



**Crime Victim Survey:
Needs Assessment of Crime Victims' Civil Legal Needs**

Prepared for
Alaska Institute for Justice

by

Marny Rivera, Ph.D.
Cory Lepage, Ph.D.
UAA Justice Center

JC #1209
2014



UAA Justice Center
UNIVERSITY of ALASKA ANCHORAGE

Justice Center
University of Alaska Anchorage
Anchorage, Alaska 99508

All rights reserved. Published by the Justice Center in 2014 (JC #1209)

© 2014 Justice Center, University of Alaska Anchorage

Printed in the United States of America

This project was supported under funding awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice Grant Number 2012-VF-GX-K023 awarded to the Alaska Institute for Justice. The opinions, findings, and conclusions of this report are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice.

 UNIVERSITY of ALASKA ANCHORAGE

UAA is an EEO/AA employer and educational institution.

Crime Victim Survey

Table of Contents

Table of Contents	1
Acknowledgments	3
Introduction: Purpose and Background	4
Research Questions.....	5
Section I: Executive Summary / Overview of Findings	6
Introduction.....	6
Research Methods.....	6
Characteristics Survey Respondents	6
Introductory Information About the Crime(s)	7
Legal Assistance	8
Civil Legal Needs Resulting from the Crime	8
Barriers to Accessing Civil Legal Services	9
Qualitative Findings.....	9
Issues to Consider in Implementation Plan.....	10
Section II: Literature Review	10
Section III: Methods	13
Survey Development.....	13
Sampling and Selection Strategies.....	14
Focus Group Interviews	15
Institutional Review Board Approval Process.....	16
Survey Returns.....	16
Section IV: Background of Survey Respondents	20
Section V: Qualitative Results	22
Limitations	26
References	27

Appendix A: Crime Victim Survey	29
Appendix B: Interview Questions.....	53

Crime Victim Survey

Acknowledgments

We thank the Alaska Institute for Justice for contracting with the Justice Center to conduct this crime victim survey as part of a larger needs assessment of crime victims' civil legal needs in Alaska. Many thanks to E. Leigh Dickey, Staff Attorney for Crime Victims, Alaska Legal Services Corporation for her work on the stakeholder portion of the needs assessment.

We sincerely thank the crime victims who took the time and effort to share their experiences being a crime victim and interacting with the criminal justice system and legal service providers in Alaska.

Introduction: Purpose and Background

The goal of the Alaska Coordinated Comprehensive Needs Assessment is to identify the civil legal needs of crime victims and the barriers that prevent them from accessing holistic wraparound legal resources. The project team consisted of representatives from the Justice Center at UAA, the Alaska Institute for Justice, and Alaska Legal Services Corporation. Few published journal articles and reports are available that involve research specifically focused on the civil legal needs of crime victims. To our knowledge, no Alaska specific data or reports have attempted to quantify or describe the civil legal needs of crime victims in Alaska.

The Alaska Coordinated Comprehensive Needs Assessment used a participatory action research methodology. The research team consisted of two faculty researchers at the University of Alaska Anchorage Justice Center, Network Steering Committee members and Crime Victim Advisory Board members.

The network steering committee consisted of representatives from various state agencies and network of service providers: Alaska Legal Services Corporation, Alaska Institute for Justice, Alaska Network on Domestic Violence and Sexual Assault, Council on Domestic Violence and Sexual Assault, Alaska Office of Victims' Rights, Alaska Native Justice Center, Alaska Violent Crimes Compensation Board (VOCA funds), the Municipality of Anchorage Prosecutors Office, the State of Alaska Department of Law Criminal Division, and the State of Alaska Department of Law Consumer Protection Unit. The research team developed the survey instrument, implemented dissemination strategies, and assisted with analysis of the data and interpretation of the results.

The network of Alaska crime victim organizations partnered in this grant (Network Steering Committee) will use the results of the needs assessment to develop protocols and effective inter-agency referral mechanisms in order to provide crime victims with meaningful access to holistic wraparound civil legal services. The goal of the needs assessment was achieved in part by conducting a survey of crime victims in urban and rural areas of Alaska, particularly Anchorage, Bethel, and Juneau.

This civil legal needs assessment of crime victims in Alaska employed various methodologies and approaches both in instrument creation and data collection. While the three methodologies used in data collection included a survey, interviews and focus groups, the design and creation of all the instruments used a participatory action research methodology. Many different people were involved in the participatory action research process to build consensus around items in the survey instrument.

The researchers advised and consulted with the project team and the network steering committee on many aspects of the needs assessment, including the appropriate methodologies to answer the research questions, design and format of the survey instrument, the interview instrument and the focus group interview instrument. While the research team provided advice and consultation, final decision of specific survey, instrument and focus group interview questions and wording was arrived at by consensus of the larger project team and network steering committee.

Research Questions

The review of the literature was instrumental in the development of the research questions to be answered by the research. Conceptual areas and contexts of civil legal needs of crime victims and the delivery of services for those civil legal needs were developed after a review of the literature in the field; this review included both empirical findings as well as descriptions of state specific programs and policy designed and implemented to meet the legal needs of crime victims, both criminal and civil. Based on the more general literature and existing programs, and through consultation with the project team and the network steering committee, the hypotheses are 1) that victims have more needs than current service provisions and 2) that the unmet civil legal needs of crime victims are higher in rural Alaska than in urban areas. Following are the research questions for the Alaska Coordinated Comprehensive Needs Assessment:

- What are the most common civil legal needs of crime victims in Alaska?
- What civil legal needs of crime victims in Alaska are not currently being met?
- What barriers to receiving effective civil legal services do crime victims experience?
- What civil legal assistance is currently being provided, to whom, with what frequency, and through what processes?
- What different civil legal needs exist among Alaskan crime victims of different races, sexes, ages, disabilities, economic levels, language preferences, immigration status, residency in urban and rural areas, and type of crime committed. Civil legal needs assessed include, but not limited to, family, custody and dependency, tribal, employment, and administrative issues related to the victimization; enforcement of victims' rights in criminal proceedings; assistance for victims of identity theft and financial fraud; and immigration assistance for human trafficking victims and battered immigrant women.

Section I: Executive Summary / Overview of Findings

Introduction

The goal of the Alaska Coordinated Comprehensive Needs Assessment is to identify the civil legal needs of crime victims and the barriers that prevent them from accessing holistic wraparound legal resources. The results of the needs assessment will be used to develop protocols and effective referral mechanisms among the network of Alaska crime victim organizations partnered in this grant (Network Steering Committee) in order to provide crime victims with meaningful access to holistic wraparound civil legal services. The goal of the needs assessment was achieved in part by conducting a survey of crime victims in urban and rural areas of Alaska, particularly in Anchorage, Bethel, and Juneau. Participants were asked about their experience of crime victimization, knowledge of legal and victim service providers in Alaska, legal needs resulting from being a crime victim, and barriers to accessing services.

Research Methods

The Network Steering Committee partners disseminated a total of 3,344 paper surveys to their clients who were crime victims. Copies of the survey were translated into the seven most common languages of clients. In addition to the surveys in English (2,998), there were also paper copies of the survey in Spanish (164), in Yup'ik (84), in Tagalog (64), in Russian (23), in Korean (22), in Hmong (14), and in Samoan (5). Data collection took place from November 2013 through June 2014.

Of the 3,344 surveys distributed to our partners, 363 completed surveys were returned. One of the strategies for increasing response rates was providing a small monetary incentive of \$10 to survey respondents. The UAA researchers directly provided the cash incentives to crime victims completing the surveys. Our initial estimate was to receive a return of 450 surveys. Although the actual number of received surveys is less than anticipated, valuable data have been compiled about the individuals who returned the surveys.

In addition to paper surveys, we conducted focus group and in-person interviews with a small subset of crime victims. We conducted one focus group interview in Juneau with four participants, an in-person interview in Bethel, and two in-person interviews in Anchorage.

Characteristics Survey Respondents

The typical survey participant was a female, a member of a racial/ethnic minority, and was less than 44 years old. Survey participants tended to live with a small number of people in the household. The majority of survey participants reported English as the language they were most comfortable speaking, but a quarter reported a non-English language as the one they were most comfortable speaking. Of those participants who reported living in a household in which a language other than English was spoken, the majority lived in a household in which an Alaska Native language was spoken.

Few survey participants reported having mental illness or a physical disability; even fewer reported a developmental disability. Very few survey participants indicated they were immigrants or refugees, veterans, or family members of someone in the military. However,

immigrants and refugees made up 8% of crime victim survey participants which is significant since they make up approximately 6.9% of Alaska's population. (2012 U.S. Census Statistics) Anchorage was the single most frequently reported location of residence, but collectively a larger number of survey participants lived outside of Anchorage either in Bethel, Juneau, Mat-Su or other areas.

Introductory Information About the Crime(s)

Most survey participants were crime victims rather than reporting as a person close to a victim of crime, though some participants reported being both a crime victim and a person close to a crime victim. Survey participants who reported being a person close to a crime victim were most often a victim's parent, spouse or partner. The survey questions included crimes committed against people and property crimes.

The survey included questions about 11 specific person crimes and eight specific property crimes in Alaska. Survey participants reported being victims in their lifetime of all 11 specific *person* crimes included in the survey in Alaska. The person crimes experienced by the largest number of survey participants were assault (including domestic violence), sexual assault, and harassment. Assault, including domestic violence, sexual assault, stalking, and robbery, were the person crimes most likely to be reported to police or other authorities. Child neglect or physical abuse, DUI causing physical injuries, and labor or sex trafficking were the least likely to be reported to police or other authorities. Most of the information which victims provided in the survey related to person crime victimization experiences that took place in the relatively recent past. A larger percentage of victims reported experiencing one or more person crimes, and the largest number of person crime types indicated by a respondent was 12.

As a group, survey participants reported they had been victims in their lifetime of each of the eight *property* crimes asked about in the survey. Reported experiences of victimization in a property crime were less frequent than the number of responses about person crime victimization. Crime victim survey participants indicated they reported from one-fifth to over half of the property crimes they experienced to police or other authorities. Reports of property crime victimization were more likely to be in the recent past than were reports for person crime victimization. More survey participants indicated they had been victims of three or more person crimes than only one or two, but more survey participants indicated they had been victims of only one or two property crimes than three or more. The majority of participants reported that they had not been a victim of a property crime.

The majority of both person and property crimes were committed by people the victim knew (non-strangers) rather than strangers. Although most person crimes were committed by non-strangers versus strangers, a stranger was the most frequently reported individual relationship type for four of the specific 11 person crimes and five of the eight property crimes presented. The frequency of relationships between the victim and the offender varied by person and property crime types.

Legal Assistance

There was variability in the percentage of survey participants who knew about the range of legal service offices. The majority of participants knew about the Alaska Legal Services Corporation, the majority of immigrants or refugees knew about Alaska Institute for Justice and a smaller number of domestic violence, sexual assault, and/or stalking victims knew about the Alaska Network on Domestic Violence and Sexual Assault. A larger number of survey participants were knowledgeable about the various legal service providers than the number of survey participants who reported contacting the providers. Overall, more survey participants were helped by legal service providers than were told that the office could not help them. More survey participants knew about domestic violence service provider offices than about legal service provider offices.

A larger number of survey participants reported that they knew about domestic violence and/or sexual assault service (dv/sa) providers than reported that they did not know about the offices. Those who contacted these dv/sa providers were in the minority. However, of those who did contact dv/sa providers, the majority reported that the office helped them rather than the provider could not help them. Generally, a smaller number of survey participants were aware of victim service providers other than domestic violence/sexual assault or legal service providers. Survey participants were less likely to report contacting any of the general victim service providers. The majority of participants who contacted these general victim service provider offices reported receiving help, with the exception of State of Alaska Consumer Protection. The majority who contacted these other general victim service provider offices reported receiving help.

The crimes experienced by victims for which they were most likely to receive legal help were reported to police or other authorities rather than unreported crimes. The person crime types for which survey participants most frequently received civil legal help were DUI resulting in physical injuries, sexual assault, stalking, assault (including but not limited to domestic violence), and murder victims (including attempted murder or the murder of a person close to the victim). The reported person crime type for which survey participants were least likely to have received civil legal help was child sexual abuse. A larger number of survey participants indicated they had received civil legal help for a person crime than for a property crime. The reported property crime types for which victims were most likely to receive civil legal help were arson and DUI victims who suffered property damage. The reported property crime types for which survey participants were least likely to have received civil legal help were forgery, credit card fraud, or bank fraud and other financial frauds.

Civil Legal Needs Resulting from the Crime

The type of civil legal needs identified by survey participants depended on the type of crime as well as the demographic of the person victimized. Participants reported experiencing a broad range of legal issues including financial legal issues, family law legal issues, immigration legal issues and “other” legal issues. Among survey participants who experienced family, financial, or other legal issues, more experienced multiple legal issues (within each category) than a single issue. Participants who experienced immigration legal issues were almost as likely to experience a single immigration legal issue (44%) as multiple immigration legal issues (56%).

The family law legal issues survey participants most frequently reported needing help with included getting a protection order and getting custody or visitation of children. The family law

legal issues survey participants least frequently reported needing help with included getting spousal support and property disputes. Of the financial legal issues, the largest number of survey participants reported needing help with bills they had because of the crime but that they could not pay and owing money because of the crime. The smallest number of survey participants reported needing help because loans were opened in their name without their consent. Most survey participants did not get help with their credit being negatively affected because of the crime, having medical bills because of the crime that they could not pay, or having unpaid rent or loan payments because of the crime. The largest number of survey participants needing help with “other” legal issues reported the need for assistance in fully participating in the criminal prosecution process and help with knowing and enforcing their rights.

More survey participants reported getting the help they needed (for free or paying for it) than *not* getting it for each of the specific family law legal issues excluding spousal support and for most immigration legal issues. However, more survey participants reported *not* getting the help they needed than getting it for every one of the specific financial legal issues stemming from being a crime victim and each of the other legal issues presented to them.

Barriers to Accessing Civil Legal Services

At least one out of every 10 survey participants agreed that each of the barriers to accessing civil legal services presented to them was one they had experienced. The most frequently cited barriers involved lack of knowledge or resources to secure legal services or fear of consequences.

Qualitative Findings

There seemed to be high levels of consistency regarding crime victims’ legal needs and their perceptions gaps in services based on the qualitative comments provided in the survey and discussions that took place during the interviews. Many of the respondents talked about various needs they had regarding safety as a result of their victimization. Needs related to safety included finding and maintaining safe places to stay, being notified that an offender was released from custody, and feeling safe emotionally and psychologically. Some victims discussed a need for additional counseling focused on feelings of safety and suggested that recovering from trauma and healing emotionally takes time and the process continues long after the provision of crisis intervention services typically available immediately following crime victimization.

Many of the crime victims talked about the need for legal advocacy, in different forms, and identified an existing gap not in the services offered, but in the awareness of and coordination of those services. Often discussed were the additional obstacles victims faced with having to contact multiple agencies for services, recounting their victimization multiple times, and not having follow up with referrals from agency to agency. An indication of the need for more outreach and awareness of the current services was evidenced by some victims discovering the array of services for crime victims while others in the focus group were discussing the services that they received; thus demonstrating that many crime victims are unaware of services currently offered.

One important finding from the qualitative comments and responses that was not discovered in the survey data was the dichotomous sensitivities towards the victims by professionals in the criminal justice agencies versus service providers. Victims discussed how they generally felt a mistrust of and were much more guarded in providing information to those in the criminal justice system (i.e., police, court personnel) than they were when sharing information with service providers, specifically counseling representatives. Revealing victims' opposing perspectives toward personnel in these agencies and service providers highlighted an area for future coordination and training efforts. Empathy for the victim and understanding of the nature of victimization by agency representatives were emphasized as an important consideration in the formulation of a holistic approach to providing wraparound legal assistance to crime victims.

A fair number of victims disclosed the main reason for not reporting a crime to police or other authorities was fear associated with the legal system apathy and a low perceived likelihood that reporting the crime would lead to an arrest, recovery of property and/or reimbursement or compensation for their losses. Many victims discussed not reporting crimes because they felt nothing could or would be done about it. Victim comments focused on lack of motivation and actions by criminal justice agency personnel in investigating the crime or that reporting the crime and "going through the process" was more burdensome and would provide little relief. These victims' perspectives on reporting crime to police was that it generally wouldn't be worth their time or effort. Fears of reporting a crime also stemmed from concerns that the perpetrator would intimidate the victim or that other associates and family members of the perpetrator would retaliate against the victim. These fears associated with not reporting a crime are correlated with earlier comments regarding victim safety.

Issues to Consider in Implementation Plan

- Prioritize changes that increase awareness, contact rate, and rate with which legal help is provided by legal assistance and other service providers with lowest reported frequencies
- Consider service enhancements directed toward victims of unreported crimes, in addition to reported crimes
- Consider service enhancements directed toward victims of property crime, not just person crime
- Prioritize addressing the most frequently reported legal needs and those where assistance was least frequently provided
- Address the most frequently reported barriers to accessing civil legal services: Lack of knowledge and resources and fear of consequences

Section II: Literature Review

Research on and policies for combating crime examine the phenomena from a variety of different perspectives. These perspectives range from and encompass intervention efforts in deterring or preventing crime, focusing on individual deterrence and structural neighborhood criminal prevention strategies, as well as the effects of criminal activities. While efforts examining the effects of crime more often provide a count or numerical assessment of the incidence and rate of criminal activity, more work needs to be done that examines the effects of criminal activities on individuals who become victims of such activities. An understanding of

the process of becoming a victim and an understanding of the array of needs that arise from victimization can provide direction for policy initiatives that address the needs of crime victims. While it is necessary to examine the causes of crime, there is an important social responsibility to understand the effects on, and needs of crime victims who experience victimization due to that criminal activity. The body of work, both empirical and existing program descriptions, regarding needs of crime victims is broad and multi-directional. This review provides a focus on the civil legal needs that crime victims experience in relation to their victimization. This focus is important in understanding this relatively understudied aspect of the larger victimization research and may direct research focused at meeting the civil legal needs of crime victims through agency and service delivery.

Criminal victimization has been shown to have various negative effects on individuals, including but not limited to financial needs, safety needs, legal issues, and negative health and psychological consequences (Allen, 2004; Boom, 2012; Newmark, 2003). Additionally documented are the various types of needs that crime victims have that are categorized by the types of crimes the individual has been a victim of, such as interpersonal and domestic violence (Allen, 2004; Bell, 2011; Murdaugh, 2004). Other empirical work in the field tends to categorize the needs of crime victims by socio-economic status (Dale, 2009; Legal Services Corporation, 2009) or tends to focus only on the criminal legal needs of crime victims (Newmark, 2006). There are also an array of reports that examine the provision of services for crime victims in many different states and describe the range of services that are available for crime victims within those specific locations (Botec Analysis Corporation, 2001; Brickman, 2002; Davis, 1999; Hochstein, 2006; Obinna, 2007; Regional Research Institute, 2002; Washington State Supreme Court, 2003). However, one understudied area in the research is the civil legal needs of crime victims. While this focused area of research is vastly understudied or reported on, an in-depth examination of the existing literature and reports on legal needs of crime victims provides some answers to the question of what the specific civil legal needs of crime victims are and what types of services those victims require to address the consequences of their victimization.

One common thematic area of need that can be gleaned from the various reports and literature is that crime victims have a host of different needs that generally cannot be met by one individual agency or service provider. There are advocacy needs associated with the processes in the criminal justice system (i.e., police, courts and corrections). In addition, psychological or emotional needs often arise from the victimization such as perceptions of safety and/or fears and anxiety from revictimization, family needs associated with housing or childcare or custody issues, and employment needs or issues (Allen 2006, 2013; Newmark, 2004). The list of specific needs are as varied as the types of crimes committed that create victims; more specifically any one criminal act can result in an array of victim needs encompassing civil, family, financial and psychological needs (Feldthusen, 1993, 2000; Herman, 2003). Due to this wide variation in crime victim needs, agencies and service providers should have coordination efforts to ensure that the wide range of services are matched with the wide range of victim needs

Outcomes associated with a holistic approach to meeting the needs of crime victims can also be documented within the existing research and various reports. Again although most of the work tends to focus on the overall needs of crime victims in general, as opposed to crime specific needs or civil legal needs, parallels can be ascribed to outcomes specific to civil legal needs of

crime victims. One outcome that can have a large policy impact, and is directly measurable, is a decrease in future crime or incidences of victimization associated with meeting the litany of needs resulting from crime victimization (Bell, 2011; Herman, 1997; Warren, 2003). This result can be attributed to the victim being aware of resources and services in order to prevent future victimization as well as therapeutically feeling empowered to prevent victimization. Familiarity with available services combined with familiarity with criminal justice proceedings and processes also leads to increased levels of satisfaction with the criminal justice system (Feldthusen, 1993; Warren, 2003). This can also result in the increased willingness to report future crimes. This increased satisfaction level and increased reporting has policy implications for increasing resources allocated to future crime victims and reducing subsequent criminal victimization.

Additional outcomes of a holistic approach to service provision for crime victims are associated with concepts included in restorative justice and therapeutic jurisprudence. While these outcomes cannot be as easily measured quantitatively as crime rates or incidence numbers, they can be measured by assessments of the healing process for victims of crimes. Research has recognized that the impact of victimization results in a multi-stage process of recovery for the victim in an attempt to restore the victim to where they were before the victimization occurred; this includes psychological as well as financial, emotional, occupational and other measures (Feldthusen, 1993; Herman, 1997; Newmark, 2003; Ten Boom, 2012). Additionally within this holistic approach is the recognition of barriers to recovery, such as participation by immigrant populations and populations with limited English proficiency (Herman, 2003). Outcome measures of meeting the needs of crime victims then can be framed from a dual perspective, both policy and social. Policy outcomes include possible decreases in future crimes and victimizations while the social outcomes include the restoration of the victim to “wholeness” again and with increased participation in recovery and in future reporting of criminal incidents.

Section III: Methods

The research methodology designed to collect data on crime victims regarding their legal needs as part of this needs assessment had descriptive and exploratory aims and used a participatory action research approach. The study of crime victims' civil legal needs is in its infancy nationally and in Alaska so the goal was to achieve insights into this rather new topic. Using a survey as well as focus group and individual interviews ensured that we had detailed numeric data to describe the crime victims, their legal needs, and barriers to obtaining legal assistance as well as qualitative data to understand more deeply and from the perspective of the crime victim their experiences with victimization and the associated legal systems. The participatory action research approach involved the Network Steering Committee members and Crime Victim Advisory Board members as co-researchers who assisted in the survey development, dissemination strategies, and in ways to approach analysis of the data and interpretation of the results.

Survey Development

The process of designing our instrument for the survey of crime victims began by identifying the major topic areas necessary to satisfy our goals and objectives. Specifically, this involved developing a list of the civil legal services for which the Network Steering Committee agencies most commonly provide assistance to crime victims. The civil legal needs assessed in our survey of crime victims included but were not limited to the following wide range of categories: family law legal issues (assistance obtaining a divorce, child custody, visitation, support, and protection orders), financial issues (financial fraud, identify theft, unpaid bills, bankruptcy, foreclosure, unauthorized bills or charges, and credit negatively affected), immigration (human trafficking, crime victim visa applications, naturalization, family-based petitions, and deportation issues), enforcement of victims' rights in criminal proceedings, and other (education, employment, administrative, government benefits, and tribal issues). The categories and specific civil legal issues addressed in the survey were comprehensive and covered experiences of a broad range of crime victims. In addition, the survey provided several opportunities for crime victims to identify other civil legal needs that they experienced.

The format of the survey items was straightforward asking victims to identify the specific civil legal needs they have experienced and identifying civil legal needs that were and were not addressed with assistance. In addition to the civil legal needs above, the survey asked victims to report the type of crime from which these civil legal needs stemmed and asked victims to report on their demographic characteristics. The survey was also translated into the six languages most commonly spoken in the survey population in the three Alaskan communities including: Hmong, Korean, Russian, Spanish, Tagalog, and Yup'ik. When agencies identified limited English proficient victims they were provided a copy of the survey in their preferred language, allowing underserved limited English proficient crime victims to meaningfully participate in the survey and have an opportunity to share their experiences.

The crime victim survey was pilot tested through cognitive interviews with our Crime Victim Advisory Board (CVAB) members utilizing a participatory action research methodology. CVAB members were asked to read each of the survey questions and to think-aloud about the meaning that each survey item and response category had to them. In addition, CVAB members were

asked probing questions to identify additional details about the thought processes of victims as they read the survey and selected responses most appropriate to their experiences. CVAB members and other native speakers of the languages selected for translation also reviewed the surveys to determine whether the intended meaning of questions was conveyed in the translated survey questions. For example, some initial feedback on the draft survey from a bilingual Yup'ik and English speaking interpreter revealed that the terminology we had initially chosen to describe crimes against persons or property did not make sense to her and we needed to reconsider how to ask those questions to obtain meaningful feedback from this type of underserved crime victim.

Sampling and Selection Strategies

The population selected for study in this needs assessment included crime victims in Alaska. We have operationally defined “crime victim” in the broadest possible way to include all victims of crime who have come in contact with our Network Steering Committee partners and other identified agencies. Our definition of crime victim includes the following:

- primary crime victims and in the case of homicide, secondary crime victims such as a spouse, parent, or adult child;
- those who have and have not reported the crime to police or other investigative agencies;
- crime victims who have and have not sought out various services; and
- underserved victims of crime including limited English proficient victims.

The diverse member agencies of the Network Steering Committee were instrumental in the dissemination of the victim needs assessments. Network Steering Committee partners, and other agencies working with crime victims, recruited crime victims to participate in the survey when crime victims had contact with these agencies in Anchorage, Bethel, and Juneau. The details of this process varied from agency to agency. All agencies tasked with disseminating the survey reviewed and complied with the U.S. Department of Justice privacy regulations at 28 CFR Part 22.

Representatives of the Network Steering Committee agencies identified specific dissemination mechanisms for recruiting crime victims based on their respective agency’s work with crime victims while also adhering to strict principles of protecting crime victim confidentiality. These dissemination mechanisms included in-person and mail distribution of the survey to crime victims who contacted their agency during the study period.

Some agency partners mailed surveys to crime victims who had contacted the agency in the past. One of the strategies for increasing response rates was providing a small monetary incentive of \$10 to survey respondents. Incentives were provided directly by the UAA researchers to crime victims completing the surveys. Based on the number of crime victims contacting partner agencies, the time frame for data collection, and reasonable response rates, we anticipated at least 300 completed surveys in Anchorage, 50 in Bethel, and 100 in Juneau.

The method we developed for disseminating our survey to crime victims, via various Network Steering Committee partner agencies, ensured that our survey population included a broad range

of crime victims. The types of crime victims represented in our survey response included victims of the following crimes: murder (secondary crime victims), sex offenses, robbery, assault (domestic and non-domestic), child neglect or physical abuse, labor or sex trafficking, kidnapping, stalking, harassment, DUI, arson, burglary/theft, extortion or bribery, identity theft, forgery, credit card fraud, or bank fraud, other types of financial fraud, and destruction of property. We believed victims of these crimes would be represented in our sample, because Network Steering Committee members identified these offenses as the ones experienced most frequently by crime victims seeking civil legal and other assistance from them. However, we included space in the survey for victims to identify other crimes of which they have been victims.

A cover letter describing the benefits of completing the survey accompanied each survey. Crime victims were also provided a list of existing resources and contact information for crisis intervention and other supportive service providers. Additionally a language preference postcard was included with each survey packet. This postcard included one sentence, translated into each of the languages identified, asking if the crime victim would prefer a survey in another language. This method ensured that crime victims who received a survey in English, but who spoke/read in an alternate preferred language, had an equal opportunity to participate in the survey and share their ideas as those crime victims that were English speakers. Additionally, a trained and qualified interpreter was provided through the Alaska Institute for Justice Language Interpreter Center for limited English proficient crime victims who had questions for the researchers.

The research methods used to conduct the crime victim survey, follow up focus groups and interviews with crime victims, were designed to triangulate research findings. Collection of quantitative data summarized and described the civil legal needs of crime victims while the qualitative data brought depth and meaning to the quantitative data, highlighted victim perceptions and needs that were not elicited by the survey questions, and told the victim's stories in their own words and from their unique perspectives.

Focus Group Interviews

Focus group interviews were conducted with a small subset of crime victims. Crime victim survey respondents were invited to participate in a focus group interview. In qualitative focus groups, interviews are typically conducted until the point of saturation where no new information is reached. We expected to conduct a minimum of three focus groups with victims from Anchorage, Bethel, and Juneau each with seven to ten participants. Due to lower than expected willingness and availability to participate focus group interviews, we conducted one focus group in Juneau with four participants, one interview in Juneau, two interviews in Anchorage, and one interview in Bethel. While this number of participants involved in qualitative data collection was smaller than initially anticipated, extensive data were collected from each site, thus ensuring sufficient representation of crime victims and their experiences including differences based on geographic location.

Focus group interviews were conducted to supplement the quantitative descriptive data provided in the survey with open-ended responses designed to achieve greater depth and meaning. Focus

group interviews also afforded crime victims the opportunity to share other ideas and information about their experiences that could inform the development of enhanced and coordinated procedures for addressing the civil legal needs of crime victims.

Institutional Review Board Approval Process

There are two different groups of human subject groups from which data was collected and three research methods used to collect data from research participants. The first group of participants included crime victims who completed the survey. A subset of crime victims who completed the survey also participate in focus group interviews. A tiered approach to IRB approval at UAA was pursued. First, IRB approval was obtained for the survey of crime victims. While survey data was being collected, the research team obtained IRB approval for the focus groups.

The proposal for data collected from the second group of human subjects, the civil legal service providers, also received IRB approval. This third proposal for the Network Steering Committee survey went through the IRB review process outlined collection of de-identified agency data, documents, and other information. Since the ALSC attorney was leading data collection of Network Steering Committee, she completed human subjects training as required by the UAA IRB. All materials reviewed by the IRB as well as documentation of IRB approval was shared with OVC for final approval before the collection of any data.

The Institutional Review Board (IRB) at the University of Alaska Anchorage (UAA), as do most institutional IRB's, has strict requirements regarding the approval of research using human subjects. Many of the components that outline the specifics of this needs assessment research project required approval by the UAA IRB. The UAA IRB required the researchers to clearly identify research questions to be answered by the research, sample selection and size inclusive of selection methods, provide a justification for those research methods and sample selection, data collection planning, storage and destruction, and dissemination plans for reporting aggregate analysis of the data. These rigorous requirements ensured high ethical standards in research using human subjects, including but not limited to non-coercive methods in sample selection and inclusion, anonymity and confidentiality of the participants, and ensured that participating in the research or dissemination of the final research reports did not harm the participants. All research with human subjects complied with the U.S. Department of Justice privacy regulations at 28 CFR Part 22. Mandatory reporting requirements were not applicable to the research collected on human subjects in this needs assessment.

Survey Returns

It is important to include a comment on the number of surveys disseminated compared to the number of responses received. The Network Steering Committee partners distributed a total of 3,344 surveys, of those 2,998 were in English, 164 in Spanish, 84 in Yup'ik, 64 in Tagalog, 23 in Russian, 22 in Korean, 14 in Hmong, and 5 in Samoan. Of that total, 363 completed surveys were submitted for analysis. However, a response rate cannot be calculated without knowing how many of those 3,344 surveys were actually handed to or mailed to individual crime victims. It should also be noted that the variation in the number of surveys distributed in other languages

was driven by the requests made at each respective agency. While there were two large distributions of surveys during the data collection period, mostly in English, many of the agencies requested additional surveys, in multiple languages, throughout the data collection period.

The initial expectation of the needs assessment was to receive 300 responses from Anchorage, and 150 from Bethel and Juneau. Although the expectation of receiving 450 survey responses was not met, the fact that we received 363 responses is in fact a very positive outcome. We found that more intensive survey dissemination efforts were needed since the number of surveys being returned was much lower than expected at the start of data collection. This final number of 363 surveys reflects the methods and efforts of the entire project team and Network Steering Committee partners in improving the rate of survey returns. Some of these efforts included diligence and innovation with survey dissemination techniques to ensure that the survey was reaching Alaska's underserved populations. As a result the project team extended the time period for data collection, were physically present to disseminate surveys at different locations, and laboriously hand addressed hundreds of surveys when agencies had limited staff resources to do so themselves. Without the hard work and efforts of the research team, the project team, and the Network Steering Committee partners, the high number of responses received would not have been possible.

Section IV: Background of Survey Respondents

The majority of participants who completed the Crime Victims Survey were 44 years old or younger (see Table 1). The average age of survey respondents was 40 ($s = 13.4$, results not shown). The largest age group was participants between the ages of 26 and 34 (24% of participants). Few survey participants (2%) were 65 years and older. More female (67%) than male (33%) participants completed the survey.

More survey participants were racial or ethnic minorities than Caucasians. The largest racial group was Alaska Natives at 35% of survey participants (see Table 1). The next largest racial or ethnic groups were Caucasian (31%), multiracial (15%) and Hispanic or Latino (11%). The racial or ethnic groups reported by the smallest number of survey participants included African self-described by less than 1% of survey participants and Native Hawaiian, American Indian, and other each reported by 1% of survey participants.

Table 1. Demographic Characteristics of Survey Participants

Column percentages

Age group	N	%
18 to 25	36	17.9 %
26 to 34	49	24.4
35 to 44	38	18.9
45 to 54	47	23.4
55 to 64	27	13.4
65 and older	4	2.0
Total	201	
Gender	N	%
Female	240	67.0 %
Male	118	33.0
Total	358	
Racial or ethnic group	N	%
Alaska Native	123	34.7 %
American Indian	3	0.8
Asian	4	1.1
Black or African American	11	3.1
African	2	0.6
Hispanic or Latino	37	10.5
Native Hawaiian, Samoan, or Other Pacific Islander	4	1.1
Russian	6	1.7
White or Caucasian	109	30.8
Other	3	0.8
Multiracial	52	14.7
Total	354	
<i>Source of data: Crime Victim Survey of Legal Needs (2013)</i>		

The majority of survey participants reported living in households with a small number of household members. The number of survey participants who reported their household size decreased as the number of people reported to be in the household increased (see Table 2). The most frequently reported number of people living in the household, including the survey participant, was one (25%) and the least frequently reported number of people living in the household was five (7%). However, 15% of participants reported living in a household with six or more total household members.

Just over three quarters of survey participants reported English as the language they were most comfortable speaking, while nearly one quarter reporting being most comfortable speaking a language other than English (see Table 2). Thirty-seven survey participants reported being comfortable speaking more than one language and all 37 of these participants reported English as one of the languages they were most comfortable speaking (results not shown). The non-English language these bi- or multi-lingual participants were most comfortable speaking is reported in Table 2. Other than English (77%) the preferred languages most frequently reported were Alaska Native languages (such as Yupik, Cup'ik Eskimo, and Tlingit 12%) and Spanish (8%).

Survey participants were also asked to report on any languages other than English that are spoken in their household. Ninety-three participants reported that languages other than English were spoken in their household. Alaska Native languages (74%) and Spanish (17%) were the non-English languages most frequently reported as spoken in participants' households.

Table 2. Background Characteristics of Survey Participants

Column percentages

Number living in household	N	%
1	77	25.1 %
2	63	20.5
3	56	18.2
4	44	14.3
5	21	6.8
6 or more	46	15.0
Total	307	
Language most comfortable speaking		
	N	%
Alaska Native	44	12.2 %
English	277	76.9
Russian	2	0.6
Somoan	5	1.4
Spanish	28	7.8
Tagalog	4	1.1
Total	360	
Languages other than English spoken in the household		
	N	%
Alaska Native	69	74.2 %
Somoan	2	2.2
Spanish	16	17.2
Tagalog	2	2.2
Other	4	4.3
Total	93	
Source of data: <i>Crime Victim Survey of Legal Needs (2013)</i>		

Participants reported on other characteristics that may impact experiences with crime and obtaining legal assistance. Table 3 shows that 13% of survey participants reported having a mental illness, 5% reported having a physical disability, and 9% reported having other characteristics they felt impacted their experience as a crime victim or person in need of legal assistance (examples of other characteristics included age, PTSD, substance abuse, headaches, and being a stay at home mom). A smaller number of survey participants reported being an immigrant or refugee (8%), a veteran or a family member of a person in the military (6%), or having a developmental disability (5%).

Table 3. Other Characteristics of Survey Participants

Row percentages

Other characteristics	Yes		No		Total
	N	%	N	%	N
Developmental disability	17	4.7 %	345	95.3 %	362
Physical disability	40	11.0	322	89.0	362
Mental illness	48	13.3	314	86.7	362
Veteran or family member of someone in the military	21	5.8	341	94.2	362
Immigrant or refugee	27	7.5	335	92.5	362
Other	34	9.4	328	90.6	362

Source of data: *Crime Victim Survey of Legal Needs (2013)*

The majority of survey participants reported living outside of rather than in Anchorage (52%). Eighteen percent of survey participants were from the Bethel area, 10% were from Juneau, and 8% were from Mat-Su. The remaining 16% of participants were from other areas in Alaska (see Table 4).

Table 4. Location of Survey Participants

Column percentages

Location	N	%
Anchorage	162	48.1 %
Bethel	59	17.5
Juneau	34	10.1
Mat-Su	27	8.0
Other	55	16.3
Total	337	

Source of data: *Crime Victim Survey of Legal Needs (2013)*

Section V: Qualitative Results

As a way to gain a further understanding of the civil legal needs of crime victims and the gaps between those needs and current services that are provided, focus group and individual interviews were conducted with crime victims. The interviews were conducted in both urban and rural settings to determine whether different legal needs or gaps in services existed in different geographic locations of Alaska. We were not able to include any limited English proficient crime victims in the focus group interviews. The interviews were semi-structured; a general set of questions was asked in all of the interviews, but, the participants offered a wider range of responses than the set schedule of questions. This flexibility is an advantage of qualitative data collection methods. The results are aggregated and summarized around the dimensions of the questions that were asked in the interviews.

The first series of questions asked crime victims to discuss various problems that they encountered as a result of their victimization. Although this was a very general question, further probing questions centered on family issues, compensation, or problems stemming from being a victim of domestic violence. Many of the responses focused primarily on issues of safety. Safety issues included the need to find a safe residence for themselves and their children. Some victims talked about continually having to move to maintain safety once the perpetrator became aware of the victim's current residence. Physical safety and maintaining a safe residence were not specifically addressed in the survey. Alongside the physical aspects of safety, victims talked about the emotional aspects of feeling safe. Feelings of anxiety about going outside of their "safe place" were discussed; victims felt they had in essence become prisoners in their own homes.

Victims also talked about the legal problems they encountered working with the criminal and civil justice systems. These included problem with criminal justice system, such as not knowing the processes or what to expect of the police or the court as well as problems filing civil paperwork and general lack of familiarity with legal requirements of paperwork filings. Other problems brought forth encompassed employment and financial issues. Employment problems included either difficulty finding a job or maintaining a job due to hospitalizations or healing time needed after domestic violence episodes. Financial issues stemming from child care costs and transportation needs were discussed as well.

Lastly as victims recounted problems associated with their victimization(s), a main theme discussed was the lack of awareness of the services that are available to them. Many victims talked about wishing they had known about available services at the time of their victimization, but due to the trauma they experienced during or following the victimization experience, they were not immediately mindful of the services available and did not know where to turn for help. This clearly demonstrates need for outreach and coordination of existing services to provide awareness for future victims during a traumatic time in their lives and the realization. The new service provision plan must also acknowledge that victims have different short and long-term needs and ability to address them as they experience and attempt to recover from victimization.

The second series of question asked victims about services they received as a result of their victimization. Additional probes stemming from this question included how they became aware of the services they received and any specific civil legal assistance that they obtained. Sadly, many of the victims stated that they did not receive any services. They didn't seek them out and did not even realize that the services discussed by victims in the focus group were available. By far the most common service provided to these victims was a safe place to stay. These safe places included domestic violence shelters, homeless shelters, or help from agencies in finding another type of living situation in which the victim felt safe.

Another service victims stated they received included legal assistance and advocacy, although this came in some different forms. Some victims directly stated that Alaska Legal Services provided a great deal of help for them regarding civil filings and directions. While others talked about help they got from the police and prosecutors. These forms of help involved working directly with and providing support for the victim to aid in the arrest and prosecution of the perpetrator of the crime. Additionally some victims reported that the police contacted them and informed them that the perpetrator had been released from custody. This information was described as important to the victims in order for them to promote their current safety, when perpetrators were released from custody, and to find ways to avoid subsequent victimization.

When asked how the victims became aware of the services they received or what made them seek out those services, the responses quickly showed an area for improvement in service coordination and outreach. Many of the victims stated that they found out about the services either by word of mouth from other victims they encountered (i.e., while staying at a shelter) or from other friends or acquaintances. Looking back over their experiences many victims stated that they wished they had known then what they knew now in terms of what services were available to them. A few victims stated that they found out about the services through their own persistence. These victims noted they had to be self-motivated and reach out to find the services; examples of reaching out included internet searches, looking through phone books, and persistently making telephone calls while being referred to many different agencies. It was these victims who also stated that it took additional strength, outside of their direct victimization, to maintain the motivation to seek help and they acknowledged that it would have been much easier for them to just give up.

The next group of questions in the interviews centered on outcomes or results related to any services the victims received associated with their victimization experience. Probing questions included asking if there was an alternate outcome they would have preferred and whether the outcome made a difference for the victim. Victims were asked whether their situation was better, the same, or worse as a result of the services they received. Echoing sentiments from the previous set of questions, many victims identified outcomes connected to safety. Either they had a safe place to stay or that they had increased feelings of personal safety. Some victims felt safer because the police told them when the perpetrator was released from custody or in the area.

The topic of safety continually arose throughout the various interviews. Under the larger notion of safety, many victims described their feelings of empowerment in physically getting to a safe place or personally feeling safe. This was an interesting finding in that these victims talked about turning the negative aspects of victimization into positive aspects by taking control of their

lives and situations. They described this change as an outcome resulting from counseling and support they received from many of the services provided at domestic violence shelters. Other outcomes of services described by victims included receiving help with divorce proceedings or gaining custody of their children. Also mentioned, although rare, were positive outcomes associated with financial reimbursement from either an agency associated with victim compensation or from a financial institution due to financial or identity theft. The alternate outcomes that were stated centered on a desire for more information regarding a criminal case or knowledge of the process in the criminal proceedings. Victims were generally unaware of the processes in a criminal proceeding and expressed confusion at what they perceived to be irrational criminal outcomes (i.e., “how come they didn’t prosecute the case?”; “I can’t believe he was found not guilty and released”). It seemed from their perspective that common sense often didn’t play a role in the criminal proceedings. This finding speaks to the need for education and advocacy for victims not only in the civil arena, but also informing the victim of the general process and intricacies in criminal justice system processes as well.

The next set of questions asked victims about how satisfied they were with the services they received, as well as any compliments for or complaints about those services. Most victims that received services reported that they were satisfied with the services and were generally very grateful for the help that they received. While not necessarily a complaint, a common theme was that many victims wished they had known about the litany of services that were available to assist them. Most often these comments came as the victims were introspectively thinking back on their current awareness of services relative to the period immediately following their victimization.

One interesting theme that arose here was the victims’ perceptions on the dichotomous nature of the criminal justice agencies versus the service providers, particularly the counseling provided. Many victims talked about how the personal interactions with criminal justice professionals were much more rigid and formal while interactions with counselors and other service providers were much more empathetic. In fact, some victims eloquently described how they were very guarded when talking to the police and prosecutors and had a sense of mistrust with them that influenced how much information they were willing to share and questions about what would be done with that information. However, the opposite was true when they described talking with counselors or service providers. The victims stated they felt more open with these personnel and freely talked about very personal details with them and shared feelings regarding their victimization; they did not experience the same guarded sense of mistrust when sharing information with counselors and service providers that they described having with the personnel from criminal justice agencies. This is an interesting finding, because it presents an area for improvement regarding training and communication for criminal justice agency personnel in talking with victims in order to break down those barriers to effective communication.

The last area of questions in the interviews concentrated on gaps and/or barriers in services for crime victims. The victims, knowing what they now know, were asked what advice or insights they could provide to other victims or to service providers, and what non-existing services they would they have found useful. These responses provided great insight into the victims’ perspective on gaps in current levels of services and ways to provide help to future crime victims. When thinking of advice or insight for other crime victims, one recurring theme was that

the victim needed to be persistent when seeking help. In providing insight for others, the interviewed victims encouraged other crime victims to become active in taking control of their situation and, although it required additional strength, strongly recommended having an active voice in their criminal or civil case. Additional advice given by victims was to help other victims realize that the victimization was not their fault, and to recognize that anyone could become a victim of a crime. The fact that a person was victimized didn't devalue the individual, and it was emphasized that recognition of that was important for the victim.

Recommendations and advice for service providers reiterated earlier comments from other questions in the interviews. Victims expressed a need for more interagency coordination so that a crime victim could more easily be made aware of the array of services and the need for coordination of those services at an agency level rather than at an individual victim level. The crime victims advised that service provider coordination with criminal justice agency personnel would relieve some of the stress and anxiety for the individual victim and save the victim from trying to contact and coordinate with the various agencies and service providers.

On a related note, many victims expressed that the personnel in the criminal justice agencies should be more understanding and empathetic towards crime victims and the trauma they were experiencing at the time the agency contacted them. Suggestions included police giving crime victims information about available services available and focusing more on helping the victim in addition to seeking an arrest of a perpetrator.

Other suggestions included recognition by agency and service providers that victims need more services outside of providing safe shelter and feelings of safety. Some examples of these other auxiliary needs included childcare, transportation and employment assistance. Perhaps one of the most common themes expressed was the need for more legal advocacy for crime victims. While some legal advocacy services do exist, the crime victims clearly expressed that there was a gap in services in this area. The gaps included advocacy for civil aspects of crime victimization (i.e., filing of motions and paperwork) and an explanation of the criminal process and proceedings and what to expect from them. The victims stated a strong desire to know what was happening with the criminal case and why decisions were made.

Within the context of gaps in services, victims also described the need for follow-up services. Some suggestions ranged from something as simple as having an advocate call to check in on the victim, to continuing to provide services for a longer time period following the victimization. The crime victims described that following their criminal victimization, the healing process was lengthy and continued long after crisis intervention services concluded. Later in their recovery process, victims had to rely on informal counseling and support networks for help and care. The crime victims highlighted the continued need for assistance during recovery that must be provided for a longer time period than what is currently provided immediately following the traumatic victimization experience.

Limitations

This needs assessment, like all research projects, has limitations and we expected to experience delays and roadblocks. First, a limitation of this study was that we surveyed a convenience sample of crime victims rather than a randomly selected, representative sample. A second limitation of the study was that, by design, we only learned from crime victims who had contacted the Network Steering Committee agencies and partner agencies identified by the Network Steering Committee.

This nonprobability sampling design did not allow us to generalize our findings to all crime victims in Alaska, or even Anchorage, Bethel, and Juneau. However, we received survey responses from a broad representation of underserved and limited English proficient crime victims. Considering that the civil legal needs of crime victims have never before been studied in Alaska and that few or no published studies or reports from other states exist, we feel that the contributions of this exploratory survey needs assessment provides valuable baseline information from which to make changes to the network of civil legal services provided to crime victims in Alaska and evaluates the effectiveness of changed policies and procedures.

The delays and roadblocks we expected to face involved reaching a reasonable sample size in a limited timeframe without burdening our Network Steering Committee partners. While we had limited ability to increase response rates using multiple follow ups as is traditionally done in mail surveys, we expected and found that some of our Network Steering Committee partners facilitated with this process and made it possible to do enough follow up to reach our minimum desired sample size.

References

- Allen, N. E., Bybee, D.I., & Sullivan, C.M. (2004). Battered Women's Multitude of Needs: Evidence supporting the need for comprehensive advocacy. *Violence Against Women, 10*(9), 1015-1035.
- Allen, N. E., Bybee, D.I., & Sullivan, C.M. (2006). An Examination of the Effectiveness of Domestic Violence Coordinating Councils. *Violence Against Women, 12*(1), 46-67.
- Allen, N. E., Larsen, S., Trotter, J., & Sullivan, C.M. (2013). Exploring the Core Service Delivery Processes of an Evidence-Based Community Advocacy Program for Women with Abusive Partners. *Journal of Community Psychology, 41*(1), 1-18.
- Bell, M. E., Perez, S., Goodman, L.A., & Dutton, M.A. (2011). Battered Women's Perceptions of Civil and Criminal Court Helpfulness: The role of court outcome and process. *Violence Against Women, 17*(1), 71-88.
- Botec Analysis Corporation. (2001). Rhode Island Victims' Rights Needs Assessment: Report to the Rhode Island Justice Commission. Cambridge, M.A.: Botec Analysis Corporation.
- Brickman, E. (2002). Development of a National Study of Victim Needs and Assistance. Report to the U.S. Department of Justice.
- Dale, D. M. (2009). Civil legal needs of low and moderate income households in Georgia: A report drawn from the 2007/2008 Georgia Legal Needs Study.
- Davis, R. C., Lurigio, A.J., & Skogan, W.G. (1999). Services for Victims: A market research study. *International Journal of Victimology, 6*, 101-115.
- Feldthusen, B. (1993). Civil Action for Sexual Battery: Therapeutic jurisprudence. *Ottawa Law Review, 25*, 203-234.
- Feldthusen, B., Hankivsky, O., & Greaves, L. (2000). Therapeutic consequences of civil actions for damages and compensation claims by victims of sexual abuse. *Canadian Journal of Women & the Law, 12*(1), 66-116.
- Herman, J. L. (1997). *Trauma and Recovery*. New York, NY: Basic Books.
- Herman, J. L. (2003). The Mental Health of Crime Victims: Impact of legal intervention. *Journal of Traumatic Stress, 16*(2), 159-166.
- Hochstein, L. E., & Thurman, Q.C. (2006). Assessing the Need for Domestic Violence Victim Services in One Rural County. *Police Quarterly, 9*(4), 448-462.
- Legal Services Corporation. (2009). Documenting the Justice Gap in America: The Current Unmet Civil Legal Needs of Low-Income Americans. Washington, D.C.: Legal Services Corporation.

-
- Murdaugh, C., Hunt, S., Sowell, R., & Santana, I. (2004). Domestic Violence in Hispanics in the Southeastern United States: A survey and needs analysis. *Journal of Family Violence, 19*(2), 107-115.
- Newmark, L., Allen, R., & Center, J.P. (2003). The National Evaluation of State Victims of Crime Act Assistance and Compensation Programs: Trends and strategies for the future: Urban Institute, Justice Policy Center.
- Newmark, L. C. (2004). Crime Victims' Needs and VOCA-funded services: Findings and recommendations from two national studies.
- Obinna, J., Ramspacher, S., & Atella, J. (2007). Crime victims needs assessment. State of Wisconsin.
- Regional Research Institute. (2002). Oregon Crime Victims' Needs Assessment: Portland State University.
- Ten Boom, A., & Kuijpers, K.F. (2012). Victims' needs as basic human needs. *International Review of Victimology, 18*(2), 155-179.
- Warren, R. K. (2003). Public trust and procedural justice. In B. J. Winick, Wexler, D.B. (Ed.), *Judging in a Therapeutic Key* (pp. 132-137). Durham, N.C.: Carolina Academic Press.
- Washington State Supreme Court, W. S. S. (2003). The Washington State Civil Legal Needs Study: Task Force on Civil Equal Justice Funding.

Appendix A: Crime Victim Survey



CRIME VICTIMS SURVEY

PURPOSE OF RESEARCH: The Justice Center at UAA is conducting a survey of people in our state who have been the victim of a crime. This survey is part of a project being undertaken by the Alaska Institute for Justice (AIJ) with funding from the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The survey will help identify the unmet needs of crime victims with the goal of increasing safety and protecting victims by enhancing civil legal help for victims of crime. Your answers are key to making sure we get a wide range of crime victims' views. It is expected that it will not take you more than thirty minutes to complete this survey.

PROCEDURES & VOLUNTARY PARTICIPATION: Taking part in this study is completely voluntary. If you don't wish to share your views, or would like to end your role in the study, there will be no penalty or loss of services or benefits to you. You are free to make your own choice about being in this study or not, and may quit at any time. You can complete this written survey anonymously without providing any personally identifying information or participating further in the survey. If you want to receive a check for \$10 for completing this survey you can provide your safe contact information at the end of this survey. UAA will be conducting follow-up interviews with groups of victims from this survey to gain more in depth information regarding the needs of crime victims. At the end of the survey you can provide a safe phone number or e-mail address to contact you if you want to participate in the follow-up interviews. UAA will provide a check for \$25 for your participation in the follow-up interviews. You are not required to participate in the follow-up interviews to complete this survey. You can complete this survey anonymously without providing any personal information.

RISKS: Completing this survey may bring up issues from your experience as a crime victim including trauma, financial or legal issues. To help minimize the risks to you in completing the survey we have provided a list of resources that can provide you and family members with financial, legal and advocacy and support services. Support services include toll free 24 hour crisis lines, crisis intervention, and advocacy within the medical, legal and social service systems.

BENEFITS: Your survey responses will help improve access to services for crime victims in Alaska by identifying crime victim needs and gaps in existing services. You may also learn about available resources for crime victims within the state that you did not know were available.

CONFIDENTIALITY OF RECORDS: Your answers are completely confidential. If you choose to provide your name to receive \$10 in compensation for filling out the survey, your name will never be connected to your answers in any way. Study data will be entered into a database with identifiers replaced with an alphanumeric code. Only de-identified data (all names and personally identifying information removed) will be used in the research. When the research information is made public, no names, addresses, or any kind of personally identifying information will be connected to your answers to the written survey or participation in follow-up interviews. All written surveys and any notes from follow-up interviews will be stored in a locked office at the University of Alaska Anchorage (UAA). The written surveys and any information collected from follow-up interviews will be stored for nine months and then will be shredded. Access to any personally identifying information will be restricted to the necessary research staff who have received training on protecting confidentiality of all personally identifying information collected and complying with federal privacy requirements under 28 CFR Part 22.

CONSENT TO PARTICIPATE: By returning this survey you agree to be part of our study. If you complete the survey, as a token of our thanks we will send you a check for \$10 if you want to provide us with your name and safe contact information. You can choose to participate in this written survey without providing your name or any contact information. Please complete this brief survey, and return it in the self-addressed, stamped envelope within the next few days. When the data are made public, no names or personal information will be made public. Your responses will be kept confidential and your privacy will be protected. This survey is voluntary and you can choose to stop your participation at any time. Whether or not you choose to complete the survey, you will still be entitled to the same services and benefits.

RESEARCH CONTACT INFORMATION & LANGUAGE SERVICES AVAILABLE: If you have questions please call Dr. Cory Lepage at the UAA Justice Center (907-786-4302). If you need an interpreter to speak with Dr. Cory Lepage, an interpreter will be provided at no cost to you. Please call the Alaska Institute for Justice Language Interpreter Center to receive a free interpreter at (907) 279-2457 (AIJP) or toll free at 1-877-273-2457.

If you have already filled out this crime victim survey please do not fill it out again. Thank you!

Introductory Information about the Crime

Please fill in the bubbles next to the answer that best describe your experiences as a victim of crime.

1.	Are you a
	<input type="radio"/> Victim of a crime
	<input type="radio"/> Person close to a victim of a crime

2.	If you are not the victim, what is your relationship to the crime victim?			
	<input type="radio"/> Mother or father of the victim	<input type="radio"/> Child of the victim	<input type="radio"/>	Other (please describe):
	<input type="radio"/> Spouse or partner of the victim	<input type="radio"/> Brother or sister of the victim		

You will be asked several questions about **legal services** as part of this survey. **Civil legal** services are legal services that you received in a **civil proceeding** for a problem related to the crime. They are different from legal services you may have received in the criminal prosecution for the crime. Examples of civil legal issues include domestic violence protection orders, family law matters, immigration issues, and debt collection. You will also be asked questions about crime victims' rights such as being able to fully participate in the criminal prosecution and being compensated for financial losses as a direct result of the crime such as medical expenses, lost wages, relocation, and counseling.

3.	Indicate if you have ever been a victim of each of the following crimes in Alaska, if the crime was reported to police or other officials, and if you received civil legal help (see description and examples on page 2) because of the crime. Mark all that apply (fill in all bubbles in each column and each row that describe your experiences).							
		I have never been the victim of this crime	I have been the victim of this crime	I reported this crime to police or other officials	I did not report this crime to police or other officials	I received civil legal help because of this crime	I did not receive civil legal help because of this crime	List the year(s) in which these crimes took place
	Murder (survivors of this crime committed against a family member, friend, or co-worker)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	Sexual assault	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
	Assault (includes domestic violence)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____

3.	Indicate if you have ever been a victim of each of the following crimes in Alaska, if the crime was reported to police or other officials, and if you received civil legal help (see description and examples on page 2) because of the crime. Mark all that apply (fill in all bubbles in each column and each row that describe your experiences).							List the year(s) in which these crimes took place
	I have never been the victim of this crime	I have been the victim of this crime	I reported this crime to police or other officials	I did not report this crime to police or other officials	I received civil legal help because of this crime	I did not receive civil legal help because of this crime		
Robbery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____	
Child sexual abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____	
Child neglect or physical abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____	
Kidnapping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____	
Stalking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____	
Harassment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____	
Labor or sex trafficking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____	
Drunk or intoxicated driver or DUI causing physical injuries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____	
Other (please describe): _____ _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____	

4.	Indicate if you have ever been a victim of each of the following crimes in Alaska, if it was reported to police or other officials, and if you received civil legal help (see description and examples on page 2) because of the crime. Mark all that apply (fill in all bubbles in each column and each row that describe your experiences).							List the year(s) in which these crimes took place
	I have never been the victim of this crime	I have been the victim of this crime	I reported this crime to police or other officials	I did not report this crime to police or other officials	I received legal help because of this crime	I did not receive legal help because of this crime		
Drunk or intoxicated driver or DUI causing property damage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Arson	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Burglary/theft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Extortion or bribery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Identity theft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Forgery, credit card fraud, or bank fraud	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Other financial fraud (phone or internet scams, fraudulent sales, fake checks, or theft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Destruction of property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Other (please describe): _____ _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

7.	Which best describes the person who committed these crimes against you (or your close family member)? Mark all that apply (fill in all bubbles in each column and each row that describe your experiences).							
	Stranger	Spouse (current or former)	Boyfriend or girlfriend (current or former)	Other relative (not spouse)	Friend or acquaintance	Don't know	Other	
abuse								
Kidnapping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Stalking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Harassment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Labor or sex trafficking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Drunk or intoxicated driver or DUI causing physical injuries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Other (please describe) _____ _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

8.	Which best describes the type of person who committed these crimes against you (or your close family member)? Mark all that apply (fill in many bubbles in each column and each row to describe all of your experiences).						
	Stranger	Spouse (current or former)	Boyfriend or girlfriend (current or former)	Other relative (not spouse)	Friend or acquaintance	Don't know	Other
Drunk or intoxicated driver or DUI causing property damage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arson	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Burglary/theft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extortion or bribery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identity theft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Forgery, credit card fraud, or bank fraud	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other financial fraud (phone or internet scams, fraudulent sales, fake checks, or theft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Destruction of property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please describe): _____ _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Legal Assistance

9. From the list of offices below, note if you did or did not know about the office, contact the office, or got legal help from this office for the crimes against you. Mark all that apply (fill in many bubbles in each column and each row to describe all of your experiences).

	I did not know about this office	I contacted this office	This office said they could not help me	This office helped me	Note anything else about this office
Alaska Legal Services Corporation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Alaska Immigration Justice Project (Alaska Institute for Justice)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Alaska Network on Domestic Violence & Sexual Assault (Pro Bono Program)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Abused Women's Aid in Crisis (AWAIC) - Anchorage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Aiding Women in Abuse and Rape Emergencies (AWARE) - Juneau	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Standing Together Against Rape (STAR)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Tundra Women's Coalition (TWC) - Bethel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Alaska Office of Victims' Rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Alaska Native Justice Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Alaska Violent Crimes Compensation Board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
State of Alaska Department of Law Consumer Protection Unit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Municipality of Anchorage Prosecutors Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
State of Alaska Department of	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

9.	From the list of offices below, note if you did or did not know about the office, contact the office, or got legal help from this office for the crimes against you. Mark all that apply (fill in many bubbles in each column and each row to describe all of your experiences).				Note anything else about this office
	I did not know about this office	I contacted this office	This office said they could not help me	This office helped me	
Law Criminal Division					
State of Alaska Consumer Protection Unit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Other (please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

10.	<p>If you got help with legal problems because of the crime, what made the biggest difference in being able to safely get legal help?</p> <hr/> <hr/> <hr/> <hr/> <hr/>
-----	---

Civil Legal Needs Because of the Crime

The next questions ask if you or someone close to you needed help with civil legal matters that related to the crime against you. **Civil legal** services are legal services that you got in a **civil proceeding** for a problem because of the crime. They are different from legal services you may have been given in a criminal prosecution for the crime. Please indicate if you needed and got help for these civil legal matters and if you got free legal services or paid for them. Mark all that apply (fill in all bubbles in each column and each row that describe your experiences).

11.	<p>Have you ever had any family law legal issues because of any crimes against you? If you're not sure what a family law legal issue is, please see the list below for some examples.</p> <p><input type="radio"/> Yes (Please answer question 12)</p> <p><input type="radio"/> No (Please skip to item 13)</p>
-----	--

	Family Law Legal Issues	I needed help	I did not need help	I did not get help	I got free legal help	I paid for legal help
	Getting child support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Getting custody or visitation of children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Getting a protection order	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Getting a divorce, dissolution, or legal separation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Getting spousal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Property dispute	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Other family law legal issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Family Law Legal Issues Mark all that apply (fill in all bubbles in each column and each row that describe your experiences).					
	I needed help	I did not need help	I did not get help	I got free legal help	I paid for legal help
(please describe): _____					

13.	Have you ever had any financial legal issues because of any crimes against you? If you're not sure what a financial legal issue is, please see the list below for some examples.				
	<input type="radio"/> Yes (Please answer question 14)				
	<input type="radio"/> No (Please skip to item 15)				

Financial Legal Issues Mark all that apply (fill in all bubbles in each column and each row that describe your experiences).					
	I needed help	I did not need help	I did not get help	I got free legal help	I paid for legal help
I had bills because of the crime that I could not pay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I still owe money because of the crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I want to or have to apply for bankruptcy because of the crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I did not receive all or part of court ordered restitution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial accounts were opened in my name without my permission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loans were opened in my name without my consent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14.	Financial Legal Issues	Mark all that apply (fill in all bubbles in each column and each row that describe your experiences).	I needed help	I did not need help	I did not get help	I got free legal help	I paid for legal help
	My credit has been negatively affected		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	I am being contacted by creditors and/or debt collectors for loans, bills or charges I did not authorize		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	I have medical bills because of the crime that I can't pay		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	I have unpaid rent or loan payments because of the crime		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	My home is facing foreclosure for unpaid mortgage that wasn't paid because of the crime		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	I was evicted because of the crime		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Other financial legal issue (please describe): _____		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15.	Have you ever had any immigration legal issues because of any crimes against you? If you're not sure what an immigration legal issue is, please see the list below for some examples.
	<input type="radio"/> Yes (Please answer question 16)
	<input type="radio"/> No (Please skip to item 17)

16.	Immigration Legal Issues
	Mark all that apply (fill in all bubbles in each column and each row that describe your experiences).

	I needed help	I did not need help	I did not get help	I got free legal help	I paid for legal help
I needed help becoming a United States citizen	<input type="radio"/>				
I needed help to legally live and work in the United States	<input type="radio"/>				
I needed help bringing a family member to the United States	<input type="radio"/>				
I needed help with deportation issues	<input type="radio"/>				
I was taken advantage of by an employer, landlord, or someone else because of my immigration status (please describe): _____ _____	<input type="radio"/>				
Other immigration legal issue (please describe): _____ _____ _____	<input type="radio"/>				

17. Have you ever had any **other legal issues** (see next page) because of any crimes against you? If you're not sure what other legal issues are, please see the list below for some examples.

Yes (Please respond to the following block of questions in item 18)

No (Please skip to item 19)

18.	Other Legal Issues - Including Crime Victims' Rights and Victim Compensation Mark all that apply (fill in all bubbles in each column and each row that describe your experiences).					
	I needed help	I did not need help	I did not get help	I got free legal help	I paid for legal help	
I had a dispute over medical charges, a denied claim, or insurance issues from a medical problem because of the crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I was on Medicaid, Medicare, or Denali KidCare when the crime was committed, but I am still being pursued for the bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I had to apply for public benefits (ATAP/TANF, food stamps, etc.) as a result of the crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I was denied public benefits (ATAP/TANF, food stamps, etc.) because of the crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I was on public benefits but they were reduced or terminated because of the crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
My employment was affected by the crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
My education or schooling was affected by the crime (please describe): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I was fired because of the crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I lost wages because of the crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I was involved with a tribal court or tribal council because of the crime (please describe): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I wanted the tribal court or tribal council to get involved because of the crime (please describe): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I needed help with a financial loss from the	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Other Legal Issues - Including Crime Victims' Rights and Victim Compensation Mark all that apply (fill in all bubbles in each column and each row that describe your experiences).						
	I needed help	I did not need help	I did not get help	I got free legal help	I paid for legal help	
18.						
	crime such as medical, lost wages, relocation, or counseling costs.					
	I needed help with being able to fully participate in the criminal prosecution and knowing and enforcing my rights.					
	Any other legal issue (please describe): _____					

19.	Did you know you can have a lawyer separate from the prosecutor's office that can represent your rights in the criminal process?
	<input type="radio"/> Yes
	<input type="radio"/> No

Barriers to Accessing Civil Legal Services

20.	This question asks you about problems you had getting help for the crime against you. Please mark the items that describe your experience.	Agree	Disagree	Don't know	No opinion
	I did not have any money to pay for an attorney	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	I did not know about free legal help available to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	I feared harm by the person who committed the crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	I feared the legal system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	I didn't have the time or energy to contact agencies for help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	I lacked transportation to get to the agencies for help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	It was hard to understand the complex legal terms and processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	I had to travel too far for help. There was no help close to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	I had deportation concerns or problems with immigration officials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	There was no access to interpreters or information in the language I prefer to speak	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	There were not any support services in the language I prefer to speak	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	It was hard to deal with government officials due to language problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	I was not able to speak my native language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	I had serious problems because of my English skill, like not being able to protect my rights (please describe):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20.	This question asks you about problems you had getting help for the crime against you. Please mark the items that describe your experience.	Agree	Disagree	Don't know	No opinion
	Other problems (please describe):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21.	<p>Please describe any of the needs you had because of the crime against you (criminal legal, civil legal, social, etc.), any help you got for your needs, or any problems you had getting help.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
-----	--

Background Information

This information helps researchers at the university to better understand features of your civil legal needs as they relate to individual traits. These responses will be kept confidential, and your answers to these and all of the questions in this survey will not be traceable to you.

If there are any questions that you do not wish to answer, please skip those and move onto the next question. Your answers are valuable even if you choose not to answer every question.

22. What is your gender?
 Female Male

23. How old were you on your last birthday?

24. What race or ethnicity would you say best describes you? (Please mark all that apply.)

- Alaska Native
- American Indian
- Asian
- Black or African American
- African
- Hispanic or Latino
- Native Hawaiian, Samoan, or Other Pacific Islander
- Russian
- White or Caucasian
- Other (please specify) _____

25. Including yourself, how many people currently live in your household? _____

26. What language are you most comfortable speaking? _____

- Alaska Native or American Indian language (please list)
- English
- Hmong
- Ilocano
- Korean
- Russian
- Samoan

26. What language are you most comfortable speaking?

- Spanish
- Tagalog
- Other (please
- list): _____

27. If anyone in your household usually speaks a language other than English at home, please indicate the language _____

28. We would like to know if certain people have different experiences with crime and getting legal help. Please indicate if any of the following apply to you:

- Developmental disability
- Physical disability
- Mental illness
- Veteran or family member of someone in the military
- Immigrant or refugee
- Other: _____

29. What is the name of the city, town, or village you live in? _____

Please see next page

Thank you!

If you choose to receive the \$10 as a token of our appreciation for completing this survey, please provide your name and mailing address so that we can mail a check to you. Your name and address will not be connected to the information you provide in the survey, and will be erased from our files at the end of this study.

Name: _____

Street: _____

City and State: _____

Zip code: _____

Follow-up Interview

30. The research team will be conducting follow up interviews with groups of victims from this survey to gain more in depth information regarding the needs of crime victims. If you would like to be contacted by the researchers in this study to participate in the follow up interviews and provide additional information about legal needs associated with being a victim a crime, please give the best safe phone number or a safe e-mail address to reach you. Volunteers who are willing to participate in a follow up interview will be compensated with \$25 for your time.

Alaska Institute for Justice



UAA Justice Center
UNIVERSITY of ALASKA ANCHORAGE



Thank you for completing this Crime Victim Survey

These agencies, which are partners with us on this research project, believe your survey response is important:

- Alaska Legal Services Corporation
- Alaska Institute for Justice
- Alaska Network on Domestic Violence and Sexual Assault
- Council on Domestic Violence and Sexual Assault
- Alaska Office of Victims' Rights
- Alaska Native Justice Center
- Alaska Violent Crimes Compensation Board
- Municipality of Anchorage Prosecutors Office
- State of Alaska Department of Law Criminal Division
- State of Alaska Department of Law Consumer Protection Unit
- Alaska Family Violence Prevention Project

Interview Questions

FACILITATOR INSTRUCTIONS:

- Introduce yourself
- Welcome the participants to the group and thank them for coming to talk with you
- The topic area for the focus group is the help or services the crime victims received as a result of their victimization. We are not asking them to recount their victimization experience but instead to talk with us about any help or services they received as a result of being a victim
- The discussion is being recorded for transcription later, but will not include any identifying information. As such we're all on a first name basis.
- There are no right or wrong answers to any questions. This is an open environment, meaning we want people to share their views/insights, and we hope to have an ongoing dialogue
- Everyone may not agree with everyone else, but we ask that everyone listens respectfully as others share their views
- We ask if people could turn off their cell phones, but if they have to respond to a call we ask that they do so as quietly as possible and rejoin the group discussion as soon as they can

FACILITATOR PROMPT: *(Hand out the consent forms to the participants. Read consent statement to interviewee before proceeding. Collect signed consent forms.)*

FACILITATOR PROMPT: Open up the session with getting to know each other, (i.e., "Well let's begin, perhaps we can start by going around and introducing ourselves by telling each other our names and where we're from.")

PROBLEMS

1. Can you tell me about any problems you had as a result of being a victim of a crime?
 - a. PROMPT: What I mean by any problems could include civil legal services such as victim compensation, family legal services, domestic violence victim services or problems that you would not have had had your victimization not occurred.

SERVICES

2. Can you tell me what services you did receive as a result of being a victim of a crime?
 - a. How did you find out that those services were available?
 - b. What made you seek those civil legal services?
 - i. PROMPT: Meaning was there a safety need, financial concerns, etc?
 - c. What type of civil legal help were you able to get?
 - i. PROMPT: More specifically, thinking about was it a referral to a service provider, help with filing court forms, representation in court, etc?

OUTCOMES

3. Can you tell me about the results that came from any services you received?
 - i. PROMPT: Outcomes would include things like getting a divorce, getting custody of children, etc.
 - b. Was there a different outcome you would have preferred?
 - c. What do you think the outcome was for you in terms of things getting better, staying the same, or getting worse for you after getting civil legal help?
 - i. PROMPT: Was there any change for you for things like your living situation, employment status, financial situation, relationship with family and friends, personal safety, sense of self-worth/self-image, stress or other emotions?

SATISFACTION

4. What can you tell me about how happy you were with the civil legal help that you got?
 - i. PROMPT: Meaning, did you get what you had hoped for from the services?

- b. How would you describe any complaints that you have about services you got or services you sought but did not get?
 - i. PROMPT: Was there something that somebody did or said that was harmful for you?
- c. Based on your happiness level, can you tell me if you think that you would contact those offices again in the future if you needed their help?
 - i. PROMPT: Was there something that somebody did or said that was particularly helpful for you?

GAPS/BARRIERS/CHANGE

- 5. Knowing now what you know as a result of being a crime victim. What would you offer in terms of insight or advice for others who may be victim of the same crime that might make things better or easier for them?
- 6. Knowing now what you know as a result of being a crime victim. What would you offer in terms of insight or advice for the service providers that might make things better or easier for other crime victims?
- 7. Thinking back on your victimization, were there services or help that would have been helpful for you that did not exist?
 - i. PROMPT: Meaning are there services or other things that could be created to make things better for other people who were victims of the same crime?