



# Victim Service Needs Survey

Completed by Arkansas service providers, survivors and other interested individual

1/1/2016

**GENERAL NEEDS OF VICTIMS IN THE STATE  
OF ARKANSAS**

**COMPLETED BY ALL**

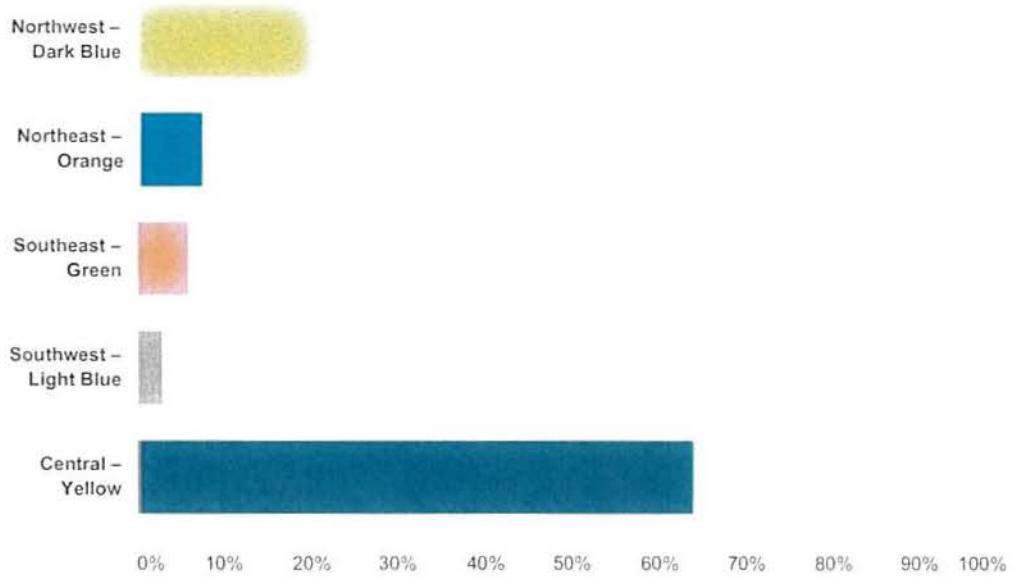
3/23/2016

Debbie Bousquet

General Survey Regarding Needs of Victims in the State of Arkansas

Q1 Please identify the region in which you live. See map above.

Answered: 171 Skipped: 0



Answer Choices

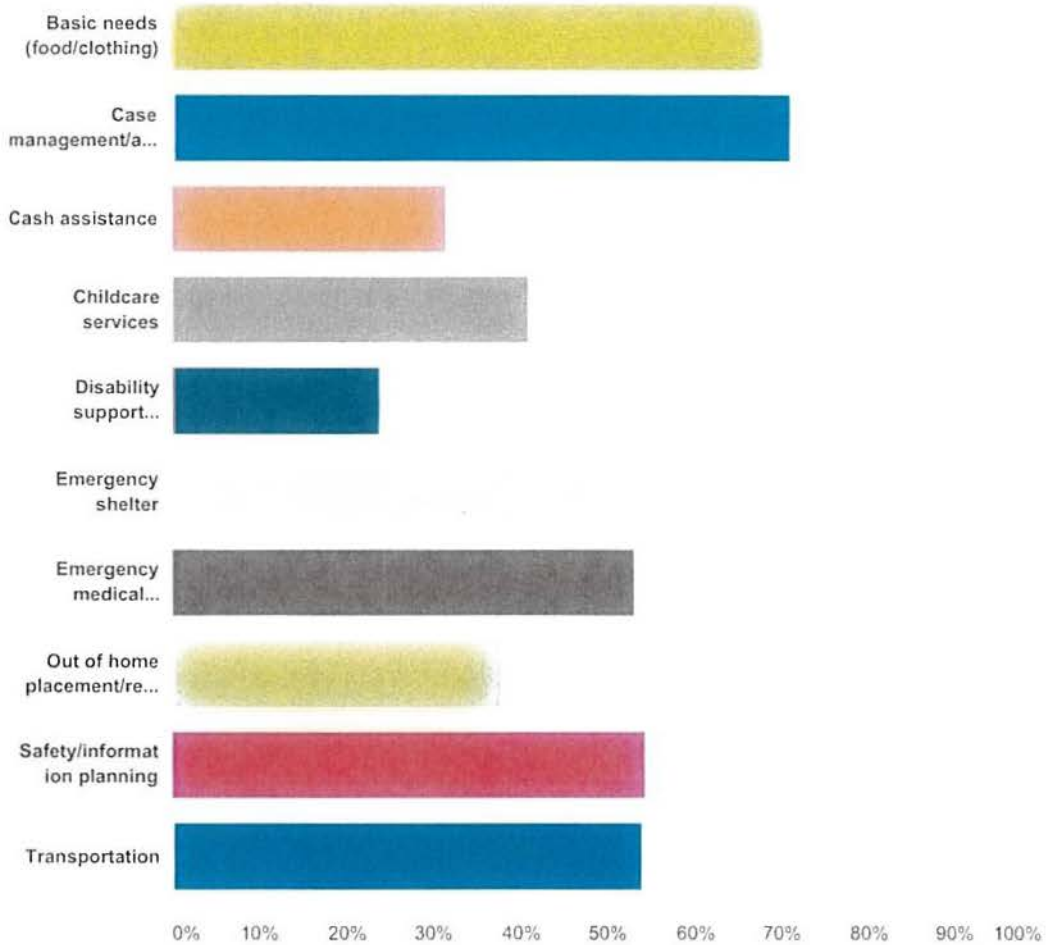
Responses

Northwest - Dark Blue	20.47%	35
Northeast - Orange	7.02%	12
Southeast - Green	5.85%	10
Southwest - Light Blue	2.92%	5
Central - Yellow	63.74%	109

**Total** **171**

**Q2 Which IMMEDIATE supports/services do you think are most important for people who have experienced violence? (Choose 5.)**

Answered: 143 Skipped: 22



**Answer Choices**

**Responses**

Answer Choices	Responses	Count
Basic needs (food/clothing)	67.79%	101
Case management/advocacy to plan and coordinate support	70.47%	105
Cash assistance	31.54%	47
Childcare services	40.94%	61
Disability support including language access	23.49%	35
Emergency shelter	83.22%	124
Emergency medical screening/services	53.02%	79
Out of home placement/residential placement for minor victims	37.58%	56
Safety/information planning	54.36%	81

# General Survey Regarding Needs of Victims in the State of Arkansas

Transportation

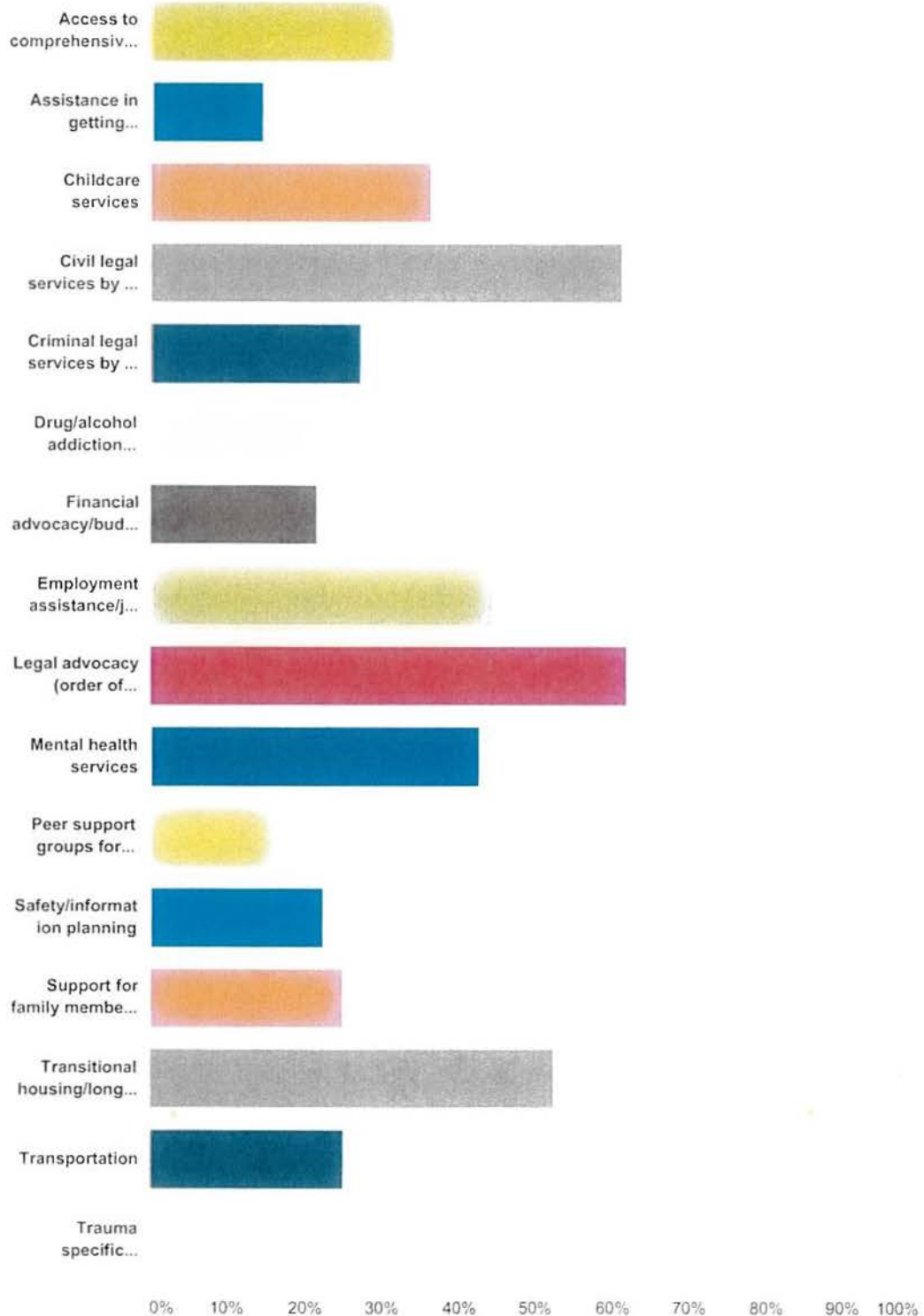
53.69%

80

Total Respondents: 149

**Q3 Which LONG-TERM supports/services do you think are most important for people who have experienced violence? (Choose 5.)**

Answered: 149 Skipped: 22



## General Survey Regarding Needs of Victims in the State of Arkansas

Answer Choices	Responses	
Access to comprehensive medical care	31.54%	47
Assistance in getting identification	14.09%	21
Childcare services	36.24%	54
Civil legal services by an attorney (immigration, custody, divorce, housing, etc.)	61.07%	91
Criminal legal services by an attorney	26.85%	40
Drug/alcohol addiction services/harm reduction services for current drug users	22.82%	34
Financial advocacy/budgeting	21.48%	32
Employment assistance/job skills	44.30%	66
Legal advocacy (order of protection, filing a police report, filing charges, court accompaniment)	61.74%	92
Mental health services	42.28%	63
Peer support groups for youth or adults	16.11%	24
Safety/information planning	22.15%	33
Support for family members and partners of youth and/or adults who have experienced violence	24.83%	37
Transitional housing/long term housing	52.35%	78
Transportation	24.83%	37
Trauma specific therapy (based on the violence experienced)	46.98%	70
<b>Total Respondents: 149</b>		

## General Survey Regarding Needs of Victims in the State of Arkansas

### Q4 Are there additional supports/services you think are important for people who have experienced violence?

Answered: 41 Skipped: 133

#	Responses
1	Protection for victim and stricter consequences for this crime!
2	More follow up with victims after court.
3	Mental Health services with more emphasis on Victim/Abuse
4	Counseling
5	Access to acute medical treatment, parenting classes
6	more legal help available. Legal aid is so busy they are requiring more criteria be there to take a case. So many times legal help is needed, but don't qualify for legal aid, so they are stuck since they can not afford to pay an attorney in private practice.
7	it is hard to select from the list as all of these are important
8	In some cases where there has been a homicide the families are NOT prepared to pay for funeral expenses, or their source of income is gone, electric bills, water, car payments....etc there needs to be immediate help financially not something that takes time to process or wait to be denied. The impact that homicide can have is tremendous and I think that part has been forgotten
9	Childcare Services, Transportation, Financial Advocacy/Budgeting skills
10	Consistent social service supports.
11	there should be more shelter for women with male children (preteens/teens) shelter is very limited for women in this situation
12	Better training for local LEO and advocates for emergency help access. Grief/Trauma counseling
13	Actually, all of the above are needed. Shouldn't be limited to 5 because all are equally important.
14	No
15	There needs to be vouchers for people who have experienced violence to find housing quickly. Also incentivise landlords to house them.
16	I do not like only picking 5 for #3
17	being protected from the abuser
18	All of the above are important. Some things we are able to get from outside sources like legal and community assistance groups for clothes and food. The rest is harder to come by
19	social experiences.
20	no
21	All the other services that I couldn't select because you limited them to 5.
22	Yes. Assistance with changing personal information used to track an individual: 1) Social Security Number; 2) court ordered address change protection; 3) court generated letter issued to victim used for any and all transactions requiring identification; 4) assistance with any Department of Motor Vehicle changes; 5) assistance with necessary banking changes; 6) assistance concerning Equifax, Trans Union, Experian or any other credit reporting agencies; and 7) assistance with verification when entities push back or refuse to cooperate.
23	True and dedicated attorney's for victims and court supplied attorney ad litem for children Plus Judges who actually know something and care about prosecuting abusers
24	depending on the type of violence the individual has experienced, there could be more than 5 choices under #3
25	Victims need to be involved in conversations concerning training of judges, law enforcement, etc. Victims rights need to be posted across government and service provider websites.

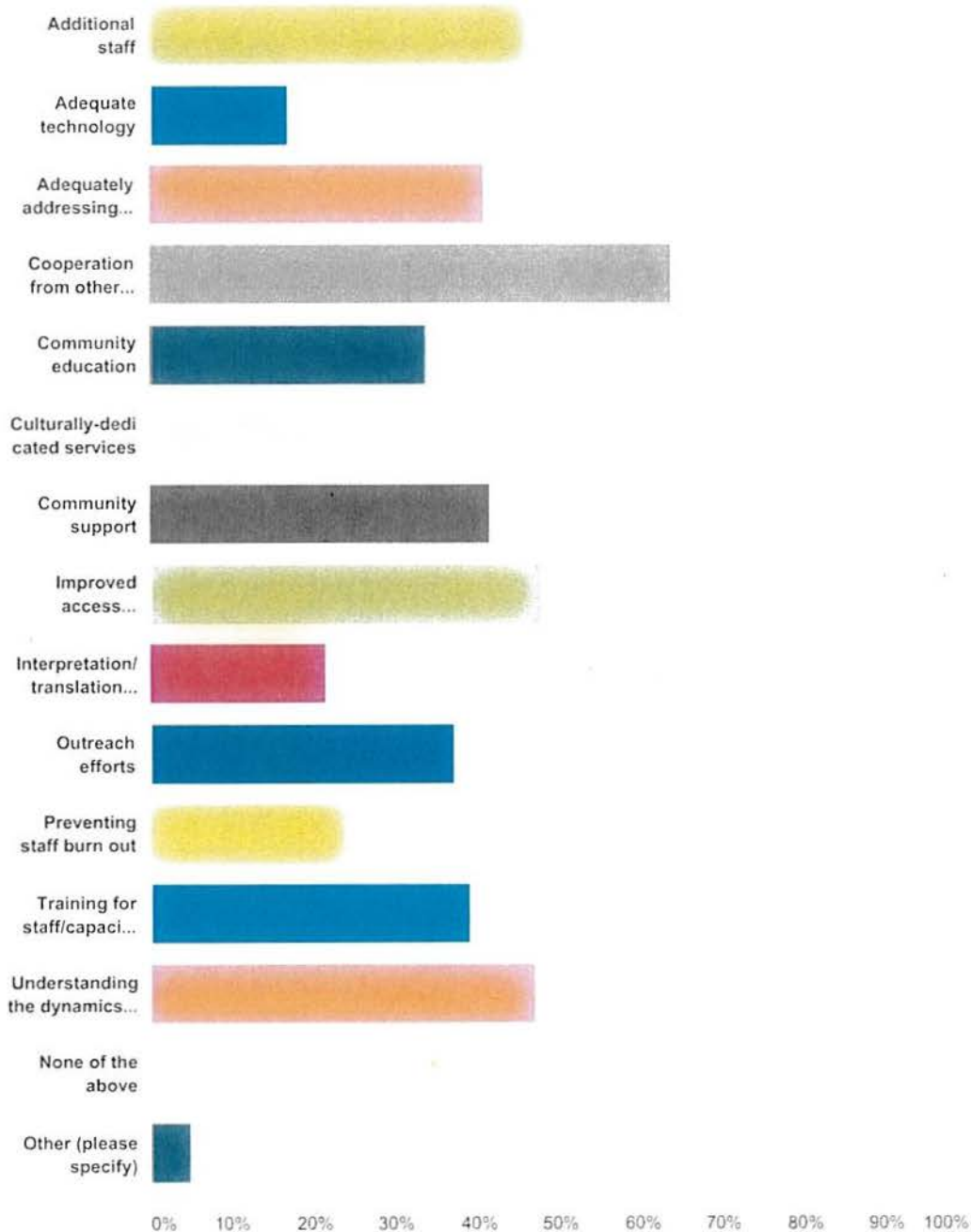


## General Survey Regarding Needs of Victims in the State of Arkansas

- 26 PTSD Counseling. Also trainging on PTSD
- 27 Transportation, support groups, mental health help, employment assistance/job skills.
- 28 Education on Violence and how to help break the cycle
- 29 I am a former crime victim. At the time, I needed help sorting life out on different terms. Support wasn't there. When a call is made, we need responders. At the time, I got "no offers are available due to a shooting on the hill."
- 30 It would be nice to see the survey list victim rights information under number 2 or at least put a box under #2 for other options. Victims' rights inform people of their rights to legal advocacy, orders of protection, workplace security, restitution, etc. Also, why should I have to chose 5 items on #2 but be given an option to choose up to 5 on #5. What direction is this survey wanting the results to go?
- 31 \_\_\_\_\_ child advocacy center and BACA
- 32 Having a 24/7 hotline number they can call Having translation services if the victim doesn't speak English
- 33 Victims of crime need to be given information concerning victims' rights. Victims' of crime need to know they may seek restitution as well as apply for crime victim reparations. Victims and their family members need to be met with by a legal advocate who will go above and beyond in providing information concerning victims' rights. Services will depend on the type of violence experienced and the severity of the injuries ( physical, economic, and mental). Crime victims need to be informed about the impact trauma may have on their memory of events before they are ever interviewed by law enforcement. Trauma impacts the victim and the family. If the victim is murdered, the family is in essence the victim and is traumatized by the crime along with dealing with the loss of a loved one. Insurance companies and businesses need to work with victims of crime in a manner which does not harm the financial needs of the victim.
- 34 Each client has different needs. It is hard to determine which specific needs all clients need.
- 35 Follow up and case review on all aspects of the case.
- 36 It is on here but I think the peer support groups are important for some victims recovery.
- 37 Not that I have seen.
- 38 Recovery/support groups in addition to 1:1 trauma therapy
- 39 It was difficult to choose only five services in the list above. They are all needed.
- 40 Language access to all the above
- 41 No

**Q5 Thinking about the most needed services that you identified in questions 2-4, in your opinion which of the following would help meet those needs? We acknowledge that funding is most important and have not included it on this list. (Choose up to 5.)**

Answered: 149 Skipped: 21



## General Survey Regarding Needs of Victims in the State of Arkansas

Additional staff	46.31%	69
Adequate technology	16.78%	25
Adequately addressing client safety concerns	40.94%	61
Cooperation from other agencies	63.76%	95
Community education	33.56%	50
Culturally-dedicated services	21.48%	32
Community support	41.61%	62
Improved access to/additional resources	47.65%	71
Interpretation/translation services	21.48%	32
Outreach efforts	36.91%	55
Preventing staff burn out	24.16%	36
Training for staff/capacity building	38.93%	58
Understanding the dynamics of violence	46.98%	70
None of the above	0.00%	0
Other (please specify)	4.70%	7

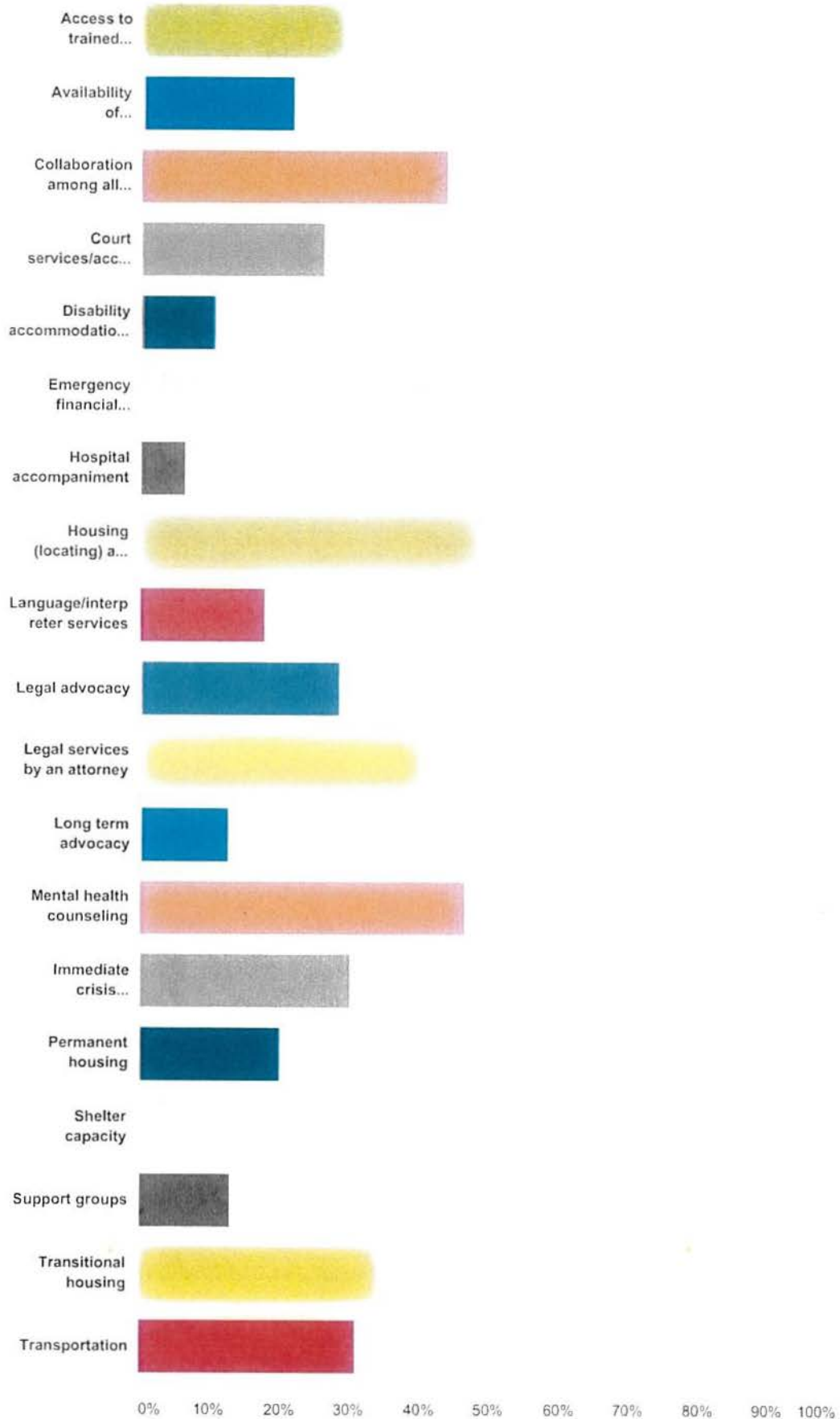
**Total Respondents: 149**

#	<b>Other (please specify)</b>
	Stable funding sources to be able to retain experienced professionals to provide the services.
2	Housing subsidies. Rents have gone up to high for people.
3	Transportation to help those without a way to get to outside services. Many leave without a vehicle.
4	Training on PTSD
5	More training for law enforcement.
6	Victims' rights information must be provided by law. Victim's rights are civil and statutory rights in our state. Victims' rights are also protected by the US rights provided by US government. We need victims of crime to know their rights immediately in order to empower and protect themselves.
7	Posting of victims' rights on websites would allow victims' and their families to have access to information 24/7 which would help them in their journey to recovery and through the legal process. Arkansas does not include a victims' rights packet to the victims of crime so having the victims' rights on a website would be less expensive than creating packets. Training in our state has been lacking. Training can be done on line or through a webinar. Also, we need to be having a community outreach through high schools and colleges regarding victims' rights and resources. We need to have more social media and community events promoting the awareness of victims' rights and resources. We need to get a forum of victims to meet with stakeholders in government.

**Q6 Please identify the 5 most important - or highest priority - service needs/gaps in your community for victims of violence. (Choose 5.)**

A Generated: 144    \$Suggested: 25

# General Survey Regarding Needs of Victims in the State of Arkansas



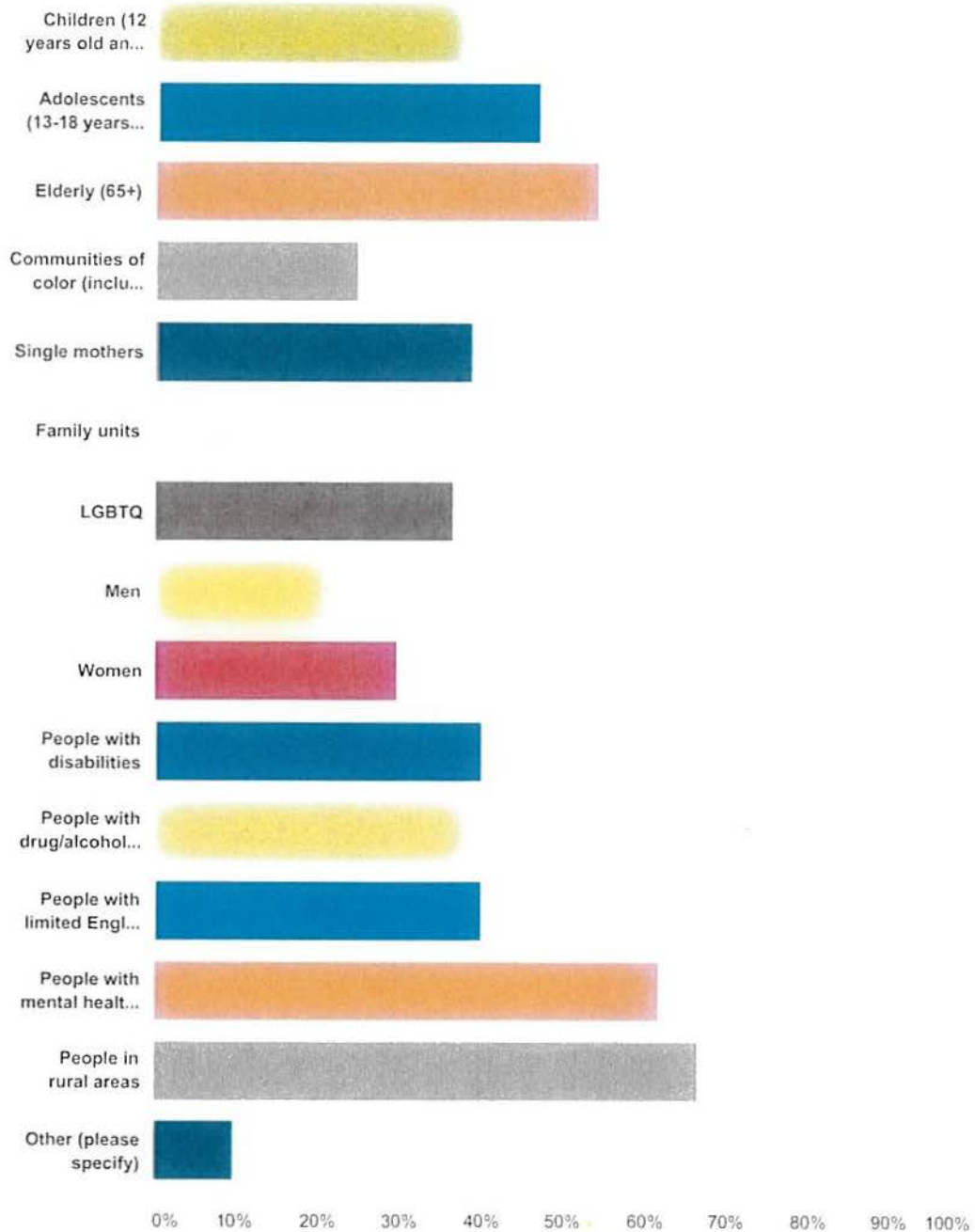
## General Survey Regarding Needs of Victims in the State of Arkansas

Answer Choices	Responses	
Access to trained professionals	28.77%	42
Availability of multi-disciplinary response teams	21.23%	31
Collaboration among all agencies serving the victim/survivor	43.84%	64
Court services/accompaniment	26.03%	38
Disability accommodations/ADA compliance	10.27%	15
Emergency financial services	48.63%	71
Hospital accompaniment	6.16%	9
Housing (locating) and assistance	48.63%	71
Language/interpreter services	17.81%	26
Legal advocacy	28.08%	41
Legal services by an attorney	41.10%	60
Long term advocacy	12.33%	18
Mental health counseling	46.58%	68
Immediate crisis intervention	30.14%	44
Permanent housing	19.86%	29
Shelter capacity	24.66%	36
Support groups	13.01%	19
Transitional housing	34.25%	50
Transportation	30.82%	45
<b>Total Respondents: 146</b>		

General Survey Regarding Needs of Victims in the State of Arkansas

Q7 What victim/survivor communities or populations do you think are underserved in Arkansas? (Choose all that apply.)

Answered: 145 Skipped: 25



Answer Choices

Responses

Children (12 years old and younger)	37.67%	55
Adolescents (13-18 years old)	46.58%	68
Elderly (65+)	54.11%	79

## General Survey Regarding Needs of Victims in the State of Arkansas

Communities of color (includes all non-caucasian groups, comment below if you wish to specify)	24.66%	36
Single mothers	38.36%	56
Family units	16.44%	24
LGBTQ	36.30%	53
Men	21.23%	31
Women	29.45%	43
People with disabilities	39.73%	58
People with drug/alcohol dependencies	38.36%	56
People with limited English proficiency	39.73%	58
People with mental health issues	61.64%	90
People in rural areas	66.44%	97
Other (please specify)	9.59%	14

**Total Respondents: 146**

#	Other (please specify)
1	All people
2	Homeless
3	We are in desperate need of a domestic violence shelter that serves the 9 West District. Victims can go to Texarkana or Hot Springs, but that is too far for most of the ones I deal with.
4	I have found through my experience with rural areas in Arkansas survivors of homicide have no idea what to do after their loved one is murdered. They are often forgotten about and most of the police agency do NOT know how to help nor do they have victim advocates that could help educate them on our criminal justice system and its obvious the police are NOT trained to deal with victims families and do not have any support meetings to go to they are left without knowing what to do.
5	specifically women with adolescent sons
6	Hispanic women
7	Low income women and children
8	Pregnant women
9	People who need to be on social security but have difficulty doing it on there own for a variety of reasons. They end up homeless and victimized. Also, housing for mentally disabled that need case management to maintain stability.
10	Any victim without adequate means of transportation. Whether they live in the city or rural they still need access to private or public transportation to get to a safe place to meet with an advocate. Many of the smaller programs require their advocates to use their personal vehicles to provide transportation for victims this putting extra risk of our advocates becoming targets if they are seen by an abuser, family of the abuser, or neighbor helping a victim flee in those first hours. Ideally I would prefer programs to work with their local law enforcement agencies to work together to provide that first transport for victims to a safe place where an advocate can meet. If there could be monetary incentives for LE this may be easier for programs that don't have the best relationship with law enforcement.
11	Infants who are born addicted to controlled substances.
12	Everyone is underserved right now~ Victims' rights are civil rights. Resources should be provided to every crime victim. Where are the packets given to victims of crime which were used years ago? Why isn't all of this information online now?

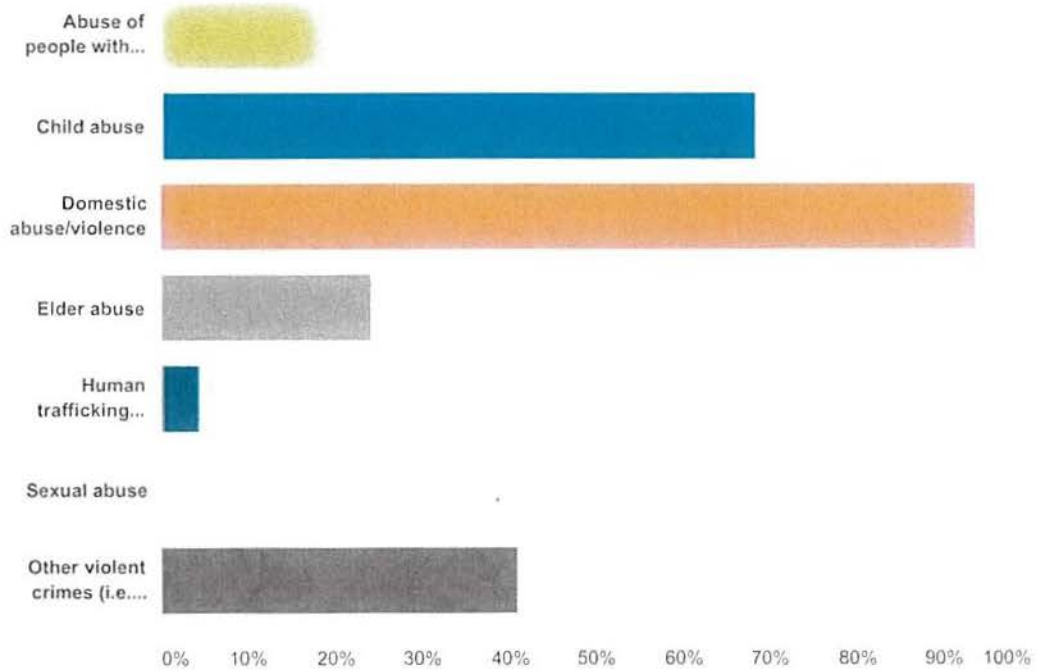


## General Survey Regarding Needs of Victims in the State of Arkansas

- 13 I think when any person does not know all of their victims' rights they are underserved. Each case is unique and to empower victims by telling them their rights will help each person decide what is best for them and their needs. Not a "system" controlling based on what they think an individual needs help with. So please- broadcast all the victims' rights everywhere you can-- news, social media, at shelters, through all agencies, encourage lawyers and judges to educate and speak out on victims' rights. etc. It was great to see a victims' rights card (Laura's card) passed this past spring and hopefully it will have numerous rights listed as well as provided the resources to obtain all those rights. In the past year I have had friends that were victims' of armed robbery and domestic violence, and someone who lost a family member due to crime etc. and they needed to know all their rights.
- 14 I understand people with disabilities is listed but feel need to be specific with Deaf and Hard of Hearing people as the access to interpreting services or devices and culture is often misunderstood.

**Q8 What types of violence do you see most in your community? (Identify top 3.)**

Answers: 144 Skipped: 27



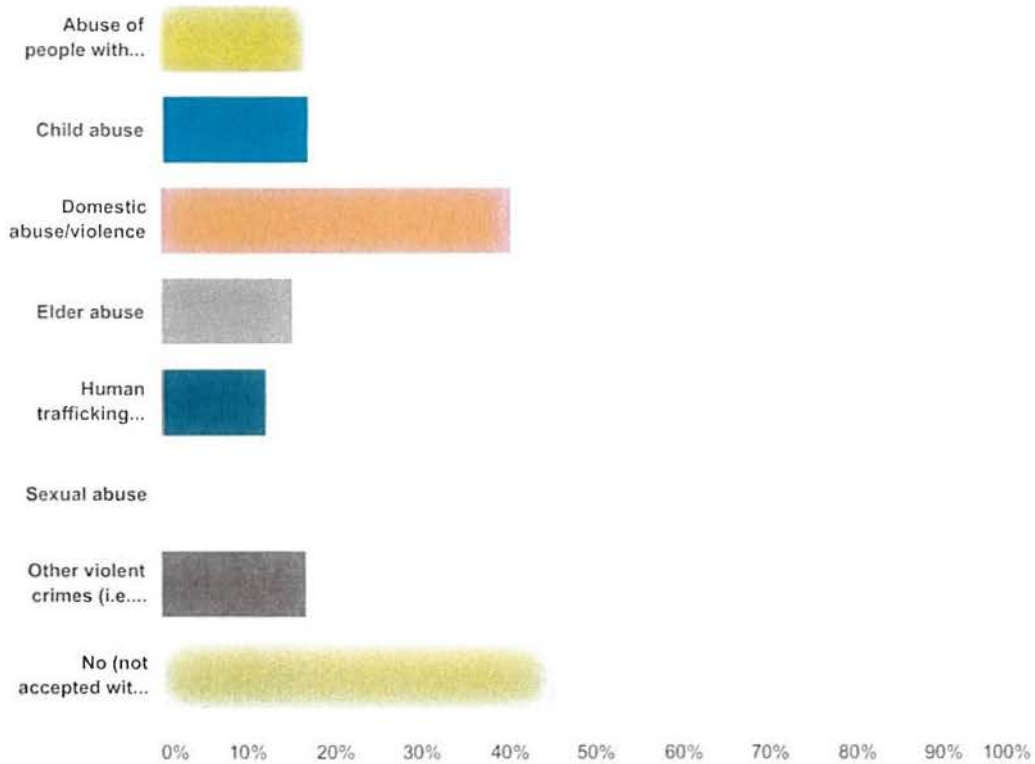
Answer Choices	Responses	Count
Abuse of people with disabilities	18.75%	27
Child abuse	68.06%	98
Domestic abuse/violence	93.75%	135
Elder abuse	24.31%	35
Human trafficking related	4.17%	6
Sexual abuse	63.89%	92
Other violent crimes (i.e. assault/battery)	40.97%	59

Total Respondents: 144

General Survey Regarding Needs of Victims in the State of Arkansas

**Q9 Are any of the following types of violence perceived/tolerated as “accepted” within your community? (Choose all that apply.)**

Answered: 144 Skipped: 37



**Answer Choices**

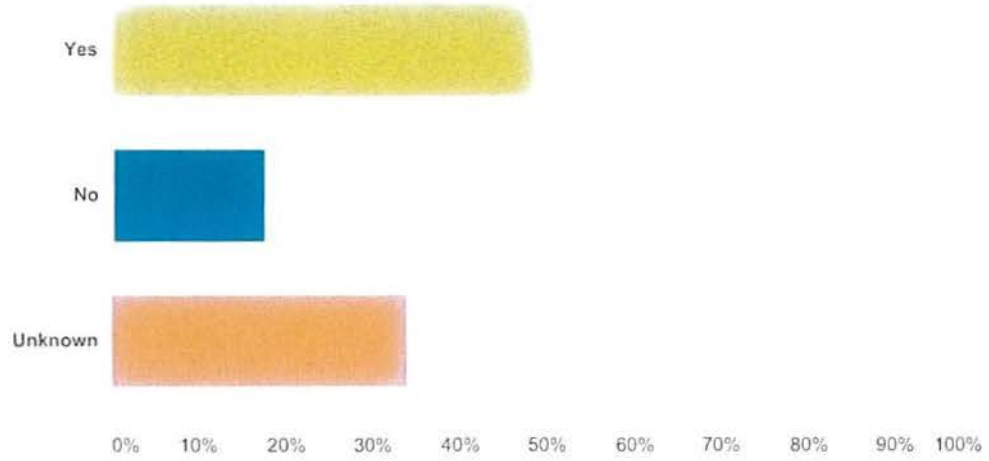
**Responses**

Answer Choices	Percentage	Count
Abuse of people with disabilities	16.67%	24
Child abuse	16.67%	24
Domestic abuse/violence	40.28%	58
Elder abuse	15.28%	22
Human trafficking related	11.81%	17
Sexual abuse	19.44%	28
Other violent crimes (i.e. assault/battery)	16.67%	24
No (not accepted within the community)	45.14%	65

**Total Respondents: 144**

**Q10 Do people who are affected by violence seek support/services in your community?**

Answered: 134 Skipped: 27



**Answer Choices**

Yes

No

Unknown

**Total**

**Responses**

**48.61%**

**17.36%**

**34.03%**

70

25

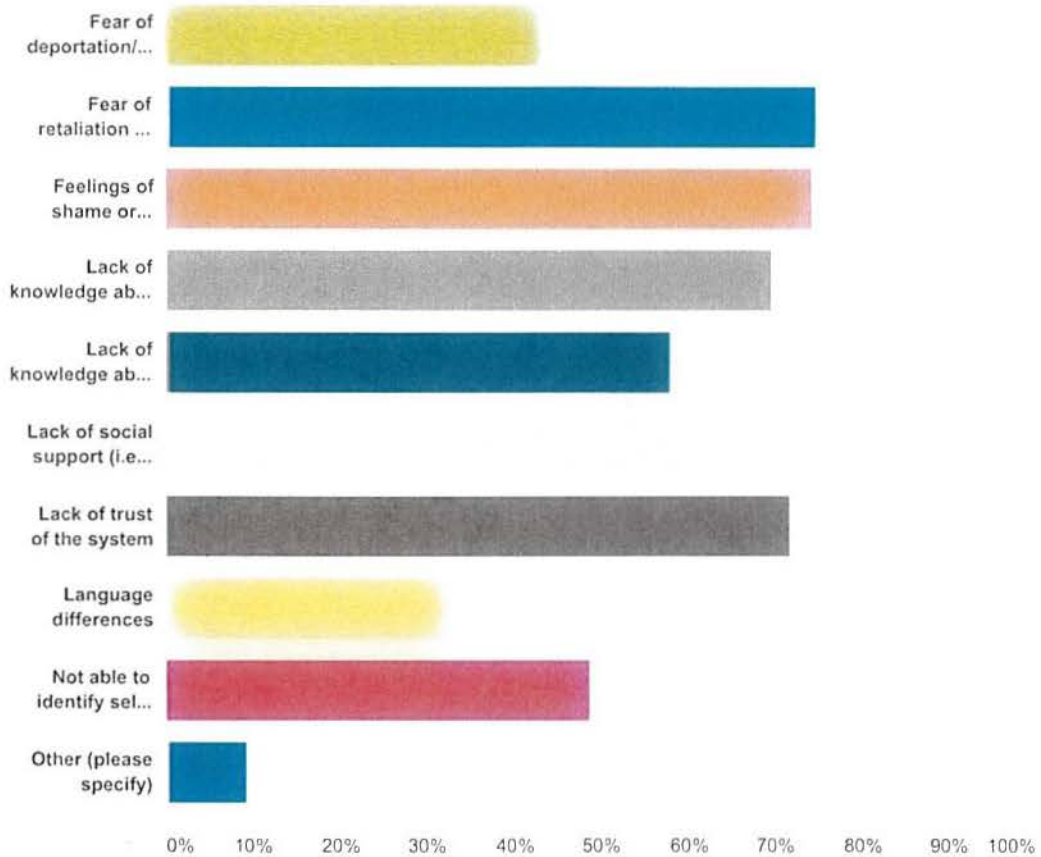
49

**144**

General Survey Regarding Needs of Victims in the State of Arkansas

**Q11 Based on what you know about victims, what are the reasons why some DO NOT seek support/services? (Choose all that apply.)**

Answered: 111 Skipped: 33



**Answer Choices**

**Responses**

Answer Choices	Percentage	Count
Fear of deportation/legal status	43.06%	62
Fear of retaliation to children, self or family	74.31%	107
Feelings of shame or embarrassment	74.31%	107
Lack of knowledge about available services	69.44%	100
Lack of knowledge about victims' rights	57.64%	83
Lack of social support (i.e., isolated)	65.97%	95
Lack of trust of the system	71.53%	103
Language differences	32.64%	47
Not able to identify self as a victim	48.61%	70
Other (please specify)	9.03%	13

Total Respondents: 144

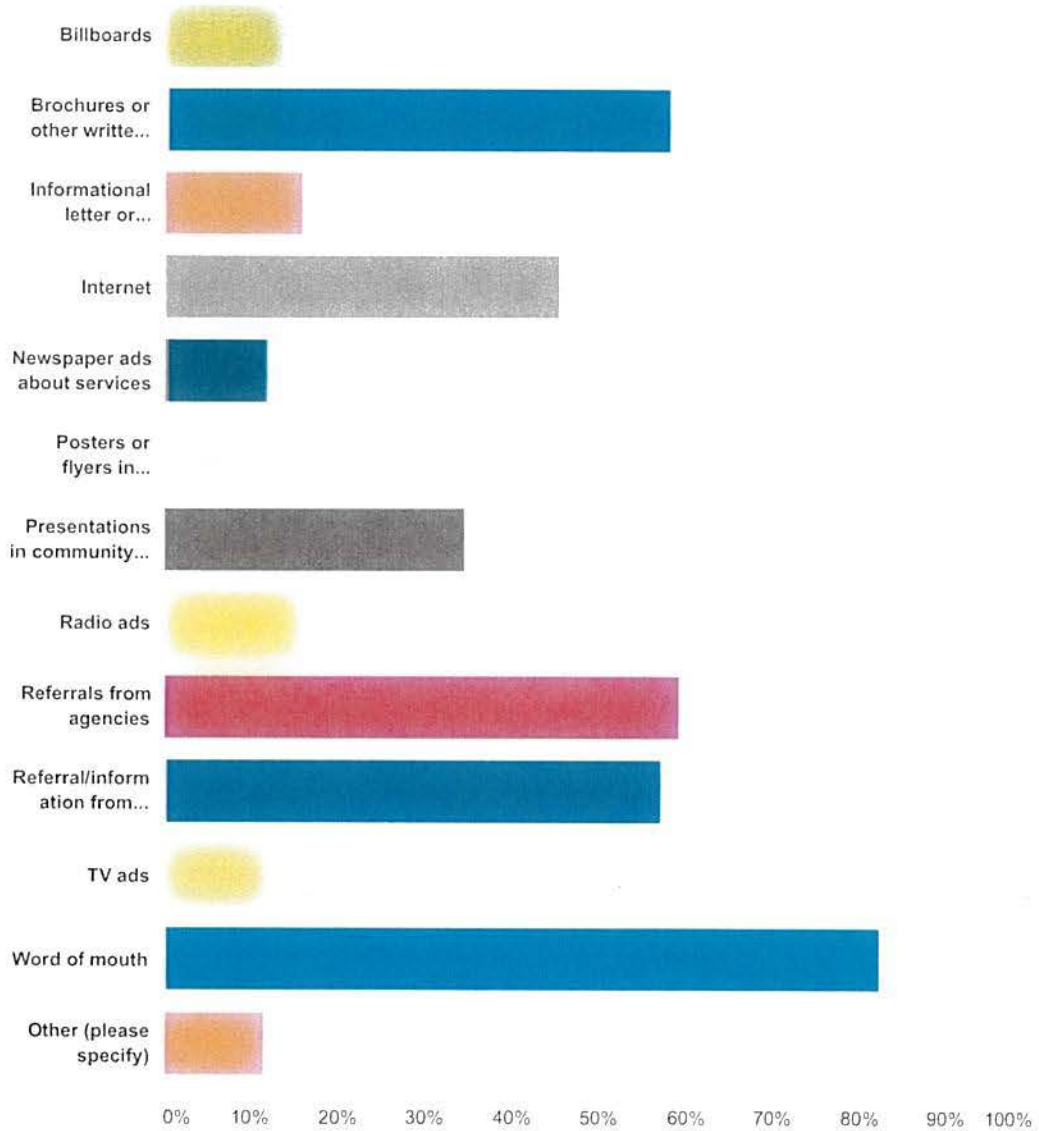
## General Survey Regarding Needs of Victims in the State of Arkansas

- # Other (please specify)
- 1 Financial reasons or lack of financial means
  - 2 Lack of Knowledge that such agencies exist like Parents Of Murdered Children I think ALL homicide cases should give contact information to POMC or atleast let ALL vicitms families know there is support out there for homicide
  - 3 the abuser is usually the source of income and they know if he or she goes to jail they no longer have a means of support so often they dont prosecute
  - 4 Fear of inability to care for minor children if abusive spouse is removed-doesnt want to use system help suchs as foodstamps etc and be labeled a moocher of the system.
  - 5 Trust in System - courts and law enforcement is #1
  - 6 lack of prosecution for domestic violence and the police do not establish who is the primary aggressor and there are too many dual arrests.
  - 7 Inability to have privacy. Victims' entire existence are often monitored by their abuser.
  - 8 Safety Concerns for self and children
  - 9 System fails them repeatedly
  - 10 Lack of advocacy on the part of victim advocates in our state (those in the prosecutor's office)
  - 11 Once victims' know they have rights they start to feel like the system is working for them, not against them. So please educate and disseminate the information about Victims' Rights. They are not a "gift" to be given; they are rights. Folks have them so please educate and disseminate the information. On Attorney General website, every website that helps victims of all areas, police sites, judicial sites etc...
  - 12 Believing sexually abused children would be retraumatized if they received a victim's assessment by a therapist trained in evaluation and treatment of victims of childhood sexual abuse. Believing that treatment would harm the victim.
  - 13 lack of services available

General Survey Regarding Needs of Victims in the State of Arkansas

Q12 How do victims/survivors affected by violence learn about services in your community? (Choose all that apply.)

Answered: 130 Skipped: 32



Answer Choices

Responses

Answer Choices	Responses	Count
Billboards	13.67%	19
Brochures or other written materials	57.55%	80
Informational letter or material sent to victims	15.83%	22
Internet	45.32%	63
Newspaper ads about services	11.51%	16
Posters or flyers in public spaces	33.81%	47

## General Survey Regarding Needs of Victims in the State of Arkansas

Presentations in community groups	34.53%	48
Radio ads	15.83%	22
Referrals from agencies	58.99%	82
Referral/information from police (i.e. Laura's Card)	56.83%	79
TV ads	12.23%	17
Word of mouth	82.01%	114
Other (please specify)	11.51%	16

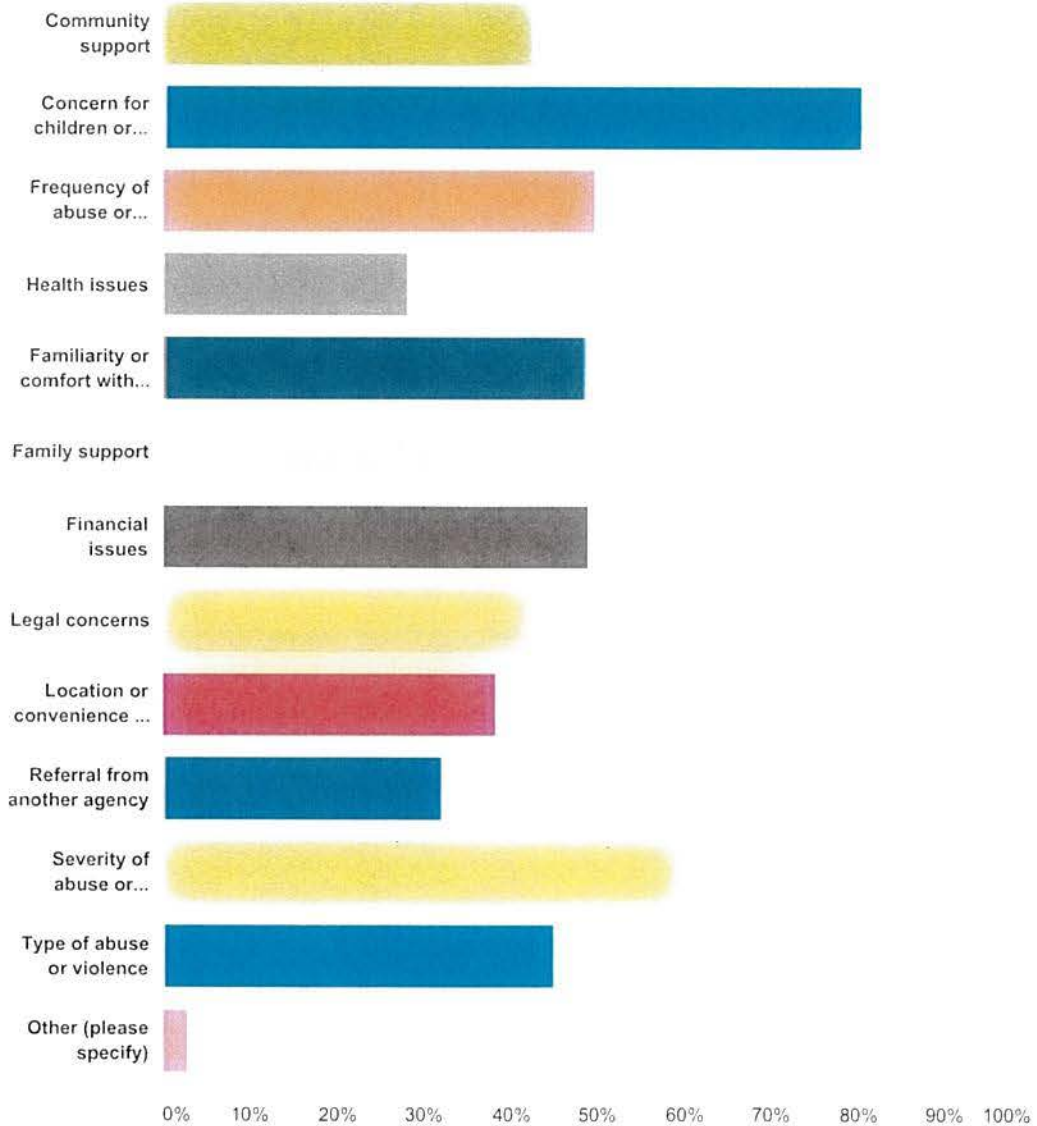
**Total Respondents: 139**

#	Other (please specify)
1	Schools
2	I don't see anything in advertising
3	I speak with them in court.
4	School Programs
5	word of mouth
6	Emergency Services
7	Laura's law requires LEO to give the victim written materials. Sometimes this further victimizes them.
8	_____ Social Services Organization
9	I am not sure
10	Social media has had a great impact on improving our victim services
11	I have no idea how people are informed.
12	Friends/Family
13	My son learned a little about Laura's card. He brought a paper home from school. It was the only thing I've seen ever. It helped me , talk to both of my kids about being more aware.
14	There is very little obvious information concerning victims' rights in our state. There has been limited conversation regarding victims' rights in our state since 1998 law.
15	Social Media ~
16	Family and friends



**Q13 Based on what you know about victims, what factors are most important to help a survivor decide to seek service and/or support? (Choose all that apply.)**

Answered: 139 Skipped: 32



**Answer Choices**

**Responses**

Community support	42.45%	59
Concern for children or dependents	79.86%	111
Frequency of abuse or violence	49.64%	69
Health issues	28.06%	39
Familiarity or comfort with local victim services	48.20%	67

## General Survey Regarding Needs of Victims in the State of Arkansas

Family support	43.17%	60
Financial issues	48.92%	68
Legal concerns	42.45%	59
Location or convenience of services	38.13%	53
Referral from another agency	31.65%	44
Severity of abuse or violence	59.71%	83
Type of abuse or violence	44.60%	62
Other (please specify)	2.88%	4

**Total Respondents: 139**

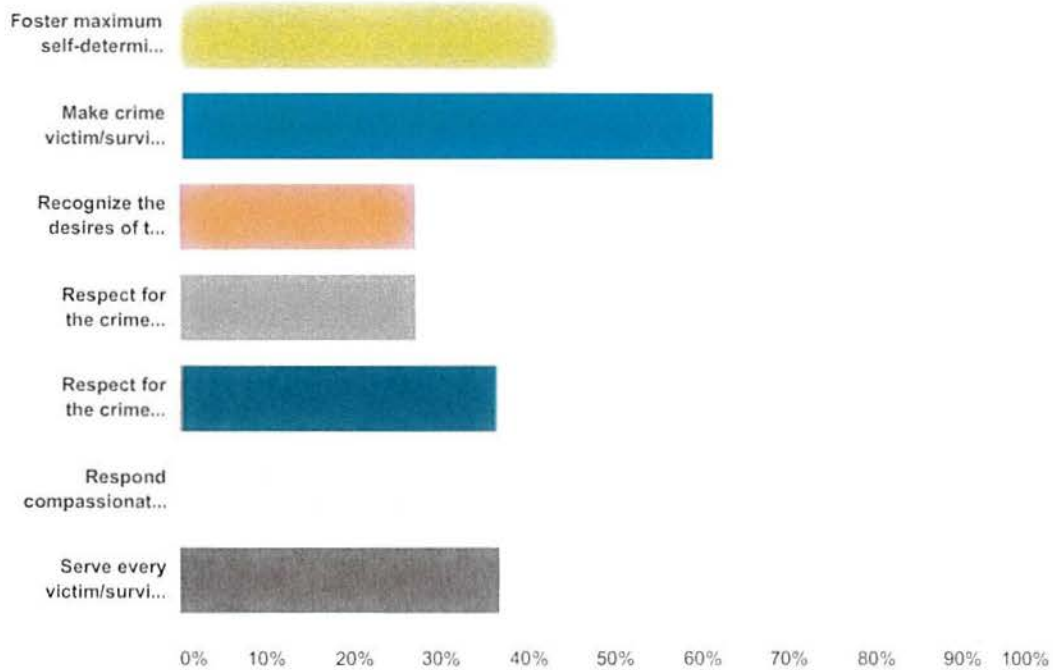
**# Other (please specify)**

- |   |  |   |
|---|--|---|
| 1 | Trust of the system involved. People KNOW DHHS will take their children because they have.   |   |
| 2 | Knowledge of Victims' Rights.  |   |
| 3 | Victims must know there are victims' rights and resources available. If people have knowledge of victims' rights and resources, they will be empowered | 1 |
| 4 | Accessible services & families understanding how to advocate for the person's needs  |   |

General Survey Regarding Needs of Victims in the State of Arkansas

**Q14** Of the following list, please select 3 that you feel are most critical for victims of violence. (Choose 3.)

Answered: 133 Skipped: 33



**Answer Choices**

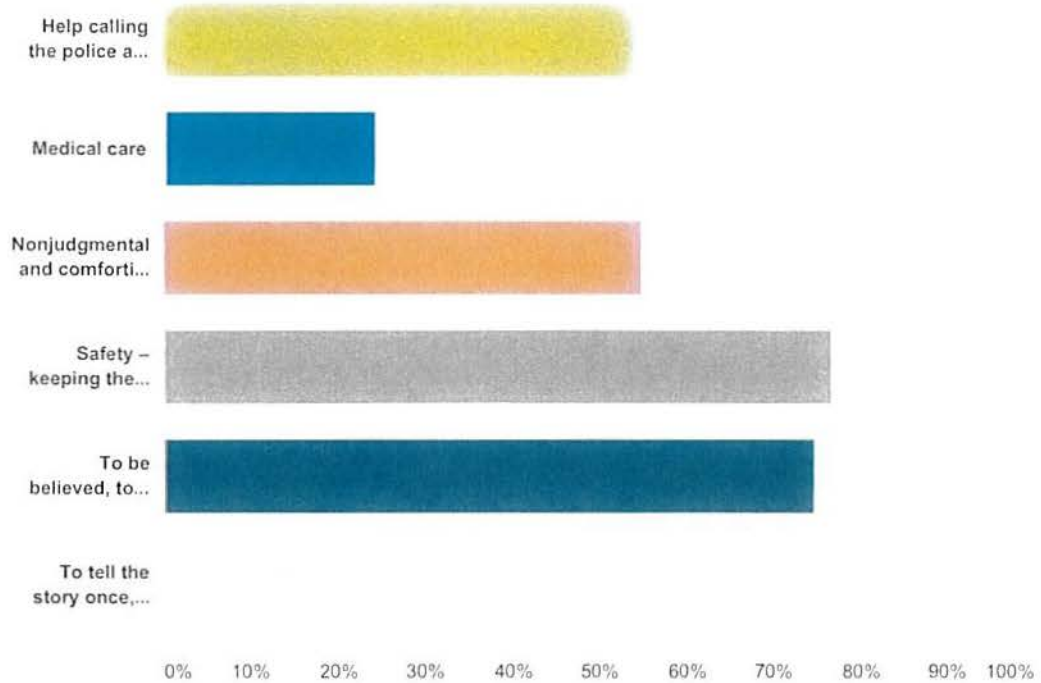
**Responses**

Answer Choice	Percentage	Count
Foster maximum self-determination and personal empowerment on the part of the crime victim/survivor	43.61%	58
Make crime victim/survivor aware of other services available within their area	60.90%	81
Recognize the desires of the crime victim/survivor	27.07%	36
Respect for the crime victim/survivor's civil and legal rights	27.07%	36
Respect for the crime victim/survivor's rights to privacy and confidentiality, subject only to laws and regulations requiring disclosure of information to appropriate other sources	36.09%	48
Respond compassionately to each crime victim/survivor with service which is appropriate and personalized	72.18%	96
Serve every victim/survivor of crime on behalf of the crime victim/survivor's stated needs without regard to personal convictions	36.84%	49

Total Respondents: 133

**Q15 When a victim of violence reports, what aspects of the response are the most important? (Choose 3.)**

Answers: 133 Skipped: 36



**Answer Choices**

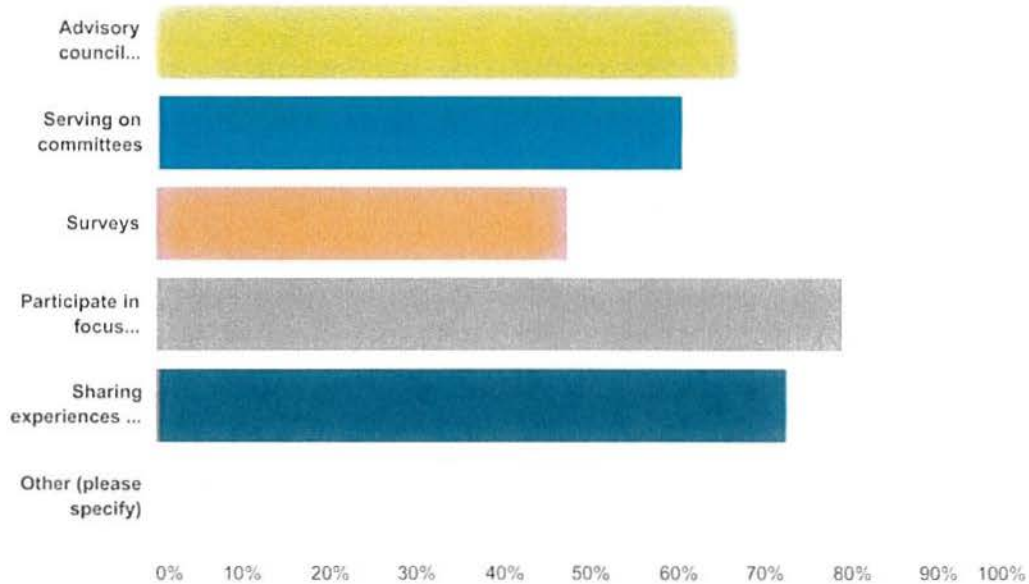
**Responses**

Help calling the police and dealing with all the steps of the court system	54.14%	72
Medical care	24.06%	32
Nonjudgmental and comforting response, helping to heal	54.89%	73
Safety - keeping the perpetrator away	76.69%	102
To be believed, to be treated with respect, and to have choices	74.44%	99
To tell the story once, rather than multiple times	21.80%	29

**Total Respondents: 133**

**Q16 In what ways should we be including victims/survivors in policy and program decisions in Arkansas ? (Choose all that apply.)**

Answered: 131 Skipped: 33



**Answer Choices**

**Responses**

Answer Choice	Percentage	Count
Advisory council participation	66.92%	89
Serving on committees	60.15%	80
Surveys	47.37%	63
Participate in focus groups/listening sessions	78.95%	105
Sharing experiences as a method of program evaluation	72.18%	96
Other (please specify)	9.02%	12

**Total Respondents: 133**

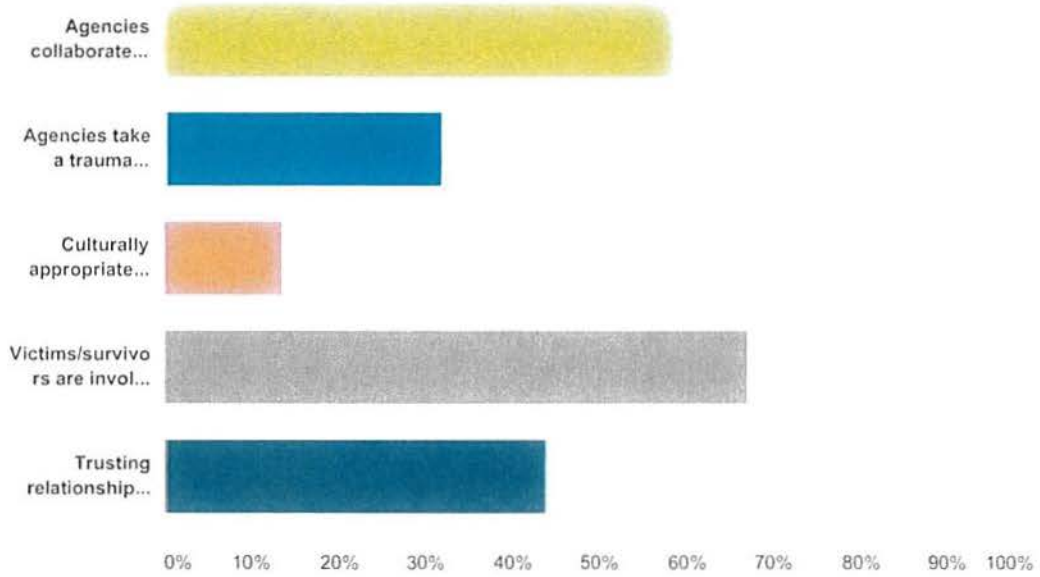
#	Other (please specify)
1	Research based best practices
2	Locking the offender up!! and Keeping them there
3	public service announcements work, partner with social media platforms
4	Having victim/survivors speak to policy makers in formal settings
5	March on the Capitol
6	perfecting the victim
	it will be very difficult to get a survivor to participate in a significant way once they have successfully started life over. it would be best to gather any needed information while they are in shelter or receiving services.
8	Surveys conducted through social media. Short confidential and most of the victims we serve are quick to follow us if they weren't already.

## General Survey Regarding Needs of Victims in the State of Arkansas

- 9 Solicit victim's thoughts separate from a survey. Survey's tell victims what other people think should be important to them. /
- 10 Victims need to have a group which is allowed to meet with legislators, judges, and prosecutors to discuss how the system can minimize traumatizing victims and help make the justice system more equitable for victims of crime. /
- 11 Victim's of crime need to be a part of the process as much as the judicial, prosecutorial, advocate, shelters, etc. Each type of crime brings with it specific nuances which will help provide a more comprehensive approach to helping victims' heal. It would be very beneficial for group of victims of various types of crime to speak with those involved in the judicial system. /
- 12 Working with (training) professionals regarding utilizing services to access to assist victim/survivors

**Q17 Select two of the following that are the most promising possible enhancements to services for victims/survivors. (Choose 2.)**

Answered: 133 Skipped: 35



**Answer Choices**

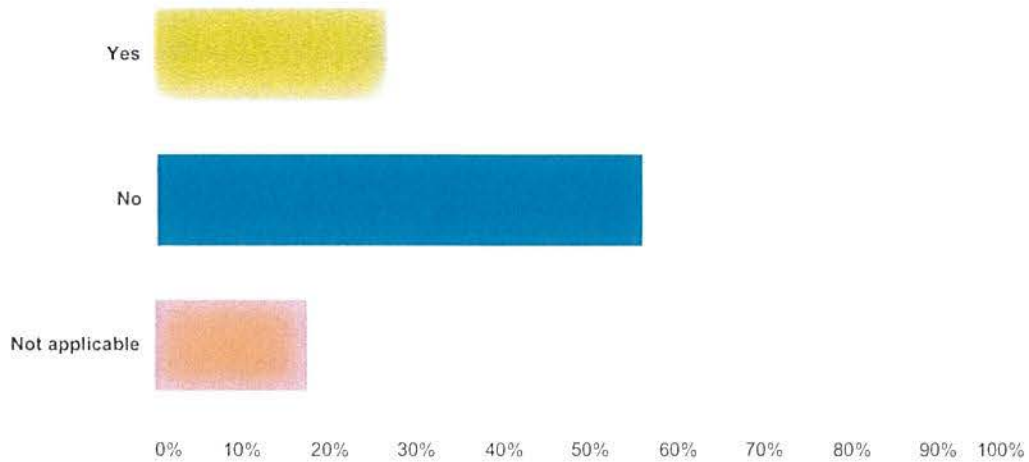
**Responses**

Agencies collaborate across multiple disciplines	58.65%	78
Agencies take a trauma informed approach	31.58%	42
Culturally appropriate approaches are practiced	13.53%	18
Victims/survivors are involved in identifying needs and solutions	66.92%	89
Trusting relationship building is consistently fostered within the agencies	43.61%	58

**Total Respondents: 133**

**Q18 Do you or your agency/project currently receive any funding through the Arkansas Department of Finance and Administration (Victims Justice Assistance Program)?**

Answered: 131 Skipped: 40



**Answer Choices**

Yes

No

Not applicable

**Responses**

26.72%

55.73%

17.56%

35

73

23

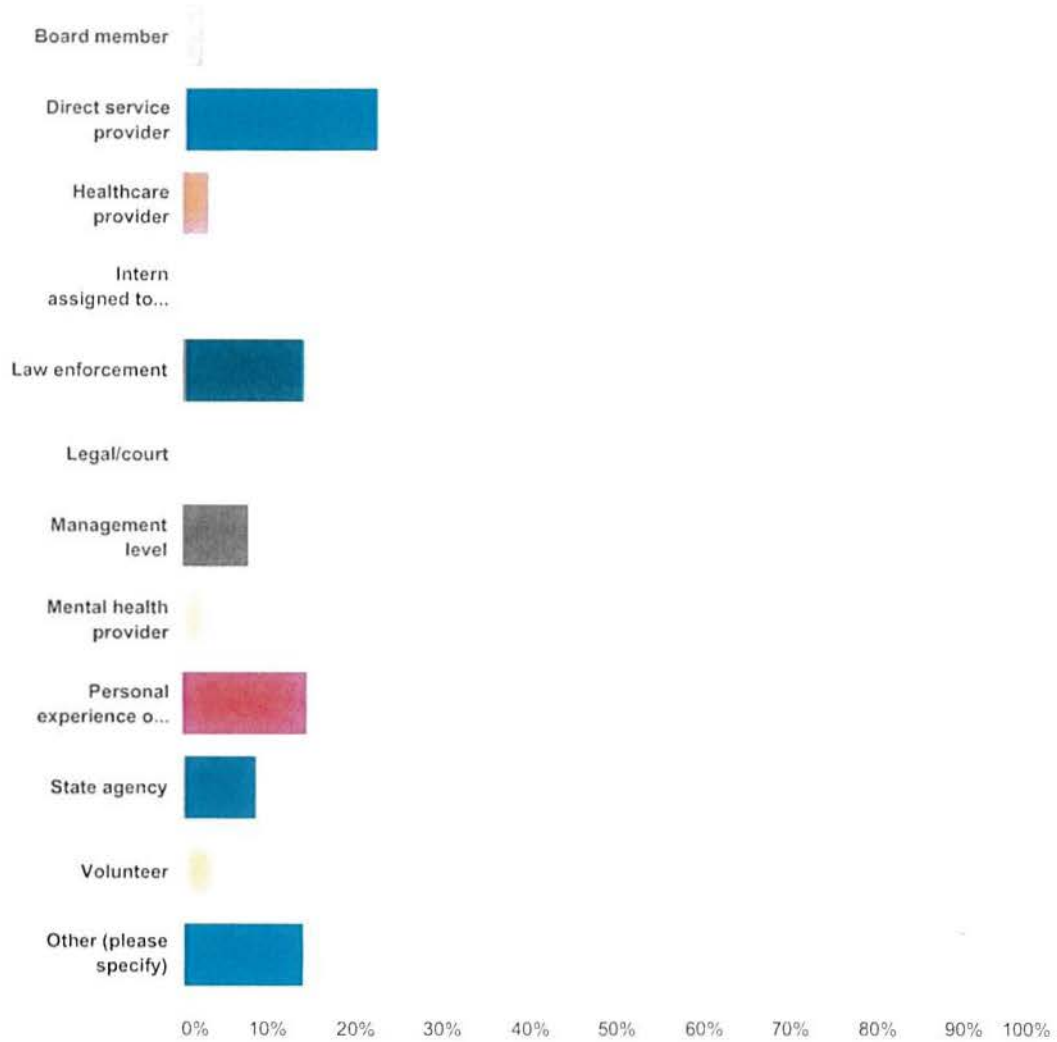
**Total**

**131**



**Q19 In what capacity are you completing this survey? (Choose best match.)**

Answered: 131 Skipped: 40



**Answer Choices**

**Responses**

Answer Choice	Percentage	Count
Board member	2.29%	3
Direct service provider	22.14%	29
Healthcare provider	3.05%	4
Intern assigned to serve victims	0.00%	0
Law enforcement	13.74%	18
Legal/court	6.87%	9
Management level	7.63%	10
Mental health provider	3.05%	4
Personal experience of violence (victim, survivor, family)	14.50%	19

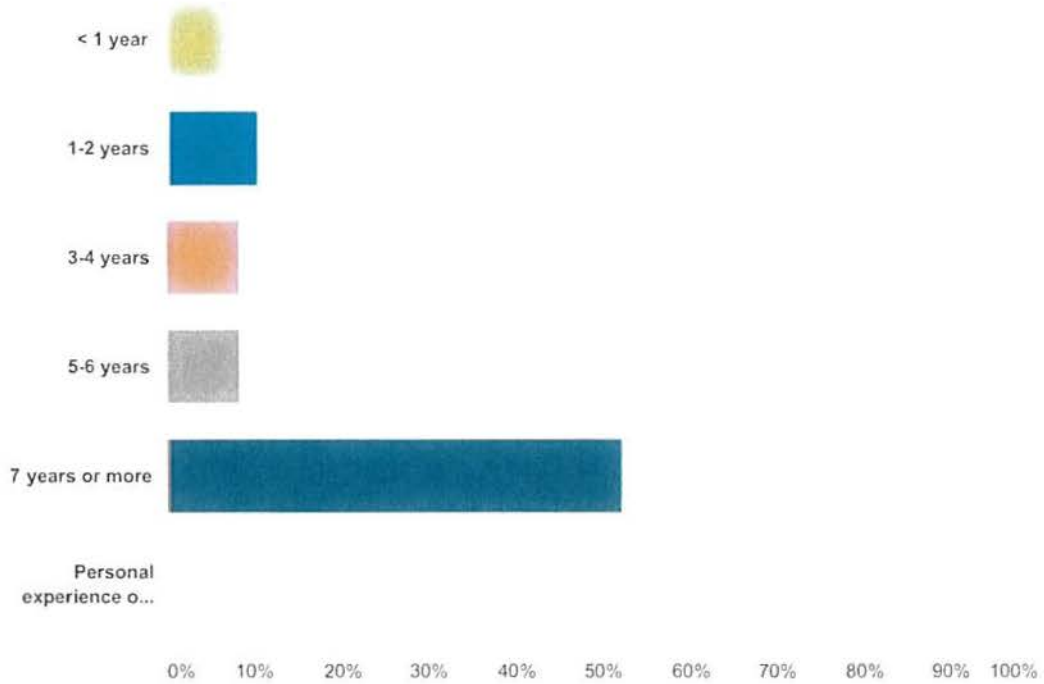
## General Survey Regarding Needs of Victims in the State of Arkansas

State agency	8.40%	11
Volunteer	4.58%	6
Other (please specify)	13.74%	18
<b>Total</b>		<b>131</b>

#	Other (please specify)
1	shelter advocate
2	Teacher/Victim in childhood
3	Advocate
4	Violence Prevention Education
5	Training Prosecutor Based Victim Advocates
6	LEO, direct service provider, advocate, volunteer
7	____hospital employee
8	City government employee
9	Prevention Consultant
10	Training Coordinator
11	DV Advocate
12	Retired federal agent who has experience with Victims Rights
13	Outreach Case Manager /Legal advocate
14	Admin Staff at Shelter
5	Because I am a victim survivor..
16	Do not wish to answer.
17	Retired professional & board member
18	Protective Services

**Q20 How many years do you have serving in that capacity?**

Answered: 131 Skipped: 40

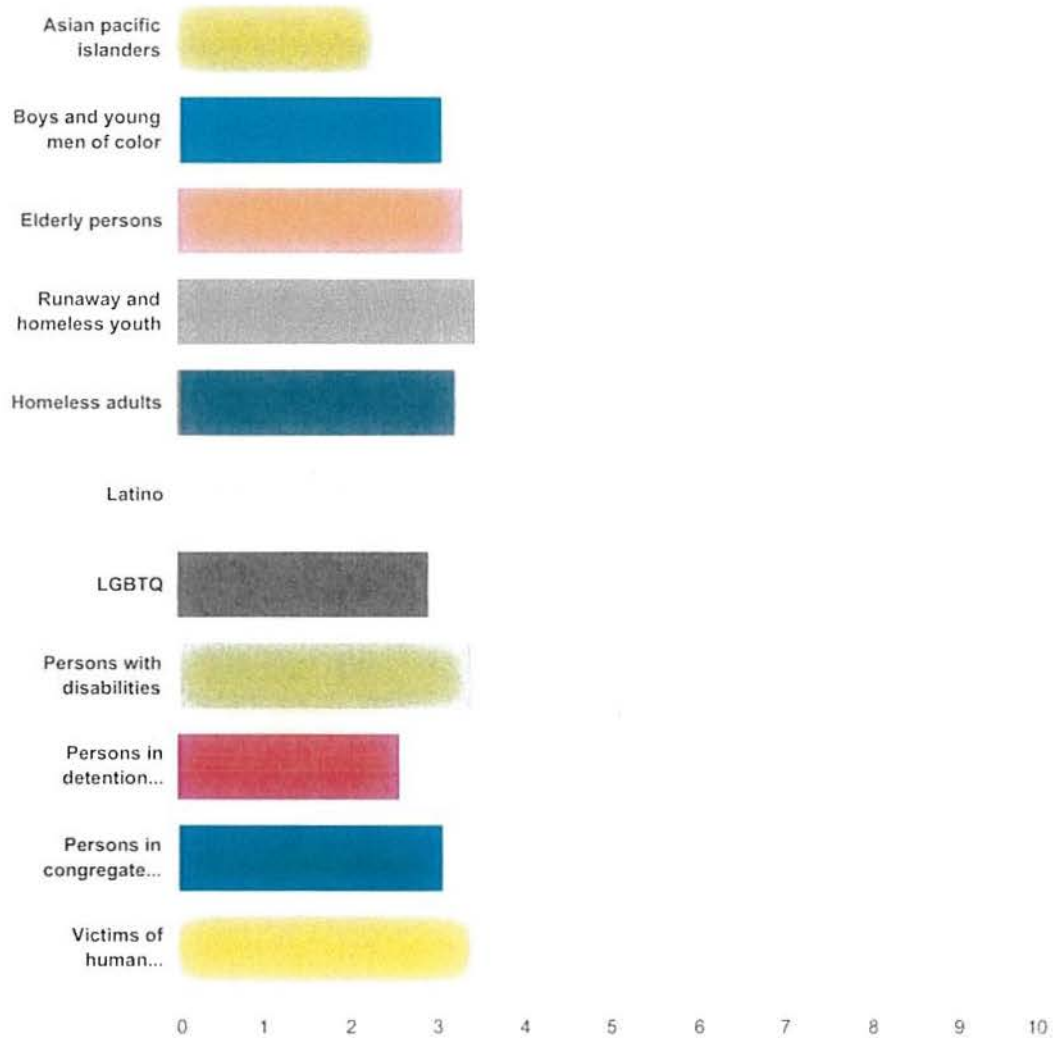


Answer Choices	Responses	
< 1 year	6.87%	9
1-2 years	9.92%	13
3-4 years	8.40%	11
5-6 years	8.40%	11
7 years or more	51.91%	69
Personal experience of violence (victim, survivor, family)	14.50%	19
<b>Total</b>		<b>131</b>

General Survey Regarding Needs of Victims in the State of Arkansas

**Q21** Nationally, the following have been identified as groups to whom crime victim services may be unavailable, inadequate, or difficult to access (underserved populations). Please rank according to urgency in addressing the victimization and issues of these groups in Arkansas.

Answered: 117 Skipped: 54



	Most Urgent	Urgent	Less Urgent	Least Urgent	Total	Weighted Average
Asian pacific islanders	9.52% 10	29.52% 31	39.05% 41	21.90% 23	105	2.27
Boys and young men of color	31.43% 33	42.86% 45	20.00% 21	5.71% 6	105	3.00
Elderly persons	37.14% 39	53.33% 56	9.52% 10	0.00% 0	105	3.28

## General Survey Regarding Needs of Victims in the State of Arkansas

Runaway and homeless youth	<b>52.25%</b> 58	<b>39.64%</b> 44	<b>6.31%</b> 7	<b>1.80%</b> 2	111	3.42
Homeless adults	<b>36.70%</b> 40	<b>47.71%</b> 52	<b>11.93%</b> 13	<b>3.67%</b> 4	109	3.17
Latino	<b>27.88%</b> 29	<b>45.19%</b> 47	<b>24.04%</b> 25	<b>2.88%</b> 3	104	2.98
LGBTQ	<b>24.04%</b> 25	<b>47.12%</b> 49	<b>21.15%</b> 22	<b>7.69%</b> 8	104	2.88
Persons with disabilities	<b>42.06%</b> 45	<b>52.34%</b> 56	<b>4.67%</b> 5	<b>0.93%</b> 1	107	3.36
Persons in detention settings/prisons	<b>17.31%</b> 18	<b>39.42%</b> 41	<b>23.08%</b> 24	<b>20.19%</b> 21	104	2.54
Persons in congregate housing (ie. mental health facilities, nursing homes, group homes)	<b>31.82%</b> 35	<b>41.82%</b> 46	<b>22.73%</b> 25	<b>3.64%</b> 4	110	3.02
Victims of human trafficking	<b>57.27%</b> 63	<b>30.00%</b> 33	<b>10.91%</b> 12	<b>1.82%</b> 2	110	3.43

General Survey Regarding Needs of Victims in the State of Arkansas

**Q22 It is estimated that nationally, 42 percent of victims/survivors never report serious violent crime to law enforcement and only 9 percent of violent crime victims receive direct assistance from a victim services agency. What are some creative ways to reach victims of violence with information and resources?**

Answers: 64 Skipped: 107

#	Responses	
1	flyers, and posters with phone number, support groups/meetings etc	
2	TV, phone ads, billboards, newspaper, ads in the mail	
3	info included in utility bills, display ads at gas pumps	
4	Use of social media and referrals from other agencies and providers	
5	small cards with hotline number on them which can fit in their shoes or other places on their person.	
6	law enforcement handing out that info as they do the Laura's law to DV victims.	
7	Reach out to faith-based organizations, be a stronger advocate for support groups, prevention starting in middle school.	/
8	??	
9	Increase neighborhood presence. Make the resources known and deliver them. Start teaching at the elementary school levels. Raise awareness at a young age. Break the chain of violence	1
10	Through the Schools and Churches/	
11	reach them with information about the violence so that they better understand their situation - rather than just advertising about the service provider - we are kind of missing the chance to educate so that it does not happen so much in the future	/
12	To promote safety, awareness, advocacy, training, and education by having community involvement AND NOT waiting until something happens to you before you get involved. MORE COMMUNITY AWARENESS and more networking.	1
13	Community Education, not just awareness./	
14	It is very important for Law Enforcement to have any materials, names, addresses, phone numbers, etc. on hand at all times, as well as appropriate trauma training to handle domestic situations the right way without judgement or predispositions.	/
15	social media/advertisement	
16	Television ads billboards	
17	Immediately make available information and resources to help victim	
18	No idea	
19	Advertisement, Television, Radio, etc.	
20	recognizing the obstacles for the victim to receive the services. LEO can only do so much. The victim has to take the step when they are ready. They don't see a way out or that things will be okay later down the road. They have legitimate questions: How am I going to support my children, how can we live off welfare, who is going to protect me when he gets out of jail. I cant go to a shelter with my daughter and son (teenage) as a father who has been abused the shelters wont take the whole family.	/
21	media	
22	Mass amounts of information posted publicly	

## General Survey Regarding Needs of Victims in the State of Arkansas

- 23 Provide housing options for when they DO report abuse that they will have a safe harbor
- 24 Door-to-Door Street Outreach Social Media
- 75 Outreach and Education
- 26 to be protected from the abuser
- 27 Improved law enforcement attitude and courts are for the most part out of touch with the life on the street.
- 28 Police, mental health and emergency care centers need to do more referrals. We need a stronger presence in the community. Many don't know we are here. Money for advertising and community outreach. /
- 29 MEDIA/TV
- 30 We have recently started an outreach program for victims. When have a full time advocate whose main goal is to reach and fully serve victims that don't request shelter. Our county has given us an office to use off site. Previously these types of services were minimal due to our lack of ability to reach victims except over the crisis lines. /
- 31 Victim's Rights needs to be a cultural mindset and should be taught in schools.
- 32 Stickers with crisis phone number on restroom walls
- 33 Make sure police departments are well-educated and well-stocked with informational material.
- 34 Where could anyone possibly come up with such a number? This is a joke.
- 35 Go to where the victims are. Speak at businesses, schools.
- 36 Victims of violence being vocal in all areas to help others in similar situations. I created a non-profit from my son's murder and currently beginning a monthly information/grief counseling sessions. /
- 37 Laura's card
- 38 Thru Police, DHS, Court
- 39 Facebook
- 40 BILLBOARDS ADS, RADIO ADS, TELEVISION, SPEECHES WITHIN THE COMMUNITY (OUTREACH).
- 41 Law enforcement may refer victims to community service providers diligently.
- 42 Placing information in public restrooms. Inserts in utility bills. Information handed out by cashiers at retail stores
- 43 Non-judgmental law enforcement, more training of law enforcement, training of court personnel and simplifying of the process for Orders of Protection. More Legal Services for all areas that effect victims and their children. /
- 44 Bill boards, going to schools and letting school send home information, talking to students
- 45 Unsure
- 46 Providing a united and collaborative approach to victims both by law enforcement and those who provide direct service. Maybe a victim advocate needs to be attending domestic violence calls. /
- 47 They need it simple. They are hurting, living with depression, etc. They are scared & confused and need things simplified. /
- 48 Churches
- 49 Not sure
- 50 Create a website and / or post all of the victims' rights on all of the government agencies involved in working with victims of crime. /
- 51 TV , internet and community based meetings
- 52 As stated earlier- Tell people about Lauras card/Victims' Rights card all all the Victims rights and resources be listed in as many areas at you can think of - this is 2015 - update the government websites at numerous agencies. Please do not hide Victims' Rights. It is not the right of others to control the information but to disseminate it. /
- 53 Have info at apartment complexes and ask property managers and landlords/owners to pass it out. Have schools include info in packets at beginning of school and when new student(s) transfer in

## General Survey Regarding Needs of Victims in the State of Arkansas

- 54 Arkansas needs to have a central website listing all of the crime victim rights and resources available. Arkansas law enforcement, prosecutors, shelters, non profits need to have victims' rights and resources listed on social media as well. Schools need to provide education concerning victims' rights and resources. Arkansas needs a constitutional amendment concerning victims rights. We could put victims rights & services on government social media. We could contact radio stations, television, etc during Victim's Awareness month to do Victim Rights' facts. It would be great if a morning television show would be willing to do an interview of various family members who lost loved ones due to crime or survivors of crime to raise awareness on victims rights. /
- 55 TV ads, posters in schools, churches, ads on public and private transportation. More outreach in the community by all groups within it. /
- 56 Promote communication, coordination and collaboration within area service providers and some public service announcements and billboard campaigns. /
- 57 Advertising to homes and on billboards. This area of the state is not tech savvy enough for internet advertising. /
- 58 Greater saturation of public awareness campaigns including TV and radio ads. Direct education/awareness classes in schools, not to teach 5y/o's to keep adults from sexually abusing them (unrealistic), but to advise school-age children in all grades about the types of things that may happen to them that the perpetrator may trick them into thinking is their fault; to advise children of safety issues around reporting and decision trees about what to report; how to report. /
- 59 front line workers
- 60 Train more professionals and agencies serving Deaf and Hard of Hearing persons with "Deaf, Deaf World"
- 61 Programs which promote trust. You have to build a solid foundation if you want whatever you are going to build to last. There can be very little trust from one segment of the population to the other. /
- 62 Place information in beauty shops, do more billboards. Not so much about services but information about healthy relationships, parenting etc. /
- 63 The new Laura's Card is a great first step. We need more TV ads, Newspaper ads and Radio Ads, letting victims know where and when they can go to get help. /
- 64 Public announcements on the radio or social media.



# General Survey Regarding Needs of Victims in the State of Arkansas

## Q23 Please leave any additional comments (regarding this survey or regarding victim services in the state of Arkansas) below.

Answered: 23 Skipped: 142

### # Responses

- 1 When we as a society stop "victim" blaming and thinking that only lower socio economic people suffer domestic abuse will we start to make progress with this issue. Victims can not remain silent!! We must encourage and support all who speak up!
- 2 I was not aware of victims assistance when leaving the domestic abuse situation and it would have been very helpful! We were given the opportunity to use victims assistance for counseling when we discovered that \_\_\_\_\_ had been molested; however, after they agreed to provide counseling services through a trained professional and after several unpaid sessions, they decided that they were not going to pay her. That is shameful and disgusting! Sadly, I do not have much trust in the victims assistance program in our state.
- 3 We didn't get to do a victim impact speech, voices for victims.
- 4 Monies that are intended for support of services for crime victims should be used as such and not diverted to cover other areas of shortfall in a budget.
- 5 Most Importantly is to make our entire state aware of all local services that could help someone no mater what the crime may be. To make our community AWARE of the things that are happening and NOT waiting until u are a victim/survivor. For the services networking to TRULY network and help those in need of our help. Make a day in ARKANSAS dedicated solely to ALL service providers...not just Crime Victims Week. On going emotional support that doesnt go away after a year or so. Plus training all police agencies for an entire day on how to truly understand and deal with a survivor of homicide as well as the court rooms and what goes in there especially when victims seem to always be the one who is blamed. And rights who are we kidding victims (especially homicide) have no rights that definitely needs some adjusting!!
- 6 I called the police one time against my husband for violence towards my \_\_\_\_\_ and myself. Even though he was arrested, and this was the first call, the deputy informed me that if they were called out to my house again for a domestic situation that he would call DHS and have them remove my children immediately from my care because I was putting them in danger by allowing my husband to be there. I did not call the police again for over 2 years because I was afraid for my children to be taken from me and there were many situations that became more serious and violent each time. By the Grace of God my children and I are alive and got out, but it could have easily been a different situation because of that deputy in \_\_\_\_\_ county. Also, I reached out to Legal Aid and the attorney assigned to my case took a very long time to do each step she told me she would be taking each time. After \_\_ months of seperation and getting nowhere with my divorce we reconciled. When I finally left for good about \_\_ months ago and relocated from \_\_\_\_\_ county to \_\_\_\_\_ county (1st time ever uprooting my children) I sought help from legal aid in \_\_\_\_\_. My case is active and recently filed with the courts, but the attorney has been very unsympathetic and at times rude with me. He has been judgemental from the beginning because I didn't follow through the first time, even though I made a serious change and moved away from my family and uprooted my children to get away from my husband for good. I even had to leave my job that I loved. I have felt condemned and ashamed because of the way this lawyer speaks to me. People like this have no place working with victims of violence. And it's people like this that make victims not reach out for help.
- 7 None
- 8 Men need to not be left out of the need based victims. Many men are victims to. We have 1 shelter in the entire state for men and children cannot go there. If the dad is being abused, he has to leave his children behind and be ostracized from society.
- 9 Please contact \_\_\_\_\_ Housing Authority to network with them on how they can step up to the plate and provide supportive housing for victims of abuse
- 10 Okay
- 11 protecting the victims not the abusers
- 2 IMPORTANT ISSUES THAT NEED TO BE ADDRESS-EASY ACCESS TO GUNS AND DRUG AND ALCOHOL ADDICTIONS

## General Survey Regarding Needs of Victims in the State of Arkansas

- 13 Victim's Rights should also be taught in every law enforcement academy and ALL officers need Victim's Rights training certification. Victim's Rights should be in law enforcement culture. /
- 14 Crime victims must be treated with respect and compassion; however, we must give them an honest picture of the court system rather than one based upon the views of so-called advocates or social scientists. The primary function of the court system is to ensure that the DEFENDANT receives fair treatment. Sometimes the rules that ensure a fair trial are inconvenient for victims and prosecutors, but they are based on high ideals that recognize human imperfection. We must be honest with victims. Sadly, victims are often told how things should be in a perfect world rather than how they really are. /
- 15 There is a perception among victims that law enforcement and prosecution teams are not on their side. There needs to be energy spent on building trust in the community. Accessibility to public offices, like those mentioned above are limited. /
- 16 I would like to see more training on Domestic Violence issues like PTSD /
- 17 We are in a rural area and we need more money to be able to do the projects that are necessary for our clients to progress. Our grants need to be set on the same criteria that the large cities are. /
- 18 People like Laura's card need to be used to help others & know what the basic needs are. The medical & emotional almost killed me. There should be more help offered. For protection & recovery. Not to enable people to give up, but to able victims for protection & for hope. /
- 19 If this survey is for victims of violent crime, why were there limited questions concerning victims' voices? Why were there only 2 choices allowed on #17? How does this survey get into the hands of victims of crime over the last 2 decades since Arkansas Bill of Rights legislation was passed. The Administrative Office of the Courts does not need to be driving the system directly or indirectly. Our government is based on checks and balances. Why does the term victim services get used on the Crime Victims Association Website but not the term Victims' Rights. Why isn't the term Victims' Rights used on ACIC? We need open conversations and not subversive agendas being driven. Talk to \_\_\_\_\_. She gave a great interview regarding victims' rights- people do not realize how important they are until they need them. /
- 20 Woman and men can make a choice to remain in the violence. Children and the elderly are the true victims /
- 21 As stated earlier- Tell people about Lauras card/Victims' Rights card all all the Victims rights and resources be listed in as many areas at you can think of - this is 2015 - update the government websites at numerous agencies. Please do not hide Victims' Rights. It is not the right of others to control the information but to disseminate it. Lives and rebuilding lives depend on it. Please it is not that difficult or costly to put it on Attorney General's website, All police websites (state-local), Judicial pages, ACIC, Vine, every agency that helps victims needs to post them or the resources where to find them in a prominent area on their websites, facilities, etc. Very thankful for the State of Arkansas for creating a victims' rights card/Laura's card. It saves lives and empowers survivors! /
- 22 Question number 10 on the survey did not have a "sometimes" answer. /
- 23 Great job in covering the subject matter /
- 24 So excited to see the results of this survey and see where we might plug in the holes of services of victims of crime within the State of Arkansas. /
- 25 Too often victims of human trafficking are identified as prostitutes and are criminally charged, especially adolescent females, rather than their trafficker getting prosecuted. /
- 26 Thank you for providing this survey! /
- 27 Good first start - continue to gather information regularly /
- 28 Transportation is one of our biggest hindrances. Being able to pay for employee salaries and overhead is our second biggest. /
- 29 More contact with victims/survivors to better understand the personal needs. /