of conflict resolution without self-risk	Because of [NAME OF AGENCY], I am more prepared to resolve issues without putting myself in harm's way	Because of [NAME OF PROVIDER], I am more prepared to resolve issues without putting myself in harm's way	Because of [NAME OF PROVIDER], I am more prepared to deal with issues without putting myself in harm's way	No proxy measure
Increased knowledge of non-violent conflict resolution	Because of [NAME OF AGENCY], I am more likely to resolve issues without violence.	Because of [NAME OF PROVIDER], I am more likely to resolve issues without violence.	Drop	Drop
Quality of referrals	The information that [NAME OF AGENCY] provided me about other sources of help matched my needs.	[NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.	Round 2 (but include N/A response option)	[NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs.
Extent of needs identified	Staff at [NAME OF AGENCY] took the time to make sure they understood my needs	Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs	Round 1/Round 2	Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs.
Felt supported	I felt supported by staff at [NAME OF AGENCY].	I felt supported by staff at [NAME OF PROVIDER].	Round 1/Round 2	No proxy measure
Treated with respect	Staff at [NAME OF AGENCY] treated me with respect.	Staff at [NAME OF PROVIDER] treated me with respect.	Round 1/Round 2	Staff at [NAME OF PROVIDER] treated my child/dependent with respect.
Information clearly explained	Staff explained information to me in a way I could understand.	Staff explained information to me in a way I could understand.	Round 1/Round 2	Staff explained information about my child/dependent in a way I could understand.
Given voice	Staff helped me choose which services I needed.	Staff involved me in decisions about the services I received.	I felt included in decisions about the services I received.	I felt included in decisions about the services my child/dependent received.
Accessibility of Services	[NAME OF AGENCY] made their services as easy as possible for me to use.	[NAME OF PROVIDER] made their services as easy as possible to use.	Round 1/Round 2	[NAME OF PROVIDER] made their services as easy as possible to use.

Construct	Round 1 Question	Round 2 Question	Final Recommended Adult Question	Final Recommended Proxy Question
Felt understood	Staff understood what I was going through.	Staff understood what I was going through.	Round 1/Round 2	No proxy measure
Accommodation	N/A	N/A	I felt comfortable telling staff what I needed to access their services.	No proxy measure
Diversity of staff	Staff at [NAME OF AGENCY] reflected aspects of my identity that are important to me.	Dropped	Round 2	Drop
Cultural competency	Staff were sensitive to aspects of my culture or identity that are important to me.	Staff were sensitive to aspects of my culture or identity that are important to me.	Round 1/Round 2	No proxy measure
Cultural competency	N/A	N/A	I felt comfortable talking with staff about all aspects of my culture or identity, such as my race, national origin, religion, sexual orientation, gender or gender identity, or disability.	No proxy measure
Felt accepted	I felt like I could be myself with staff at [NAME OF AGENCY]	I felt like I could be myself with staff at [NAME OF PROVIDER]	Round 1/Round 2	No proxy measure
Understanding of impacts of inequality	Staff understood how patterns of violence or inequality have affected my recent experiences.	Staff understood how inequality has affected my recent experiences.	Staff at [NAME OF PROVIDER] were sensitive to how prior unfair treatment, bias, or discrimination affects my experiences.	Staff at [NAME OF PROVIDER] were sensitive to how prior unfair treatment, bias, or discrimination affects my child's/dependent's experiences.
Support for oppressed groups	Staff recognized that some people or cultures have endured generations of systemic violence and discrimination.	Drop	Drop	Drop
Reduced blame	N/A	Staff made it clear that what happened to me was not my fault.	Round 2	No proxy measure

3.2 Detailed Adult Question Findings

The next section of the report details each question administered per round and presents findings and final recommendations. Outcome and quality measures are presented separately, and are shown first for adult, and then for proxy respondents.

3.3 Adult Outcome Questions

3.3.1 Increased Knowledge of How to Stay Safe Physically

	Round 1	Round 2
Question	<p>Because of [NAME OF AGENCY] I know what to do in response to threats to my safety.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p> <p><input type="checkbox"/> I did not need this service</p>
Probes	<p>PROBE 1: Can you give me some examples of the types of threats to your safety that came to mind when you were thinking about your answer? PROBE 2: Would you answer differently if I asked you: “The information I got from [NAME OF AGENCY] has helped me better plan for my safety?”</p> <p>OPTIONAL: How easy or difficult was it to select your answer from the list of options?</p> <p>OPTIONAL: In general, how do you feel about this question?</p>	<p>PROBE 1: What does it mean to “plan for my safety” to you?</p> <p>PROBE 2: Would you answer differently if the question said: “Because of [NAME OF PROVIDER] I know what to do in response to threats to my safety”</p> <p>PROBE 3: If selected ‘I did not need this service,’ why did you select that response?</p> <p>PROBE 4: If the response option read ‘I felt I did not need this service’ would you have thought about that response option differently?</p> <p>OPTIONAL: How easy or difficult was it to select your answer from the list of options?</p> <p>OPTIONAL: In general, how do you feel about this question?</p>

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> Participants typically interpreted this question to be about physical threats of harm presented by their abuser, especially if they lived in close proximity to the abuser or shared a home. Some participants interpreted this question as whether their provider taught them how to ask for help or talk about their victimization with those they trust. Conversely, victims whose providers did not help them attain protective orders or whose perpetrators were never caught struggled to answer this question. Only one respondent would have preferred a N/A option since their abuser never threatened them. Some participants had not experienced verbal or physical threats during their victimization; the concept of threats did not resonate with them. 	<ul style="list-style-type: none"> Eight participants were asked to respond to this question in Round 2. All eight participants understood the intent of the question. When probed, 4 participants said they liked the revised wording (compared to “response to threats to my safety,” from Round 1). No participants selected the N/A option-I did not need this service.
Recommendations	<p>QUESTION WORDING: Change the wording to “The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.”</p> <p>R2 TESTING: Probe respondents on whether they would answer the question any differently if they were asked the originally worded question.</p> <p>QUESTION RESPONSES: Add an ‘I did not need this service’ response option.</p>	Use Round 2 question for final survey instrument.

Final Recommendations: Use Round 2 question for final survey instrument:

“The information I got from [NAME OF PROVIDER] has helped me better plan for my safety”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I did not need this type of assistance

3.3.2 Improved Sense of Safety (a)

	Round 1	Round 2
Question	<p>My sense of safety has increased as a result of the services I received from [NAME OF AGENCY].</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	N/A; not tested in Round 2.
Probes	<p>PROBE 1: In the context of this question, what does the term “sense of safety” mean to you?</p> <p>OPTIONAL: In general, how do you feel about this question?</p> <p>OPTIONAL: What time period were you thinking about when you answered that question?</p>	N/A
Findings	<ul style="list-style-type: none"> Of the four (4) participants who were asked this question, half (2) understood this question to ask if they felt safer because of the support they received from their provider. Respondents (2) explained that they did not feel safe before or after their victimization, but they may have felt supported by the provider. The feeling of being unsafe was especially true for respondents whose victimization occurred within their own homes. One participant thought of physical safety components, such as changing vehicles so they would not be followed by their abuser or limiting their interaction with people who also knew their abuser. Another respondent recommended rewording this question since the feeling of safety could not be solely attributed to the provider. 	N/A
Recommendations	<p>QUESTION WORDING: Respondent feedback largely suggests that we should drop this item for the UNDERSERVED module. However, because of the feedback from some of the experts about the importance measuring improved safety, we suggest changing the wording to align with Improved knowledge of how to stay safe physically: “The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.”</p>	Question dropped in place of increased knowledge about how to stay safe physically.

Final Recommendations: Question dropped in place of, “increased knowledge about how to stay safe physically” construct.

3.3.3 Improved Sense of Safety (b)

	Round 1	Round 2
Question	Working with [NAME OF AGENCY] has helped me feel safer. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	Working with [NAME OF PROVIDER] has helped me feel safer. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: In the context of this question, what does the term “safer” mean to you? PROBE 2: Can you explain to me why you chose X instead of Y? OPTIONAL: In general, how do you feel about this question? OPTIONAL: What time period were you thinking about when you answered that question?	PROBE 1: In the context of this question, what does the term “safer” mean to you? PROBE 2: [COMPARE [Improved sense of safety -a] to [Improved sense of safety - b]]. Do you see these questions as similar or different? How are they similar? How are they different? OPTIONAL: In general, how do you feel about this question? OPTIONAL: What time period were you thinking about when you answered that question?
Findings	<ul style="list-style-type: none"> • Eleven participants were asked this question. In contrast to the Physical Safety question (above), respondents (6) generally understood “feel safer” to ask about their emotional state and wellbeing. • Two (2) respondents noted that this question seemed to ask about more long term physical and emotional safety, whereas the Physical Safety question was about immediate, short-term physical safety because of the “threats” language. • Others (3) respondents indicated they felt safer because they were receiving services and knew they could rely on the service provider for support. • Some respondents (5) interpreted this question to ask about physical safety elements (e.g., safety plans). 	<ul style="list-style-type: none"> • There were no revisions between Round 1 and Round 2 to this item. • Five participants were asked to respond to this question in Round 2. All five (5) participants understood the question, and two (2) participants preferred the question about how to better plan for their safety (option a).

	Round 1	Round 2
Recommendations	<p>QUESTION WORDING: The team had discussed dropping this item out of concerns that there is not a clear distinction between physical and emotional safety. However, participants generally understood that “feeling safer” was not asking about physical safety but emotional safety. No change recommended for now.</p> <p>R2 TESTING: We plan to put the physical and emotional safety questions side-by-side and probe respondents directly on whether they see a difference.</p>	Use Round 1/2 question for final survey instrument.

Final Recommendations: Use Round 1/2 question:

“Working with [NAME OF PROVIDER] has helped me feel safer.”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.3.4 Increased Knowledge of Victims'/Survivors' Rights

	Round 1	Round 2
Question	Because of [NAME OF AGENCY], I know more about my legal rights as someone who has experienced crime. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	Because of [NAME OF PROVIDER], I know more about my legal rights as someone who has experienced crime. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: What does the term “legal rights” mean to you? PROBE 1a: Can you give me some examples of the legal rights that you thought of? OPTIONAL: How much would you say you know about your legal rights? OPTIONAL: Are these answer choices okay or would you have liked to answer differently?	PROBE 1: What does the term “legal rights” mean to you? PROBE 1a: Can you give me some examples of the legal rights that you thought of? PROBE 2: Would you have answered this differently if the question read: “Because of [NAME OF PROVIDER], I know more about my legal rights as someone within the criminal justice system”? OPTIONAL: How much would you say you know about your legal rights? OPTIONAL: Are these answer choices okay or would you have liked to answer differently?

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> • Of the eighteen (18) individuals who received this question, seven (7) respondents interpreted the question to ask about legal rights, what they were entitled or able to do by the law, rather than legal options. Some (2) could not differentiate between legal rights and legal options and included examples of both. • Other participants (4) were not able to answer the question because they did not know their legal rights or how their legal rights applied to their situation, and they were not given information about their rights by their provider. • One participant said that their legal rights were difficult to define because they had to fight so hard to be heard. • Another (1) indicated they knew very little about their legal rights, but they knew who to contact to learn more. • One participant recommended changing “legal rights” to “the justice system” or “the courts”. 	<ul style="list-style-type: none"> • Five (5) participants were asked to respond to this question in Round 2. • A few participants (2) struggled with this question, asking how they should define legal rights. • When probed about adding the language, “legal rights within the criminal justice system,” participants (4) did not like this added wording; they felt it was too broad. • Participants used examples of legal rights such as ‘feeling safe in my own home, feeling protected, and receiving protective orders.’
Recommendations	<p>QUESTION WORDING: No recommended revisions at this point.</p> <p>R2 TESTING: probe on ‘rights within the criminal justice system...’ and whether that would further clarify.</p>	<p>Testing identified considerable confusion between legal rights and legal options. Round 2 respondents did not like adding ‘within the Criminal Justice System’ to the Round 2 wording. Recommend the simplest language regarding victim rights, Because of [NAME OF PROVIDER], I know more about victims’ rights.</p>

Final Recommendations: Use new question, not from Round 1 nor 2, for final instrument:

“Because of [NAME OF PROVIDER] I know more about victims’ rights”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.3.5 Increased Understanding of Criminal Justice Processes or Options (all modules except medical/forensic)

	Round 1	Round 2
Question	The information I received from [NAME OF AGENCY] has helped me better understand how the criminal justice system handles cases like mine. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	The information I received from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: How easy or difficult was it to answer this question? OPTIONAL: How well does this question apply to your situation? OPTIONAL: How easy or difficult was it to select your answer from the list of options?	PROBE 1: How easy or difficult was it to answer this question? OPTIONAL: How well does this question apply to your situation? OPTIONAL: How easy or difficult was it to select your answer from the list of options?
Findings	<ul style="list-style-type: none"> • Due to module assignment, this question was only asked of four participants. • Participant responses to this outcome depended on services they were provided. Some participants (3) had an agency that walked them through the process, so they could explain their understanding of the criminal justice system. Others (1) did not have agency support for navigating the system and still do not understand why their abusers were not prosecuted. 	<ul style="list-style-type: none"> • Two (2) participants were asked this question in Round 2, and both found it clear.
Recommendations	QUESTION WORDING: No recommended revisions.	Use Round 1/2 question for final survey instrument.

Final Recommendations: Use Round 1/2 question for final survey instrument:

“The information I received from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.3.6 Increased Understanding of Criminal Justice Processes or Options (medical/forensic module only)

	Round 1	Round 2
Question	The information I got from [NAME OF AGENCY] has helped me better understand my options for reporting to police. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: Can you give me some examples of the legal options that you thought of? OPTIONAL: How much would you say you know about your options? OPTIONAL: Are these answer choices okay or would you have liked to answer differently?	PROBE 1: Can you give me some examples of the legal options that you thought of? OPTIONAL: How much would you say you know about your options? OPTIONAL: Are these answer choices okay or would you have liked to answer differently?
Findings	<ul style="list-style-type: none"> This item was originally reserved for individuals within the scope of the Medical/Forensic module but was later tested with a broader population of three (3) participants. Respondents with a domestic violence background did not have difficulty understanding and answering this question, but their reporting options largely focused on protective orders. However, there were some other domestic violence respondents for whom this was unapplicable and they recommended an N/A response option. 	<ul style="list-style-type: none"> Only one (1) participant was asked this question in Round 2. This participant found the question to be clear but said that the agency did not help her with this task (she had already made the police report on her own).
Recommendations	No recommended revisions. R2 TESTING: Continue attempts to recruit for the medical/forensic module and test this question with that population.	Use Round 1/2 question for final survey instrument.

Final Recommendations: Use Round 1/2 question for final survey instrument:

“The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.3.7 Increased Understanding of Civil Legal Options

	Round 1	Round 2
Question	<p>The information I got from [NAME OF AGENCY] has helped me understand my legal options.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>The information from [NAME OF PROVIDER] has helped me better understand my legal options related to what happened to me.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p> <p><input type="checkbox"/> I did not need this service</p>
Probes	<p>PROBE 1: What does the term “legal options” mean to you?</p> <p>[IF NEEDED] PROBE 1a: Can you give me some examples of the legal options that you thought of?</p> <p>PROBE 2: Can you explain to me the difference between legal options and legal rights?</p> <p>OPTIONAL: How much would you say you know about your legal options?</p> <p>OPTIONAL: Are these answer choices okay or would you have liked to answer differently?</p>	<p>PROBE 1: What does the term “legal options” mean to you?</p> <p>[IF NEEDED] PROBE 1a: Can you give me some examples of the legal options that you thought of?</p> <p>PROBE 2: [If responded “I did not need this service”] Why did you select that response?</p> <p>[IFNEEDED] PROBE 2a: Did the provider offer this service in case you did need it?</p> <p>OPTIONAL: How much would you say you know about your legal options?</p> <p>OPTIONAL: Are these answer choices okay or would you have liked to answer differently?</p>
Findings	<ul style="list-style-type: none"> Of the fourteen (14) individuals who were asked this question, most (8) understood what legal options meant and could provide examples of legal options. Some (5) felt this question was redundant after asking about legal rights and conflated legal options and legal rights to provide examples of both. One participant also requested an N/A option because they did not have legal options to pursue, so the question was irrelevant. 	<ul style="list-style-type: none"> Three (3) participants were asked to respond to this question in Round 2. All three found the question to be clear and understood the difference between legal rights and legal options. No participants selected the N/A option- I did not need this service.

	Round 1	Round 2
Recommendations	<p>QUESTION WORDING: To provide further clarification, we recommend updating the question to: “The information from [NAME OF PROVIDER] has helped me better understand my legal options related to what happened to me.”</p> <p>QUESTION RESPONSE: Add ‘I did not need this service’</p> <p>R2 TESTING: Probe on usages of ‘I did not need this service’ option. Probe on whether respondents would prefer ‘I felt I did not need this service.’</p>	<p>Testing identified considerable confusion between legal rights and legal options. Recommend adding definitions in the final instrument to help clarify distinctions. Recommend dropping reference to [NAME OF PROVIDER] to reduce the length.</p>

Final Recommendations: Use new question with examples for final survey instrument:

“I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I did not need this type of assistance

3.3.9 Increased Knowledge of Sources of Help in the Community

	Round 1	Round 2
Question	<p>I am more aware of sources of help in my community to meet my basic needs like food, clothing, and housing because of [NAME OF AGENCY]</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree 	<p>I am more aware of sources of help in my community to meet my basic needs like food, clothing, housing or utilities assistance, or transportation because of [NAME OF PROVIDER]</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> I did not need this service
Probes	<p>PROBE 1: Can you name or describe some types of sources of help that you thought of when answering this question? Probe to get at the who.</p> <p>PROBE 2: What does the term “basic needs” mean to you? Probe for types of basic needs</p> <p>OPTIONAL: This question uses the term “sources of help,” does that sound okay to you or would you use something different?</p> <p>OPTIONAL: How did you come up with your answer to that?</p>	<p>PROBE 1: Would you have answered differently if this question asked about “resources” instead of “sources of help”?</p> <p>PROBE 2: What does the term “basic needs” mean to you? Would you answer differently if we said “daily needs?”</p> <p>PROBE 3: If selected ‘I did not need this service,’ why did you select that response?</p> <p>OPTIONAL: How did you come up with your answer to that?</p>

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> • Respondents understood this question well, and offered additional suggestions for other sources of help. • The additional help that respondents recommended including in the list included: mental health support (e.g., counseling), veterans services, funeral assistance, rent assistance, utilities assistance, toiletries and household goods (cleaning products, toilet paper, etc.- not just food), infant/child supplies (diapers, wipes, clothing, etc.), housewares (especially for people leaving homes they shared with their abusers), gift cards, transportation assistance, healthcare assistance (especially regarding access to the COVID-19 vaccine). • For individuals (5) who did not need this support, they requested a N/A response option. 	<ul style="list-style-type: none"> • Seven respondents were asked this question in Round 2, and all understood the question well. Responses differed in terms of preferring “sources of help” vs “resources” with (3) individuals preferring “resources” and (4) individuals believing that the intent of the question did not change between the wording changes. • Two respondents selected that they did not need this service.
Recommendations	<p>QUESTION WORDING: Based on feedback from respondents about the types of help they may need, we recommend expanding the definition of “basic needs” to include utilities assistance and transportation, and revising the wording to not imply respondents needed to have received all of these services in order to answer affirmatively: “Because of [NAME OF PROVIDER], I am more aware of sources of help in my community to meet my basic needs, like food, clothing, housing or utilities assistance, or transportation.</p> <p>QUESTION RESPONSES: Add an ‘I did not need this service’ response option for those who did not need assistance with meeting their basic needs.</p> <p>R2 TESTING: Probe on use of ‘basic’ needs versus ‘daily’ needs. Probe on usage of ‘I did not need this service option’ and whether ‘I felt I did not need this service’ would have been different.</p>	Use Round 2 question for final survey instrument.

Final Recommendations: Use Round 2 question for final survey instrument:

“I am more aware of sources of help in my community to meet my basic needs like food, clothing, housing or utilities assistance, or transportation because of [NAME OF PROVIDER]”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I did not need this type of assistance

3.3.10 Increased Access to Sources of Help in the Community

	Round 1	Round 2
Question	<p>I have better access to sources of help in my community to meet my basic needs like food, clothing, and housing, because of [NAME OF AGENCY].</p> <p><input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree</p>	N/A; not tested in Round 2.
Probes	<p>PROBE 1: What did you think about when considering whether you had better access to these sources of help?</p> <p>PROBE 2 [NEXT SLIDE]: The last question asked you about awareness of sources of help, while this one asks you about having better access to these sources. Do you see these as the same or different?</p> <p>[IF DIFFERENT] Probe 2a: Can you tell me more about that?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p>	N/A
Findings	<ul style="list-style-type: none"> • Half of participants believed (3/6) that this question was the same as the “I am more aware of sources of help” question. However, some (2) felt that these questions were different. • In general, participants who did not feel their service provider increased their access to resources appropriately selected strongly disagree/disagree. However, some participants also suggested the addition of a N/A option when they did not want/need this type of assistance They appropriately answered the question with strongly disagree or disagree. • Respondents (2) preferred to be asked about awareness of sources of help instead of access to sources of help. • Some individuals (1) did not need this support and requested an N/A response option. 	N/A
Recommendations	Remove this question and only ask about increased awareness of sources of help to decrease respondent burden.	Question dropped from final instrument.

Final Recommendations: Question dropped from final instrument.

3.3.11 Increased Knowledge of How to Get Public Benefits

	Round 1	Round 2
Question	<p>Because of [NAME OF AGENCY], I have a better understanding of how to access government programs and benefits.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	N/A; not tested in Round 2.
Probes	<p>PROBE 1: Can you give me some examples of the types of government programs and benefits you thought of when answering this question?</p> <p>OPTIONAL: How much would you say you know about accessing government programs and benefits?</p> <p>OPTIONAL: How did you come up with your answer to this question?</p>	N/A
Findings	<ul style="list-style-type: none"> Ten (10) participants received this question and indicated that government programs and benefits included: medical rehabilitation, financial assistance (victim compensation and medical bill assistance), counseling (therapy), food assistance, insurance, Obamacare/Medicaid, victim advocacy in court, parenting classes, education assistance, legal status (documentation) assistance, Social Security or disability, housing programs/assistance, supplemental income Respondents (2) felt that community resources and government resources were the same thing but expressed that they did not know much about government resources. 	N/A
Recommendations	<p>QUESTION WORDING: Remove this question and only ask about Increased awareness of sources of help in the community.</p>	Question dropped from final instrument.

Final Recommendations: Question dropped from final instrument.

3.3.12 Increased Knowledge of How to Get Compensation or Restitution-a (all modules except legal)

	Round 1	Round 2
Question	<p>Because of [NAME OF AGENCY], I know more about options available to help me with the financial costs associated with what happened to me.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Because of [NAME OF PROVIDER], I know more about options available to help me with the financial costs associated with what happened to me.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p> <p><input type="checkbox"/> I did not need this service</p>
Probes	<p>PROBE 1: What do you think about when I say, 'financial costs associated with what happened to me?'</p> <p>PROBE 2: Can you provide some examples of the kinds of financial costs someone in your situation might experience?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: How well does this question apply to your situation?</p> <p>OPTIONAL: How much would you say you know about your options available to help with the financial costs?</p>	<p>PROBE 1: What do you think about when I say, 'financial costs associated with what happened to me?'</p> <p>PROBE 2: Would you answer differently if the question said: "Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me"?</p> <p>PROBE 3: If selected 'I did not need this service,' why did you select that response?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: How well does this question apply to your situation?</p> <p>OPTIONAL: How much would you say you know about your options available to help with the financial costs?</p>

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> • Five (5) respondents answered this question. Most participants (4) spoke about receiving help paying medical bills, reimbursement for some financial costs (unspecified), Medicaid, housing assistance, and attorney fees. • Some respondents (2) had received some information from their provider about these options but required more help because the provider did not offer financial assistance to them or to their dependent children who witnessed the victimization. One of these participants responded with a request for a N/A option, “They didn’t help me in that area, but I guess they could have... They would have had something if I had needed it. I would like to have the option to say N/A for this one” (P080). The other participants said that it was a concern that she didn’t receive all of the financial assistance she needed, especially for her children, and responded with Strongly Disagree to this question. 	<ul style="list-style-type: none"> • This question was not tested in Round 2.
Recommendations	<p>QUESTION WORDING: Based on feedback from practitioners, we recommend using alternative wording for the LEGAL module: Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me.</p> <p>QUESTION RESPONSES: Add ‘I did not need that service.’</p> <p>R2 TESTING: Probe on whether respondent would think about the question differently if we used terms ‘restitution or compensation’ for the LEGAL module. Probe on use of ‘I did not need that service’ and whether ‘I felt I did not need that service’ would be clearer.</p>	<p>Use Round 2 question for final survey instrument for all modules except LEGAL-FOCUSED. Many persons impacted by crime will be not familiar with or eligible for restitution and compensation specifically.</p>

Final Recommendations: Use Round 2 question for final survey instrument

“Because of [NAME OF PROVIDER], I know more about options available to help me with the financial costs associated with what happened to me.”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I did not need this type of assistance

3.3.13 Increased Knowledge of How to Get Compensation or Restitution-b (legal)

	Round 1	Round 2
Question	<p>Because of [NAME OF AGENCY], I know more about options available to help me with the financial costs associated with what happened to me.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree 	<p>Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> I did not need this service
Probes	<p>PROBE 1: What do you think about when I say, ‘financial costs associated with what happened to me?’</p> <p>PROBE 2: Can you provide some examples of the kinds of financial costs someone in your situation might experience?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: How well does this question apply to your situation?</p> <p>OPTIONAL: How much would you say you know about your options available to help with the financial costs?</p>	<p>PROBE 1: What do you think about when I say, ‘financial costs associated with what happened to me?’</p> <p>PROBE 2: Would you answer differently if the question said: “Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me”?</p> <p>PROBE 3: If selected ‘I did not need this service,’ why did you select that response?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: How well does this question apply to your situation?</p> <p>OPTIONAL: How much would you say you know about your options available to help with the financial costs?</p>

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> Findings Five (5) respondents answered this question. Most participants (4) spoke about receiving help paying medical bills, reimbursement for some financial costs (unspecified), Medicaid, housing assistance, and attorney fees. Some respondents (2) had received some information from their provider about these options but required more help because the provider did not offer financial assistance to them or to their dependent children who witnessed the victimization. One of these participants responded with a request for a N/A option, "They didn't help me in that area, but I guess they could have... They would have had something if I had needed it. I would like to have the option to say N/A for this one" (P080). The other participants said that it was a concern that she didn't receive all of the financial assistance she needed, especially for her children, and responded with Strongly Disagree to this question. 	<ul style="list-style-type: none"> This question was not tested in Round 2.
Recommendations	<p>QUESTION WORDING: Based on feedback from practitioners, we recommend using alternative wording for the LEGAL module: Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me.</p> <p>QUESTION RESPONSES: Add 'I did not need that service.'</p> <p>R2 TESTING: Probe on whether respondent would think about the question differently if we used terms 'restitution or compensation.' Probe on use of 'I did not need that service' and whether 'I felt I did not need that service' would be clearer.</p>	Use Round 2 question for final survey instrument.

Final Recommendations: Use Round 2 question for final survey instrument:

“Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I did not need this type of assistance

3.3.14 Increased Sense of Empowerment

	Round 1	Round 2
Question	Because of [NAME OF AGENCY], I feel more in control of my life. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	Because of [NAME OF PROVIDER], I feel more empowered to make my own decisions about my recovery. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: What do you think this question is trying to get at? OPTIONAL: Is it okay to ask about this in a survey or is it uncomfortable? OPTIONAL: How did you come up with your answer to this question?	PROBE 1: What does the word ‘empowered’ mean to you PROBE 2: What does the phrase ‘make decisions about my recovery’ make you think about? PROBE 3: Would you answer differently if this question said “Because of [NAME OF AGENCY], I feel more in control of my life”? PROBE 4: Would you answer different if this question said ‘Because of [NAME OF PROVIDER], I feel more confident in making decisions about my recovery’?

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> In R1, twelve (12) respondents were asked this question. Participants generally interpreted “feel more in control” to mean having their lives together, not being ruled by external circumstance, not being alone, deciding who to allow to be in their life, and making decisions about next steps. Respondents (3) noted that “feel more in control” and “feel empowered” were different; “feel more in control” connoted an idea of controlling chaos. “Empowerment” was understood as a mental shift about the future. Some participants (2) preferred “empowered” but said they would respond similarly to either way the question was worded. Other respondents (2) did not like the “because of [NAME OF PROVIDER]” language because they did not want to attribute the provider with the control they had gained. One participant wanted a N/A response option because they did not attribute their sense of control to their provider. Another respondent did not like the question because it felt too existential to be applicable to their situation. 	<ul style="list-style-type: none"> In R2, nine (9) respondents were asked this question, and all understood the question to ask about feeling in control and able to make their own choices. Individuals generally did not have a preference about “empowerment” language as compared to “feel more in control of my life” language, two respondents preferred each version. Three respondents also indicated that they would not answer the question differently if they were asked an alternate version of the question (i.e., feel in control or feel more confident) compared to the empowerment language. One respondent indicated that they felt the question tapped into something the VSP could not impact; they felt more supported but not necessarily empowered or in control.
Recommendations	<p>QUESTION WORDING: Due to concerns that the original language suggested the respondent was out of control prior to receiving services, we recommend changing the measure to read “Because of [NAME OF PROVIDER], I feel more empowered to make my own decisions about my recovery.”</p> <p>R2 TESTING: Probe respondents on the clarity of recommended wording compared to the original wording. Test this question side-by-side with question about handling challenges to see if respondents find there to be a distinction between the two. Offer an additional option of ‘.....I feel more confident in making decisions about my recovery’</p>	<p>Testing revealed preference for original language. The team has also been concerned that ‘empowerment’ will not be widely understood; and that ‘recovery’ has specific meaning in a behavioral health context and the alternative term ‘healing’ has a specific meaning in a medical context. Because of the challenges with wording and the fact that this is overlapping with multiple other items related to coping and managing emotions, we recommend dropping this item in the final instrument.</p>

Final Recommendations: Question dropped from final instrument.

3.3.15 Increased Ability to Cope with What Happened

	Round 1	Round 2
Question	<p>Because of [NAME OF AGENCY], I am better able to cope with what has happened to me.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Because of [NAME OF PROVIDER], I am better able to cope with what has happened to me.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>
Probes	<p>PROBE 1: What do you think this question is trying to get at?</p> <p>PROBE 2: This question uses the term “cope with what has happened to me,” does that sound okay to you, or would you use something different?</p> <p>OPTIONAL: What does it mean to be “better able to cope?”</p> <p>OPTIONAL: Is it okay to ask about this in a survey or is it uncomfortable?</p>	<p>PROBE 1: What do you think this question is trying to get at?</p> <p>PROBE 2: Would you answer this differently if the question said: “Because of [NAME OF PROVIDER], I am better prepared to deal with what has happened to me.” Which version of the question is easier to understand?</p> <p>OPTIONAL: What does it mean to be “better able to cope?”</p> <p>OPTIONAL: Is it okay to ask about this in a survey or is it uncomfortable?</p>
Findings	<ul style="list-style-type: none"> • Respondents (19) understood cope to mean to deal with what happened, to handle the situation, to move forward with life, to get through the day to day, to be able to live with what happened, or to tolerate the effects of their victimization. • Essentially, most participants interpreted this question to ask about dealing with their victimization in their day-to-day life and nearly all liked the word “coping”, except one participant, who was not a native English speaker, and struggled to understand it. 	<ul style="list-style-type: none"> • Ten participants were asked to respond to this question in Round 2. Participants were mixed in terms of their preference for “cope” over “deal.” • A few participants thought the question was asking about their emotional or psychological capacity (3), while others (3) thought the question’s intent was about daily living.
Recommendations	<p>QUESTION WORDING: No recommended changes at this point.</p> <p>R2 TESTING: Probe respondents on what they would think of using ‘prepared’ instead of ‘able’; Probe on whether they think the language ‘I am better prepared to deal with what has happened to me’ would make it easier or more difficult to understand the question.</p>	<p>Testing identified some overlap between this item and the item about managing emotions. Additionally, “cope” was a difficult term for ESL respondents and is difficult to translate. Recommend dropping item from final instrument but keeping similar question about managing emotions.</p>

Final Recommendations: Question dropped from final instrument.

3.3.16 Increased Ability to Manage Emotions

	Round 1	Round 2
Question	<p>[NAME OF AGENCY] has helped me develop ways to handle my emotions when they feel overwhelming.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>[NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>
Probes	<p>PROBE 1: What does it mean for you to “handle my emotions when they feel overwhelming?”</p> <p>PROBE 2: How does this question differ from the one before that asked you about whether services helped you better cope with what happened to you?</p> <p>OPTIONAL: Is it okay to ask about this in a survey or is it uncomfortable?</p> <p>OPTIONAL: How did you come up with your answer to this question?</p>	<p>PROBE 1: What does it mean for you to “handle my emotions when they feel overwhelming?”</p> <p>PROBE 2: Previously, I asked you about being ‘better able to cope with what happened to me.’ Does this question about ‘develop ways to handle my emotions when they feel overwhelming’ mean something different to you?</p> <p>PROBE 3: Would you have liked to have a “I did not need this service” option?</p>
Findings	<ul style="list-style-type: none"> Participants (3) interpreted this item to ask about managing their negative emotions (sadness, anxiety) and resolving issues, and saw this question as distinct from the coping question (above). One respondent had some reservations about the word “develop” in this context and wanted a N/A option because they did not feel their provider helped them developing these skills. Another said this question asked about something that was out of scope for their provider. 	<ul style="list-style-type: none"> Five participants were asked this question in Round 2. Participants (3) found this item to be similar to the item about coping, while one participant felt this question was about when emotions feel overwhelming versus a blanket statement about coping. Participants understood this question and found it to be clear.
Recommendations	<p>RESPONSE OPTION: Add ‘I did not need this service.’</p> <p>R2 TESTING: Probe on whether this item is distinct from ‘cope with what happened.’</p> <p>Probe on use of ‘I did not need this service’ response.</p>	<p>Use Round 1/2 question for final survey instrument.</p>

Final Recommendations: Use Round 1/2 question for final survey instrument:

“[NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.3.17 Increased Ability to Handle Everyday Challenges

	Round 1	Round 2
Question	<p>I am better prepared to handle challenges in my everyday life because of [NAME OF AGENCY].</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree 	<p>I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	<p>PROBE 1: What does it mean to be “better able to handle challenges in my everyday life?” Probe for what these challenges are.</p> <p>PROBE 2: What is clear or confusing about this question?</p> <p>OPTIONAL: Can you describe to me how you came up with your answer?</p> <p>OPTIONAL: In general, how do you feel about this question?</p>	<p>PROBE 1: Would you prefer if this question read: “I am better able to handle challenges in my everyday life because of [NAME OF PROVIDER]?”to you? If so, why?</p> <p>PROBE 2: Would you answer differently if the question said: “I am better prepared to handle the emotional impact of what happened”? Why or why not?</p> <p>OPTIONAL: Can you describe to me how you came up with your answer?</p> <p>OPTIONAL: In general, how do you feel about this question?</p>

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> • Nineteen (19) participants answered this question. Some respondents (4) said the provider helped them deal with the challenge of their victimization, which was distinct from the challenges they had faced in life before, as well as connect them to others who faced a similar challenge. • Some participants (4) understood this question to be similar to the coping question. Others (3) saw the questions as distinct. Most (3) advocated to keep both questions because they felt that coping touched on emotional states whereas handling everyday life tapped into physical ability to move forward. Two respondents preferred this question over the “coping” question, but another participant preferred the “coping” question. • One respondent suggested 'better prepared to handle the emotional impact of what happened', and another recommended providing an example of what was meant. 	<ul style="list-style-type: none"> • Eight participants were asked to respond to this question in Round 2. • All seven participants understood the intent of the question, but responses were mixed when probed about preference for “emotional impact” of what had happened to them, with some participants preferring the emotional aspect and others not. • One participant selected N/A because he said that the VSP did not help him with this. • One participant preferred the word, “deal” rather than “handle.”
Recommendations	<p>QUESTION WORDING: No recommended revisions at this point.</p> <p>R2 TESTING: Probe on whether respondents have a preference of ‘prepared’ or ‘able.’ Probe on whether respondents think 'better prepared to handle the emotional impact of what happened' is tapping into the same outcome and is clearer to understand.</p>	Use Round 1/2 question for final survey instrument.

Final Recommendations: Use Round 2 question for final survey instrument:

“I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER]”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.3.18 Improved Sense of Hope

	Round 1	Round 2
Question	<p>I feel more hopeful about my future because of [NAME OF AGENCY].</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>I feel more hopeful about my future because of [NAME OF PROVIDER].</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>
Probes	<p>PROBE 1: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: In general, how do you feel about this question?</p> <p>OPTIONAL: How much thought would you say you've given to this?</p>	<p>PROBE 1: How easy or difficult was it to answer this question?</p> <p>PROBE 2: Would you use a "I did not need this" response option if it were available to you? If so, why?</p> <p>OPTIONAL: In general, how do you feel about this question?</p> <p>OPTIONAL: How much thought would you say you've given to this?</p>
Findings	<ul style="list-style-type: none"> Of the sixteen (16) participants who answered this question, seven (7) participants felt that this question was easy to answer and recommended including it in the survey. Four respondents (4) felt the agency had nothing to do with their hope and recommended not asking this question or allowing an N/A option for themselves. Conversely, one participant felt as though they would not have survived without the provider's support. Another individual felt that the timing of this question was crucial because they would not have wanted to be asked shortly after their victimization; they needed time to heal in order to find hope. Only one respondent interpreted this question to ask about feeling prepared for the future rather than hopeful. 	<ul style="list-style-type: none"> Eight participants were asked to respond to this question in Round 2. Participants found the question to be clear. One participant (1) felt it was difficult to answer this question because they weren't sure how to attribute the provider in their answer. Another participant (1) suggested the word "trusting" instead of "hopeful." No participants (0) wanted to select a "I did not need this option," if it had been offered.
Recommendations	<p>QUESTION WORDING: No recommended changes at this time.</p> <p>R2 TESTING: Probe respondents to further understand when/why an N/A option would be used if available.</p>	<p>Use Round 1/2 question for final survey instrument.</p>

Final Recommendations: Use Round 2 question for final survey instrument:

“I feel more hopeful about my future because of [NAME OF PROVIDER]”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.3.19 Physical Health Needs Addressed

	Round 1	Round 2
Question	<p>[NAME OF AGENCY] has helped me address my physical health needs resulting from what has happened to me</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree 	<p>[NAME OF PROVIDER] has helped me address my physical health needs, such as medical exams, treatment of injuries, or physical therapy, resulting from what has happened to me.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> I did not need this service
Probes	<p>PROBE 1: What are examples of “physical health needs?”</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: Can you provide some examples of how the agency did/could have addressed your physical health needs?</p>	<p>PROBE 1: Are the examples in question useful for helping you understand what it’s asking about</p> <p>PROBE 2: What are other examples of “physical health needs?”</p> <p>PROBE 3: If selected ‘I did not need this service,’ why did you select that response?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: Can you provide some examples of how the agency did/could have addressed your physical health needs?</p>

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> • Due to module assignment, this question was only asked of two respondents. Both respondents understood this question to refer to health maintenance and preexisting medical conditions, such as chronic illnesses. • One participant struggled to answer because the provider only addressed their emotional health. Notably, this participant was a preferential Spanish speaker, and there may have been a language barrier issue affecting their understanding of “physical health.” She also noted that the “helped me address” was confusing phrasing to her. 	<ul style="list-style-type: none"> • Four (4) participants were asked to respond to this question in Round 2. • One participant (1) noted that she did not need these services, but choose “disagree” instead of “I did not need this service.” • Another participant (1) said that she didn’t expect to receive medical/physical services from this service provider and didn’t think the question should be in the instrument. • Finally, two participants (2) did not need any medical/physical services and selected, “I did not need this service.”
Recommendations	<p>QUESTION WORDING: Based on concerns that this question may be interpreted too broadly, we recommend changing the wording to read: “[NAME OF PROVIDER] has helped me address physical health needs, such as medical exams, treatment of injuries or physical therapy, resulting from what happened to me.”</p> <p>RESPONSE OPTIONS: Add an ‘I did not need this service’ option.</p>	Use Round 2 question for final survey instrument.

Final Recommendations: Use Round 2 question for final survey instrument:

“[NAME OF PROVIDER] has helped me address my physical health needs, such as medical exams, treatment of injuries, or physical therapy, resulting from what has happened to me”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I did not need this type of assistance

3.3.20 Increased Sense of Control over Healthcare Decisions

	Round 1	Round 2
Question	<p>Because of [NAME OF AGENCY], I feel more in control of my healthcare.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Because of [NAME OF PROVIDER], I feel more empowered to make decisions about my physical healthcare.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>
Probes	<p>PROBE 1: What are some ways you felt in control of your healthcare?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p>	<p>PROBE 1: What are some ways you felt in control of your healthcare?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p>
Findings	<ul style="list-style-type: none"> This question was only posed to two respondents because it fell within the scope of a medical or forensic module. One participant interpreted this to ask about physical health empowerment; another understood it in the context of emotional and relational health and asked for clarification if physical health was the focus. 	<ul style="list-style-type: none"> Only one participant was asked this question in Round 2. This participant did not understand the intent of the question asking how we defined 'physical healthcare.'
Recommendations	<p>QUESTION WORDING: Based on concerns about: 1. the use of the word 'control,' 2. the implication that people have control over their healthcare, and 3. the broad interpretation of the question by respondents, we recommend changing the wording to: "Because of [NAME OF PROVIDER], I feel more empowered to make decisions about my physical healthcare." want to add "decisions" there to go along with not implying anyone has "control" over their healthcare</p> <p>R2 TESTING: Probe on whether respondents understand the word 'empower.' Would they respond differently if the question were worded 'I feel more confident in making decisions about my physical health.'</p>	<p>Testing revealed some confusion about the term 'physical healthcare.' Additionally, although the term 'empowered' was not problematic in testing, it is a higher reading level word and for that reason the Team suggested simplifying 'empowered' to 'confident'. Recommended revision for final implemented survey: Because of [NAME OF PROVIDER], I feel more confident making decisions about my healthcare.</p>

Final Recommendations: Use new question for final survey instrument:

“Because of [NAME OF PROVIDER], I feel more confident making decisions about my healthcare”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.3.21 Increased Identification of Social Supports

	Round 1	Round 2
Question	I know who I can turn to for support because of help from [NAME OF AGENCY]. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	I know people I can reach out to for support because of help from [NAME OF PROVIDER]. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: In your own words, what is this question asking? OPTIONAL: Is it okay to ask about this in a survey or is it uncomfortable? OPTIONAL: In general, how do you feel about this question?	PROBE 1: Who do you think of when asked about “people I can reach out to for support”? PROBE 2: Would this question be clearer if it said: “I know people I can turn to for support because of help from [NAME OF PROVIDER]”? OPTIONAL: Is it okay to ask about this in a survey or is it uncomfortable? OPTIONAL: In general, how do you feel about this question?

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> Seventeen (17) participants were asked this question. Nine (9) respondents interpreted their support system to mean staff at their provider or other providers or community resources. Only four (4) respondents understood their support system to mean friends and family. Some of those who understood this question to ask about service providers instead of family and friends added that a service provider could be a greater source of support because sometimes friends did not know what to say or do. Three (3) participants did not understand the question and would have liked this question to be fleshed out for clarification, one of whom was a non-native English speaker and struggled with the “turn to” language. One respondent felt this question was not relevant to her situation and preferred that it be worded to “I know I can reach out to my provider for support”. 	<ul style="list-style-type: none"> Nine participants (9) were asked to respond to this question in Round 2. Participants noted they thought of those at the victim service provider and in their own personal life who supported them. Two participants (2) thought that “turn to” changed the nature of the question, and made them feel it was emotionally-oriented. Yet, two other participants (2) did not view this wording as changing the intent of the question.
Recommendations	<p>QUESTION WORDING: To ensure that respondents are thinking about friend and family, in addition to organizational support, update the question wording to: I know people I can reach out to for support because of help from [NAME OF PROVIDER].</p> <p>R2 TESTING: Probe respondents on whether ‘reach out’ is clearer than ‘turn to’; Continue to probe on who they think about when answering this question.</p>	<p>Respondents preferred ‘turn to’ but were still thinking about providers rather than other people in their life. Dropped the reference to [NAME OF PROVIDER] to reduce this confusion. Use newly revised question for final instrument.</p>

Final Recommendations: Use newly revised question for final survey instrument:

“I have people in my life I can turn to for help or support”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.3.22 Improved Housing

	Round 1	Round 2
Question	<p>Because of [NAME OF AGENCY], my housing situation has improved.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Because of [NAME OF PROVIDER], my housing situation has improved.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p> <p><input type="checkbox"/> I did not need this service</p>
Probes	<p>PROBE 1: Can you explain to me why you chose X instead of Y?</p> <p>OPTIONAL: What time period were you thinking about when you answered that question?</p> <p>OPTIONAL: Can you provide examples of how your housing did or did not improve?</p>	<p>PROBE 1: Was there anything unclear or confusing about this question?</p> <p>PROBE 2: If responded “I did not need this service”, can you tell me why you chose that response?</p> <p>OPTIONAL: What time period were you thinking about when you answered that question?</p> <p>OPTIONAL: Can you provide examples of how your housing did or did not improve?</p>
Findings	<ul style="list-style-type: none"> • Respondents generally understood the question and its intent and two (2) out of 5 participants indicated that they liked this question. • One participant felt their housing situation had not improved at all and their provider had not helped them with that aspect of their life. This participant was able to answer the question appropriately, with “disagree.” • Some (2) participants did not attribute their improved housing situation to their provider, even if they participated in housing services. This was because they were only eligible for housing assistance for a short period of time, or they changed their housing situation independent of the provider for their own sense of safety. In these instances, participants ALSO answered with “Disagree.” 	<ul style="list-style-type: none"> • Four (4) participants were asked to respond to this question in Round 2. • One participant said that the victim service provider did not help them with housing, and she selected “disagree” as opposed to “I did not need this service.” • Three participants (3) said they did not need this service.
Recommendations	<p>QUESTION WORDING: No recommended revisions.</p> <p>QUESTION RESPONSE: Add an ‘I did not need this service’ option</p> <p>R2 TESTING: Probe on usage of the ‘I did not need this service’ option.</p>	<p>Use Round 1/2 question for final survey instrument.</p>

Final Recommendations: Use Round 2 question for final survey instrument:

“Because of [NAME OF PROVIDER], my housing situation has improved”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I did not need this type of assistance

3.3.23 Increased Housing Stability

	Round 1	Round 2
Question	Because of [NAME OF AGENCY], I have stable housing. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	Because of [NAME OF PROVIDER] I have a plan to obtain stable housing. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> I did not need this service
Probes	PROBE 1: What does the term “stable housing” mean to you as it is used in this question? OPTIONAL: This question uses the term “stable housing,” does that sound okay to you, or would you use something different? OPTIONAL: In general, how do you feel about this question?	PROBE 1: What does the term “stable housing” mean to you as it is used in this question? PROBE 2: If responded “I did not need this service”, can you tell me why you chose that response? OPTIONAL: This question uses the term “stable housing,” does that sound okay to you, or would you use something different? OPTIONAL: In general, how do you feel about this question?
Findings	<ul style="list-style-type: none"> • Participants (3) interpreted this question to mean housing that is consistent, not at risk of being taken away due to financial concerns and related to the safety of their housing. Similar to the preceding question, respondents (3) expressed that their provider did not assist them with their housing situation long enough for it to be stable. 	<ul style="list-style-type: none"> • Only one participant was asked this question in Round 2. This participant defined the question appropriately, and understood it clearly.
Recommendations	<p>QUESTION WORDING: In order to address respondent feedback that this is a long-term outcome we recommend changing the question to read: "Because of [NAME OF PROVIDER] I have a plan to obtain stable housing."</p> <p>QUESTION RESPONSE: Add an option for ‘I did not need this service.’</p>	Team revised the question for increased clarity. Use newly revised question for final survey instrument.

Final Recommendations: Use newly revised question for final survey instrument:

“Because of [NAME OF PROVIDER], I have a plan for how to obtain stable housing”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I did not need this type of assistance

3.3.24 Increased Knowledge of Resource Management

	Round 1	Round 2
Question	Because of [NAME OF AGENCY], I feel more confident about managing money and resources. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	Because of [NAME OF PROVIDER], I feel more confident about managing money and resources. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: In general, how do you feel about this question? PROBE 2: Is it okay to ask about this in a survey or is it uncomfortable? OPTIONAL: What comes to mind when you think about the term “resources” as used in this question? OPTIONAL: How did you come up with your answer to this question?	PROBE 1: In general, how do you feel about this question? PROBE 2: Is it okay to ask about this in a survey or is it uncomfortable? OPTIONAL: What comes to mind when you think about the term “resources” as used in this question? OPTIONAL: How did you come up with your answer to this question?
Findings	<ul style="list-style-type: none"> Due to module assignment, this item was only discussed with two respondents. One participant did not seem to understand the intent of the question, “Resources to me is about moving on. I didn’t see anything about this necessarily. It was a lot about communication, not finances” (P140). The other participant noted that she didn’t learn anything about money from her service provider but would have liked to. She responded with N/A. 	<ul style="list-style-type: none"> Due to module assignment, no participants were asked this question in Round 2.
Recommendations	QUESTION WORDING: No recommended revisions.	Use Round 1/2 question for final survey instrument.

Final Recommendations: Use Round 1/2 question for final survey instrument:

“Because of [NAME OF PROVIDER], I feel more confident about managing money and resources”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.3.25 Increased Acknowledgment of Impacts of Inequality

	Round 1	Round 2
Question	<p>Because of [NAME OF AGENCY], I can express how inequality has affected my healing and my access to help.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Because of [NAME OF PROVIDER] I am better prepared to navigate the impacts of inequality on my healing and access to help.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p> <p><input type="checkbox"/> I did not need this service</p>
Probes	<p>PROBE 1: In your own words, what is the question asking?</p>	<p>PROBE 1: What do you think about when I say, 'navigate the impacts of inequality on my healing and access to help'?</p> <p>PROBE 2: Would you answer differently if the question said: "Because of [NAME OF PROVIDER], I can express how inequality has affected my healing and my access to help"?</p>
Findings	<ul style="list-style-type: none"> • Respondents mostly (2 of 3) understood the question to ask about how inequality and unfairness impacted their ability to get help. However, some (2) individuals felt this question was not relevant to them and wanted an N/A option to decline to answer. 	<ul style="list-style-type: none"> • Five (5) participants were asked to respond to this question in Round 2. • One participant noted that she understood the question but that most other respondents wouldn't understand the words "inequality" or "navigate." Notably, another participant did not understand the word navigate, and preferred "deal with." • One participant explicitly said that they did not understand the question at all. He preferred, 'Because of [NAME OF PROVIDER], I can express how inequality has affected my healing and my access to help.' • No participants selected the N/A option- I did not need this service.
Recommendations	<p>QUESTION WORDING: Based on feedback from DOJ, we will update the question wording to: "Because of [NAME OF PROVIDER] I am better prepared to navigate the impacts of inequality on my healing and access to help."</p> <p>QUESTION RESPONSE: Add an 'I did not need this service' option</p> <p>R2 TESTING: Probe on whether the respondent prefers the recommended or original language</p>	<p>Testing revealed difficulty with words 'navigate' and 'inequality.' Additionally, the team has concerns that including both 'healing' and 'access to help' makes the question double barreled (assessing two questions as the same time). Additionally, expert panel felt a broader use of the 'discrimination' construct, to include unfair treatment and bias, would be useful. Use newly revised question for final survey instrument.</p>

Final Recommendations: Use newly revised expert panel recommended question for final survey instrument:

“Because of [NAME OF PROVIDER], I can better handle the impacts of unfair treatment, bias, or discrimination on my healing”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I did not need this type of assistance

3.3.26 Increased Knowledge of Conflict Resolution without Self-risk

	Round 1	Round 2
Question	Because of [NAME OF AGENCY], I am more prepared to resolve issues without putting myself in harm's way. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	Because of [NAME OF PROVIDER], I am more prepared to resolve issues without putting myself in harm's way. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: What does it mean to be “more prepared to resolve issues without putting yourself in harm’s ways?” PROBE 2: What is unclear or confusing about this question? OPTIONAL: Can you describe to me how you came up with your answer? OPTIONAL: In general, how do you feel about this question?	PROBE 1: What does it mean to be “more prepared to resolve issues without putting yourself in harm’s ways?” PROBE 2: What is unclear or confusing about this question? OPTIONAL: Can you describe to me how you came up with your answer? OPTIONAL: In general, how do you feel about this question?
Findings	<ul style="list-style-type: none"> • Participants mostly (2 of 3) interpreted this question to mean not taking matters into their own hands, acting impulsively, and how to deal with situations as they arise. 	<ul style="list-style-type: none"> • Five participants (5) were asked to respond to this question in Round 2. • Participants generally understood this question. • One preferential Spanish-speaking participant asked for the question to be made simpler; and one of the interviewers translated the question for her, “Estoy bien preparada para resolver los conflictos sin ponerme en peligro.” • Another participant did not understand the use of the word “resolve.”

	Round 1	Round 2
Recommendations	QUESTION WORDING: No recommended revisions.	Testing revealed that several respondents found the word “resolve” difficult to understand in this context. Suggest simplifying the word “resolve” by using “deal with” instead. Use newly revised question for final survey instrument.

Final Recommendations: Use Round 2 question for final survey instrument:

“Because of [NAME OF PROVIDER], I am more prepared to deal with issues without putting myself in harm's way”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.3.27 Increased Knowledge of Non-violent Conflict Resolution

	Round 1	Round 2
Question	Because of [NAME OF AGENCY], I am more likely to resolve issues without violence. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	Because of [NAME OF PROVIDER], I am more likely to resolve issues without violence. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: In your own words, what do you think this question is trying to get at? OPTIONAL: Is it okay to ask about this in a survey or is it uncomfortable? OPTIONAL: How did you come up with your answer to this question?	PROBE 1: In your own words, what do you think this question is trying to get at? OPTIONAL: Is it okay to ask about this in a survey or is it uncomfortable? OPTIONAL: How did you come up with your answer to this question?
Findings	<ul style="list-style-type: none"> • Due to module assignment, this item was only asked of two respondents. Both respondents understood the question to ask about physical and verbal altercations of retaliation. • One respondent did not feel their provider helped them develop this skill, but noted that it was a relevant question, but did not apply to her situation. She responded with “disagree.” 	<ul style="list-style-type: none"> • Three participants (3) were asked to respond to this question in Round 2. Respondents understood the intent of the question, with one respondent noting that the first question, ‘Because of [NAME OF PROVIDER], I am more prepared to resolve issues without putting myself in harm's way’ was about self-harm but that this current question was about being violent toward another.

	Round 1	Round 2
Recommendations	QUESTION WORDING: No recommended revisions.	Although this measure was not problematic in testing, we recommend dropping it from final instrument because of the overlap with the preceding, broader measure (resolving issues without putting myself in harm's way)

Final Recommendations: Question dropped from final instrument.

3.4 Adult Quality Questions

3.4.1 Quality of Referrals

	Round 1	Round 2
Question	The information that [NAME OF AGENCY] provided me about other sources of help matched my needs. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	[NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Not applicable
Probes	PROBE 1: What, if anything, is clear or confusing about this question? OPTIONAL: Can you tell me how you came up with your answer to that?	PROBE 1: What do you think of when I say, 'referrals for outside sources of help'? What does 'outside sources of help mean to you'? OPTIONAL: Can you tell me how you came up with your answer to that?
Findings	<ul style="list-style-type: none"> The majority of respondents did not have any confusion with this question. A few participants (3) wanted "sources of help" clarified. One participant asked if sources of help were in reference to community-based resources, sources outside the agency, or sources within the agency, while another said that "sources" were vague. 	<ul style="list-style-type: none"> The revised question was tested with eight (8) respondents. Respondents generally understood this question to ask about resources or other providers external to the VSP who could fit the persons' additional needs.

	Round 1	Round 2
Recommendations	<p>QUESTION WORDING: To reduce question wordiness and clarify what “sources of help” means as it pertains to this question, we recommend changing the question to read: “[NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.”</p> <p>R2 Testing: Probe respondents on what ‘referrals for outside help’ means to them.</p>	Use Round 2 question for final survey instrument.

Final Recommendations: Use Round 2 version of question for final survey instrument:

“[NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable

3.4.2 Extent of Needs Identified

	Round 1	Round 2
Question	<p>Staff at [NAME OF AGENCY] took the time to make sure they understood my needs.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree 	<p>Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	<p>PROBE 1: In your own words, what is this question asking? OPTIONAL: Can you tell me how you came up with your answer to that? OPTIONAL: How easy or difficult was it to recall that?</p>	<p>PROBE 1: In your own words, what is this question asking? OPTIONAL: Can you tell me how you came up with your answer to that? OPTIONAL: How easy or difficult was it to recall that?</p>

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> Participants understood this question well and did not have any concerns. 	<ul style="list-style-type: none"> Seven participants addressed this question in Round 2. Respondents understood this question to ask whether the provider spent time listening to and trying to understand them and their needs. Participants expressed that this question tapped into the individuality of their specific circumstance and whether the provider was attuned to their particular needs.
Recommendations	No suggested revisions.	No suggested revisions.

Final Recommendations: Use Round 1/Round 2 version of question for final survey instrument:

“Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.4.3. Felt Supported

	Round 1	Round 2
Question	I felt supported by staff at [NAME OF AGENCY]. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	I felt supported by staff at [NAME OF PROVIDER]. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: How easy or difficult was it to answer this question? OPTIONAL: If you were filling out this survey at [NAME OF AGENCY], would you be comfortable completing it honestly? OPTIONAL: How did you come up with your answer to this question?	PROBE 1: How easy or difficult was it to answer this question? OPTIONAL: If you were filling out this survey at [NAME OF PROVIDER], would you be comfortable completing it honestly? OPTIONAL: How did you come up with your answer to this question?
Findings	<ul style="list-style-type: none"> Participants understood this question well and did not have any concerns. 	<ul style="list-style-type: none"> This question was tested on five (5) respondents in Round 2. Two respondents noted that this question seemed similar to 3.4.3 (Extent of needs identified). Two others answered that this question tapped into the emotional support that they received from the VSP staff.
Recommendations	No suggested revisions.	No suggested revisions.

Final Recommendations: Use Round 1/Round 2 version of question for final survey instrument:

“I felt supported by staff at [NAME OF PROVIDER]”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.4.4 Treated with Respect

	Round 1	Round 2
Question	<p>Staff at [NAME OF AGENCY] treated me with respect.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Staff at [NAME OF PROVIDER] treated me with respect.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>
Probes	<p>PROBE 1: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: If you were filling out this survey at [NAME OF AGENCY], would you be comfortable completing it honestly?</p> <p>OPTIONAL: How did you come up with your answer to this question?</p>	<p>PROBE 1: This question uses the term “respect,” does that sound okay to you, or would you use something different?</p> <p>PROBE 2: Would you answer the question differently if I said, Staff at [NAME OF PROVIDER] treated me with “kindness” instead of “respect”?</p> <p>PROBE 3: Which do you think is more important, being treated with kindness or respect?</p> <p>OPTIONAL: How did you come up with your answer to this question?</p> <p>OPTIONAL: How well does this question apply to your situation?</p>
Findings	<ul style="list-style-type: none"> In general, participants (11 of 18) liked the use of the word “respect” in this question. However, some participants suggested an alternative word or phrasing such as “understanding,” “empathy,” or “kindness.” One participant suggested we revise the question to, “Did you receive the care that you anticipated from the agency?”). When participants were prompted how they felt about comparing feeling “respected,” versus feeling “supported,” as was asked in the previous question, responses were mixed. Some participants felt that support was general, or related to something specific (e.g., financial support), while respect was related to genuine concern and emotional well-being. However, some participants (#) felt that respect was something to be expected, “I can get that [respect] anywhere, understanding is something different”. 	<ul style="list-style-type: none"> This question was tested on seven (7) respondents in Round 2. One respondent indicated that this question tapped into validation and being believed by staff. When prompted, half of respondents indicated that they saw “respect” and “kindness” as distinct concepts and preferred to be asked about “respect”. One participant noted that respect felt like a “lower bar” to hit than kindness (respect was more of a guarantee).
Recommendations	No suggested revisions.	No suggested revisions.

Final Recommendations: Use Round 1/Round 2 version of question for final survey instrument:

“Staff at [NAME OF PROVIDER] treated me with respect”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.4.5 Information Clearly Explained

	Round 1	Round 2
Question	Staff explained information to me in a way I could understand. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	Staff explained information to me in a way I could understand. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: Would you answer differently if I asked you about “important information?” PROBE 2: What, if anything, is clear or confusing about this question? OPTIONAL: How easy or difficult was it to answer this question?	PROBE 1: Would you answer differently if I asked you about “important information?” PROBE 2: What, if anything, is clear or confusing about this question? OPTIONAL: How easy or difficult was it to answer this question?
Findings	<ul style="list-style-type: none"> • Participants found this question to be clear and concise. When prompted, a few participants (3) said that they liked the addition of “important information,” but that it would not change their answer. 	<ul style="list-style-type: none"> • This question was tested with five (5) respondents in Round 2. Nearly all (4) participants indicated that the question language was clear and their answer would not change if asked about “important information”. Two respondents advocated not to include “important” because it is too subjective.
Recommendations	No suggested revisions.	No suggested revisions.

Final Recommendations: Use Round 1/Round 2 version of question for final survey instrument:

“Staff explained information to me in a way I could understand”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.4.6. Given Voice

	Round 1	Round 2
Question	<p>Staff helped me choose which services I needed.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree 	<p>Staff involved me in decisions about the services I received.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	<p>PROBE 1: Can you provide some examples of how staff could have/did Help you choose which services you needed? OPTIONAL: How easy or difficult was it to answer this question? OPTIONAL: How did you come up with your answer to this question?</p>	<p>PROBE 1: Can you provide some examples of how staff did or did not involve you in decisions about services? OPTIONAL: How easy or difficult was it to answer this question? OPTIONAL: How did you come up with your answer to this question?</p>
Findings	<ul style="list-style-type: none"> • Several participants (5/16) found this question to be difficult to answer. They noted that the service provider they worked with did not help them choose services, instead, the service provider told the victim which services they could offer. 	<ul style="list-style-type: none"> • Individuals in the Underserved Module received this question in Round 1 testing. Due to module assignment, this question was asked of 4 respondents. Two of those respondents understood this question well, felt the service provider helped them, and answered appropriately (agree). One participant did not seem to understand this question. After the interviewer clarified the intent of the question, the participant understood and noted that she “disagreed,” as the service provider did NOT involve her in that decision making process. • This question was tested with eight (8) respondents in Round 2. Five respondents understood the question and could answer ways in which the provider allowed them to choose or helped them choose. Two respondents indicated that they understood the question but did not get to choose what services they received; another responded that they did not know what the question was asking.

	Round 1	Round 2
Recommendations	Based on the challenges in answering this question, we suggest dropping this item and using the autonomy measure that was tested in the UNDERSERVED module: “Staff involved me in decisions about the services I received.” QUESTION WORDING: Staff involved me in decisions about the services I received.	Respondents seemed to be interpreting this question as though the VSP would be giving them an A or B choice and for this reason several respondents did not feel it was relevant to them. To address the concern that the question is getting at direct options, we recommend adjusting the wording to “I felt included in decisions about the services I received.”

Final Recommendation: Use revised wording following Round 2 testing for final survey instrument:

“I felt included in decisions about the services I received”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.4.7. Accessibility of Services

	Round 1	Round 2
Question	[NAME OF AGENCY] made their services as easy as possible for me to use. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	[NAME OF PROVIDER] made their services as easy as possible for me to use. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: In your own words, what is this question asking? PROBE 2: If I asked you if they “made their services easy for me to use” would your answer change? OPTIONAL: What about “easier?”	PROBE 1: If I asked you if they “made their services easy for me to use” would your answer change? PROBE 2: In your own words, what is this question asking? OPTIONAL: What about “easier?”
Findings	<ul style="list-style-type: none"> • In general, participants found this question to be clear and concise, and understood that it was about accessibility of services. Some participants (3 out of 9) liked the revised wording to, “Made their services easy for me to use” better than the original question. However, one participant said they didn’t find the wording revision to be impactful, nor would it change her answer. 	<ul style="list-style-type: none"> • This question was tested with five (5) respondents in Round 2. Two respondents suggested “simple” or “easy” instead of “easy as possible”. Two respondents indicated that the question was clear, and they liked the language as written.

	Round 1	Round 2
Recommendations	Continue testing this question, and comparing it against the revised wording, “[NAME OF PROVIDER] made their services easy for me to use.	Use Round 1/Round 2 version of the question

Final Recommendation: Use Round 1/Round 2 version of question for final survey instrument:

“[NAME OF PROVIDER] made their services as easy as possible for me to use”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.4.8 Felt Understood

	Round 1	Round 2
Question	Staff understood what I was going through. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	Staff understood what I was going through. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: What do you think this question is getting at? OPTIONAL: How did you come up with your answer to this question?	PROBE 1: What do you think this question is getting at? OPTIONAL: How did you come up with your answer to this question?
Findings	<ul style="list-style-type: none"> • Participants found this question to be clear and concise. 	<ul style="list-style-type: none"> • This question was tested with nine (9) respondents in Round 2. Generally, respondents understood the question to ask how the VSP empathized with them and tried to understand in their situation. Respondents did not express preference for “tried to understand” language.
Recommendations	No suggested revisions.	Use Round 1/Round 2 version of the question.

Final Recommendation: Use Round 1/Round 2 version of question for final survey instrument:

“Staff understood what I was going through”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.4.8 Accommodation

	Round 1	Round 2
Question	N/A	N/A
Probes	N/A	N/A
Findings	N/A	N/A
Recommendations	N/A	Expert panel recommended the addition of this question in order to assess a respondent's feelings of comfort level asking for accommodation (e.g., related to a disability).

Final Recommendation: Use new item for final survey instrument:

"I felt comfortable telling staff what I needed to access their services."

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable

3.4.9 Diversity of Staff

	Round 1	Round 2
Question	Staff at [NAME OF AGENCY] reflected aspects of my identity that are important to me. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	Dropped in Round 2.
Probes	PROBE 1: In your own words, what is this question asking? OPTIONAL: How did you come up with your answer to this question? OPTIONAL: If you were filling out this survey at [NAME OF AGENCY], would you be comfortable completing it honestly?	N/A

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> Participants struggled understanding what this item was asking. Three participants suggested a N/A option because they didn't think the question applied to them. 	N/A
Recommendations	R2 TESTING: Remove item from Round 2 in favor of the cultural competency construct, 3.4.10.	N/A

Final Recommendation: Dropped from final instrument.

3.4.10 Cultural Competency

	Round 1	Round 2
Question	<p>Staff were sensitive to aspects of my culture or identity that are important to me.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Staff were sensitive to aspects of my culture or identity that are important to me.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p> <p><input type="checkbox"/> Not applicable</p>
Probes	<p>PROBE 1: In your own words, what is this question asking?</p> <p>OPTIONAL: Can you provide some examples of how staff were/were not sensitive to your culture/identify?</p> <p>OPTIONAL: How did you come up with your answer to this question?</p>	<p>PROBE 1: What do you think this question is getting at?</p> <p>PROBE 2: If responded "Not applicable", why did you select that answer option? Would you prefer that the answer option say "Not applicable" instead?</p> <p>OPTIONAL: How did you come up with your answer to this question?</p> <p>OPTIONAL: If you were filling out this survey at [NAME OF PROVIDER], would you be comfortable completing it honestly?</p>

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> In general, participants found this question to be clear. Three participants suggested a N/A option because they didn't think the question applied to them. 	<ul style="list-style-type: none"> This revised question was tested with ten (10) respondents in Round 2 testing. Respondents generally understood this item to address how sensitive the VSP was to respondents' ethnicity and culture. Four (4) individuals felt this question was not applicable to them. One respondent indicated they would rather have a "Not applicable" option as compared to "Not relevant to me". Two (2) respondents did not have a preference for either language of that option. One respondent felt this question was too similar to the item about being treated with respect. Another respondent noted that they felt culture and identity should be asked separately, as they were distinct concepts in his mind. For example, culture signifies race, while identity signifies gender identity and sexual orientation.
Recommendations	<p>QUESTION WORDING: No suggested revisions.</p> <p>QUESTION RESPONSE: Add a response option of 'Not relevant to me.'</p> <p>R2 TESTING: Probe on usage of the 'not relevant to me' option.</p>	Use Round 2 version for final survey instrument.

Final Recommendation: Use Round 2 version for final survey instrument:

“Staff were sensitive to aspects of my culture or identity that are important to me”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable

3.4.10 Cultural Competency

	Round 1	Round 2
Question	N/A	N/A
Probes	N/A	N/A
Findings	N/A	N/A
Recommendations	N/A	Expert panel recommended the addition of this item to assess a more specified interpretation of a provider’s cultural competency.

Final Recommendation: Use new item for final survey instrument:

“I felt comfortable talking with staff about all aspects of my culture or identity, such as my race, national origin, religion, sexual orientation, gender or gender identity, or disability.”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable

3.4.11 Felt Accepted

	Round 1	Round 2
Question	I felt like I could be myself with staff at [NAME OF AGENCY] <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	I felt like I could be myself with staff at [NAME OF PROVIDER] <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: In your own words, what is this question asking? OPTIONAL: This question asks you about being yourself with staff, is there another way you would word that? OPTIONAL: If you were filling out this survey at [NAME OF AGENCY], would you be comfortable completing it honestly?	PROBE 1: In your own words, what is this question asking? OPTIONAL: This question asks you about being yourself with staff, is there another way you would word that? OPTIONAL: If you were filling out this survey at [NAME OF PROVIDER], would you be comfortable completing it honestly?

	Round 1	Round 2
Findings	No participants had concerns with this question. Participants also felt comfortable completing it honestly.	<ul style="list-style-type: none"> This item was tested with four (4) respondents in Round 2 testing. When prompted, respondents expressed this question addressed if they felt they could be honest about how they felt with VSP staff.
Recommendations	No suggested revisions.	Use Round 1/Round 2 version.

Final Recommendation: Use Round 1/2 version for final survey instrument:

“I felt like I could be myself with staff at [NAME OF PROVIDER]”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.4.12 Understanding Impacts of Inequality

	Round 1	Round 2
Question	<p>Staff understood how patterns of violence or inequality have affected my recent experiences.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree 	<p>Staff understood how inequality has affected my recent experiences.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	<p>PROBE 1: What do you think this question is getting at?</p> <p>PROBE 2: How well does that question apply to you?</p> <p>OPTIONAL: This question uses the term “patterns of violence or inequality,” does this work or would you say it a different way?</p> <p>OPTIONAL: If you were filling out this survey at [NAME OF AGENCY], would you be comfortable completing it honestly?</p>	<p>PROBE 1: What do you think this question is getting at?</p> <p>PROBE 2: Would you have answered differently if I had added, “past and present inequality?”</p> <p>PROBE 3: Would you answered differently if we had said, “Staff understood how inequity has affected my recent experiences?”</p> <p>[IF NEEDED] PROBE 3a. What is the difference between inequality and inequity?</p> <p>OPTIONAL: If you were filling out this survey at [NAME OF PROVIDER], would you be comfortable completing it honestly?</p>

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> Feedback was similar across adult and proxy respondents with general confusing arising from this question. A few participants noted that the word “patterns” wouldn’t work well for someone who experienced victimization only once. One participant didn’t understand the question at all, “I don't know how to respond. I don't know what you are asking, like personally myself or my community patterns of violence or inequality, that's what I would assume it means. I think at first I read as in my community but the more I thought about it could be just gender in general or other things”. Another participant thought this question was related to domestic violence and suggested removing inequality. 	<ul style="list-style-type: none"> This revised question was tested with seven (7) respondents in Round 2. Two (2) respondents felt this question was not applicable to them and wanted a N/A option. Four (4) respondents did not understand the question or how to answer it. One specified that this was not something they thought the VSP could understand and advocated for getting rid of the question. One participant noted that the VSP might try and empathize, but they wouldn’t understand HOW inequality has affected his recent experiences.
Recommendations	<p>QUESTION WORDING: Change the wording to read ‘Staff understood how past and present inequality has affected my recent experiences</p> <p>QUESTION RESPONSES: Add option for ‘Not applicable.’</p>	<p>Because respondents struggled with the word ‘inequality’ we suggest simplifying the language to: Staff at [NAME OF PROVIDER] were sensitive to how discrimination affected my recent experiences. Additionally, add “not applicable” response option. Additionally, expert panelists recommended a slight revision to include unfair treatment and bias (as well as discrimination), on an individual’s overall daily experiences.</p>

Final Recommendation: Use newly revised item for final survey instrument:

“Staff at [NAME OF PROVIDER] were sensitive to how prior unfair treatment, bias, or discrimination affects my experiences”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable

3.4.13 Support for Oppressed Groups

	Round 1	Round 2
Question	<p>Staff recognized that some people or cultures have endured generations of systemic violence and discrimination.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Staff made it clear that what happened to me was not my fault.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>
Probes	<p>PROBE 1: In your own words, what is this question asking?</p> <p>PROBE 2: This question uses the term “systemic violence and discrimination,” does that sound okay to you, or would you use something different?</p> <p>OPTIONAL: Can you tell me how you came up with your answer to that?</p>	<p>PROBE 1: Would you have answered differently if I had said, ““Staff recognized that some groups have experienced a long history of discrimination.”</p> <p>PROBE 2: Would you have answered differently if I had said, ““Staff are allies for oppressed groups.”</p> <p>OPTIONAL: Can you tell me how you came up with your answer to that?</p>
Findings	<ul style="list-style-type: none"> All English-speaking participants who responded to this question (4) did not have any concerns with it. However, respondents had a lot of confusion about what the question was trying to measure, and responses did not reflect what the question was intended to measure. One preferential Spanish-speaking participant noted that this is a difficult question for someone when English is not their first language. 	<ul style="list-style-type: none"> This revised item was tested with ten (10) respondents in Round 2 testing. Respondents generally understood this question to address the support received from VSP staff. Three respondents expressed this item addressed self-blame and internalized fault for their victimization. One respondent mentioned this question could be difficult for others to answer. Another said that staff did not know what happened to them well enough and felt this question was inappropriate. Two respondents expressed preference for “allies for oppressed groups” language for this item.

	Round 1	Round 2
Recommendations	<ul style="list-style-type: none"> • QUESTION WORDING: This question does not feel actionable, we suggest dropping the item and swapping it out for a more actionable item. During the development of the UNDERSERVED module, we considered wording of ‘Staff made it clear that what happened to me was not my fault.’ Although this wording does not directly reference inequality, it loosely gets at a similar idea as the original question. We recommend testing this alternative language. • Ensure that translated versions of this question include appropriate idioms. 	<p>‘Staff are allies’ is closer to initial intent and respondents preferred that language. Respondents also liked the Round 2 language but didn’t tie it to inequality at all. We will retain that measure, but as tapping into a different construct. Following cognitive interviewing, our expert panel raised serious concerns that referring to a group as ‘oppressed’ could be problematic and triggering and that they weren’t exactly sure the value of this item.</p>

Final Recommendation: Dropped.

3.4.14 Reduced Blame

	Round 1	Round 2
Question	This item did not exist for Round 1.	<p>Staff made it clear that what happened to me was not my fault.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	N/A	<p>PROBE 1: Would you have answered differently if I had said, ““Staff recognized that some groups have experienced a long history of discrimination.”</p> <p>PROBE 2: Would you have answered differently if I had said, ““Staff are allies for oppressed groups.”</p> <p>OPTIONAL: Can you tell me how you came up with your answer to that?</p>

	Round 1	Round 2
Findings	N/A	<ul style="list-style-type: none"> • This revised item was tested with nine (9) respondents in Round 2 testing. • Respondents generally understood this question to address the support received from VSP staff. Three respondents expressed this item addressed self-blame and internalized fault for their victimization. • One respondent mentioned this question could be difficult for others to answer. Another said that staff did not know what happened to them well enough and felt this question was inappropriate.
Recommendations	This question was added in R2 as an alternative to 'Staff recognized that some people or cultures have endured generations of systemic violence and discrimination.	Although this question did not get at the intent of the original items, respondents generally liked, understood, and appreciated the questions so we recommend including it in the final VOSS.

Final Recommendation: Use Round 2 item for final survey instrument:

“Staff made it clear that what happened to me was not my fault”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.5 Adult Demographics

	Tested language	Recommended language
Age	How old are you? <ul style="list-style-type: none"> <input type="checkbox"/> 18-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65 or older 	No change
Hispanic origin	Are you of Hispanic or Latino origin? <ul style="list-style-type: none"> <input type="checkbox"/> Yes, Hispanic or Latino <input type="checkbox"/> No, not Hispanic or Latino 	No change

	Tested language	Recommended language
Race	<p>What is your race? (Please mark all that apply)</p> <ul style="list-style-type: none"> <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Native Hawaiian or Other Pacific Islander 	No change
Gender identity	<p>How do you identify?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender male <input type="checkbox"/> Transgender female <input type="checkbox"/> Non-binary <input type="checkbox"/> Other <input type="checkbox"/> Prefer not to say 	No change
Education	<p>What is the highest level of school you completed?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Less than high school <input type="checkbox"/> High school diploma or GED <input type="checkbox"/> Some college, technical, or trade school <input type="checkbox"/> Bachelor’s degree <input type="checkbox"/> Master’s degree or higher 	<p>What is the highest level of school you completed?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or GED <input type="checkbox"/> Some college, technical, or trade school <input type="checkbox"/> Bachelor’s degree <input type="checkbox"/> Master’s degree or higher
Sexual orientation	<p>Which of the following best represents how you think of yourself?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Lesbian or gay <input type="checkbox"/> Straight, that is, not lesbian or gay <input type="checkbox"/> Bisexual <input type="checkbox"/> Something else <input type="checkbox"/> I don’t know the answer <input type="checkbox"/> Refused 	No change

<p>Type of victimization experienced</p>	<p>Which of the following were reasons that you sought services from [NAME OF AGENCY]? Mark all that apply.</p> <ul style="list-style-type: none"> A. Attacked or threatened with violence by a stranger or someone you did not know well B. Attacked or threatened with violence by a romantic partner or someone you know well C. Attempted or forced unwanted sex or sexual activity by a stranger or someone you did not know well D. Attempted or forced unwanted sex or sexual activity by a romantic partner or someone you know well E. Forced to perform work, sex, or sexual activity in exchange for money, a place to stay, or something else you needed F. Abuse as a child G. Stalking H. Lost someone to homicide I. Home break in or attempted break in J. Fraud or identity theft K. Something was stolen from you L. Held or taken somewhere against your will M. Other 	<p>The next question asks about reasons that you sought services. If you choose to answer, our answers will help [NAME OF PROVIDER] to improve services for people who have had similar experiences. Which of the following were reasons that you sought services from [NAME OF PROVIDER]? Mark all that apply.</p> <ul style="list-style-type: none"> A. Experienced physical violence, such as being slapped, kicked, bitten, hit, choked, strangled, smothered, or being threatened or assaulted with a weapon <u>by a romantic partner, former romantic partner, or a family member</u> B. Experienced physical violence, such as being slapped, kicked, bitten, hit, choked, strangled, smothered, or being threatened or assaulted with a weapon <u>by a friend, acquaintance, neighbor, or someone else you knew</u> C. Experienced physical violence, such as being slapped, kicked, bitten, hit, choked, strangled, smothered, or being threatened or assaulted with a weapon <u>by a stranger or someone you did not know</u> D. Experienced attempted or forced unwanted sex or sexual activity by a romantic partner, former romantic partner, or family member or someone you know well. E. Experienced attempted or forced unwanted sex or sexual activity by a friend, acquaintance, neighbor, or someone else you know. F. Experienced attempted or forced unwanted sex or sexual activity by a stranger or someone you did not know. G. Forced to perform work, sex, or sexual activity in exchange for money, a place to stay, or something else you needed H. Experienced physical violence as a child I. Experienced sexual assault or molestation as a child J. Experienced stalking K. Lost someone to homicide L. Experienced a home break in or attempted break in M. Experienced fraud or identity theft
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	Tested language	Recommended language
		<p>N. Had something was stolen from you through force or the threat of force</p> <p>O. Had something stolen from you without force</p> <p>P. Held or taken somewhere against your will</p> <p>Q. Experienced a crime that was motivated by bias against you because of your characteristics or religious beliefs</p> <p>R. Experienced a hit and run or an accident or injury caused by a drunk driver or a driver under the influence of another substance.</p> <p>S. Other, please describe</p>
Duration of services	<p>How long have you been getting services from [NAME OF AGENCY]?</p> <p><input type="checkbox"/> Less than a week</p> <p><input type="checkbox"/> More than a week to less than a month</p> <p><input type="checkbox"/> More than a month to less than six months</p> <p><input type="checkbox"/> Six months to less than a year</p> <p><input type="checkbox"/> A year or more</p>	<p>Thinking back to the first time you had contact with [NAME OF PROVIDER], how long have you been getting services from [NAME OF PROVIDER]?</p> <p><input type="checkbox"/> Less than a week</p> <p><input type="checkbox"/> More than a week to less than a month</p> <p><input type="checkbox"/> More than a month to less than six months</p> <p><input type="checkbox"/> Six months to less than a year</p> <p><input type="checkbox"/> A year or more</p>
Frequency of services	<p>About how many visits or sessions have you had with [NAME OF AGENCY] staff?</p> <p><input type="checkbox"/> Less than five</p> <p><input type="checkbox"/> 6 to 10</p> <p><input type="checkbox"/> 11 to 20</p> <p><input type="checkbox"/> More than 20</p>	<p>During the time you were getting services from [NAME OF PROVIDER] how frequently did you get these services?</p> <p><input type="checkbox"/> Daily or multiple times a week</p> <p><input type="checkbox"/> About once a week</p> <p><input type="checkbox"/> About once a month</p> <p><input type="checkbox"/> Every couple of months</p> <p><input type="checkbox"/> Once or twice a year</p>
Mode of service delivery	Not asked	<p>Please identify how you received services from [NAME OF PROVIDER]? Mark all that apply.</p> <p><input type="checkbox"/> Email</p> <p><input type="checkbox"/> In person</p> <p><input type="checkbox"/> Mail</p> <p><input type="checkbox"/> Phone/voice call</p> <p><input type="checkbox"/> Text messaging/instant message/SMS</p> <p><input type="checkbox"/> Video or virtual call</p>

	Tested language	Recommended language
Preferred mode of service delivery	Not asked	<p>Which way of receiving services was most helpful? [AUTO POPULATE RESPONSE OPTIONS BELOW BASED ON THOSE RESPONSE OPTIONS PARTICIPANT ENDORSES FROM PRECEDING QUESTION]</p> <ul style="list-style-type: none"> <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C...[INCLUDE ALL RESPONSE OPTIONS PARTICIPANT ENDORSED IN QUESTION ABOVE] <input type="checkbox"/> [WHEN PARTICIPANT ENDORSES THE PREFERRED MODE, AUTOPOPULATE FOLLOW-UP QUESTION EMBEDDED IMMEDIATELY BELOW RESPONSE OPTION TO SAY, "WHAT MADE THIS WAY OF GETTING SERVICES MOST HELPFUL?" AND CREATE AN OPEN-FIELD TEXT BOX.]
Overall Findings	<p>Participants found the demographics to be mostly clear, but several participants had confusion with the last two questions, "How long have you been getting services from [NAME OF AGENCY]?" and "About how many visits or sessions have you had with [NAME OF AGENCY] staff?" Participants were confused when they should consider the "end point" of their services, if they were no longer receiving services (i.e., when they attended their last session or the current date). Additionally, participants were confused how they should determine what qualifies as a "session" (i.e., phone call, in-person visit, email, etc.).</p>	

	Tested language	Recommended language
Recommendations	<p>Education</p> <ul style="list-style-type: none"> • Minor edit to the response options to ensure that they are mutually exclusive <p>Type of victimization experienced</p> <ul style="list-style-type: none"> • Although respondents did not express specific concerns with the response options, interviewers did not always believe they selected the correct option based on prior descriptions of their experiences. Therefore, the Team adjusted the language to use more behaviorally specific language. • Additionally the categories were adjusted to better align with data collected by OVC through the Performance Measurement Tool. <p>Duration of services</p> <ul style="list-style-type: none"> • Some of the respondent confusion was likely due to the fact that respondents were interviewed well after receiving services, rather than at the substantial completion of services, which is when the VOSS will typically be administered. However, the question was adjusted to further clarify the period of interest. <p>Frequency of services</p> <ul style="list-style-type: none"> • Because respondents struggled to define and sum the level of interaction that should be counted as a visit or session, the question wording has been shifted to focus on how frequently the services were received, allowing the respondent to determine what they consider to be a 'service.' <p>Mode of service delivery</p> <ul style="list-style-type: none"> • These items were not included in the testing. The Team recommends that these items be added to the final VOSS to begin to help providers to understand whether different modes of service delivery are correlated with different outcomes and perceptions of service quality. 	

3.6 Proxy Protocol Introduction

The proxy version of this instrument is used when a parent or guardian is filling out the VOSS on behalf of a minor (under age 18) or an adult who is unable to complete the survey on their own due to mental or physical incapacitation.

3.7 Detailed Proxy Question Findings

The next section of the report details each proxy question administered per round and presents findings and final recommendations. Outcome and quality measures are presented separately.

3.7.1 Increased Knowledge of How to Stay Safe Physically

	Round 1	Round 2
Question	<p>Because of [NAME OF AGENCY] I know what to do in response to threats to my child's/dependent's safety.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>The information I got from [NAME OF PROVIDER] has helped me better plan for my child's/dependent's safety.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p> <p><input type="checkbox"/> My child/dependent did not need this service</p>
Probes	<p>PROBE 1: Can you give me some examples of the types of threats to your child's/dependent's safety that came to mind when you were thinking about your answer?</p> <p>PROBE 2: Would you answer differently if I asked you: "The information I got from [NAME OF AGENCY] has helped me better plan for my child's/dependent's safety?"</p> <p>OPTIONAL: How easy or difficult was it to select your answer from the list of options?</p> <p>OPTIONAL: In general, how do you feel about this question?</p>	<p>PROBE 1: What does it mean to you to "plan for my child's/dependent's safety"?</p> <p>PROBE 2: Would you answer differently if the question said: "Because of [NAME OF PROVIDER] I know what to do in response to threats to my dependent's safety"?</p> <p>PROBE 3: If they selected 'I did not need this service,' why did you select that response?</p> <p>PROBE 4: If the response option read 'I felt I did not need this service' would you have thought about that response option differently? (DOJ wants to make sure the respondent is not thinking about what the provider may have told him/her they need.)</p> <p>OPTIONAL: How easy or difficult was it to select your answer from the list of options?</p> <p>OPTIONAL: In general, how do you feel about this question?</p>

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> In general, participants did not struggle when responding to this question. One participant noted that “threat” made her think of immediate threats to herself or her child (i.e., safety planning). Responses were mixed in terms of participants liking or disliking the revision to “The information I got from [NAME OF AGENCY] has helped me better plan for my [child’s/dependent’s] safety.” Three participants said they would answer differently if the question was changed, and noted that it made the question clearer, while two participants noted that they didn’t see a difference the question revision and it would not change their answer. 	<ul style="list-style-type: none"> One participant was asked this question in Round 2 and understood the intent of the question. She noted the victim service provider did not provide the services her child needed.
Recommendations	QUESTION WORDING: See section 3.3 for recommended revisions.	Use Round 2 question for final survey instrument.

Final Recommendations: Use Round 2 question for final survey instrument:

“The information I got from [NAME OF PROVIDER] has helped me better plan for my child’s/dependent’s safety”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- My child/dependent did not need this type of assistance

3.7.2 Increased Knowledge of Victims’/Survivors’ Rights

	Round 1	Round 2
Question	Because of [NAME OF AGENCY], I know more about my child’s/dependent’s legal rights as someone who has experienced crime. <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree 	Because of [NAME OF PROVIDER], I know more about my child’s/dependent’s legal rights as someone who has experienced crime. <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree

	Round 1	Round 2
Probes	<p>PROBE 1: What does the term “legal rights” mean to you?</p> <p>PROBE 1a: Can you give me some examples of the legal rights that you thought of?</p> <p>OPTIONAL: How much would you say you know about your [child’s/dependent’s] legal rights?</p> <p>OPTIONAL: Are these answer choices okay or would you have liked to answer differently?</p>	<p>PROBE 1: What does the term “legal rights” mean to you?</p> <p>PROBE 1a: Can you give me some examples of the legal rights that you thought of?</p> <p>PROBE 2: Would you have answered this differently if the question read: “Because of [NAME OF PROVIDER], I know more about my child’s/dependent’s legal rights as someone within the criminal justice system”?</p> <p>OPTIONAL: How much would you say you know about your [child’s/dependent’s] legal rights?</p> <p>OPTIONAL: Are these answer choices okay or would you have liked to answer differently?</p>
Findings	<ul style="list-style-type: none"> • Responses varied in terms of participants’ understanding of “legal rights,” either due to a lack of legal assistance/need for legal assistance received from the service provider, or because they did not know enough about their personal legal rights. 	<ul style="list-style-type: none"> • One participant was asked this question in Round 2 and noted that the victim service provider did not provide any advice about legal rights. • Participant understood victim rights to be ‘Miranda rights and her child’s rights.’
Recommendations	QUESTION WORDING: See section 3.3 for recommended revisions.	Use newly revised question for final instrument.

Final Recommendations: Use newly revised question for final survey instrument:

“Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.7.3 Increased Understanding of Criminal Justice Processes or Options (a)

	Round 1	Round 2
Question	<p>The information I received from [NAME OF AGENCY] has helped me better understand how the criminal justice system handles cases like child’s/dependent’s.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree 	<p>The information I received from [NAME OF AGENCY] has helped me better understand how the criminal justice system handles cases like child’s/dependent’s.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree

	Round 1	Round 2
Probes	<p>PROBE 1: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: How well does this question apply to your situation?</p> <p>OPTIONAL: How easy or difficult was it to select your answer from the list of options?</p>	<p>PROBE 1: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: How well does this question apply to your situation?</p> <p>OPTIONAL: How easy or difficult was it to select your answer from the list of options?</p>
Findings	<ul style="list-style-type: none"> Due to module assignment, this question was only asked of two respondents. Neither respondent had any concerns or confusion. 	<ul style="list-style-type: none"> No participants were asked this question in Round 2.
Recommendations	QUESTION WORDING: See section 3.3 for recommended revisions.	Use Round 1/2 question for final survey instrument.

Final Recommendations: Use Round 1/2 question for final survey instrument:

“The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like my child's/dependent's”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.7.4 Increased Understanding of Criminal Justice Processes or Options (b)

	Round 1	Round 2
Question	<p>The information I got from [NAME OF AGENCY] has helped me better understand my options for reporting to police.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree 	<p>The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	<p>PROBE 1: Can you give me some examples of the legal options that you thought of?</p> <p>OPTIONAL: How much would you say you know about your options?</p> <p>OPTIONAL: Are these answer choices okay or would you have liked to answer differently?</p>	<p>PROBE 1: Can you give me some examples of the legal options that you thought of?</p> <p>OPTIONAL: How much would you say you know about your options?</p> <p>OPTIONAL: Are these answer choices okay or would you have liked to answer differently?</p>

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> This item was originally reserved for individuals within the scope of the Medical/Forensic module but was later tested with a broader population of three (3) participants. Respondents with a domestic violence background did not have difficulty understanding and answering this question, but their reporting options largely focused on protective orders. However, there were some other domestic violence respondents for whom this was inapplicable and they recommended an N/A response option. 	<ul style="list-style-type: none"> This item was not tested in Round 2.
Recommendations	<p>No recommended revisions.</p> <p>R2 TESTING: Continue attempts to recruit for the medical/forensic module and test this question with that population.</p>	<p>Use Round 1/2 question for final survey instrument.</p>

Final Recommendations: Use Round 1/2 question for final survey instrument:

“The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.7.5 Increased Understanding of Civil Legal Options

	Round 1	Round 2
Question	<p>The information I got from [NAME OF AGENCY] has helped me understand my child’s/dependent’s legal options.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree 	<p>The information from [NAME OF PROVIDER] has helped me better understand my child’s/dependent’s legal options related to what happened to them.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> My child/dependent did not need this service

	Round 1	Round 2
Probes	<p>PROBE 1: What does the term “legal options” mean to you?</p> <p>[IF NEEDED] PROBE 1a: Can you give me some examples of the legal options that you thought of?</p> <p>PROBE 2: Can you explain to me the difference between legal options and legal rights?</p> <p>OPTIONAL: How much would you say you know about your [child’s/dependent’s] legal options?</p> <p>OPTIONAL: Are these answer choices okay or would you have liked to answer differently?</p>	<p>PROBE 1: What does the term “legal options” mean to you?</p> <p>[IF NEEDED] PROBE 1a: Can you give me some examples of the legal options that you thought of?</p> <p>PROBE 2: [If responded “I did not need this service”] Why did you select that response?</p> <p>[IF NEEDED] PROBE 2a: Did the provider offer this service in case you did need it?</p> <p>OPTIONAL: How much would you say you know about your child’s/dependent’s legal options?</p> <p>OPTIONAL: Are these answer choices okay or would you have liked to answer differently?</p>
Findings	<ul style="list-style-type: none"> Responses were mixed to this question. Two participants struggled with the question and asked for clarification on what “legal rights” meant. Two additional participants suggested the inclusion of a Not Applicable (N/A) option here for those who did not seek nor obtain legal assistance from the service provider. 	<ul style="list-style-type: none"> This item was not tested in Round 2.
Recommendations	<p>QUESTION WORDING: See section 3.3 for recommended revisions.</p> <p>QUESTION RESPONSES: Add an N/A option</p>	<p>See Section 3.3 for recommended revisions. Use newly revised question for final instrument.</p>

Final Recommendations: Use new question with examples for final survey instrument:

“I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- My child/dependent did not need this type of assistance

3.7.6 Increased Knowledge of Sources of Help in the Community

	Round 1	Round 2
Question	<p>I am more aware of sources of help in my community to meet my child's/ dependent's basic needs like food, clothing, and housing because of [NAME OF AGENCY]</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>I am more aware of sources of help in my community to meet my child's/ dependent's basic needs like food, clothing, housing or utilities assistance, or transportation because of [NAME OF PROVIDER]</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p> <p><input type="checkbox"/> My child/dependent did not need this service</p>
Probes	<p>PROBE 1: Can you name or describe some types of sources of help that you thought of when answering this question? Probe to get at the who.</p> <p>PROBE 2: What does the term "basic needs" mean to you? Probe for types of basic needs</p> <p>OPTIONAL: This question uses the term "sources of help," does that sound okay to you, or would you use something different?</p> <p>OPTIONAL: How did you come up with your answer to that?</p>	<p>PROBE 1: Can you name or describe some types of sources of help that you thought of when answering this question? [IF NEEDED, PROBE 1a]: Would you have answered differently if this question asked about "resources" instead of "sources of help"?</p> <p>PROBE 2: What does the term "basic needs" mean to you? Would you answer differently if we said "daily needs"?</p> <p>Probe 3: If they selected 'I did not need this service,' why did you select that response?</p> <p>OPTIONAL: How did you come up with your answer to that?</p>
Findings	<ul style="list-style-type: none"> Participants found this question clear and easy to answer. Two participants suggested a N/A option for those who did not seek, nor obtain, basic needs assistance from the service provider. 	<ul style="list-style-type: none"> One participant (1) responded to this item in Round 2, and gave examples of resources the victim service provider offered them. They also noted they liked the wording for "resources" slightly better than "sources."
Recommendations	<p>QUESTION WORDING: See section 3.3 for recommended revisions.</p> <p>QUESTION RESPONSES: Add an N/A option</p>	<p>See Section 3.3 for recommended revisions. Use Round 2 question for final instrument.</p>

Final Recommendations: Use Round 2 question for final survey instrument:

“I am more aware of sources of help in my community to meet my child's/dependent's basic needs, like food, clothing, housing or utilities assistance, or transportation because of [NAME OF PROVIDER]”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- My child/dependent did not need this type of assistance

3.7.6 Increased Access to Sources of Help in the Community

	Round 1	Round 2
Question	<p>I have better access to sources of help in my community to meet my child's/dependent's basic needs like food, clothing, and housing, because of [NAME OF AGENCY].</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree 	<p>This item was dropped from the instrument in Round 2.</p>
Probes	<p>PROBE 1: What did you think about when considering whether you had better access to these sources of help?</p> <p>PROBE 2 [NEXT SLIDE]: The last question asked you about awareness of sources of help, while this one asks you about having better access to these sources. Do you see these as the same or different?</p> <p>[IF DIFFERENT] Probe 2a: Can you tell me more about that?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p>	<p>N/A</p>

	Round 1	Round 2
Findings	<ul style="list-style-type: none"> This question was confusing for several participants. One participant suggested a N/A option. Two participants were confused about the differences between “I am more aware of sources of help in my community to meet my child’s/dependent’s basic needs like food, clothing, and housing because of [NAME OF AGENCY]” and this question noting, ‘Didn’t you already ask this, I had to re-read it...’ (P116_Proxy). When probed, participants were more like to want to answer the “awareness of sources of help” question than the “access to sources of help” question. 	N/A
Recommendations	QUESTION WORDING: See section 3.3 for recommended revisions.	Item dropped from final instrument.

Final Recommendations: Item dropped from final instrument.

3.7.7 Increased Knowledge of How to Get Compensation or Restitution-a (all modules except legal)

	Round 1	Round 2
Question	<p>Because of [NAME OF AGENCY], I know more about options available to help with the financial costs associated with what happened to my child/dependent.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Because of [NAME OF PROVIDER], I know more about options available to help with the financial costs associated with what happened to my child/dependent.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p> <p><input type="checkbox"/> My child/dependent did not need this service</p>

	Round 1	Round 2
Probes	<p>PROBE 1: What do you think about when I say, 'financial costs associated with what happened to my child/dependent?'</p> <p>PROBE 2: Can you provide some examples of the kinds of financial costs someone in your situation might experience?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: How well does this question apply to your situation?</p> <p>OPTIONAL: How much would you say you know about your options available to help with the financial costs?</p>	<p>PROBE 1: What do you think about when I say, 'financial costs associated with what happened to my child/dependent?'</p> <p>PROBE 2: Would you answer differently if the question said: "Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to my child/dependent"?</p> <p>PROBE 3: If selected 'I did not need this service,' why did you select that response?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: How well does this question apply to your situation?</p> <p>OPTIONAL: How much would you say you know about your options available to help with the financial costs?</p>
Findings	<ul style="list-style-type: none"> Due to module assignment, this question was only asked of three respondents. No specific feedback. 	<ul style="list-style-type: none"> This question was not tested in Round 2.
Recommendations	<p>QUESTION WORDING: See section 3.3 for recommended revisions.</p>	<p>Use Round 2 question for final survey instrument.</p>

Final Recommendations: Use Round 2 question for final survey instrument:

"Because of [NAME OF PROVIDER], I know more about options available to help me with the financial costs of what happened to my child/dependent."

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- My child/dependent did not need this type of assistance

3.7.8 Increased Knowledge of How to Get Compensation or Restitution-b (legal)

	Round 1	Round 2
Question	<p>Because of [NAME OF AGENCY], I know more about options available to help me with the financial costs associated with what happened to my child/dependent.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to my child/dependent.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p> <p><input type="checkbox"/> My child/dependent did not need this service</p>
Probes	<p>PROBE 1: What do you think about when I say, 'financial costs associated with what happened to my child/dependent?'</p> <p>PROBE 2: Can you provide some examples of the kinds of financial costs someone in your situation might experience?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: How well does this question apply to your situation?</p> <p>OPTIONAL: How much would you say you know about your options available to help with the financial costs?</p>	<p>PROBE 1: What do you think about when I say, 'financial costs associated with what happened to my child/dependent?'</p> <p>PROBE 2: Would you answer differently if the question said: "Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to my child/dependent"?</p> <p>PROBE 3: If selected 'My child/dependent did not need this service,' why did you select that response?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: How well does this question apply to your situation?</p> <p>OPTIONAL: How much would you say you know about your options available to help with the financial costs?</p>
Findings	<ul style="list-style-type: none"> Due to module assignment, this question was only asked of three respondents. No specific feedback. 	<ul style="list-style-type: none"> This question was not tested in Round 2.
Recommendations	<p>QUESTION WORDING: See section 3.3 for recommended revisions.</p>	<p>Use Round 2 question for final survey instrument.</p>

Final Recommendations: Use Round 2 question for final survey instrument:

"Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to my child/dependent"

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- My child/dependent did not need this type of assistance

3.7.9 Improved Sense of Hope

	Round 1	Round 2
Question	I feel more hopeful about my child's/dependent's future because of [NAME OF AGENCY]. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER]. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: What comes to mind when you think about what it means to feel hopeful about your [child's/dependent's] future? OPTIONAL: How easy or difficult was it to answer this question? OPTIONAL: In general, how do you feel about this question?	PROBE 1: How easy or difficult was it to answer this question? PROBE 2: Would you use a "I did not need this" response option if it were available to you? If so, why? OPTIONAL: In general, how do you feel about this question? OPTIONAL: How much thought would you say you've given to this?
Findings	<ul style="list-style-type: none"> No participants were unclear with this question. Additionally, one participant noted how they appreciated this question being asked. 	<ul style="list-style-type: none"> One respondent was asked this question in Round 2 and noted that the question was clear and they received good services from the victim service provider.
Recommendations	QUESTION WORDING: No recommended changes at this time.	Use Round 1/2 question for final survey instrument.

Final Recommendations: Use Round 2 question for final survey instrument:

"I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER]"

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.7.10 Physical Health Needs Addressed

	Round 1	Round 2
Question	<p>[NAME OF AGENCY] has helped me address my child's/dependent's physical health needs resulting from what happened to them.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>[NAME OF PROVIDER] has helped me address my child's/dependent's physical health needs, such as medical exams, treatment of injuries or physical therapy resulting from what happened to them</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p> <p><input type="checkbox"/> My child/dependent did not need this service</p>
Probes	<p>PROBE 1: What are examples of "physical health needs?"</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: Can you provide some examples of how the agency did/could have addressed your child's/dependent's physical health needs?</p>	<p>PROBE 1: Are the examples in the question useful for helping you understand what it's asking about</p> <p>PROBE 2: What are other examples of "physical health needs?"</p> <p>PROBE 3: If selected 'My child/dependent did not need this service,' why did you select that response?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: Can you provide some examples of how the PROVIDER did/could have addressed your child's/dependent's physical health needs?</p>
Findings	<ul style="list-style-type: none"> Due to module assignment, this question was only asked of two participants. No specific feedback. 	<ul style="list-style-type: none"> This question was not tested in Round 2.
Recommendations	<p>QUESTION WORDING: See section 3.3 for recommended revisions.</p>	<p>Use Round 2 question for final survey instrument.</p>

Final Recommendations: Use Round 2 question for final survey instrument:

[NAME OF PROVIDER] has helped me address my child's/dependent's physical health needs, such as medical exams, treatment of injuries, or physical therapy, resulting from what happened to them"

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- My child/dependent did not need this type of assistance

3.7.11 Increased Sense of Control over Healthcare Decisions

	Round 1	Round 2
Question	<p>Because of [NAME OF AGENCY], I feel more in control of my child's/dependent's healthcare.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Because of [NAME OF PROVIDER], I feel more empowered to make decisions about my child's/dependent's physical healthcare.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>
Probes	<p>PROBE 1: What are some ways you felt in control of your [child's/dependent's] healthcare?</p> <p>PROBE 2: I previously asked you about the agency helping to address your [child's/dependent's] physical health needs. Do you see that as being different from feeling more in control of your [child's/dependent's] healthcare?</p>	<p>PROBE 1: What does the word 'empowered' mean to you?</p> <p>PROBE 2: What are some ways you felt in control of your child/dependent's healthcare?</p> <p>OPTIONAL: Is it okay to ask about this in a survey or is it uncomfortable?</p> <p>OPTIONAL: How did you come up with your answer to this question?</p>
Findings	<ul style="list-style-type: none"> Due to module assignment, this question was not asked of any proxy respondents. 	<ul style="list-style-type: none"> This question was not tested in Round 2.
Recommendations	<p>QUESTION WORDING: See section 3.3 for recommended revisions.</p>	<p>See section 3.3 on reasoning for recommended revisions. Use newly revised question for final survey instrument.</p>

Final Recommendations: Use new question for final survey instrument:

“Because of [NAME OF PROVIDER], I feel more confident making decisions about my child's/dependent's healthcare”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.7.12 Increased Identification of Social Supports

	Round 1	Round 2
Question	I know who I can turn to for support with my child's/dependent's needs because of help from [NAME OF AGENCY]. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	I know people I can reach out to for support with my child's/dependent's needs because of help from [NAME OF PROVIDER]. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: What do you think of when you hear the phrase 'who I can turn to for support?' OPTIONAL: Is there anything confusing about this question.	PROBE 1: Who do you think of when asked about "people I can reach out to for support"? PROBE 2: Would this question be clearer if it said: "I know people I can turn to for support with my child's dependent's needs because of help from [NAME OF PROVIDER]"? OPTIONAL: Is there anything confusing about this question.
Findings	<ul style="list-style-type: none"> No participants (6) were confused or unclear with this question. 	<ul style="list-style-type: none"> One participant (1) was asked this question in Round 2 and noted that they preferred 'turn to' over 'reach out.'
Recommendations	QUESTION WORDING: See section 3.3 for recommended revisions.	See section 3.3 for detailed explanation of final revised question. Use new question for final survey instrument.

Final Recommendations: Use newly revised question for final survey instrument:

"I have people in my life I can turn to for help or support with my child's/dependent's needs"

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.8 Proxy Quality Questions

3.8.1. Quality of Referrals

	Round 1	Round 2
Question	<p>The information that [NAME OF AGENCY] provide me about other sources of help, matched my child's/dependent's needs.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>[NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p> <p><input type="checkbox"/> Not applicable</p>
Probes	<p>PROBE 1: What, if anything, is clear or confusing about this question?</p> <p>OPTIONAL: Can you tell me how you came up with your answer to that?</p> <p>OPTIONAL: Instead, [NAME OF AGENCY] provided information about other sources of help that matched my child's/dependent's needs.</p>	<p>PROBE 1: What do you think of when I say, 'referrals for outside sources of help'?</p> <p>What does 'outside sources of help mean to you'?</p> <p>OPTIONAL: Can you tell me how you came up with your answer to that?</p>
Findings	<p>Participants found this question to be clear and no participants had any concerns.</p>	<ul style="list-style-type: none"> One respondent (1) responded to this item in Round 2 and understood the question clearly.
Recommendations	<p>QUESTION WORDING: See section 3.4.</p>	<p>Use Round 2 question for final survey instrument.</p>

Final Recommendation: Use Round 2 question for final survey instrument:

“[NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable

3.8.2 Extent of needs identified

	Round 1	Round 2
Question	<p>Staff at [NAME OF AGENCY] took the time to make sure they understood my child's/dependent's needs.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>
Probes	<p>PROBE 1: In your own words, what is this question asking?</p> <p>OPTIONAL: Can you tell me how you came up with your answer to that?</p> <p>OPTIONAL: How easy or difficult was it to recall that?</p>	<p>PROBE 1: In your own words, what is this question asking?</p> <p>OPTIONAL: Can you tell me how you came up with your answer to that?</p> <p>OPTIONAL: How easy or difficult was it to recall that?</p>
Findings	<ul style="list-style-type: none"> Participants found this question to be clear and no participants had any concerns. 	<ul style="list-style-type: none"> One respondent (1) responded to this item in Round 1 and understood and question. She suggested using 'well-being' instead of 'need.'
Recommendations	No suggested revisions.	No suggested revisions.

Final Recommendation: Use Round 1/Round 2 version of the question for final survey instrument:

"Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs"

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.8.3 Treated with Respect

	Round 1	Round 2
Question	Staff at [NAME OF AGENCY] treated my child/dependent with respect. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	Staff at [NAME OF PROVIDER] treated my child/dependent with respect. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	PROBE 1: This question uses the term “respect,” does that sound okay to you, or would you use something different? OPTIONAL: How did you come up with your answer to this question?	PROBE 1: This question uses the term “respect,” does that sound okay to you, or would you use something different? PROBE 2: Would you answer the question differently if I said, Staff at [NAME OF PROVIDER] treated me with “kindness” instead of “respect”? PROBE 3: Which do you think is more important, being treated with kindness or respect? OPTIONAL: How did you come up with your answer to this question? OPTIONAL: How well does this question apply to your situation?
Findings	<ul style="list-style-type: none"> Participants found this question to be clear and no participants had any concerns. When prompted, participants preferred the word “respect” over the word “dignity.” Additionally, two participants noted that they liked that this question was asked about their child. 	<ul style="list-style-type: none"> The one participant who responded to this question in Round 2 liked the question but suggested the word ‘kindness’ instead of ‘respect.’
Recommendations	QUESTION WORDING: See section 3.4	No suggested revisions.

Final Recommendations: Use Round 1/Round 2 version of question for final survey instrument:

“Staff at [NAME OF PROVIDER] treated my child/dependent with respect”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.8.4 Information Clearly Explained

	Round 1	Round 2
Question	<p>Staff explained information about my child/dependent in a way I could understand.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Staff explained information about my child/dependent in a way I could understand.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>
Probes	<p>PROBE 1: Would you answer differently if I asked you about “important information-staff explained important information about my child/dependent in a way I could understand?”</p> <p>PROBE 2: What, if anything, is clear or confusing about this question?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p>	<p>PROBE 1: Would you answer differently if I asked you about “important information-staff explained important information about my child/dependent in a way I could understand?”</p> <p>PROBE 2: What, if anything, is clear or confusing about this question?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p>
Findings	<ul style="list-style-type: none"> Participants found this question to be clear and no participants had any concerns. When prompted, participants did not like the additional of “important information.” 	<ul style="list-style-type: none"> This item was not tested in Round 2.
Recommendations	No suggested revisions.	No suggested revisions.

Final Recommendations: Use Round 1/Round 2 version of question for final survey instrument:

“Staff explained information to me in a way I could understand”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.8.5 Given Voice

	Round 1	Round 2
Question	<p>Staff helped me choose which services my child/dependent needed.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Staff involved me in decisions about the services my child/dependent received.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>
Probes	<p>PROBE 1: Can you provide some examples of how staff could have/did help you choose which services your child/dependent needed?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: How did you come up with your answer to this question?</p>	<p>PROBE 1: Can you provide some examples of how staff did or did not involve you in decisions about services?</p> <p>OPTIONAL: How easy or difficult was it to answer this question?</p> <p>OPTIONAL: How did you come up with your answer to this question?</p>
Findings	<ul style="list-style-type: none"> Participants found this question to be clear and no participants had any concerns. One participant suggested the addition of a N/A option. 	<ul style="list-style-type: none"> This item was tested with one (1) respondent in Round 2. The participant found this question to be clear and had no concerns.
Recommendations	<p>QUESTION WORDING: See section 3.4.</p>	<p>Suggest revising this language to match the revisions made to the adult quality measure for empowerment/choice, “I felt included in decisions about the services my child/dependent received.”</p>

Final Recommendation: Use revised wording following Round 2 testing for final survey instrument:

“I felt included in decisions about the services my child/dependent received”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.8.6 Accessibility of Services

	Round 1	Round 2
Question	<p>[NAME OF AGENCY] made their services as easy as possible to use.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>[NAME OF PROVIDER] made their services as easy as possible to use.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>
Probes	<p>PROBE 1: In your own words, what is this question asking?</p> <p>PROBE 2: If I asked you if they “made their services easy to use” would your answer change?</p> <p>OPTIONAL: What about “easier?”</p>	<p>PROBE 1: If I asked you if they “made their services easy for me to use” would your answer change?</p> <p>PROBE 2: In your own words, what is this question asking?</p> <p>OPTIONAL: What about “easier?”</p>
Findings	<ul style="list-style-type: none"> Participants found this question to be clear and no participants had any concerns. When prompted about a revision to, “Made their services easy to use,” participants preferred the “easy as possible” question, noting, “Easy as possible means they put a red carpet in front of you as opposed to just being easy. I think the expectation for ‘as easy as possible’ is different than easy”. 	<ul style="list-style-type: none"> This item was not tested in Round 2.
Recommendations	<ul style="list-style-type: none"> No suggested revisions. 	<ul style="list-style-type: none"> No suggested revisions.

Final Recommendation: Use Round 1/Round 2 version of question for final survey instrument:

“[NAME OF PROVIDER] made their services as easy as possible to use”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3.8.7 Diversity of Staff

	Round 1	Round 2
Question	<p>Staff at [NAME OF AGENCY] reflected aspects of my child's/dependent's identity that are important.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	Dropped in Round 2.
Probes	<p>PROBE 1: What do you think this question is getting at?</p> <p>PROBE 2: If you were filling out this survey at [NAME OF AGENCY], would you be comfortable completing it honestly?</p> <p>OPTIONAL: How did you come up with your answer to this question?</p>	N/A
Findings	<ul style="list-style-type: none"> Due to module assignment, this question was only asked of three respondents, and responses were mixed. One participant was confused by the word "reflect," noting 'Does that mean they repeat them back and for over them with me and they cared about those aspects?' When prompted, this individual liked the suggestion of "represented" better. However, after reading the question once more, she suggested the addition of a N/A option. The other two participants did not have any specific feedback or confusion. 	N/A
Recommendations	QUESTION WORDING: See section 3.4.	N/A

Final Recommendation: Item dropped from survey instrument.

3.8.8 Cultural Competency

	Round 1	Round 2
Question	<p>Staff were sensitive to aspects of my child's/dependent's culture or identity that are important.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Staff were sensitive to aspects of my child's/dependent's culture or identity that are important.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p> <p><input type="checkbox"/> Not relevant to my child/dependent</p>
Probes	<p>PROBE 1: In your own words, what is this question asking?</p> <p>OPTIONAL: Can you provide some examples of how staff were/were not sensitive to your [child's/dependent's] culture/identity?</p> <p>OPTIONAL: How did you come up with your answer to this question?</p>	<p>PROBE 1: What do you think this question is getting at?</p> <p>PROBE 2: If responded "Not relevant", why did you select that answer option? Would you prefer that the answer option say "Not applicable" instead?</p> <p>OPTIONAL: How did you come up with your answer to this question?</p> <p>OPTIONAL: If you were filling out this survey at [NAME OF PROVIDER], would you be comfortable completing it honestly?</p>
Findings	<ul style="list-style-type: none"> Responses to this question were mixed. Two participants suggested the addition of a N/A option because they felt that this question did not apply to them, "This question would be a good for a lot of people, but not me". However, another participant said they liked this question because she felt the staff at the service provider was sensitive to her son's transgender identity and used the correct pronouns with him. 	<ul style="list-style-type: none"> One respondent (1) noted that this question did not apply to them and they would select the N/A option.
Recommendations	<p>QUESTION WORDING: See section 3.4.</p>	<p>Use Round 2 version for final survey instrument.</p>

Final Recommendation: Use Round 1/ Round 2 version for final survey instrument:

"Staff were sensitive to aspects of my child's/dependent's culture or identity that are important"

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable

3.8.9 Understanding Impacts of Inequality

	Round 1	Round 2
Question	<p>Staff understood how patterns of violence or inequality have affected my child's/dependent's recent experiences.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>	<p>Staff understood how inequality has affected my child's/dependent's recent experiences.</p> <p><input type="checkbox"/> Strongly agree</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Neither agree nor disagree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> Strongly disagree</p>
Probes	<p>PROBE 1: What do you think this question is getting at?</p> <p>PROBE 2: How well does that question apply to you?</p> <p>OPTIONAL: This question uses the term "patterns of violence or inequality," does this work or would you say it a different way?</p> <p>OPTIONAL: If you were filling out this survey at [NAME OF AGENCY], would you be comfortable completing it honestly?</p>	<p>PROBE 1: What do you think this question is getting at?</p> <p>PROBE 2: Would you have answered differently if I had added, "past and present inequality?"</p> <p>PROBE 3: Would you answered differently if we had said, "Staff understood how inequity has affected my child's/dependent's recent experiences?"</p> <p>[IF NEEDED] PROBE 3a. What is the difference between inequality and inequity?</p> <p>OPTIONAL: If you were filling out this survey at [NAME OF PROVIDER], would you be comfortable completing it honestly?</p>
Findings	<ul style="list-style-type: none"> Due to module assignment, this was question was only asked of three respondents. In general, participants found this question to be confusing or unclear. One participant noted that the wording, "recent experiences" was confusing. She suggested revising the question to say, "everyday situations" instead. Another participant was confused by the term "patterns." She noted that the trauma with her child only happened once, so she didn't understand how "patterns" could apply here. The third participant said that this question wasn't applicable to her. 	<ul style="list-style-type: none"> One respondent (1) noted that this question didn't make sense for her to answer because it's out of scope for the staff to do at the victim service provider.
Recommendations	<p>QUESTION WORDING: See section 3.4.</p>	<p>Because respondents struggled with the word 'inequality' we suggest simplifying the language to: Staff at [NAME OF PROVIDER] were sensitive to how discrimination affected my recent experiences. See expert panel recommendations from adult section.</p>

Final Recommendation: Use newly revised question for final survey instrument:

“Staff at [NAME OF PROVIDER] were sensitive to how prior unfair treatment, bias, or discrimination affects my child’s/dependent’s experiences”

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable

3.8.10 Support for Oppressed Groups

	Round 1	Round 2
Question	<p>Staff recognized that some people or cultures have endured generations of systemic violence and discrimination.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree 	<p>Staff made it clear that what happened to my child/dependent was not their fault.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Probes	<p>PROBE 1: In your own words, what is this question asking?</p> <p>PROBE 2: This question uses the term “systemic violence and discrimination,” does that sound okay to you, or would you use something different?</p> <p>OPTIONAL: Can you tell me how you came up with your answer to that?</p>	<p>PROBE 1: Would you have answered differently if I had said, ““Staff recognized that some groups have experienced a long history of discrimination.”</p> <p>PROBE 2: Would you have answered differently if I had said, ““Staff are allies for oppressed groups.”</p> <p>OPTIONAL: Can you tell me how you came up with your answer to that?</p>
Findings	<ul style="list-style-type: none"> • All English-speaking participants who responded to this question (4) did not have any concerns with it. However, respondents had a lot of confusion about what the question was trying to measure, and responses did not reflect what the question was intended to measure. • One preferential Spanish-speaking participant noted that this is a difficult question for someone when English is not their first language. 	<ul style="list-style-type: none"> • No respondents in Round 2.

	Round 1	Round 2
Recommendations	QUESTION WORDING: See section 3.4.	This item as written in R2 is not necessarily appropriate for a proxy respondents. 'Staff are allies for oppressed groups' is closer to initial intent and adult respondents preferred that language. See expert panel recommendations from adult section.

Final Recommendation: Dropped

3.9 Proxy Demographics

	Tested language	Recommended language
Age	How old is your child/dependent? <input type="checkbox"/> 0-5 years <input type="checkbox"/> 6-10 years <input type="checkbox"/> 11-15 years <input type="checkbox"/> 16-18 years	No change
Hispanic origin	Is he/she of Hispanic or Latino/a origin? <input type="checkbox"/> Yes, Hispanic or Latino/a <input type="checkbox"/> No, not Hispanic or Latino/a	No change
Race	What is his/her race? (Please mark all that apply) <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Native Hawaiian or Other Pacific Islander	No change
Gender identity	How does he/she identify? <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender male <input type="checkbox"/> Transgender female <input type="checkbox"/> Non-binary <input type="checkbox"/> Other <input type="checkbox"/> Prefer not to say	No change

<p>Type of victimization experienced</p>	<p>Which of the following were reasons that your child/dependent sought services from [NAME OF AGENCY]? Mark all that apply.</p> <ul style="list-style-type: none"> <input type="checkbox"/> He/she was attacked or threatened with violence by a stranger or someone they did not know well <input type="checkbox"/> He/she was attacked or threatened with violence by a romantic partner or someone they know well <input type="checkbox"/> He/she experienced attempted or forced unwanted sex or sexual activity by a stranger or someone they did not know well <input type="checkbox"/> He/she experienced attempted or forced unwanted sex or sexual activity by a romantic partner or someone they know well <input type="checkbox"/> He/she was forced to perform work, sex, or sexual activity in exchange for money, a place to stay, or something else they needed <input type="checkbox"/> He/she experienced stalking <input type="checkbox"/> He/she lost someone to homicide <input type="checkbox"/> He/she experienced a home break in or attempted break in <input type="checkbox"/> He/she experienced fraud or identity theft <input type="checkbox"/> He/she was held or taken somewhere against their will <input type="checkbox"/> Other 	<p>The next question asks about reasons that you child/dependent sought services. If you choose to answer, your answers will help [NAME OF PROVIDER] to improve services for people who have had similar experiences. Which of the following were reasons that you sought services from [NAME OF PROVIDER]? Mark all that apply.</p> <ul style="list-style-type: none"> A. He/she experienced physical violence, such as being slapped, kicked, bitten, hit, choked, strangled, smothered, or being threatened or assaulted with a weapon by a romantic partner, former romantic partner, or a family member B. He/she experienced physical violence, such as being slapped, kicked, bitten, hit, choked, strangled, smothered, or being threatened or assaulted with a weapon by a friend, acquaintance, neighbor, or someone else they knew C. He/she experienced physical violence, such as being slapped, kicked, bitten, hit, choked, strangled, smothered, or being threatened or assaulted with a weapon by a stranger or someone they did not know D. He/she experienced attempted or forced unwanted sex or sexual activity by a romantic partner, former romantic partner, or family member or someone they know well. E. He/she experienced attempted or forced unwanted sex or sexual activity by a friend, acquaintance, neighbor, or someone else they know. F. He/she experienced attempted or forced unwanted sex or sexual activity by a stranger or someone they did not know. G. He/she was forced to perform work, sex, or sexual activity in exchange for money, a place to stay, or something else they needed H. He/she experienced stalking I. He/she lost someone to homicide J. He/she experienced a home break in or attempted break in K. He/she experienced fraud or identity theft L. He/she was held or taken somewhere against their will M. He/she experienced a crime that was motivated by bias against them because of their characteristics or religious beliefs
--	--	--

	Tested language	Recommended language
		<p>N. He/she experienced a hit and run or an accident or injury caused by a drunk driver or a driver under the influence of another substance.</p> <p>O. Other, please describe</p>
Duration of services	<p>How long has your child/dependent been getting services from [NAME OF AGENCY]?</p> <p><input type="checkbox"/> Less than a week</p> <p><input type="checkbox"/> More than a week to less than a month</p> <p><input type="checkbox"/> More than a month to less than six months</p> <p><input type="checkbox"/> Six months to less than a year</p> <p><input type="checkbox"/> A year or more</p>	<p>Thinking back to the first time your child/dependent had contact with [NAME OF PROVIDER], how long has your child/dependent been getting services from [NAME OF PROVIDER]?</p> <p><input type="checkbox"/> Less than a week</p> <p><input type="checkbox"/> More than a week to less than a month</p> <p><input type="checkbox"/> More than a month to less than six months</p> <p><input type="checkbox"/> Six months to less than a year</p> <p><input type="checkbox"/> A year or more</p>
Frequency of services	<p>About how many visits or sessions has your child/dependent had with [NAME OF AGENCY] staff?</p> <p><input type="checkbox"/> Less than five</p> <p><input type="checkbox"/> 6 to 10</p> <p><input type="checkbox"/> 11 to 20</p> <p><input type="checkbox"/> More than 20</p>	<p>During the time your child/dependent was getting services from [NAME OF PROVIDER] how frequently did your child/dependent get these services?</p> <p><input type="checkbox"/> Daily or multiple times a week</p> <p><input type="checkbox"/> About once a week</p> <p><input type="checkbox"/> About once a month</p> <p><input type="checkbox"/> Every couple of months</p> <p><input type="checkbox"/> Once or twice a year</p>
Frequency of services	<p>About how many visits or sessions have YOU had with [NAME OF AGENCY] staff?</p> <p><input type="checkbox"/> Less than five</p> <p><input type="checkbox"/> 6 to 10</p> <p><input type="checkbox"/> 11 to 20</p> <p><input type="checkbox"/> More than 20</p>	<p>During the time you were getting services from [NAME OF PROVIDER] how frequently did you get these services?</p> <p><input type="checkbox"/> Daily or multiple times a week</p> <p><input type="checkbox"/> About once a week</p> <p><input type="checkbox"/> About once a month</p> <p><input type="checkbox"/> Every couple of months</p> <p><input type="checkbox"/> Once or twice a year</p>
Mode of service delivery	Not asked	<p>Please identify how your child/dependent received services from [NAME OF PROVIDER]? Mark all that apply.</p> <p><input type="checkbox"/> Email</p> <p><input type="checkbox"/> In person</p> <p><input type="checkbox"/> Mail</p> <p><input type="checkbox"/> Phone/voice call</p> <p><input type="checkbox"/> Text messaging/instant message/SMS</p> <p><input type="checkbox"/> Video or virtual call</p>

	Tested language	Recommended language
Preferred mode of service delivery	Not asked	Which way of receiving services was most helpful? [AUTO POPULATE RESPONSE OPTIONS BELOW BASED ON THOSE RESPONSE OPTIONS PARTICIPANT ENDORSES FROM PRECEDING QUESTION] <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C...[INCLUDE ALL RESPONSE OPTIONS PARTICIPANT ENDORSED IN QUESTION ABOVE] <input type="checkbox"/> [WHEN PARTICIPANT ENDORSES THE PREFERRED MODE, AUTOPOPULATE FOLLOW-UP QUESTION EMBEDDED IMMEDIATELY BELOW RESPONSE OPTION TO SAY, "WHAT MADE THIS WAY OF GETTING SERVICES MOST HELPFUL?" AND CREATE AN OPEN-FIELD TEXT BOX.]
Overall Findings	See section 3.5.	
Recommendations	See section 3.5.	

4.0 Conclusion

The cognitive interview process was major undertaking in terms of time and resources but was also a critical component of VOSS development. Through these interviews, the team gained considerable insight into how the questions would be interpreted and understood by future respondents. Based on the feedback and suggestions gathered through the interviews, the team learned that most measures are functioning well and easily understood by respondents. For those measures performing less well, the team was able to refine the wording choices and response options to ensure that the VOSS will collect rigorous and consistent data that service providers can use to demonstrate their impact on the lives of those who have experienced crime.

Appendix A: Informed Consent/Introductory Language

Interviews to Inform the Development of a Survey on the Outcomes of Services for Victims – Informed Consent

You are invited to take part in a study. The study is about services for victims. The study is being done by RTI International. It is funded by the National Institute of Justice within the U.S. Department of Justice.

The purpose of this study is to develop a survey. The survey will ask victims questions about services they received. It will ask how *useful* the services were, and how victims *felt* about the services.

We invite you to take part in an interview. You are invited to be in the study because you have received services. We are not asking you about the services you received. Rather, we want to ask you what you think about the questions on the survey itself. We want to be sure we are asking the right questions—in the right way. And we want to be sensitive to the experiences that victims have had.

Taking part in the interview is up to you. You can ask to skip any questions you do not want to answer. If you decide at any point you do not want to finish, you can ask to stop. If you decide to stop, that is fine. You do not have to participate to receive services.

This interview will last about 30-45 minutes. If you choose to participate, you will receive a \$25 Amazon.com gift card.

There are no known risks from your participation in the interview. However, during the conversation, we will be discussing sensitive topics about being a victim and about the services you may have received.

We want to ensure your privacy, safety, and confidentiality while participating, so we ask that you think carefully about where you will be located during the virtual interview, and whether other people at your location might be able to overhear you speaking.

You may feel like talking to someone about your feelings after the interview is over. You can talk to the organization who provided services to you before. We can also provide the names of other organizations you can talk to. Just ask.

All the answers you give will be kept confidential. We will not use your names in notes or reports. The information provided in the interview will only be used in summary form. Nothing that you say will be directly shared outside of the study team. We would like to request to video/audio record the interview to ensure our notes are accurate. You can say yes or no. You can have your camera on or off whichever you prefer. All recordings and notes will be stored safely and then destroyed at the end of the study.

If you have questions about this study, you may email or call Lynn Langton laustell@rti.org at 202-974-7878. If you have any questions about your rights as a study participant, contact the RTI Office of Research Protection at 1-866-214-2043.

Interviewer Introductory Language

As we've already discussed, the purpose of this interview is to get your feedback on some survey questions about services you received, how helpful they were and how you felt about those services following victimization. We want to understand what the questions mean to you, and you will be helping us improve the questions and make them as clear as possible.

Taking part in the interview is up to you. I would like you to please answer these questions to the best of your knowledge and to know that there are no right or wrong answers. After some of the survey questions, I may stop and ask you follow-up questions to better understand your answer and the way you thought about the question. Most of my follow-up questions will ask what you thought about certain words or phrases or what you think a question is trying to ask.

As we are going through the survey, please feel free to tell me anything that comes to mind or to ask me anything you are unclear about. Feel free to tell me what you are thinking as you are answering these questions. We want your honest opinions about what you like and dislike and what you do and don't understand so we can improve this survey. You can also ask to skip any questions you do not want to answer. If I ask you a question you do not want to answer, you can just say "Pass." If you decide at any point you do not want to finish, you can ask to stop and still receive the gift card.

I will share my screen and pull up the survey questions for us to review. I ask that you read it on your own and then verbally tell me which of the response options you select. Many of the questions include the phrase [NAME OF PROVIDER]. When this appears in the question, replace it with the name of the agency you received services from at _____. After you read the question in your head and tell me your response, I will likely follow up with a few questions about how you came to your answer or what a specific word means to you and then we will move on to the next question.

Do you have any questions before we begin?

To get us started, I would like to hear about the services and support you received from [NAME OF PROVIDER]. You can share as little or as much as you would like.

Briefly, can you tell me what kinds of services you received or are receiving? And how long you have been receiving them?

[INTERVIEWER: RE-EXPLAIN TASK BRIEFLY AND PULL UP FIRST QUESTION]

For the next questions, please think about the information or help you got from [NAME OF PROVIDER], and state how much you agree or disagree with the following statements. If you've had interactions with other service providers or criminal justice system entities, please try to think only about [NAME OF PROVIDER] when you answer the questions. Your answers will help us improve our program.

Appendix B: Final Adult Questions

Adult Outcome Questions

[Increased knowledge of how to stay safe physically]

The information I got from [NAME OF PROVIDER] has helped me better plan for my safety

- Strongly Agree***
- Agree***
- Neither agree nor disagree***

- Disagree*
- Strongly disagree*
- I did not need this type of assistance*

[Improved sense of safety -a]

The information I got from [NAME OF PROVIDER] has helped me better plan for my safety

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*

[Improved sense of safety -b]

Working with [NAME OF PROVIDER] has helped me feel safer

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*

[Increased knowledge of victims'/survivors' rights]

Because of [NAME OF PROVIDER], I know more about victims' rights

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*

[Increased understanding of criminal justice processes or options - a]

The information I received from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*

[Increased understanding of criminal justice processes or options - b]

The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police

- Strongly agree*
- Agree*

- Neither agree nor disagree*
- Disagree*
- Strongly disagree*

[Increased understanding of civil legal options]

I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- I did not need this type of assistance*

[Increased knowledge of sources of help in the community]

I am more aware of sources of help in my community to meet my basic needs like food, clothing, housing or utilities assistance, or transportation because of [NAME OF PROVIDER]

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- I did not need this type of assistance*

[Increased knowledge of how to get compensation or restitution-a]

Because of [NAME OF PROVIDER], I know more about options available to help me with the financial costs associated with what happened to me

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- I did not need this type of assistance*

[Increased knowledge of how to get compensation or restitution-b]

Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- I did not need this type of assistance*

[Increased ability to manage emotions]

[NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Increased ability to handle everyday challenges]

I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER]

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Improved sense of hope]

I feel more hopeful about my future because of [NAME OF PROVIDER]

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Physical health needs addressed]

[NAME OF PROVIDER] has helped me address my physical health needs, such as medical exams, treatment of injuries, or physical therapy, resulting from what has happened to me

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***
- I did not need this type of assistance***

[Increased sense of control over healthcare decisions]

Because of [NAME OF PROVIDER], I feel more confident making decisions about my healthcare

- Strongly agree***
- Agree***
- Neither agree nor disagree***

- Disagree*
- Strongly disagree*

[Increased identification of social supports]

I have people in my life I can turn to for help or support

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*

[Improved housing]

Because of [NAME OF PROVIDER], my housing situation has improved.

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- I did not need this type of assistance*

[Increased housing stability]

Because of [NAME OF PROVIDER], I have a plan to obtain stable housing.

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- I did not need this type of assistance*

[Increased knowledge of resource management]

Because of [NAME OF PROVIDER], I feel more confident about managing money and resources.

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*

[Increased acknowledgment of impacts of inequality]

Because of [NAME OF PROVIDER] I can better handle the impacts of discrimination on my healing

- Strongly agree*
- Agree*
- Neither agree nor disagree*

- Disagree*
- Strongly disagree*
- I did not need this type of assistance*

[Increased knowledge of conflict resolution without self-risk]

Because of [NAME OF PROVIDER], I am more prepared to deal with issues without putting myself in harm's way"

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*

Adult Quality Questions

[Quality of referrals]

[NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- Not applicable*

[Extent of needs identified]

Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*

[Felt supported]

I felt supported by staff at [NAME OF PROVIDER]

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*

[Treated with respect]

Staff at [NAME OF PROVIDER] treated me with respect

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Information clearly explained]

Staff explained information to me in a way I could understand

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Given voice]

I felt included in decisions about the services I received

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Accessibility of Services]

[NAME OF PROVIDER] made their services as easy as possible for me to use

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Felt understood]

Staff understood what I was going through

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Cultural competency]

Staff were sensitive to aspects of my culture or identity that are important to me

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- Not applicable**

[Felt accepted]

I felt like I could be myself with staff at [NAME OF PROVIDER]

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Understanding impacts of inequality]

Staff at [NAME OF PROVIDER] were sensitive to how discrimination affected my recent experiences

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- Not applicable**

[Support for oppressed groups]

Staff at [NAME OF PROVIDER] are allies for oppressed groups

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Reduced blame]

Staff made it clear that what happened to me was not my fault

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

Adult Demographics

How old are you?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older

Are you of Hispanic or Latino origin?

- Yes, Hispanic or Latino/a
- No, not Hispanic or Latino/a

What is your race? (Please mark all that apply)

- White
- Black or African American
- Asian
- American Indian or Alaska Native
- Native Hawaiian or Other Pacific Islander

How do you identify?

- Male
- Female
- Transgender male
- Transgender female
- Non-binary
- Other
- Prefer not to say

What is the highest level of school you completed?

- Less than high school diploma
- High school diploma or GED
- Some college, technical, or trade school
- Bachelor's degree
- Master's degree or higher

Which of the following best represents how you think of yourself?

- Lesbian or gay
- Straight, that is, not lesbian or gay
- Bisexual
- Something else
- I don't know the answer
- Refused

The next question asks about reasons that you sought services. This question may be distressing but your answers will help [NAME OF PROVIDER] to improve services for people who have had similar experiences. Which of the following were reasons that you sought services from [NAME OF PROVIDER]? Mark all that apply.

- A. Experienced physical violence, such as being slapped, kicked, bitten, hit, choked, strangled, smothered, or being threatened or assaulted with a weapon by a romantic partner, former romantic partner, or a family member
- B. Experienced physical violence, such as being slapped, kicked, bitten, hit, choked, strangled, smothered, or being threatened or assaulted with a weapon by a friend, acquaintance, neighbor, or someone else you knew
- C. Experienced physical violence, such as being slapped, kicked, bitten, hit, choked, strangled, smothered, or being threatened or assaulted with a weapon by a stranger or someone you did not know
- D. Experienced attempted or forced unwanted sex or sexual activity by a romantic partner, former romantic partner, or family member or someone you know well.
- E. Experienced attempted or forced unwanted sex or sexual activity by a friend, acquaintance, neighbor, or someone else you know.
- F. Experienced attempted or forced unwanted sex or sexual activity by a stranger or someone you did not know.
- G. Forced to perform work, sex, or sexual activity in exchange for money, a place to stay, or something else you needed
- H. Experienced physical violence as a child
- I. Experienced sexual assault or molestation as a child
- J. Experienced stalking
- K. Lost someone to homicide
- L. Experienced a home break in or attempted break in
- M. Experienced fraud or identity theft
- N. Had something was stolen from you through force or the threat of force
- O. Had something stolen from you without force
- P. Held or taken somewhere against your will
- Q. Experienced a crime that was motivated by bias against you because of your characteristics or religious beliefs
- R. Experienced a hit and run or an accident or injury caused by a drunk driver or a driver under the influence of another substance.
- S. Other, please describe

Thinking back to the first time you had contact with [NAME OF PROVIDER], how long have you been getting services from [NAME OF PROVIDER]?

- Less than a week
- More than a week to less than a month
- More than a month to less than six months
- Six months to less than a year
- A year or more

During the time you were getting services from [NAME OF PROVIDER] how frequently did you get these services?

- Daily or multiple times a week
- About once a week
- About once a month
- Every couple of months
- Once or twice a year

Appendix C: Final Proxy Questions

Proxy Outcome Questions

[Increased knowledge of how to stay safe physically]

The information I got from [NAME OF PROVIDER] has helped me better plan for my child's/dependent's safety

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***
- My child/dependent did not need this type of assistance***

[Know about rights as a victim/survivor]

Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***
- My child/dependent did not need this type of assistance***

[Increased understanding of criminal justice processes or options-a]

The information I got from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like my child's/dependent's

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Increased understanding of criminal justice processes or options-b]

The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Increased understanding of civil legal options]

I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- My child/dependent did not need this type of assistance*

[Increased knowledge of sources of help in the community]

I am more aware of sources of help in my community to meet my child's/dependent's basic needs, like food, clothing, housing or utilities assistance, or transportation because of [NAME OF PROVIDER]

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- My child/dependent did not need this type of assistance*

[Increased knowledge of how to get compensation or restitution-a]

Because of [NAME OF PROVIDER], I know more about options available to help me with the financial costs of what happened to my child/dependent

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- My child/dependent did not need this type of assistance*

[Increased knowledge of how to get compensation or restitution-b]

Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to my child/dependent

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- My child/dependent did not need this type of assistance*

[Improved sense of hope]

I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER]

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Physical health needs addressed]

[NAME OF PROVIDER] has helped me address my child's/dependent's physical health needs, such as medical exams, treatment of injuries, or physical therapy, resulting from what happened to them

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- My child/dependent did not need this type of assistance**

[Increased sense of control over healthcare decisions]

Because of [NAME OF PROVIDER], I feel more confident making decisions about my child's/dependent's healthcare

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Increased identification of social supports]

I have people in my life I can turn to for help or support with my child's/dependent's needs

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

Proxy Quality Questions

[Quality of referrals]

[NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Extent of needs identified]

Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Treated with respect]

Staff at [NAME OF PROVIDER] treated my child/dependent with respect

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Information clearly explained]

Staff explained information to me in a way I could understand

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Given voice]

I felt included in decisions about the services my child/dependent received

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Accessibility of Services]

[NAME OF PROVIDER] made their services as easy as possible to use

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Cultural competency]

Staff were sensitive to aspects of my child's/dependent's culture or identity that are important

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***
- Not applicable***

[Understanding impacts of inequality]

Staff at [NAME OF PROVIDER] were sensitive to how discrimination affected my child's/dependent's recent experiences

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***
- Not applicable***

[Support for oppressed groups]

Staff at [NAME OF PROVIDER] are allies for oppressed groups

- Strongly Agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

Proxy Demographics

How old is your child/dependent?

- 0-5 years
- 6-10 years
- 11-15 years
- 16-18 years

Is he/she of Hispanic or Latino origin?

- Yes, Hispanic or Latino/a
- No, not Hispanic or Latino/a

What is his/her race? (Please mark all that apply)

- White
- Black or African American
- Asian
- American Indian or Alaska Native
- Native Hawaiian or Other Pacific Islander

How does he/she identify?

- Male
- Female
- Transgender male
- Transgender female
- Non-binary
- Other
- Prefer not to say

The next question asks about reasons that you child/dependent sought services. This question may be distressing, but your answers will help [NAME OF PROVIDER] to improve services for people who have had similar experiences. Which of the following were reasons that you sought services from [NAME OF PROVIDER]? Mark all that apply.

- A. He/she experienced physical violence, such as being slapped, kicked, bitten, hit, choked, strangled, smothered, or being threatened or assaulted with a weapon by a romantic partner, former romantic partner, or a family member
- B. He/she experienced physical violence, such as being slapped, kicked, bitten, hit, choked, strangled, smothered, or being threatened or assaulted with a weapon by a friend, acquaintance, neighbor, or someone else they knew
- C. He/she experienced physical violence, such as being slapped, kicked, bitten, hit, choked, strangled, smothered, or being threatened or assaulted with a weapon by a stranger or someone they did not know
- D. He/she experienced attempted or forced unwanted sex or sexual activity by a romantic partner, former romantic partner, or family member or someone they know well.
- E. He/she experienced attempted or forced unwanted sex or sexual activity by a friend, acquaintance, neighbor, or someone else they know.
- F. He/she experienced attempted or forced unwanted sex or sexual activity by a stranger or someone they did not know.
- G. He/she was forced to perform work, sex, or sexual activity in exchange for money, a place to stay, or something else they needed
- H. He/she experienced stalking
- I. He/she lost someone to homicide
- J. He/she experienced a home break in or attempted break in
- K. He/she experienced fraud or identity theft
- L. He/she was held or taken somewhere against their will

- M. He/she experienced a crime that was motivated by bias against them because of their characteristics or religious beliefs
- N. He/she experienced a hit and run or an accident or injury caused by a drunk driver or a driver under the influence of another substance.
- O. Other, please describe

Thinking back to the first time your child/dependent had contact with [NAME OF PROVIDER], how long has your child/dependent been getting services from [NAME OF PROVIDER]?

- Less than a week
- More than a week to less than a month
- More than a month to less than six months
- Six months to less than a year
- A year or more

During the time your child/dependent was getting services from [NAME OF PROVIDER] how frequently did your child/dependent get these services?

- Daily or multiple times a week
- About once a week
- About once a month
- Every couple of months
- Once or twice a year

During the time you were getting services from [NAME OF PROVIDER] how frequently did you get these services?

- Daily or multiple times a week
- About once a week
- About once a month
- Every couple of months
- Once or twice a year

Appendix D: Plain Language Adult Instrument

RTI International—a non-profit research organization—is working with the US Department of Justice to understand people’s experiences with services they received after a crime. This survey is part of that work. We would like to know if you think the services you got from [VSP NAME] were helpful and how you felt about them.

The survey is voluntary and will take no more than 5 minutes to complete.

We will keep your answers private and anonymous—no information in this survey can be used to identify you. We may use your anonymous responses for future research.

Your answers will help us to make the survey better in the future. All survey responses will be stored at the National Archive of Criminal Justice Data.

If you have questions about this study, email voss@rti.org. If you have any questions about your rights as a study participant, contact the RTI Office of Research Protection at 1-866-214-2043.

If you understand the study, please check the box to complete the survey.

- Yes – I agree to take the survey
- No – I do not agree to take the survey (survey ends)

1. Which of the following best describes who received services from [NAME OF AGENCY]?
 - a. You (Version A)
 - b. Your child, children, or other dependent(s) (Version B)

For the rest of the questions, please think about the information or help you got from [NAME OF PROVIDER], and tell us how much you agree or disagree with each of the following statements. If you’ve had interactions with other service providers or criminal justice system entities, please try to think only about [NAME OF PROVIDER] when you answer the questions. Your answers will help us improve our program.

Adult Outcome Questions

[Increased knowledge of how to stay safe physically]

The information I got from [NAME OF PROVIDER] has helped me better plan for my safety.

- Strongly Agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***
- I did not need this type of assistance***

[Improved sense of safety]

Working with [NAME OF PROVIDER] has helped me feel safer.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Increased knowledge of victims'/survivors' rights]

Because of [NAME OF PROVIDER], I know more about victims' rights.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Increased understanding of criminal justice processes or options - a]

The information I received from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like mine.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Increased understanding of criminal justice processes or options - b]

The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Increased understanding of civil legal options]

I have a better understanding of my legal options related to what happened to me, such as options for filing a lawsuit or a protective order.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- I did not need this type of assistance**

[Increased knowledge of sources of help in the community]

I am more aware of people and places in my community that can help me with things like food, clothing, housing or utilities assistance, or transportation.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- I did not need this type of assistance**

[Increased knowledge of how to get compensation or restitution-a]

Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to me.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- I did not need this type of assistance**

[Increased knowledge of how to get compensation or restitution-b]

Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to me.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- I did not need this type of assistance**

[Increased ability to manage emotions]

[NAME OF PROVIDER] has helped me develop ways to handle my emotions when they feel overwhelming.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Increased ability to handle everyday challenges]

I am better prepared to handle the challenges of everyday life because of [NAME OF PROVIDER].

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Improved sense of hope]

I feel more hopeful about my future because of [NAME OF PROVIDER].

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Physical health needs addressed]

[NAME OF PROVIDER] has helped me address my physical health needs—such as medical exams, treatment of injuries, or physical therapy—resulting from what has happened to me.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- I did not need this type of assistance**

[Increased confidence in making healthcare decisions]

Because of [NAME OF PROVIDER], I feel more confident making decisions about my healthcare.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- I did not need this type of assistance**

[Increased identification of social supports]

I have people in my life who I can turn to for help or support.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Improved housing]

Because of [NAME OF PROVIDER], my housing situation has improved.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- I did not need this type of assistance**

[Increased housing stability]

Because of [NAME OF PROVIDER], I have a plan to find stable housing.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- I did not need this type of assistance**

[Increased knowledge of resource management]

Because of [NAME OF PROVIDER], I feel more confident about managing money and resources.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- I did not need this type of assistance**

[Increased acknowledgment of impacts of inequality]

[NAME OF PROVIDER] has helped me deal with the ways bias or discrimination affects my healing.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- I did not need this type of assistance**

[Increased knowledge of conflict resolution without self-risk]

[NAME OF PROVIDER] has helped me understand how to handle conflicts without putting myself in harm's way.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

Adult Quality Questions

[Quality of referrals]

[NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my needs.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- Not applicable**

[Extent of needs identified]

Staff at [NAME OF PROVIDER] took the time to make sure they understood my needs.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Felt supported]

I felt supported by staff at [NAME OF PROVIDER].

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Treated with respect]

Staff at [NAME OF PROVIDER] treated me with respect.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Information clearly explained]

Staff explained information to me in a way I could understand.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Given voice]

I felt included in decisions about the services I received.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Accessibility of Services]

[NAME OF PROVIDER] made their services as easy as possible for me to use.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

I felt comfortable telling staff what I needed to access their services.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- Not applicable**

[Felt understood]

Staff understood what I was going through.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Cultural competency]

It was easy to talk with staff about my culture or identity. This includes my race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- Not applicable**

Staff were sensitive to aspects of my culture or identity that are important to me.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- Not applicable**

[Felt accepted]

I felt like I could be myself with staff at [NAME OF PROVIDER].

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Understanding of impacts of inequality]

Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination I experienced in the past affects me.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- Not applicable**

[Reduced blame]

Staff made it clear that what happened to me was not my fault.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

Adult Demographics

How old are you?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older

Are you of Hispanic or Latino origin?

- Yes, Hispanic or Latino/a
- No, not Hispanic or Latino/a

What is your race? (Please mark all that apply)

- White
- Black or African American
- Asian
- American Indian or Alaska Native
- Native Hawaiian or Other Pacific Islander

How do you identify?

- Male
- Female
- Transgender male
- Transgender female
- Non-binary
- Other
- Prefer not to answer

What is the highest level of school you completed?

- Less than high school diploma
- High school diploma or GED
- Some college, technical, or trade school
- Bachelor's degree
- Master's degree or higher

Which of the following best represents how you think of yourself?

- Lesbian or gay
- Straight, that is, not lesbian or gay
- Bisexual
- Something else
- I don't know the answer
- Prefer not to answer

The next question asks about reasons that you sought services. This question may be distressing but your answers will help [NAME OF PROVIDER] to improve services for people who have had similar experiences. **Which of the following were reasons that you sought services from [NAME OF PROVIDER]? Mark all that apply.**

- T. Lost someone to homicide
- U. Experienced physical violence, such as being slapped, kicked, bitten, hit, choked, strangled, smothered, or being threatened or assaulted with a weapon (please specify):
 - by a romantic partner, former romantic partner, or a family member
 - by a friend, acquaintance, neighbor, or someone else you knew
 - by a stranger or someone you did not know
- V. Experienced attempted or forced unwanted sex or sexual activity (please specify):
 - by a romantic partner, former romantic partner, or family member or someone you know well.
 - by a friend, acquaintance, neighbor, or someone else you know
 - by a stranger or someone you did not know
- W. Forced to perform work, sex, or sexual activity in exchange for money, a place to stay, or something else you needed
- X. Experienced physical violence as a child
- Y. Experienced sexual assault or molestation as a child
- Z. Experienced stalking
- AA. Experienced a home break in or attempted break in
- BB. Experienced fraud or identity theft
- CC. Had something stolen from you (please specify):
 - with force
 - without force
- DD. Held or taken somewhere against your will
- EE. Experienced a crime that was motivated by bias against you because of your characteristics or religious beliefs
- FF. Experienced a hit and run or an accident or injury caused by a drunk driver or a driver under the influence of another substance
- GG. Other, please describe

Thinking back to the first time you had contact with [NAME OF PROVIDER], how long have you been getting services from them?

- Less than a week
- More than a week to less than a month
- More than a month to less than six months
- Six months to less than a year
- A year or more

On average, how frequently do you get services from [NAME OF PROVIDER]?

- Daily or multiple times a week
- About once a week
- About once a month
- Every couple of months
- Once or twice a year

Please identify the ways in which you received services from [NAME OF PROVIDER]? Select all that apply.

- Phone/voice call
- Video or virtual call
- Text messaging/instant message/SMS
- In person
- Email
- Mail

What was your preferred way of receiving services? [AUTO POPULATE RESPONSE OPTIONS BELOW BASED ON THOSE RESPONSE OPTIONS PARTICIPANT ENDORSES FROM PRECEDING QUESTION]

- A
- B
- C...[INCLUDE ALL RESPONSE OPTIONS PARTICIPANT ENDORSED IN QUESTION ABOVE]
- [WHEN PARTICIPANT ENDORSES THE PREFERRED MODE, AUTOPOPULATE FOLLOW-UP QUESTION EMBEDDED IMMEDIATELY BELOW RESPONSE OPTION TO SAY, "WHY?" AND CREATE AN OPEN-FIELD TEXT BOX.]

Appendix E: Plain Language Proxy Instrument

As we've already discussed, the purpose of this interview is to get your feedback on some survey questions about services your child or dependent received, how helpful they were and how you felt about those services following your child or dependent's victimization. We want to understand what the questions mean to you, and you will be helping us improve the questions and make them as clear as possible.

Taking part in the interview is up to you. I would like you to please answer these questions to the best of your knowledge and to know that there are no right or wrong answers. After some of the survey questions, I may stop and ask you follow-up questions to better understand your answer and the way you thought about the question. Most of my follow-up questions will ask what you thought about certain words or phrases or what you think a question is trying to ask.

As we are going through the survey, please feel free to tell me anything that comes to mind or to ask me anything you are unclear about. Feel free to tell me what you are thinking as you are answering these questions. We want your honest opinions about what you like and dislike and what you do and don't understand so we can improve this survey. You can also ask to skip any questions you do not want to answer. If I ask you a question you do not want to answer, you can just say "Pass." If you decide at any point you do not want to finish, you can ask to stop and still receive the gift card.

I will share my screen and pull up the survey questions for us to review. I ask that you read it on your own and then verbally tell me which of the response options you select. Many of the questions include the phrase [NAME OF PROVIDER]. When this appears in the question, replace it with the name of the PROVIDER your child or dependent received services from at _____. After you read the question in your head and tell me your response, I will likely follow up with a few questions about how you came to your answer or what a specific word means to you and then we will move on to the next question.

Do you have any questions before we begin?

To get us started, I would like to hear about the services and support your child or dependent received from [NAME OF PROVIDER]. You can share as little or as much as you would like.

Briefly, can you tell me what kinds of services they received or are receiving? And how long they have been receiving them? Was it your child or a dependent who received services?

[INTERVIEWER: RE-EXPLAIN TASK BRIEFLY AND PULL UP FIRST QUESTION]

For the next questions, please think about the information or help your child got from [NAME OF PROVIDER], and state how much you agree or disagree with the following statements. If your child had interactions with other service providers or criminal justice system entities, please try to think only about [NAME OF PROVIDER] when you answer the questions. Your answers will help us improve our program.

Proxy Outcome Questions

[Increased knowledge of how to stay safe physically]

The information I got from [NAME OF PROVIDER] has helped me better plan for my child's/dependent's safety.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- My child/dependent did not need this type of assistance**

[Know about rights as a victim/survivor]

Because of [NAME OF PROVIDER], I know more about victims' rights for my child/dependent.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- My child/dependent did not need this type of assistance**

[Increased understanding of criminal justice processes or options-a]

The information I received from [NAME OF PROVIDER] has helped me better understand how the criminal justice system handles cases like my child's/dependent's.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Increased understanding of criminal justice processes or options-b]

The information I got from [NAME OF PROVIDER] has helped me better understand my options for reporting to police.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Increased understanding of civil legal options]

I have a better understanding of my child's/dependent's legal options related to what happened to them, such as options for filing a lawsuit or a child protective order.

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- My child/dependent did not need this type of assistance*

[Increased knowledge of sources of help in the community]

I am more aware of people and places in my community that can help my child/dependent with things like food, clothing, housing or utilities assistance, or transportation.

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- My child/dependent did not need this type of assistance*

[Increased knowledge of how to get compensation or restitution-a]

Because of [NAME OF PROVIDER], I know more about resources that can help me with the financial costs of what happened to my child/dependent.

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- My child/dependent did not need this type of assistance*

[Increased knowledge of how to get compensation or restitution-b]

Because of [NAME OF PROVIDER], I know more about options for restitution or compensation to help with the financial costs of what happened to my child/dependent.

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- My child/dependent did not need this type of assistance*

[Improved sense of hope]

I feel more hopeful about my child's/dependent's future because of [NAME OF PROVIDER].

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

[Physical health needs addressed]

[NAME OF PROVIDER] has helped me address my child's/dependent's physical health needs —such as medical exams, treatment of injuries, or physical therapy —resulting from what happened to them.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- My child/dependent did not need this type of assistance**

[Increased confidence in making healthcare decisions]

Because of [NAME OF PROVIDER], I feel more confident making decisions about my child's/dependent's healthcare.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- My child/dependent did not need this type of assistance**

[Increased identification of social supports]

I have people in my life who I can turn to for help or support with my child's/dependent's needs.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**

Proxy Quality Questions

[Quality of referrals]

[NAME OF PROVIDER] provided information or referrals for outside sources of help that matched my child's/dependent's needs.

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Extent of needs identified]

Staff at [NAME OF PROVIDER] took the time to make sure they understood my child's/dependent's needs.

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Treated with respect]

Staff at [NAME OF PROVIDER] treated my child/dependent with respect.

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Information clearly explained]

Staff explained information to me in a way I could understand.

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Given voice]

I felt included in decisions about the services my child/dependent received.

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Accessibility of Services]

[NAME OF PROVIDER] made their services as easy as possible to use.

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***

[Accommodation/Access]

I felt comfortable telling staff what my child/dependent needed to access their services.

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***
- Not applicable***

[Cultural competency]

It was easy to talk with staff about my child's/dependent's culture or identity. This includes their race, ethnicity, religion, sexual orientation, gender or gender identity, or disability.

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***
- Not applicable***

[Cultural sensitivity]

Staff were sensitive to aspects of my child's/dependent's culture or identity that are important to them.

- Strongly agree***
- Agree***
- Neither agree nor disagree***
- Disagree***
- Strongly disagree***
- Not applicable***

[Understanding of impacts of inequality]

Staff at [NAME OF PROVIDER] were sensitive to how bias or discrimination experienced in the past affected my child/dependent.

- Strongly agree**
- Agree**
- Neither agree nor disagree**
- Disagree**
- Strongly disagree**
- Not applicable**

Proxy Demographics

How old is your child/dependent?

- 0-5 years
- 6-10 years
- 11-15 years
- 16-18 years

Are they of Hispanic or Latino origin?

- Yes, Hispanic or Latino/a
- No, not Hispanic or Latino/a

What is their race? (Please mark all that apply)

- White
- Black or African American
- Asian
- American Indian or Alaska Native
- Native Hawaiian or Other Pacific Islander

How do they identify?

- Male
- Female
- Transgender male
- Transgender female
- Non-binary
- Other
- Prefer not to answer

The next question asks about reasons that your child/dependent sought services. This question may be distressing, but your answers will help [NAME OF PROVIDER] to improve services for people who have had similar experiences.

Which of the following were reasons that your child/dependent got services from [NAME OF PROVIDER]? Mark all that apply.

- P. They lost someone to homicide
- Q. They experienced physical violence, such as being slapped, kicked, bitten, hit, choked, strangled, smothered, or being threatened or assaulted with a weapon (please specify):
 - a. by a romantic partner, former romantic partner, or a family member
 - b. by a friend, acquaintance, neighbor, or someone else they knew
 - c. by a stranger or someone they did not know
- R. They experienced attempted or forced unwanted sex or sexual activity (please specify):
 - a. by a romantic partner, former romantic partner, or family member or someone they know well. by a friend, acquaintance, neighbor, or someone else they know. by a stranger or someone they did not know.
- S. They were forced to perform work, sex, or sexual activity in exchange for money, a place to stay, or something else they needed
- T. They experienced stalking
- U. They experienced a home break in or attempted break in
- V. They experienced fraud or identity theft
- W. They were held or taken somewhere against their will
- X. They experienced a crime that was motivated by bias against them because of their characteristics or religious beliefs
- Y. They experienced a hit and run or an accident or injury caused by a drunk driver or a driver under the influence of another substance.
- Z. Other, please describe

Thinking back to the first time your child/dependent had contact with [NAME OF PROVIDER], how long has your child/dependent been getting services from them?

- Less than a week
- More than a week to less than a month
- More than a month to less than six months
- Six months to less than a year
- A year or more

On average, how frequently does your child get services from [NAME OF PROVIDER]?

- Daily or multiple times a week
- About once a week
- About once a month
- Every couple of months
- Once or twice a year

Please identify the ways in which your child/dependent received services from [NAME OF PROVIDER]?
Select all that apply.

- Phone/voice call
- Video or virtual call
- Text messaging/instant message/SMS
- In person
- Email
- Mail

What was your child's/dependent's preferred way of receiving services? [AUTO POPULATE RESPONSE OPTIONS BELOW BASED ON THOSE RESPONSE OPTIONS PARTICIPANT ENDORSES FROM PRECEDING QUESTION]

- A
- B
- C...[INCLUDE ALL RESPONSE OPTIONS PARTICIPANT ENDORSED IN QUESTION ABOVE]
- [WHEN PARTICIPANT ENDORSES THE PREFERRED MODE, AUTOPOPULATE FOLLOW-UP QUESTION EMBEDDED IMMEDIATELY BELOW RESPONSE OPTION TO SAY, "WHY?" AND CREATE AN OPEN-FIELD TEXT BOX.]

Appendix C: iMPRoVE Pilot Survey



We are grateful for your participation in the iMPRoVE pilot test! Now, we want to understand your experience—what worked well and where you had challenges—so that we can make this tool as user-friendly as possible before we offer it to the rest of the field. We ask that you please complete this survey that asks for your opinions in the following areas:

- The ease of navigating and using the platform;
- The modules and module selection process;
- Identifying the best timing for offering the iMPRoVE to victims/survivors;
- Staff training and survey administration; and
- Overall satisfaction with the platform and tool.

In each section, you have the option of providing additional written feedback. We will also be convening focus groups for those who are willing to provide further thoughts and suggestions.

The last section of the survey asks you to provide your weekly counts of the number of persons at the substantial completion of services during the pilot test period (October 1, 2022 – December 31, 2022), the number of persons offered the survey, and whether they were provided the survey in person or virtually.

If you have any questions, please email us at improve-tool@rti.org or call Lynn Langton at 202-974-7878

Respondent Information

Agency Name (as it appeared on your iMPRoVE surveys) _____

Respondent Name _____

Respondent Email _____

Which of the following best describes your agency/organization (please select up to 3)

- Child Advocacy Center
- Community-Based Victim Witness Assistance Program (VWAP)
- Children’s Shelter
- Counseling Services
- Culturally-Specific Service Provider
- Domestic Violence Services
- Domestic Violence Shelter
- Emergency Services Provider
- Hospital-Based Violence Intervention Program
- Human Trafficking Service Provider
- Law Enforcement VWAP
- Legal Services
- Prosecution VWAP
- Sexual Assault Center
- Trauma Recovery Center

- Tribal Provider
- Other (specify) _____

iMPRoVE Platform Usability

The first set of questions asks about your experience using the [iMPRoVE platform](#). Please indicate how much you agree or disagree with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. It was easy to <i>learn</i> how to use the iMPRoVE platform.					
2. It was easy to <i>register</i> for an account on the platform.					
3. It was easy to <i>create surveys</i> on the platform.					
4. It was easy to <i>share</i> surveys with respondents on the platform.					
5. It was easy to <i>access the raw data</i> on the platform.					
6. It was easy to <i>export raw data</i> from the platform.					
7. It was easy to use the data dashboard.					
8. The filters on the data dashboard were useful for looking at the data in different ways.					
9. The charts provided through the data dashboard were useful for using the data to inform decisions about our program.					
10. It was easy to access the iMPRoVE User Guide from the platform.					
11. The information provided in the User Guide was useful.					
12. Please provide any additional feedback on the platform.					

iMPRoVE Modules

The next set of questions asks about your experience selecting the iMPRoVE module or base survey for your program. Please indicate how much you agree or disagree with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
13. I was able to identify an appropriate module for my program.						

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
14. The Module Selection Wizard provided helpful guidance for selecting a module.						
15. The iMPRoVE module descriptions are clear.						
16. It was easy to <i>settle on</i> optional measures to add to surveys on the platform.						
17. The terminology in iMPRoVE relates well to the terms we use at my agency.						
18. Please provide any additional feedback related to selecting the module.						

Defining substantial completion of services

The next set of questions is about your experience developing the criteria for substantial completion of services. Please indicate how much you agree or disagree with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not applicable
19. My program was able to develop criteria for substantial completion of services.						
20. The iMPRoVE User Guide provided helpful guidance for creating my program's criteria for substantial completion of services.						
21. The 'Quality Only' survey was useful for collecting information from victims/survivors who had minimal program contact.						
22. How did your program define substantial completion of services?						
23. Please provide any additional feedback on defining substantial completion of services.						

Administering iMPRoVE

The next set of questions is about program staffs' experience administering the iMPRoVE survey to victims/survivors. Please indicate how much you agree or disagree with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
24. It was easy to prepare program staff for administering iMPRoVE to victims/survivors.						
25. Program staff were able to explain the iMPRoVE survey to victims/survivors.						
26. Program staff were able to answer victims'/survivors' questions about iMPRoVE.						
27. Victims/survivors seemed receptive to completing the iMPRoVE survey.						
28. The 'Demographics Only' version of the survey was useful for collecting information about victims/survivors who declined to participate in the survey.						
29. Victims/survivors were able to complete the iMPRoVE survey without technical issues.						
30. Please provide any additional feedback on administering the iMPRoVE survey.						

31. The outcome data collected through the iMPRoVE platform will be valuable for improving our program.

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree

32. Do you want to continue using the iMPRoVE platform to collect outcome and quality data?

- 1- Yes
- 2- No

33. Would you recommend iMPRoVE to another provider?

- 1- Yes
- 2- No

34. Would you be willing to participate in a virtual focus group to provide additional feedback on the iMPRoVE platform and tool?

- 1- Yes
- 2- No

35. Please provide any other comments/feedback on using the iMPRoVE platform and tool.

36. Please provide your weekly tracking counts for the following categories:

Count	OCT 2-8	OCT 9-15	OCT 16-22	OCT23-29	OCT 30-NOV 5
NUMBER OF VICTIMS/SURVIVORS "Substantially Completing Services":					
NUMBER OF VICTIMS/SURVIVORS OFFERED iMPRoVE					
IN PERSON					
SENT OR TEXTED LINK					
OTHER					
NUMBER OF KNOWN REFUSALS					
Count	NOV 6-12	NOV 13-19	NOV 20-26	NOV 27 – DEC 3	DEC 4-10
NUMBER OF VICTIMS/SURVIVORS "Substantially Completing Services":					
NUMBER OF VICTIMS/SURVIVORS OFFERED iMPRoVE					
IN PERSON					
SENT OR TEXTED LINK					
OTHER					
NUMBER OF KNOWN REFUSALS					

Count	DEC 11-17	DEC 18-24	DEC 25-31		TOTAL
NUMBER OF VICTIMS/SURVIVORS "Substantially Completing Services":					
NUMBER OF VICTIMS/SURVIVORS OFFERED iMPRoVE					
IN PERSON					
SENT OR TEXTED LINK					
OTHER					
NUMBER OF KNOWN REFUSALS					

Thank you for your participation. We greatly value your feedback.

Appendix D: Outcomes and Perceptions of Service Quality by Respondent Demographics and Service Utilization

iMPRoVE includes questions about the demographic characteristics of the person completing the survey, as well as questions about the duration, frequency, and mode of services received. The following sections present outcomes and quality findings for each module disaggregated by different respondent subgroups. Each module is a separate section denoted by a new core color (see **Table D-1** for designations), and each section includes figures showing the following:

- the percentage of favorable responses to the outcome measures for that module, by respondent demographic characteristics of gender, race/ethnicity, age, education, and sexual orientation;
- the percentage of favorable responses to the outcome measures for that module, by length of time services were received, frequency of service utilization, and mode of services;
- the percentage of favorable responses to the quality measures, by respondent demographics; and
- the percentage of favorable responses to the quality measures, by length of time services were received, frequency of service utilization, and mode of services.

Table D-1. Color Guide for Figures Showing Outcome and Quality Measures by Demographics

Module	Color
Underserved Populations-Focused Services	Dark Blue
Legal or Justice-Focused Assistance	Brown
Crisis Intervention and Referral Services	Green
Medical or Forensic Care and Coordination	Red
Mental Health-Focused Services	Yellow
Supportive or Community Advocacy Services	Light Blue

Underserved Population-Focused Services

Figure D-1. Percentage of Favorable Responses to Core Outcome Measures for Underserved Population–Focused Services, by Respondent Demographics

	Increased knowledge of how to stay physically safe	Increased knowledge of sources of help in the community	Increased knowledge of ways to handle overwhelming emotions	Increased ability to handle everyday challenges	Improved sense of hope	Progress towards addressing physical health needs	Increased identification of social supports	Increased acknowledgement of impacts of inequality	Increased knowledge of conflict resolution without self-risk
Gender									
Male*	100	100	100	100	100	50	100	--	100
Female	95	94	89	96	98	73	92	73	93
Other*	100	100	--	--	100	0	100	--	--
Race/Ethnicity									
White	87	80	58	83	93	53	80	55	73
Black	100	100	90	100	100	82	90	70	90
Hispanic	100	100	100	100	100	79	98	79	100
Other*	50	50	100	100	100	0	100	--	100
Age									
0-10*	100	100	--	--	100	33	100	--	--
11-18*	100	100	--	--	100	100	100	--	--
18-34	100	97	90	100	100	67	93	76	93
35-54	89	89	89	92	96	73	89	64	92
55+*	100	100	100	100	100	100	100	100	100
Education									
Less than high school*	100	100	88	100	100	88	88	75	100
High school diploma/GED*	100	100	89	100	100	78	100	67	89
Some college	94	88	80	94	100	50	87	69	88
Bachelor's degree or higher*	78	78	89	88	89	50	78	43	88
Sexual orientation									
Straight	95	92	83	95	97	66	86	65	89
Lesbian/gay/bisexual/ something else*	100	100	100	100	100	33	100	67	100
Don't know	89	90	100	100	100	82	100	91	100

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Figure D-2. Percentage of Favorable Responses to Core Quality Measures for Underserved Population–Focused Services, by Service Utilization

	Increased knowledge of how to stay physically safe	Increased knowledge of sources of help in the community	Increased knowledge of ways to handle overwhelming emotions	Increased ability to handle everyday challenges	Improved sense of hope	Progress towards addressing physical health needs	Increased identification of social supports	Increased acknowledgement of impacts of inequality	Increased knowledge of conflict resolution without self-risk
Length of services									
Less than a week*	100	100	100	100	100	71	100	80	100
More than a week to less than a month*	100	90	89	100	100	50	80	63	88
More than a month to less than six months	95	90	87	94	100	65	90	75	88
Six months to less than a year	93	94	92	100	100	81	100	75	100
A year or more	93	93	85	92	93	80	86	62	92
Frequency of services									
Daily or multiple times a week*	100	100	100	100	100	86	100	100	100
Once a week	100	94	86	100	100	72	94	71	93
Once a month	95	89	94	100	100	65	90	76	100
Every couple of months*	100	100	83	100	100	63	100	43	83
Once or twice a year	86	86	85	85	93	71	77	67	82
Mode of services									
Phone/voice call	94	90	88	95	98	64	92	67	90
Video or virtual call*	75	75	75	75	100	25	100	25	75
Text/SMS	97	94	93	96	97	63	91	67	89
In person	98	96	90	100	100	72	91	68	97
Email	94	88	100	100	100	63	87	69	92
Mail*	100	100		100	100	100	100		100
Number of crimes experienced									
One	97	93	87	100	100	74	94	75	96
Two*	100	100	83	100	100	89	89	100	100
Three or more	100	95	100	100	100	62	90	61	94

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Figure D-3. Percentage of Favorable Responses to Core Quality Measures for Underserved Population–Focused Services, by Respondent Demographics

	Quality of referrals	Extent of needs identified	Felt supported	Treated with respect	Accessibility of services	Felt accepted	Cultural competency	Understanding of impacts of inequality
Gender								
Male*	--	100	100	100	100	100	100	--
Female	92	98	100	100	100	98	89	87
Other*	0	100	--	100	100	--	100	0
Race/Ethnicity								
White	80	93	100	100	100	100	80	89
Black	100	100	100	100	100	100	91	100
Hispanic	100	100	100	100	100	97	95	89
Other*	0	100	100	100	100	100	50	0
Age								
0-10*	50	100	--	100	100	--	100	50
11-18*	100	100	--	100	100	--	100	100
18-34	100	97	100	100	100	100	93	93
35-54	79	100	100	100	100	96	81	67
55+*	100	100	100	100	100	100	100	100
Education								
Less than high school*	100	100	100	100	100	100	100	100
High school diploma/GED*	100	89	100	100	100	100	89	100
Some college	94	100	100	100	100	100	75	86
Bachelor's degree or higher*	57	100	100	100	100	100	88	50
Sexual orientation								
Straight	91	97	100	100	100	100	86	88
Lesbian/gay/bisexual/ something else*	100	100	100	100	100	100	100	100
Don't know	88	100	100	100	100	100	91	75

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Figure D-4. Percentage of Favorable Responses to Core Quality Measures for Underserved Population–Focused Services, by Service Utilization

	Quality of referrals	Extent of needs identified	Felt supported	Treated with respect	Accessibility of services	Felt accepted	Cultural competency	Understanding of impacts of inequality
Length of services								
Less than a week*	100	100	100	100	100	100	86	100
More than a week to less than a month*	89	100	100	100	100	100	78	40
More than a month to less than six months	80	100	100	100	100	100	95	86
Six months to less than a year	92	94	100	100	100	100	87	90
A year or more	89	100	100	100	100	92	93	100
Frequency of services								
Daily or multiple times a week*	100	100	100	100	100	100	100	100
Once a week	94	94	100	100	100	100	89	92
Once a month	79	100	100	100	100	100	90	63
Every couple of months*	100	100	100	100	100	100	86	100
Once or twice a year	80	100	100	100	100	92	85	86
Mode of services								
Phone/voice call	87	98	100	100	100	98	85	77
Video or virtual call*	50	100	100	100	100	100	75	100
Text/SMS	92	100	100	100	100	100	91	93
In person	95	98	100	100	100	98	87	83
Email	88	100	100	100	100	100	88	89
Mail*	100	100	100	100	100	100	100	100
Number of crimes experienced								
One	96	100	100	100	100	100	90	85
Two*	80	88	100	100	100	100	100	75
Three or more	94	100	100	100	100	95	86	83

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Legal or Justice System–Focused Assistance

Figure D-5. Percentage of Favorable Responses to Core Outcome Measures for Legal or Justice System–Focused Assistance, by Respondent Demographics

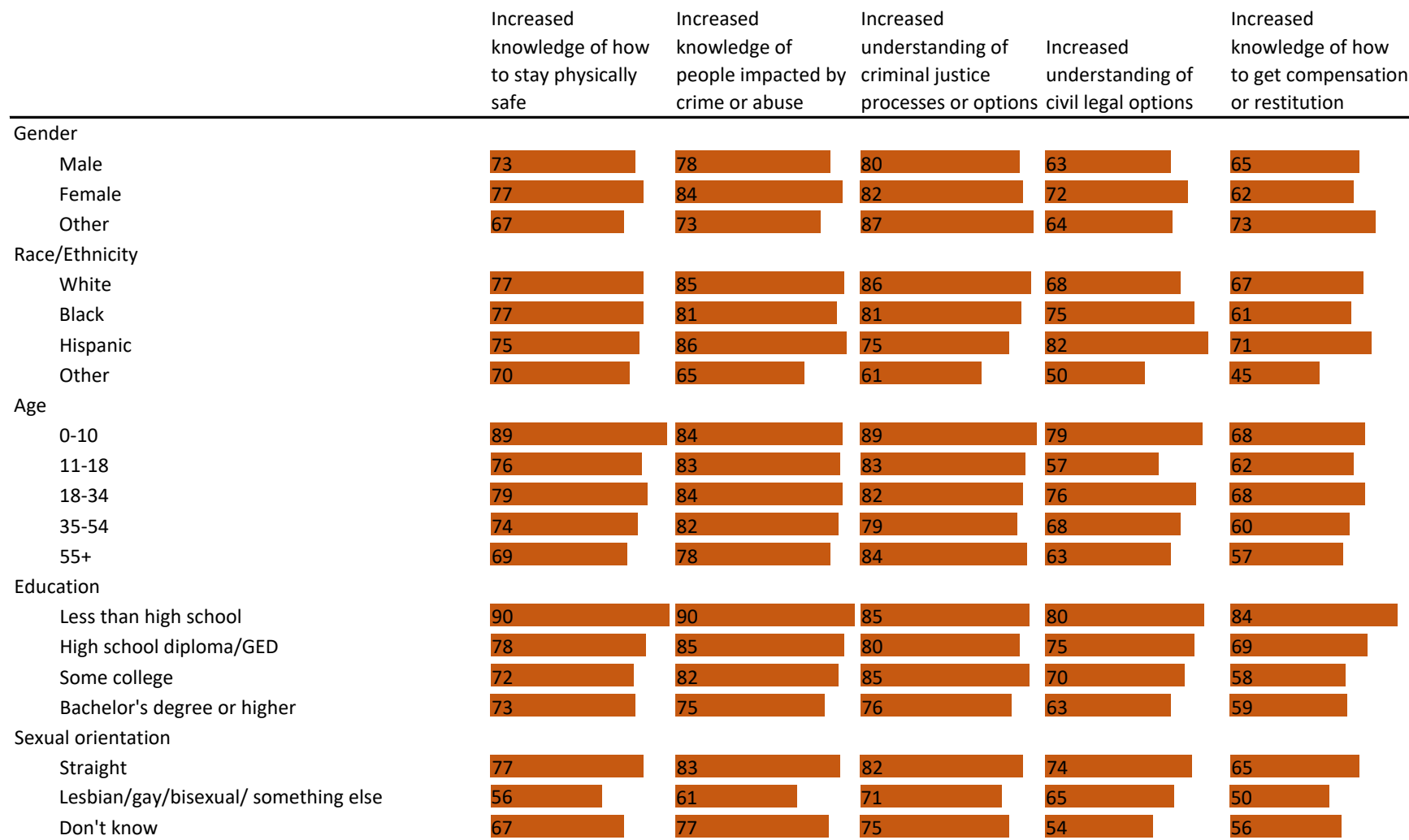


Figure D-6. Percentage of Favorable Responses to Core Outcome Measures for Legal or Justice System–Focused Assistance, by Service Utilization

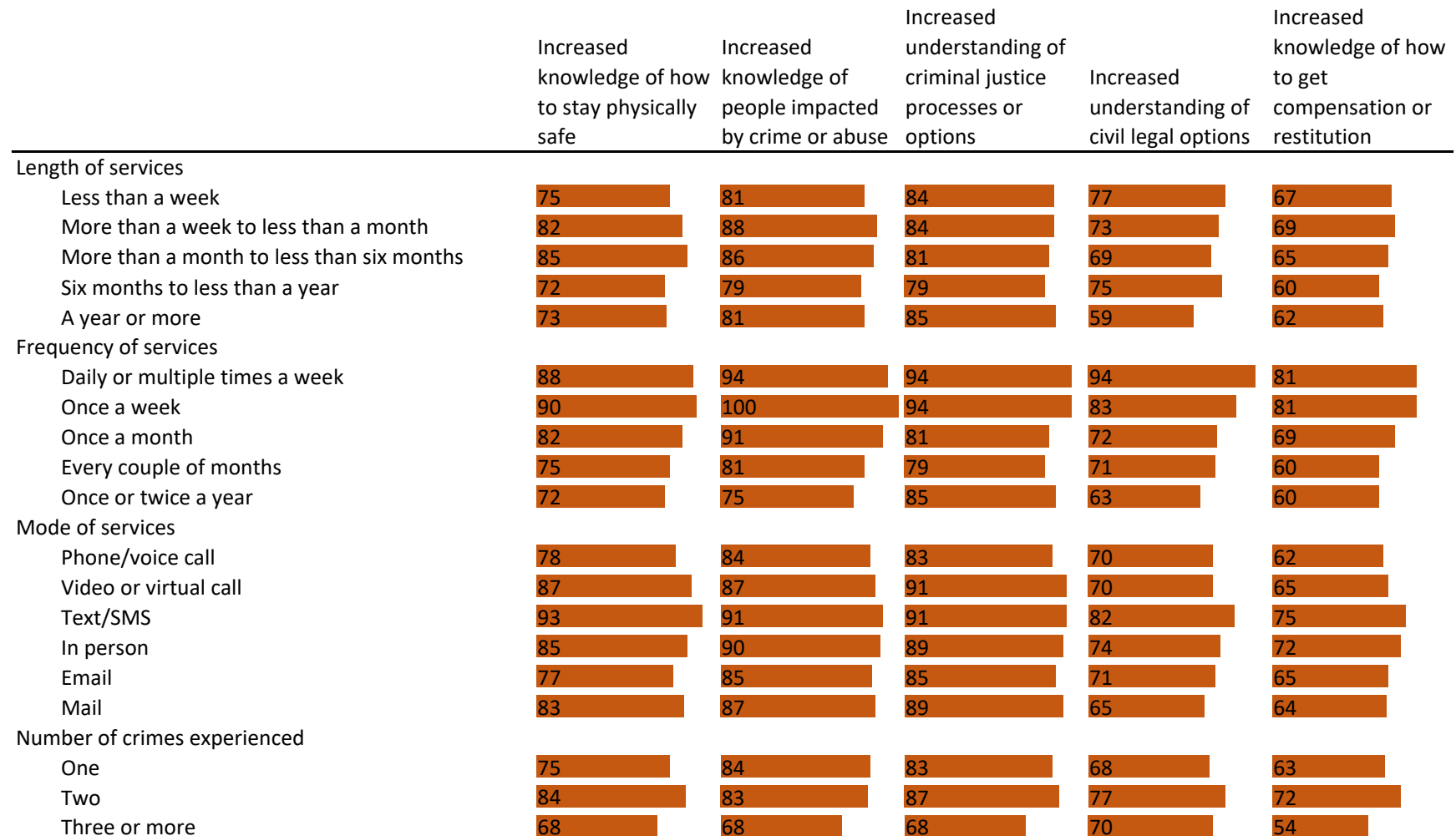


Figure D-7. Percentage of Favorable Responses to Core Quality Measures for Legal and Justice System–Focused Assistance, by Respondent Demographics

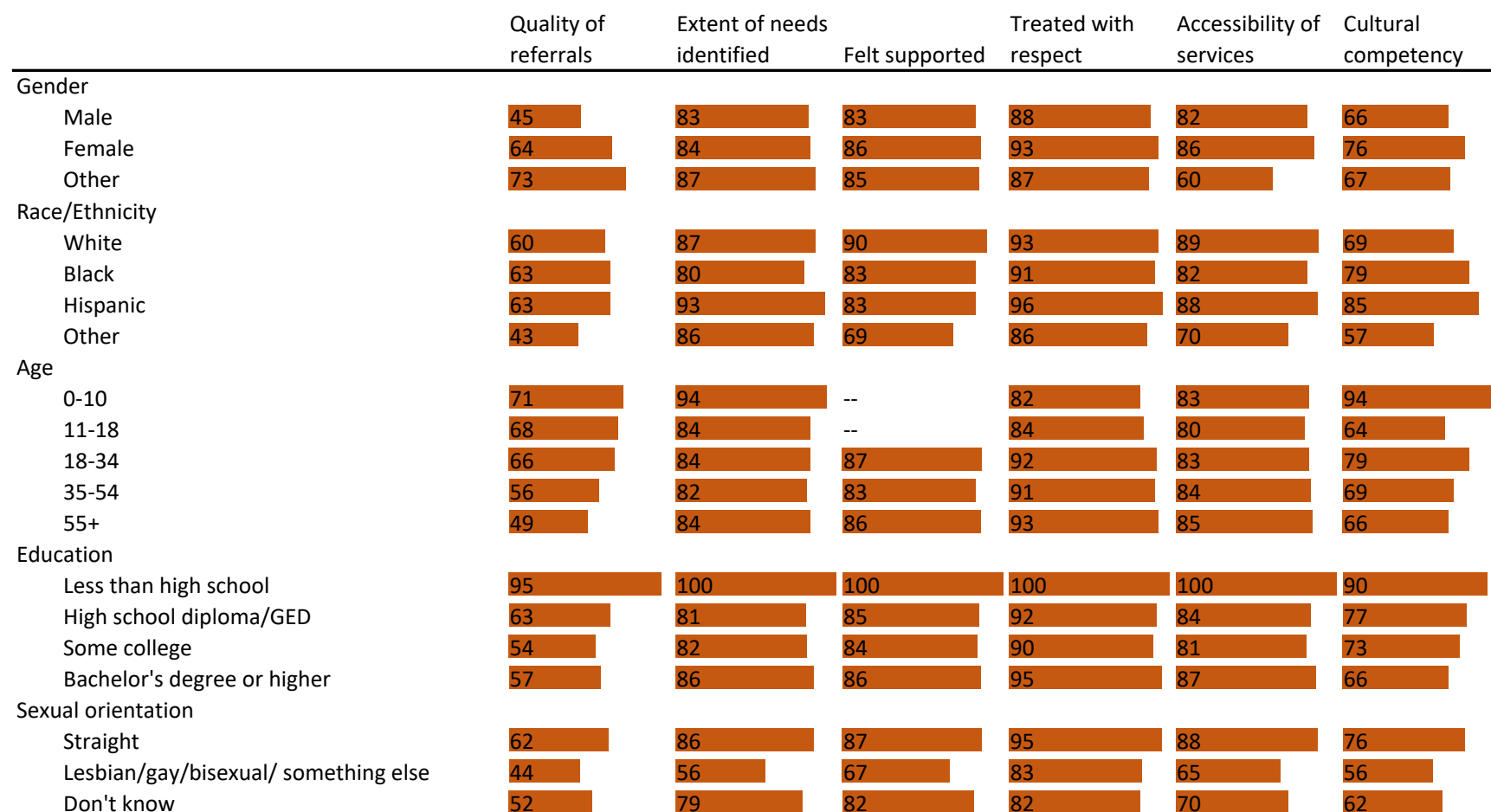
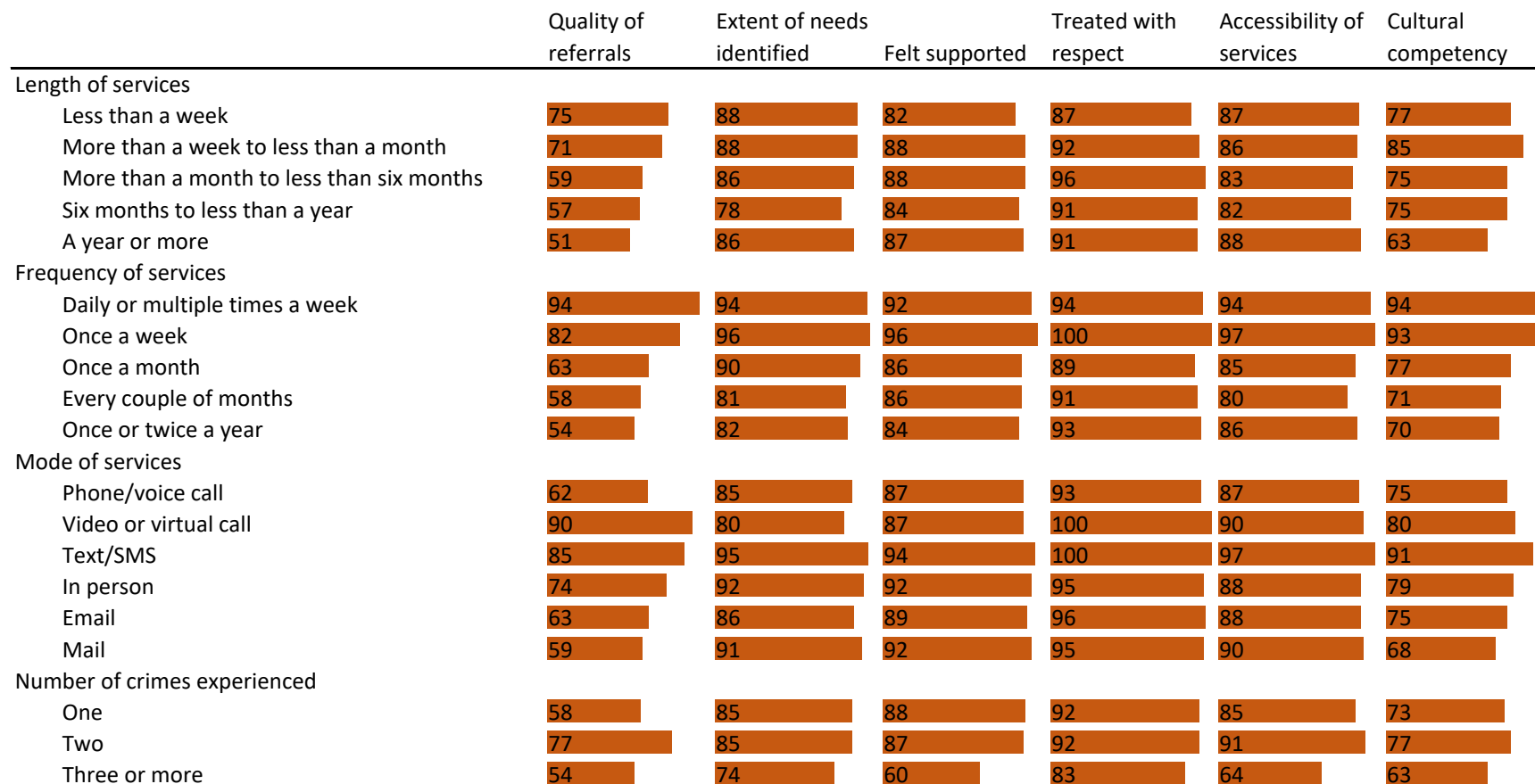


Figure D-8. Percentage of Favorable Responses to Core Quality Measures for Legal and Justice System-Focused Assistance, by Service Utilization



Crisis Intervention and Referral Services

Figure D-9. Percentage of Favorable Responses to Core Outcome Measures for Crisis Intervention and Referral Services, by Respondent Demographics

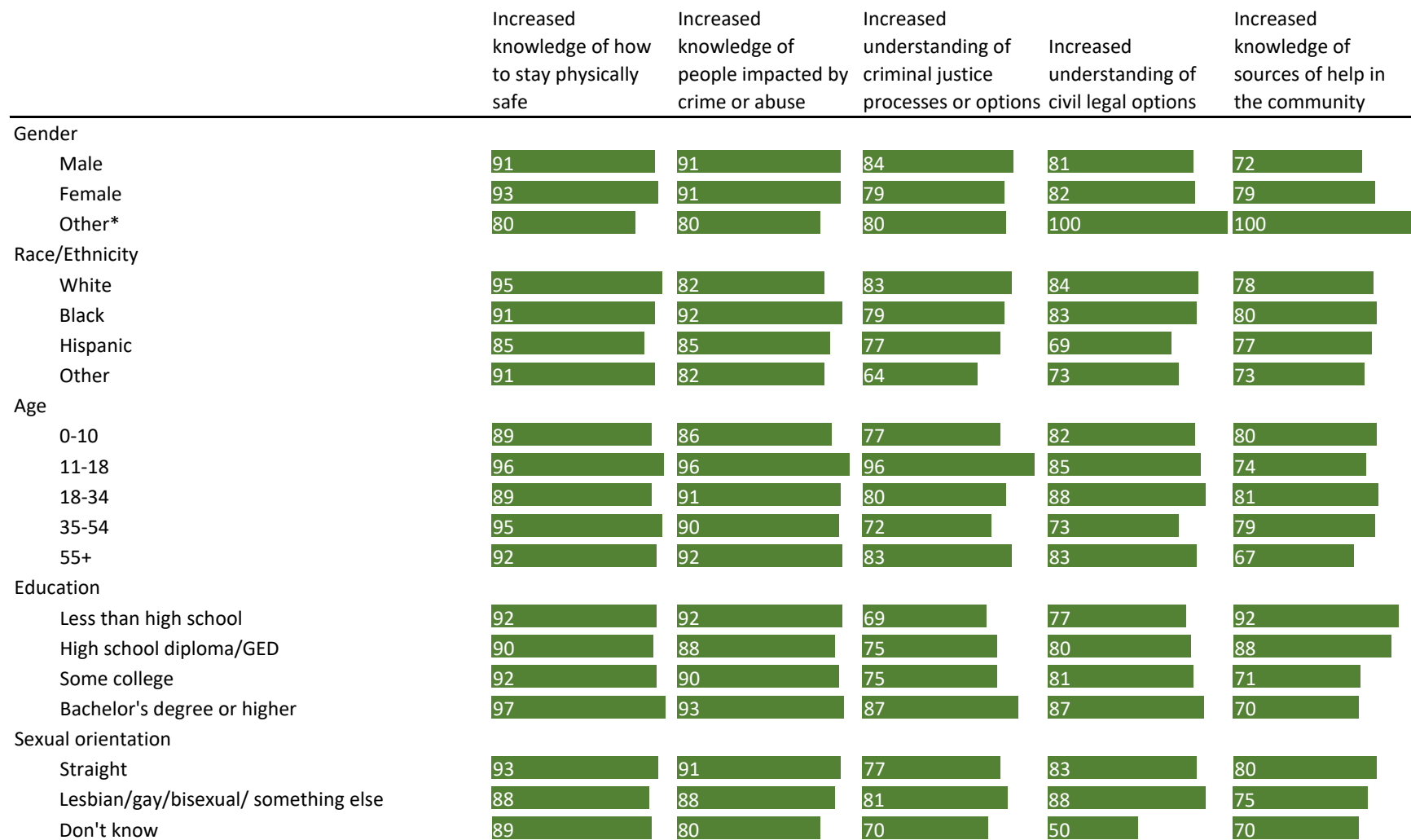


Figure D-10. Percentage of Favorable Responses to Core Outcome Measures for Crisis Intervention and Referral Services, by Service Utilization

	Increased knowledge of how to stay physically safe	Increased knowledge of people impacted by crime or abuse	Increased understanding of criminal justice processes or options	Increased understanding of civil legal options	Increased knowledge of sources of help in the community
Length of services					
Less than a week	92	93	83	83	77
More than a week to less than a month	94	90	78	83	88
More than a month to less than six months	87	79	69	74	69
Six months to less than a year*	100	89	78	78	67
A year or more	91	96	83	87	87
Frequency of services					
Daily or multiple times a week	82	82	70	80	88
Once a week	96	91	83	89	83
Once a month	96	89	74	81	78
Every couple of months	92	92	85	85	77
Once or twice a year	94	95	86	79	75
Mode of services					
Phone/voice call	93	93	84	83	84
Video or virtual call	95	91	82	81	82
Text/SMS	95	95	86	90	88
In person	91	88	77	81	77
Email	96	91	91	91	77
Mail*	88	88	88	88	100
Number of crimes experienced					
One	92	89	81	86	77
Two	90	88	68	70	68
Three or more	93	93	82	82	86

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Figure D-11. Percentage of Favorable Responses to Core Quality Measures for Crisis Intervention and Referral Services, by Respondent Demographics

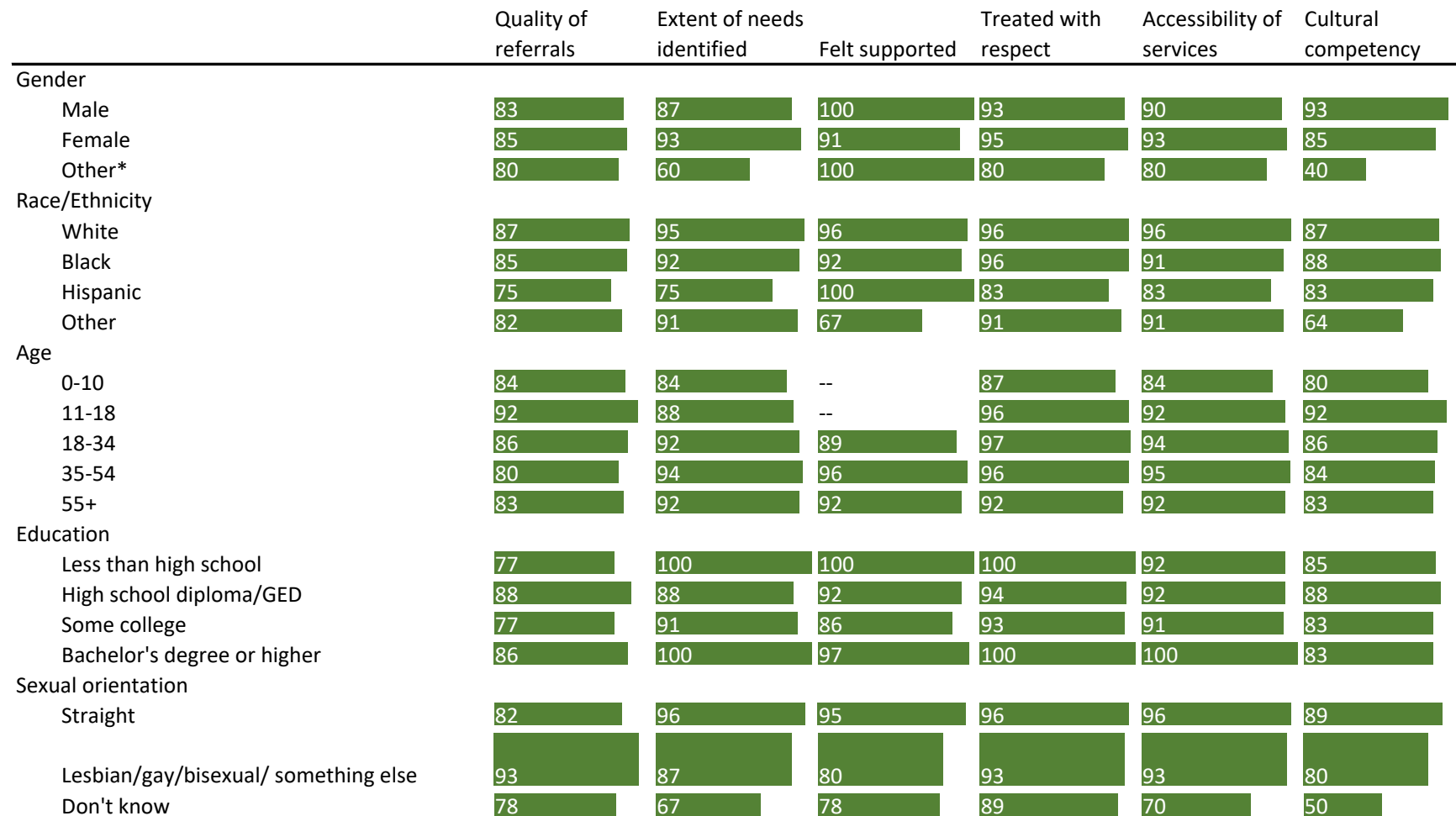


Figure D-12. Percentage of Favorable Responses to Core Quality Measures for Crisis Intervention and Referral Services, by Service Utilization

	Quality of referrals	Extent of needs identified	Felt supported	Treated with respect	Accessibility of services	Cultural competency
Length of services						
Less than a week	81	89	95	95	91	91
More than a week to less than a month	89	94	89	94	96	85
More than a month to less than six months	77	90	95	94	76	74
Six months to less than a year*	75	88	88	100	100	100
A year or more	87	100	90	100	100	74
Frequency of services						
Daily or multiple times a week	78	84	89	87	87	83
Once a week	83	93	93	100	90	85
Once a month	92	96	89	100	92	77
Every couple of months	92	100	92	100	100	92
Once or twice a year	86	95	97	96	91	91
Mode of services						
Phone/voice call	88	93	94	95	94	86
Video or virtual call	74	89	88	100	95	83
Text/SMS	92	92	91	100	97	84
In person	81	90	89	94	89	84
Email	87	95	90	98	98	80
Mail*	86	100	100	100	100	100
Number of crimes experienced						
One	85	90	90	92	90	85
Two	66	89	89	97	86	77
Three or more	89	94	94	96	93	89

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Medical or Forensic Care and Coordination Module

Figure D-13. Percentage of Favorable Responses to Core Outcome Measures for Medical or Forensic Care and Coordination Module, by Respondent Demographics

	Increased knowledge of people impacted by crime or abuse	Increased understanding of options for reporting to police	Increased knowledge of sources of help in the community	Increased knowledge of ways to handle overwhelming emotions	Progress towards addressing physical health needs	Increased confidence in making healthcare decisions
Gender						
Male*	100	100	100	--	100	100
Female	96	98	91	88	91	89
Other*	100	100	100	100	100	100
Race/Ethnicity						
White	100	100	94	88	97	94
Black	93	93	86	100	80	80
Hispanic*	100	100	100	100	100	100
Other*	80	100	100	50	100	100
Age						
0-10	96	100	95	--	91	87
11-18	94	94	100	--	94	100
18-34	100	100	87	87	93	87
35-54*	100	100	100	100	100	100
55+*	100	100	--	100	100	100
Education						
Less than high school*	100	100	100	67	100	100
High school diploma/GED*	100	100	80	80	80	60
Some college*	100	100	100	100	100	100
Bachelor's degree or higher*	--	--	--	--	--	--
Sexual orientation						
Straight*	100	100	90	90	90	80
Lesbian/gay/bisexual/ something else*	100	100	10	67	100	100
Don't know*	100	100	67	100	100	100

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Figure D-14. Percentage of Favorable Responses to Core Outcome Measures for Medical or Forensic Care and Coordination Module, by Service Utilization

	Increased knowledge of people impacted by crime or abuse	Increased understanding of options for reporting to police	Increased knowledge of sources of help in the community	Increased knowledge of ways to handle overwhelming emotions	Progress towards addressing physical health needs	Increased confidence in making healthcare decisions
Length of services						
Less than a week	100	100	90	94	100	100
More than a week to less than a month*	100	100	90	100	80	70
More than a month to less than six months	92	96	100	100	92	96
Six months to less than a year*						
A year or more*	100	100	100	100	100	100
Frequency of services						
Daily or multiple times a week*	100	100	100	100	100	100
Once a week*	100	100	90	100	80	80
Once a month*	100	100	100	100	100	90
Every couple of months	94	100	100		100	100
Once or twice a year	94	94	100	88	89	94
Mode of services						
Phone/voice call	95	98	95	92	90	90
Video or virtual call*	100	100	100	100	100	100
Text/SMS	100	100	82	89	91	82
In person	96	98	93	87	93	91
Email*	86	86	86	100	71	86
Mail*	100	100	100	100	100	100
Number of crimes experienced						
One	96	98	94	93	94	92
Two*	100	100	100	100	100	100
Three or more*	100	100	75	67	75	75

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Figure D-15. Percentage of Favorable Responses to Core Quality Measures for Medical or Forensic Care and Coordination, by Respondent Demographics

	Quality of referrals	Extent of needs identified	Felt supported	Treated with respect	Accessibility of services	Cultural competency
Gender						
Male*	100	100	--	100	100	100
Female	94	100	100	100	100	96
Other*	100	100	100	100	100	100
Race/Ethnicity						
White	94	100	100	100	100	94
Black	93	100	100	100	100	100
Hispanic*	100	100	100	100	100	100
Other*	100	100	100	100	100	100
Age						
0-10	96	100	--	100	100	100
11-18	100	100	--	100	100	100
18-34	87	100	100	100	100	87
35-54*	100	100	100	100	100	100
55+*	100	100	100	100	100	100
Education						
Less than high school*	100	100	100	100	100	100
High school diploma/GED*	80	100	100	100	100	100
Some college*	100	100	100	100	100	86
Bachelor's degree or higher*	--	--	--	--	--	--
Sexual orientation						
Straight*	90	100	100	100	100	100
Lesbian/gay/bisexual/ something else*	100	100	100	100	100	67
Don't know*	100	100	100	100	100	100

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Figure D-16. Percentage of Favorable Responses to Core Quality Measures for Medical or Forensic Care and Coordination, by Service Utilization

	Quality of referrals	Extent of needs identified	Felt supported	Treated with respect	Accessibility of services	Cultural competency
Length of services						
Less than a week	95	100	100	100	100	85
More than a week to less than a month*	90	100	100	100	100	100
More than a month to less than six months	100	100	100	100	100	100
Six months to less than a year*						
A year or more*	100	100	100	100	100	100
Frequency of services						
Daily or multiple times a week*	100	100	100	100	100	100
Once a week*	90	100	100	100	100	100
Once a month*	100	100	100	100	100	100
Every couple of months	100	100		100	100	100
Once or twice a year	100	100	100	100	100	89
Mode of services						
Phone/voice call	95	100	100	100	100	98
Video or virtual call*	100	100	100	100	100	100
Text/SMS	82	100	100	100	100	100
In person	96	100	100	100	100	93
Email*	86	100	100	100	100	100
Mail*	100	100	100	100	100	100
Number of crimes experienced						
One	96	100	100	100	100	94
Two*	100	100	100	100	100	100
Three or more*	75	100	100	100	100	100

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Mental Health-Focused Services

Figure D-17. Percentage of Favorable Responses to Core Outcome Measures for Mental Health–Focused Services, by Respondent Demographics

	Increased knowledge of ways to handle overwhelming emotions	Increased ability to handle everyday challenges	Improved sense of hope	Increased identification of social supports
Gender				
Male	80	87	80	86
Female	79	84	88	85
Other*	67	100	83	100
Race/Ethnicity				
White	83	80	85	89
Black	93	100	96	96
Hispanic	71	92	85	78
Other				
Age				
0-10*	--	--	100	88
11-18	--	--	94	94
18-34	83	89	89	86
35-54	88	81	88	85
55+*	86	88	100	75
Education				
Less than high school	66	83	72	87
High school diploma/GED	81	81	88	81
Some college	81	85	85	77
Bachelor's degree or higher	100	91	91	91
Sexual orientation				
Straight	82	87	85	84
Lesbian/gay/bisexual/ something else	64	71	71	79
Don't know	73	82	82	82

Figure D-18. Percentage of Favorable Responses to Core Outcome Measures for Mental Health–Focused Services, by Service Utilization

	Increased knowledge of ways to handle overwhelming emotions	Increased ability to handle everyday challenges	Improved sense of hope	Increased identification of social supports
Length of services				
Less than a week	68	79	70	90
More than a week to less than a month*	67	78	89	78
More than a month to less than six months	73	81	82	79
Six months to less than a year	79	86	91	77
A year or more	95	95	97	97
Frequency of services				
Daily or multiple times a week	83	83	94	84
Once a week	96	100	95	95
Once a month	81	88	94	79
Every couple of months*	80	70	60	60
Once or twice a year	57	86	67	87
Mode of services				
Phone/voice call	93	88	90	81
Video or virtual call	96	96	97	90
Text/SMS	82	89	85	80
In person	79	84	89	87
Email	90	95	91	82
Mail*	100	100	100	80
Number of crimes experienced				
One	79	85	86	88
Two	71	85	94	88
Three or more	81	82	86	72

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Figure D-19. Percentage of Favorable Responses to Core Quality Measures for Mental Health–Focused Services, by Respondent Demographics

	Quality of referrals	Extent of needs identified	Felt supported	Treated with respect	Accessibility of services	Cultural competency
Gender						
Male	67	86	87	86	76	86
Female	80	86	89	89	88	82
Other*	83	83	100	83	100	67
Race/Ethnicity						
White	75	85	85	87	85	83
Black	95	95	100	95	100	90
Hispanic	65	85	96	85	81	81
Other*	83	75	70	92	83	67
Age						
0-10*	71	100	--	100	100	100
11-18	88	94	--	94	94	94
18-34	74	88	91	91	89	96
35-54	88	92	92	92	92	96
55+*	88	100	88	88	100	71
Education						
Less than high school	59	66	90	76	69	66
High school diploma/GED	88	92	85	92	85	81
Some college	72	84	84	81	88	76
Bachelor's degree or higher	100	100	100	100	100	100
Sexual orientation						
Straight	78	87	91	84	87	81
Lesbian/gay/bisexual/ something else	69	62	77	85	69	54
Don't know	73	82	82	91	73	82

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Figure D-20. Percentage of Favorable Responses to Core Quality Measures for Mental Health–Focused Services, by Service Utilization

	Quality of referrals	Extent of needs identified	Felt supported	Treated with respect	Accessibility of services	Cultural competency
Length of services						
Less than a week	61	68	89	75	75	75
More than a week to less than a month*	78	78	89	78	89	78
More than a month to less than six months	78	84	81	84	81	66
Six months to less than a year	82	91	86	91	86	91
A year or more	87	97	100	100	97	97
Frequency of services						
Daily or multiple times a week	86	93	86	93	90	77
Once a week	89	95	100	95	97	95
Once a month	74	89	88	84	84	84
Every couple of months*	63	63	88	88	88	78
Once or twice a year	67	67	79	60	53	60
Mode of services						
Phone/voice call	86	91	88	89	84	82
Video or virtual call	92	96	96	96	96	96
Text/SMS	82%	89	94	83	83	84
In person	77	88	89	90	89	84
Email	95	95	89	100	95	95
Mail*	100	100	100	100	100	100
Number of crimes experienced						
One	75	86	91	90	87	86
Two	88	94	93	81	88	75
Three or more	81	81	77	85	81	74

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Supportive or Community Advocacy Services

Figure D-21. Percentage of Favorable Responses to Core Outcome Measures for Supportive or Community Advocacy Services, by Respondent Demographics

	Increased knowledge of how to stay physically safe	Increased knowledge of people impacted by crime or abuse	Increased understanding of civil legal options	Increased knowledge of sources of help in the community	Increased knowledge of ways to handle overwhelming emotions	Increased ability to handle everyday challenges	Improved sense of hope	Increased identification of social supports
Gender								
Male	83	92	78	86	75	100	86	86
Female	89	86	80	83	74	78	87	85
Other*	100	100	86	75	100	100	88	88
Race/Ethnicity								
White	89	88	78	83	74	85	88	83
Black	90	89	82	87	73	74	89	88
Hispanic	84	81	68	73	82	78	73	81
Other	85	92	85	77	86	86	92	100
Age								
0-10	92	89	74	87	--	--	89	87
11-18	92	96	77	85	--	--	85	92
18-34	87	82	78	84	80	76	89	87
35-54	86	86	82	79	69	79	82	81
55+*	100	100	100	75	88	100	100	88
Education								
Less than high school	96	97	85	79	86	86	93	89
High school diploma/GED	89	89	85	89	85	91	91	89
Some college	79	77	75	77	64	67	80	77
Bachelor's degree or higher	90	81	86	76	67	71	76	81
Sexual orientation								
Straight	90	89	86	86	80	85	89	87
Lesbian/gay/bisexual/ something else	86	76	76	76	71	71	86	81
Don't know	70	70	60	50	50	50	60	70

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Figure D-22. Percentage of Favorable Responses to Core Outcome Measures for Supportive or Community Advocacy Services, by Service Utilization

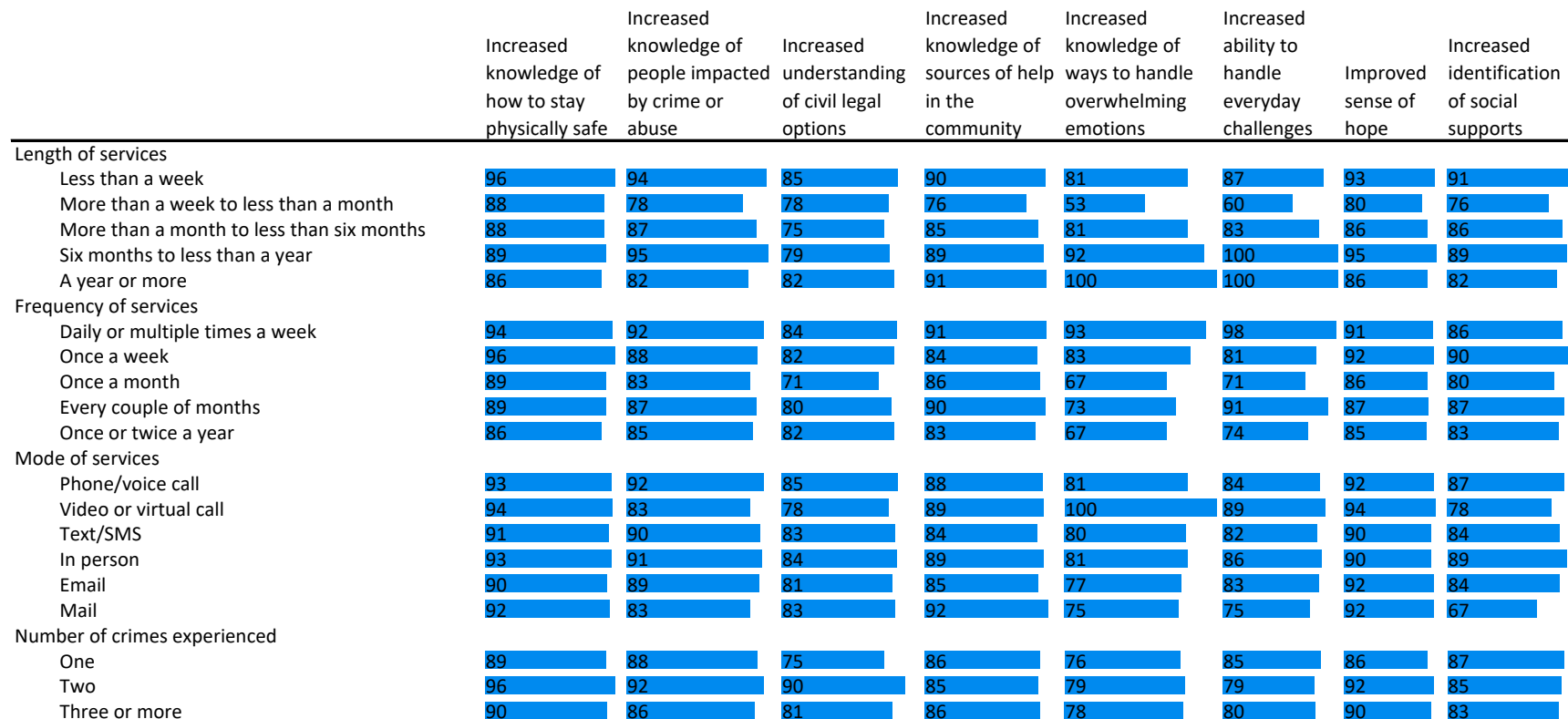


Figure D-23. Percentage of Favorable Responses to Core Quality Measures for Supportive or Community Advocacy Services, by Respondent Demographics

	Quality of referrals	Extent of needs identified	Felt supported	Treated with respect	Accessibility of services	Cultural competency
Gender						
Male	80	90	100	93	94	91
Female	81	89	88	93	90	86
Other*	50	100	100	100	100	80
Race/Ethnicity						
White	83	95	93	97	97	86
Black	83	89	87	91	93	88
Hispanic	70	73	80	86	77	87
Other	83	92	100	100	85	77
Age						
0-10	85	91	--	96	92	92
11-18	86	86	--	95	95	90
18-34	78	85	87	89	87	81
35-54	77	93	89	93	91	83
55+*	86	100	100	100	100	100
Education						
Less than high school	87	100	100	100	100	95
High school diploma/GED	85	97	92	97	98	90
Some college	73	80	83	83	80	69
Bachelor's degree or higher	57	79	79	86	79	81
Sexual orientation						
Straight	82	95	94	95	94	89
Lesbian/gay/bisexual/ something else	63	76	76	88	82	59
Don't know	75	63	63	63	63	78

*Interpret with caution. Percentages based on 10 or fewer sample cases.

Figure D-24. Percentage of Favorable Responses to Core Quality Measures for Supportive or Community Advocacy Services, by Respondent Demographics

	Quality of referrals	Extent of needs identified	Felt supported	Treated with respect	Accessibility of services	Cultural competency
Length of services						
Less than a week	87	96	100	99	100	90
More than a week to less than a month	64	89	80	89	86	86
More than a month to less than six months	82	87	84	93	87	86
Six months to less than a year	85	92	100	92	92	93
A year or more	82	82	100	91	92	87
Frequency of services						
Daily or multiple times a week	88	96	97	98	98	92
Once a week	88	91	94	95	93	93
Once a month	67	81	75	86	81	95
Every couple of months	73	91	75	100	100	88
Once or twice a year	77	87	90	91	87	78
Mode of services						
Phone/voice call	85	93	92	94	94	93
Video or virtual call	90	91	88	91	91	100
Text/SMS	82	98	95	98	96	91
In person	85	92	93	96	94	91
Email	78	93	91	93	92	90
Mail	86	86	67	86	86	89
Number of crimes experienced						
One	82	91	96	95	95	85
Two	80	91	86	91	86	90
Three or more	80	94	85	94	91	90