

AUGUST 2021

MINNESOTA CRIME VICTIM NEEDS ASSESSMENT AND GAP ANALYSIS



OFFICE OF JUSTICE PROGRAMS

A DIVISION OF THE MINNESOTA DEPARTMENT OF PUBLIC SAFETY

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ACKNOWLEDGEMENTS

The Minnesota Department of Public Safety, Office of Justice Programs (OJP) and ACET, Inc., extend thanks to all parties involved in the Crime Victims Needs Assessment and Gap Analysis.

Particular mention goes to the following:

- Community Advisory Group members;
- Community members who participated in the focus groups;
- Those who completed the Minnesota Crime Victim Needs Assessment Survey, specifically crime victim service providers and programs, law enforcement agencies, and community organizations;
- Office of Justice Programs' staff members for their guidance and feedback; and
- Other stakeholders and community members who helped spread the word about the needs assessment process.

As you review the report, we hope you find the information useful in learning about crime victim services throughout Minnesota. The needs assessment sought to identify populations that currently lack access or have insufficient access to victim services, gaps in victim services throughout the state, and barriers that prevent or limit access to existing victim services. The results of the needs assessment and gap analysis will help to inform and improve crime victim services and ensure their equitable access across the state. This project was supported by Grant No. 2018-V2-GX-0069, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the Department of Justice.

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EXECUTIVE SUMMARY

The Minnesota Department of Public Safety, Office of Justice Programs (OJP) tasked the Minnesota Statistical Analysis Center (MNSAC) and ACET, Inc., to conduct a statewide crime victim needs assessment and gap analysis to gather information about current services available to victims and where there are gaps to be filled to ensure their equitable access across the state. The needs assessment sought to identify: populations that currently lack access or have insufficient access to victim services, gaps in victim services throughout the state, and barriers that prevent or limit access to existing victim services.

To assess crime victim services in Minnesota, the barriers that exist for crime victims to access and utilize crime victim services, and help to identify gaps in crime victim needs, a three-phase needs assessment and gap analysis took place:

- **Phase 1:** Establish a Community Advisory Group (CAG);
- **Phase 2:** Deploy an online survey to crime victim service programs/providers, law enforcement agencies, and community organizations;¹ and
- **Phase 3:** Facilitate focus groups with people who have experienced crime.

Following the establishment of the CAG in the fall of 2019, MNSAC administered online surveys in January 2020 to crime victim service programs, community organizations, and law enforcement agencies, which completed Phase 1 and Phase 2 of the project. Phase 3 (December 2020 to March 2021) consisted of ACET, Inc., gathering feedback from 27 people who experienced crime in Minnesota. Phase 1 and Phase 2 of this needs assessment took place prior to the onset of the COVID-19 pandemic and the murder of George Floyd and subsequent civil uprising. A gap in the assessment occurred as Phase 3 did not begin until several months following the summer of 2020. Phase 3 also faced challenges in focus group recruitment and participation due to a new wave of COVID-19 infections and restrictions. The results of the needs assessment and gap analysis must be viewed in this context.

This report presents the background and context of the needs assessment, in addition to the findings from the online surveys and the virtual discussions as part of three key themes or areas: existing crime victim services, barriers to accessing and using crime victim services, and unmet crime victim needs. Conclusions and recommendations are also presented.

COMMUNITY ADVISORY GROUP

In the fall of 2019, the CAG was advertised for and established with 31 members from around Minnesota. The purpose of the advisory group was to ensure the research and engagement process was transparent, inclusive, respectful, and non-traumatizing. An additional purpose of the CAG was ensuring the research was useful, meaningful, and equitable. Best practices in conducting needs assessments

¹ One person per provider, agency, or organization was sent the survey invitation.

gave feedback on findings, among other helpful tasks. Throughout the course of the needs assessment, eight advisory group meetings were held from October 2019 to August 2021.

SURVEY

Beginning in January 2020, MNSAC sent an online survey to agencies and organizations likely to come into contact with people who had experienced crime: crime victim service providers (i.e., organizations with specific programming to address the needs of people who have been victims of crime), law enforcement agencies, and community organizations. One survey was sent to each agency and the results reflect the perceptions of the individual who completed the survey and their knowledge of their agency/organization. Overall, 627 surveys were completed out of 1,401, yielding an overall 45% response rate. Survey respondents include the following:

- **Crime victim service programs:** 182 completed surveys out of 298, yielding a **61%** response rate. The majority of respondents who answered this question (**68 out of 135; 50%**) identified as a community-based/non-profit victim services agency, with **34%** of respondents identifying as a prosecutor-based victim services agency (46 out of 135). The top types of services that agencies said they provide include: criminal justice system advocacy, crisis intervention, crime victim compensation claim assistance, emergency financial assistance, and personal advocacy.
- **Law enforcement agencies:** 277 completed surveys out of 413, yielding a **67%** response rate; **44 out of 199 (22%)** agencies were from the Twin Cities Metropolitan area, **38 out of 199 (19%)** were from Central Minnesota, and **38 out of 199 (19%)** were from Southern Minnesota.²
- **Community organizations:** 168 completed surveys out of 690, yielding a **24%** response rate; **41 out of 109 (38%)** of community organizations were from the Twin Cities Metropolitan area, **21 out of 109 (19%)** were from Southern Minnesota, and **16 out of 109 (15%)** of respondents were from Central Minnesota.³ The top three services that the surveyed community organizations provide include: social services/basic needs/support services, services to low-income people, and services to people with cognitive/intellectual disabilities.

FOCUS GROUPS

Focus groups were initially planned to take place in-person, at community centers and other spaces throughout Minnesota during the spring of 2020. Unfortunately, due to the COVID-19 pandemic, the shift in public energy due to the murder of George Floyd, and other barriers and challenges, OJP staff and ACET worked to ensure that focus groups with people who have experienced crime were still able to take place by conducting the focus groups virtually on the Zoom platform. In order to recruit participants for the focus groups, ACET engaged in over 100 hours of focus group planning and recruitment. In total, ACET conducted 16 focus groups and two 1:1 interviews (at the applicants' request) from December 2020 to March 2021, with 27 participants. Applicants indicated that they had experienced a variety of crime types ranging from the following: child abuse, burglary or theft, harassment, hate crimes,

² The 199 responses indicate the number of agencies who answered the question.

³ The 109 responses indicate the number of organizations who answered the question.

homicide, motor vehicle theft, physical assault, property crime, relationship abuse/domestic violence, robbery, and sexual assault. Participant data is presented below, starting on page 21.

NEEDS ASSESSMENT AND GAP ANALYSIS FINDINGS

The findings that emerged from the survey and focus group analysis are organized into three themes: existing crime victim services, barriers to accessing and using crime victim services, and unmet crime victim needs. Main findings from each theme include the following:

- **Existing crime victim services:** The main findings surrounding the immediate needs of focus group participants following the crime that was experienced included: advocacy/crime victim services, financial stability/assistance, safety, mental health support/services, and follow-up. The top service that crime victim service providers stated they most often provided was criminal justice system advocacy. When law enforcement agencies do come into initial contact with crime victims, the top way that officers notify them of certain rights and services is a crime victim information card, brochure, leaflet, or pamphlet, as required by Minnesota Statute 611A.02.⁴
- **Barriers to accessing and using crime victim services:** Findings regarding barriers to accessing and using crime victim services revolved around the lack of financial resources to meet the demand for services, the lack of awareness of available services, a lack of transportation options for crime victims to utilize services, difficulty navigating the process to access and use services, and services not being culturally-tailored.
- **Unmet crime victim needs:** The main findings regarding unmet crime victim needs in Minnesota surrounded the continued need for emergency housing and emergency mental health care. Focus group participants suggested the following in order to close the gaps in crime victim needs: make accommodations/provide alternative methods of service delivery, offer more services/programs, increase awareness of support/services, provide more support, and receive more resources and information from law enforcement.

RECOMMENDATIONS

As part of the needs assessment process, this report proposes a number of recommendations and next steps based on the findings from the survey and focus group process. The main themes are presented below, with the full list of recommendations detailed on page 9:

- *Provide more culturally/racially inclusive or specific services;*
- *Increase community engagement efforts;*
- *Streamline referral and follow-up processes;*
- *Expand services offered to crime victims and their families;*
- *Increase workforce development and training opportunities; and*
- *Create ways to ensure sustainability of efforts.*

⁴ Retrieved from: <https://www.revisor.mn.gov/statutes/cite/611A.02>.

SUMMARY OF FINDINGS

As previously stated, the needs assessment and gap analysis sought to identify the following:

- **Populations that currently lack access or have insufficient access to victim services;**
- **Gaps in victim services throughout the state; and**
- **Barriers that prevent or limit access to existing victim services.**

In order to identify populations in Minnesota that lack access and/or have insufficient access to victim services, gaps in services, and barriers that prevent or limit access to services, a three-phase process took place. The process included establishing a Community Advisory Group (CAG), disseminating an online survey to crime victim service programs/providers, law enforcement agencies, and community organizations, and facilitating focus groups with people who have experienced crime. Through this three-phase process, a diversity of findings emerged and are organized into three themes:

1. **Existing crime victim services;**
2. **Barriers to accessing and using crime victim services; and**
3. **Unmet crime victim needs.**

The remainder of this section presents brief summaries of findings for the three themes identified above. The findings were then used to help guide the proposed recommendations and next steps of the needs assessment and gap analysis and are presented on page 9.

EXISTING CRIME VICTIM SERVICES

Key themes from the focus groups surrounding immediate needs following the crime included: advocacy/crime victim services, financial stability/assistance, safety, mental health support/services, and follow-up. Some of these needs aligned with the responses from the victim service provider survey, while others did not. The top services that victim service providers stated they most often provided were: criminal justice system advocacy (**114 out of 143; 80%**), crisis intervention (**105 out of 143; 73%**), and crime victim compensation claim assistance (**90 out of 143; 63%**). Other top services included emergency financial assistance and personal advocacy. Service providers were also asked the areas that they felt most knowledgeable about. The top areas that survey respondents identified centered on: Minnesota statutes on victim rights (**125 out of 139; 90%**), applying for crime victim compensation (**118 out of 139; 85%**), mandated child abuse reporting (**118 out of 139; 85%**), and trauma-informed care (**118 out of 139; 85%**). When asked if their agency primarily serves a racially or ethnically-specific population(s), 82% responded that their agency **does not** serve a racially or ethnically-specific population (**119 out of 146**). This is reflected in the survey results showing populations that do and do not receive adequate services (detailed in the Barriers to Accessing and Using Crime Services section below).

"In the moment, I didn't know what I needed... Nobody told me that there was anything out there for me that was available."

- Focus group participant

The majority of focus group participants first learned about crime victim services from word-of-mouth, law enforcement, and the internet/hotlines. Identified through the victim service provider survey, the top three ways that crime victims were referred to service providers were through law enforcement (**108 out of 124; 87%**), self-referral (**101 out of 124; 81%**), and through another victim service agency (**96 out of 124; 77%**). This demonstrates the need for programs to increase their ability to provide multiple services to meet various needs, rather than victims having to go to various agencies to receive services. When law enforcement agencies do come into initial contact with crime victims, the top way that officers notify them of their rights and available resources is by providing a crime victim information card, brochure, leaflet, or pamphlet (**230 out of 277; 83%**). Of those that notify crime victims of their rights, the top information that they provide includes agency's contact information (**225 out of 242; 93%**), contact information for local crime victim service agencies (**220 out of 242; 91%**), and contact information for other relevant local agencies (**192 out of 242; 79%**). As a reminder, this is required by Minnesota Statute 611A.02.⁵ As shown in later sections of this report, focus group participants indicated that this is not enough to get people connected with services.

BARRIERS TO ACCESSING AND USING CRIME VICTIM SERVICES

Crime victim service programs, law enforcement agencies, and community organizations were asked about barriers to accessing and using crime victim services, in addition to focus group participants. Service providers answered questions about the barriers to service delivery,

"Things are pretty siloed so you might end up having to contact, let's say, five different organizations if you need several different types of support or help."

- Focus group participant

barriers to accessing services, and unserved/underserved populations. The top identified barrier to **service delivery** by service providers was the lack of financial resources to meet the demand for services (**134 out of 179; 75%**). Other top responses included the lack of staff to meet demands for services (**112 out of 179; 63%**) and effectively reaching underserved populations (**98 out of 178; 55%**). The top three perceived **logistical/systemic barriers** for crime victims to access services included: victims lack child or dependent care (**153 out of 177; 86%**), victims lack transportation (**152 out of 176; 86%**), and victims lack trust in the system (**151 out of 177; 85%**). The top three perceived **individual barriers** were identified by service providers as: substance abuse/chemical dependency (**126 out of 175; 72%**), mental health disability (**124 out of 176; 70%**), and having a criminal record (**106 out of 177; 60%**).

Law enforcement agencies also identified perceived barriers to accessing and using services. The top three identified barriers included: victims are not aware of available services (**103 out of 224; 46%**), lack of services due to crime type (**75 out of 224; 33%**), and lack of services in the victim's community (**72 out of 224; 32%**). Similar to victim service providers and law enforcement agencies, community organizations were asked to identify how often staff or clients encounter issues. The top three identified perceived issues included: clients lack transportation (**42 out of 65; 65%**), clients lack trust in the system (**40 out of 67; 60%**), and clients fear being blamed or not believed (**34 out of 65; 52%**).

⁵ Retrieved from: <https://www.revisor.mn.gov/statutes/cite/611A.02>.

In regard to the barriers to accessing or receiving services, focus group participants had many insights into existing barriers. The most common responses from participants included: lack of information, lack of transportation, difficulty navigating the process, and services not being culturally-tailored/existing language barriers. Corresponding participant quotes are presented throughout the report. Other responses included a lack of accommodations/alternative methods of service delivery, services not readily offered, stigma, lack of contact/follow-up, and a general lack of trust. These themes reflect similar findings from the crime victim service provider, law enforcement agency, and community organization survey responses that identified a lack of transportation options, a lack of available services in the victim's community/reaching underserved populations, and victims lacking trust in the system/fear of being blamed or not believed. When asked what could have made accessing or using services easier, the majority of participants indicated that **increasing awareness about available services** and "jumping through less hoops" would have been helpful.

Victim service providers and law enforcement agencies were also asked about populations that receive adequate services, in their view. According to victim service providers, the top populations who received **adequate services** were women (**52 out of 157; 33%**), men (**40 out of 156; 26%**), and youth (ages 11 to 17) (**36 out of 158; 23%**). Although these are the top three identified populations as receiving adequate services, the percentages are still low and were not able to be further analyzed or categorized by crime type. The data also revealed that service providers perceived the following populations/communities as receiving **no adequate services**: Karen refugees from Myanmar (formerly Burma), Hmong communities, people with Autism, people who are blind, low vision, and immigrants/refugees.

Law enforcement agencies were also asked their opinion in identifying the crime types in their jurisdiction that receive adequate crime victim services to meet their specific needs. The top three crime types that law enforcement agencies perceived as receiving adequate services included: domestic/intimate partner violence (**91 out of 204; 45%**), rape/sexual assault (**75 out of 204; 37%**), and child abuse (**66 out of 203; 33%**). Similar to above, the top percentages are low, showing that, regardless of crime type, there is a lack of adequate services that are available. The crime types that receive **no adequate services** were identified as: motor vehicle theft, identity theft, property damage, and theft.

UNMET CRIME VICTIM NEEDS

In order to assess unmet crime victim needs in Minnesota, victim service providers, law enforcement agencies, and focus group participants were asked about areas in which there is currently a need beyond what is available. Victim service provider responses were organized into four categories: emergency, advocacy, health, and other services. Across the four categories, the top perceived unmet needs were identified as: emergency housing (**138 out of 166; 83%**), long-term housing (**131 out of 165; 79%**), emergency mental health care (**119 out of 166; 72%**),

"Links to therapy or mental health support. And not just links to mental health support, but links to mental health support if you don't have insurance or you're underinsured. That would have been really helpful."

- Focus group participant

and civil legal assistance (**119 out of 165; 72%**). Law enforcement agencies were also asked about unmet crime victim needs in their area. In this context, 'unmet' could mean that services are unavailable in their specific jurisdiction, they are offered but they are insufficient or there is a wait list to receive them. The top three responses that law enforcement agencies identified as unmet were: emergency mental health care (**134 out of 220; 61%**), emergency housing (**116 out of 220; 53%**), and crisis intervention (**99 out of 219; 45%**).

When asked what services they needed but did not get, the majority of focus group participants indicated that they needed **emotional/psychological support**. Other services mentioned include: assistance/advice, safety/safety planning, financial assistance/support, and transportation. Focus group participants were also asked about their continuing needs and how to best improve crime victim services so that people who experience crime can access the services available, eliminating the barriers identified in the section above. When asked what, if anything, participants would change so that future victims could get the help that they need, their responses surrounded a number of themes. The top themes included: making accommodations/providing alternative methods of service delivery, offering more services/programs, increasing awareness of support/services, providing more support, and receiving more resources from law enforcement. A number of other themes emerged surrounding what participants would change. These changes included: update service and program eligibility policies and practices (so victims are able to get more support and services), increase funding assistance, provide more trainings, offer more counseling/support, and create specific programs for different crime types that are experienced.

When asked if they had any specific suggestions on how assistance services or programs could serve victims better, participant responses centered on a number of themes, including: ensuring appropriate services are being provided, showing empathy/sympathy, providing more resources, conducting more outreach, and being relatable to those who need help. Other suggestions included: building relationships, conducting more follow-ups, reducing barriers to service, and establishing alternative methods to service delivery.

RECOMMENDATIONS FOR NEXT STEPS

The various findings from the three-phase needs assessment and gap analysis were used to guide the following proposed recommendations for next steps. These are focused on steps that funders, victim and community service programs, and criminal justice partners can take in improving access and utilization of crime victim services, in addition to closing gaps and unmet needs that were identified through this process. The recommendations for next steps are presented below and are organized into six key themes: culturally/racially inclusive or specific services, community engagement, referral and follow-up, service expansion, workforce development and training, and sustainability of efforts.

CULTURALLY/RACIALLY INCLUSIVE OR SPECIFIC SERVICES:

- Identify resources and establish programs that will meet the needs of historically excluded populations, especially immigrant/refugee communities, those whose first language is not English, and those with special health needs or disability. As stated by the National Crime Victims Agenda, *“While people from all walks of life are impacted by crime and violence, its impact is also concentrated and unequal.”*⁶ One way to do this may be to identify those culturally-specific organizations that were sent the survey for this needs assessment.
- Develop and provide funding for peer-to-peer networks for crime victims and people who have experienced crime. Opportunities could include retreats, monthly meetings or circles, and one-on-one individualized support. Peer-to-peer support networks, developed in coordination with OJP and community groups, can help alleviate the concerns of crime victims that service providers are oftentimes not relatable to them and possibly examine why few culturally or racially-specific communities are adequately served.
- Help crime victim service providers and community organizations gain greater access to language access resources, training, and hiring for programs and organizations to better engage and serve those whose first language is not English and those who are Deaf or Hard-of-Hearing. This is also important for other agencies that crime victims may come into contact with, including law enforcement agencies and others within the criminal legal system.

COMMUNITY ENGAGEMENT:

- Develop community engagement plans to build trust with underserved communities. The plans could include outreach in the workplace and a variety of other settings in order to increase awareness of services. One way to do this would be to explore “word-of-mouth” as a targeted effort and outreach method of community engagement, as family and co-workers had a profound impact on sharing information to those who had experienced crime.
- Increase programs or agencies’ social media presence and processes to increase searchability on search engines such as Google to expand outreach programs with availability in multiple languages and platforms.

⁶ National Crime Victims Agenda 2021, page 4.

REFERRAL AND FOLLOW-UP:

- Examine gaps in the referral and follow-up process to identify opportunities for improvement.
- Identify ways to reduce the response time for crime victims to get access to services.
- Develop potential algorithms or flow charts to help with communicating expectations for referral and follow-up processes, especially for racially or ethnically-specific populations, rural communities and other needs-specific populations that are not adequately served by current referral and follow-up processes.

SERVICE EXPANSION:

- Reduce eligibility requirements and create more flexible funding for crime victims to access and utilize services easily, including emergency housing, long-term housing, crime victim compensation, other financial needs, and basic needs.
- Create an easily accessible checklist or comprehensive list of resources for crime victims and their families to reference for beginning the process of accessing and utilizing services that may be most appropriate for them. If checklists already exist, identify where they may be utilized more efficiently and effectively.
- Identify accessible transportation options for people needing crime victim services to reduce barriers to utilizing services, as identified as a top barrier in survey responses and from focus group participants.
- In order to reduce barriers and unmet needs, crime victim service providers could examine service delivery methods (providing more services online or the telephone, etc.).

WORKFORCE DEVELOPMENT AND TRAINING:

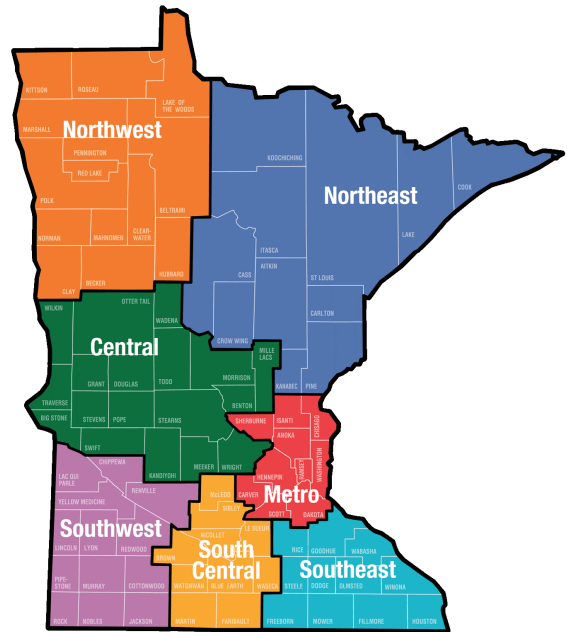
- Provide more professional development and training opportunities for victim service providers, law enforcement agencies, and community organizations to strengthen their knowledge and confidence on a variety of topics. Examples include understanding how to access assistance for crime victims and ensuring that they can access help and the civil legal protections that exist.
- Examine opportunities to recruit and prepare the future workforce to take on the demands needed to better serve crime victims and survivors.
- Develop a work plan to examine collaboration across state agencies and culturally-competent community-based organizations providing recovery support, housing services, etc.

SUSTAINABILITY OF EFFORTS:

- Establish a Survivor Advisory Council to work in collaboration with OJP to provide an opportunity for ongoing dialogue between the two. This could be a way for this project's Community Advisory Group (CAG) to engage in future efforts with OJP and the services provided that relate to victim/survivor access, support, and the reduction in gaps in services.

BACKGROUND AND CONTEXT

The Minnesota Department of Public Safety Office of Justice Programs (OJP) tasked the Minnesota Statistical Analysis Center (MNSAC) and ACET, Inc., with conducting a statewide crime victim needs assessment and gap analysis. Assisting crime victims is central to OJP's mission; this includes “[providing] leadership and resources to reduce crime, [improving] the functioning of the criminal justice system and [assisting] crime victims. To accomplish this, OJP administers grants, provides training and technical assistance, provides research and data, works to protect crime victims' rights, and provides reparations benefits to victims of violent crime.”⁷ Therefore, in an effort to improve crime victim services and ensure equity, the needs assessment sought to identify: populations that currently lack access or have insufficient access to victim services, gaps in victim services throughout the state, and barriers that prevent or limit access to existing victim services.



Under Minnesota law, a crime victim is defined as “a person who incurs loss or harm as a result of a crime... The term “victim” includes the family members, guardian, conservator, or custodian of a minor, incompetent, incapacitated, or deceased person.”⁸ As further defined by OJP, crime victim services may include crisis intervention, advocacy, group support, legal advocacy, transportation, shelter, accompaniment to appointments or court, assistance in seeking financial assistance or civil protection orders, and information and referral to other resources.⁹

As stated in the Executive Summary, the purpose of the needs assessment and gap analysis is to improve crime victim services and ensure equitable access to these services across Minnesota. To do this, a three-phase process was implemented: **Phase 1:** establish a Community Advisory Group (CAG); **Phase 2:** deploy an online survey to crime victim service providers, law enforcement agencies, and community organizations; and **Phase 3:** facilitate focus groups with people who have experienced crime. To reiterate, Phase 1 and Phase 2 of this needs assessment took place prior to the onset of the COVID-19 pandemic and the murder of George Floyd and subsequent unrest throughout the summer of 2020. Phase 3 took place during the COVID-19 pandemic, and the focus groups were impacted by the many challenges it thrust on already marginalized communities. The results of the needs assessment and gap analysis must be viewed in this context.

⁷ Retrieved from: <https://dps.mn.gov/divisions/ojp/about/Pages/default.aspx>.

⁸ Retrieved from: <https://www.revisor.mn.gov/statutes/cite/611A.01>.

⁹ Retrieved from: <https://dps.mn.gov/divisions/ojp/grants/Pages/crime-victim-services-grants.aspx>.

DATA AND METHODS

PHASE 1: COMMUNITY ADVISORY GROUP

Needs assessments are seen as a form of community-based, action inquiry.¹⁰ They are inherently participatory and are conducted *with* a community, not *to* a community.¹¹ Best practices in performing needs assessments therefore call for community engagement and stakeholder participation.¹² MNSAC assembled a Crime Victim Needs Assessment Community Advisory Group (CAG) in the fall of 2019 to help guide and provide feedback over the course of the research and engagement process.

The purpose of the advisory group was to ensure the research and engagement process was inclusive, respectful, and non-traumatizing. An additional purpose of the CAG was ensuring the research was useful, meaningful, and equitable. Best practices in assembling advisory groups call for making sure the group is composed of people who are the end-users of the needs assessment and those most affected by the results.¹³ This ensures that the needs assessment is action research. Given that the purpose of the needs assessment was to improve crime victim services and ensure their equitable access, it made the most sense to convene an advisory group made up of people who have experienced crime and also crime victim and community-based service providers.

Further, recognizing that crime victimization disproportionately affects people of color, as well as other marginalized populations, MNSAC sought to assemble a diverse advisory group representing traditionally underserved populations.¹⁴ People from Black or Indigenous communities, and people of color were strongly encouraged to apply. In August 2019, MNSAC solicited applications for the CAG.¹⁵ MNSAC and OJP staff reviewed 139 submitted applications and selected 31 members. Advisory group members were geographically diverse and represented constituencies that are at-risk of crime victimization. Of the 31 members, 26 (84%) stated that they had either professional or personal experience with crime victimization and/or crime victim services; 10 (32%) reported that they had *both* professional and personal experience with crime victimization and/or crime victim services.

Additionally, members were from urban, suburban, rural, and Tribal reservations in Minnesota and many members identified as LGBTQ+, foreign-born, immigrant, refugee, or living with disabilities (mental, physical, and developmental/intellectual). Members also represented racially and ethnically diverse communities within Minnesota including: American Indian/Native American/Indigenous, Asian/Asian American, Black/African American, Hispanic/Latinx, and White/Non-Hispanic or Latinx.¹⁶ CAG members

¹⁰ See Stoecker 2013.

¹¹ See Witkin and Altschuld 1995.

¹² See Witkin and Altschuld 1995; Reviere et al. 1996; Murray 2016.

¹³ See Witkin and Altschuld 1995.

¹⁴ See Appendix A for the Crime Victim Needs Assessment Community Advisory Group advertisement.

¹⁵ The open call was disseminated to DPS and OJP contact lists, various listservs, service providers, Tribal agencies, non-profits, legal services, law enforcement agencies, various councils, the culturally-specific media directory (from 2018), and diverse community media directory (from 2017).

¹⁶ Members self-identified their race and/or ethnicity.

were reimbursed for their time (\$55.00 per meeting) and any expenses incurred as a result of attending the meetings (mileage, parking, lodging, childcare, meals).

The first of eight advisory group meetings was held in October 2019. In-person CAG meetings were held in November 2019, January 2020, and February 2020 in community spaces throughout the Twin Cities. Due to the COVID-19 pandemic, the remaining in-person meetings were cancelled. Because of this and other unforeseen events and delays, the project timeline was extended and OJP scheduled additional meetings with the CAG in November 2020, February 2021, and March 2021 that were held virtually, via Zoom.

The final CAG meeting was held in August 2021 via Zoom to review the report findings from the needs assessment and provide feedback. The advisory group reviewed MNSAC's and ACET's research materials (surveys and focus group scripts), provided input on their focus group outreach efforts, and gave feedback on their findings and written reports, in addition to helping find safe and inclusive spaces for focus group facilitation across the state (when they were originally scheduled to be in-person). Other discussions included an overview of the Crime Victim Needs Assessment, advisory group member roles, a review of the survey components, a review of the focus group components, feedback on the sample population (for both surveys and focus groups), housing challenges for victims, recruitment strategies and outreach, especially in providing ACET ideas for focus group recruitment, and the challenges and setbacks of this process due to COVID-19 and the murder of George Floyd and the impact on victims and communities.

PHASE 2: SURVEYS

Planning and analysis:

MNSAC administered an online Crime Victim Needs Assessment Survey from January to March 2020. It surveyed agencies and organizations most likely to come into contact with crime victims: crime victim service providers (i.e., organizations with programming to directly address the needs of people who have been affected by crime), law enforcement agencies, and community organizations. MNSAC invited crime victim service providers throughout Minnesota to participate in the survey. As stated above on page 2, one survey was sent to each agency and the results demonstrate the individual who completed the surveys' perception and knowledge of their agency/organization.

To identify crime victim service providers, MNSAC consulted several resources. It obtained a list of organizations and crime victim service providers that received grant funding from OJP from 2014 to 2019. It also consulted the U.S. Bureau of Justice Statistics National Census of Victim Service Providers. MNSAC also referenced lists of crime victim service providers from statewide crime victim services coalitions: Minnesota Alliance on Crime, Violence Free Minnesota, Minnesota Coalition against Sexual Assault, Minnesota Children's Alliance, Minnesota Indian Women's Sexual Assault Coalition, and the Sacred Hoop Coalition. Lastly, MNSAC turned to online directories from the following agencies to identify crime victim service programs and community organizations: Minnesota Council of Nonprofits, Minnesota Department of Health's Directory of Mutual Assistance Associations and Community Based Organizations Serving Refugees and Immigrants in Minnesota, Guidestar, Office for Victims of Crime,

National Sexual Violence Resource Center, Tribal Resource Tool, U.S. Postal Inspection Service, Rape, Abuse, and Incest National Network, and the Federal Bureau of Investigation.

MNSAC emailed invitations to participate in the survey in January 2020. A total of 1,401 survey invitation links were sent (298 to victim service providers, 413 to law enforcement agencies, and 690 to community organizations). Respondent data is presented below, starting on page 14. After the initial email invitation, MNSAC sent three follow-up email reminders asking recipients to complete the survey. At the beginning of March, MNSAC and OJP staff called crime victim service providers and law enforcement agencies who had not yet completed the survey to remind them to do so.¹⁷ In mid-March, MNSAC sent a final email invitation. The survey was closed at the end of March 2020. Once the survey was closed, MNSAC analyzed the submitted survey data from victim service providers, law enforcement agencies, and community organizations. Using Microsoft Excel, the data was analyzed utilizing descriptive statistics. Prior to the drafting of this report, ACET conducted a secondary analysis of the data in Excel and categorized the questions and corresponding answers into three main themes: existing crime victim services, barriers to accessing and using crime victim services, and unmet crime victim needs. These themes also correspond to the focus group findings, starting on page 34. The organization of the findings in this way presents the data in a digestible way and makes comparison between the survey findings and focus group findings easier.

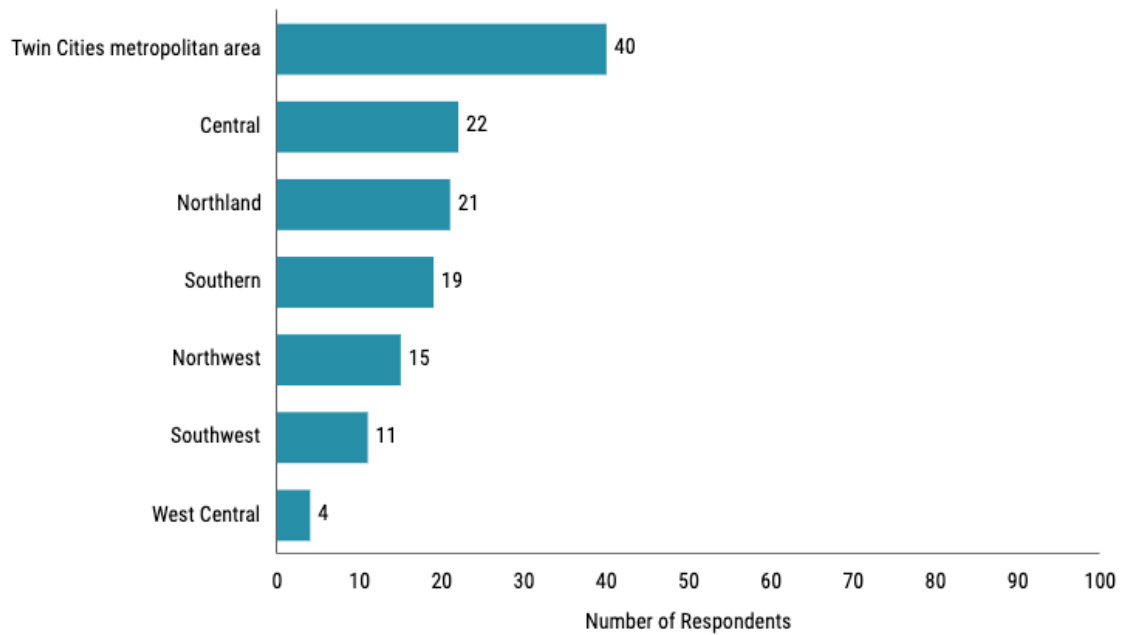
Respondent data:

Of the total 298 crime victim service programs who were sent a Crime Victim Needs Assessment Survey invitation, 182 programs provided feedback, yielding a 61% response rate. The majority of respondents (50%) identified as a community-based/non-profit victim services agency, with 34% of respondents identifying as a prosecutor-based victim services agency.

<i>Which of the following best describes the agency in which you work?</i>	<i>Responses</i>
Community-based/non-profit victim services	68/135 (50%)
Prosecutor-based victim services	46/135 (34%)
Victim services in a healthcare setting	6/135 (4%)
Other	6/135 (4%)
Victim services in a law enforcement agency	5/135 (4%)
Tribal victim services	4/135 (3%)
Legal services	0/135 (0%)
Faith-based victim services	0/135 (0%)

¹⁷ MNSAC and OJP did not have the capacity to call community organizations.

Crime Victim Service Provider Respondents by Geographic Region



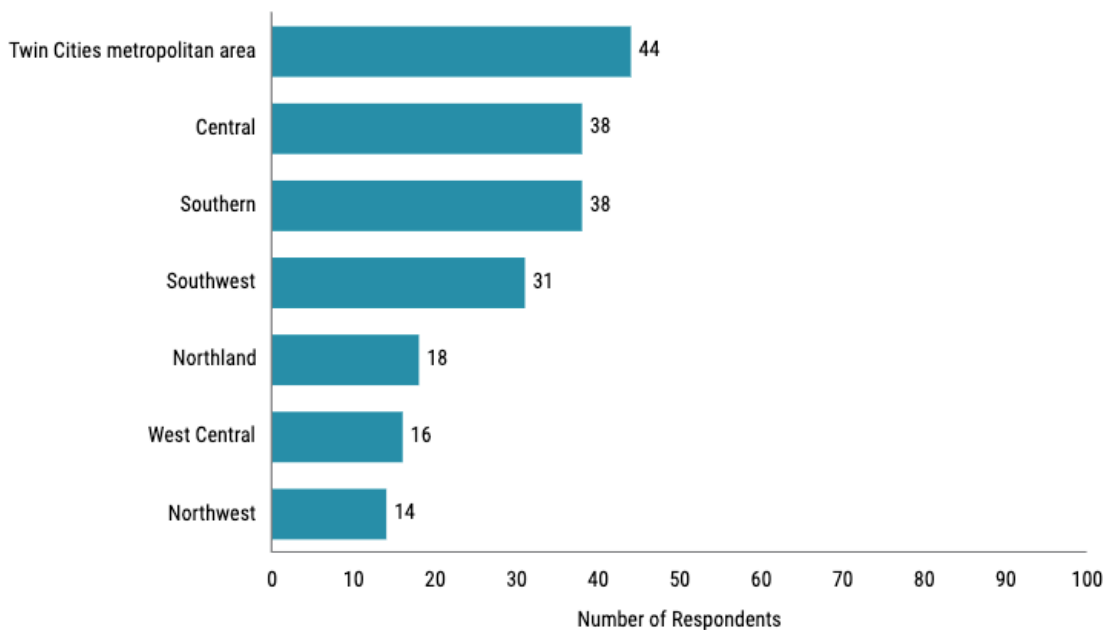
<i>What types of services does your agency provide for crime victims?¹⁸</i>	<i>Responses</i>
Criminal justice system advocacy	114/143 (80%)
Crisis intervention	105/143 (73%)
Crime victim compensation claim assistance	90/143 (63%)
Emergency financial assistance	88/143 (62%)
Personal advocacy	82/143 (57%)
Civil legal assistance	64/143 (45%)
Group treatment/support	62/143 (43%)
Post-conviction advocacy	56/143 (39%)
Mobile advocacy	53/143 (37%)
Emergency housing	51/143 (36%)
Child advocacy	46/143 (32%)
Sexual assault exam access	42/143 (29%)
Relocation assistance	41/143 (29%)

¹⁸ While a certain number of programs offer a certain service, that does not necessarily mean that they provide that service at that rate. For example, some of these services are required for those service providers who are OJP funded. So while they are offered, it may not be reflective of what is provided.

Education assistance	33/143 (23%)
Mental health services	32/143 (22%)
Employment assistance	25/143 (17%)
Immigration assistance	25/143 (17%)
Supervised child visitation/safe exchange/parenting time center	21/143 (15%)
Emergency mental health care	20/143 (14%)
Emergency medical care	18/143 (13%)
Other	18/143 (13%)
Traditional/cultural healing services	14/143 (10%)
Substance abuse/chemical dependency services	10/143 (7%)
Job training	8/143 (6%)
Long-term housing	8/143 (6%)
Medical assistance	7/143 (5%)
Telenursing	0/143 (0%)

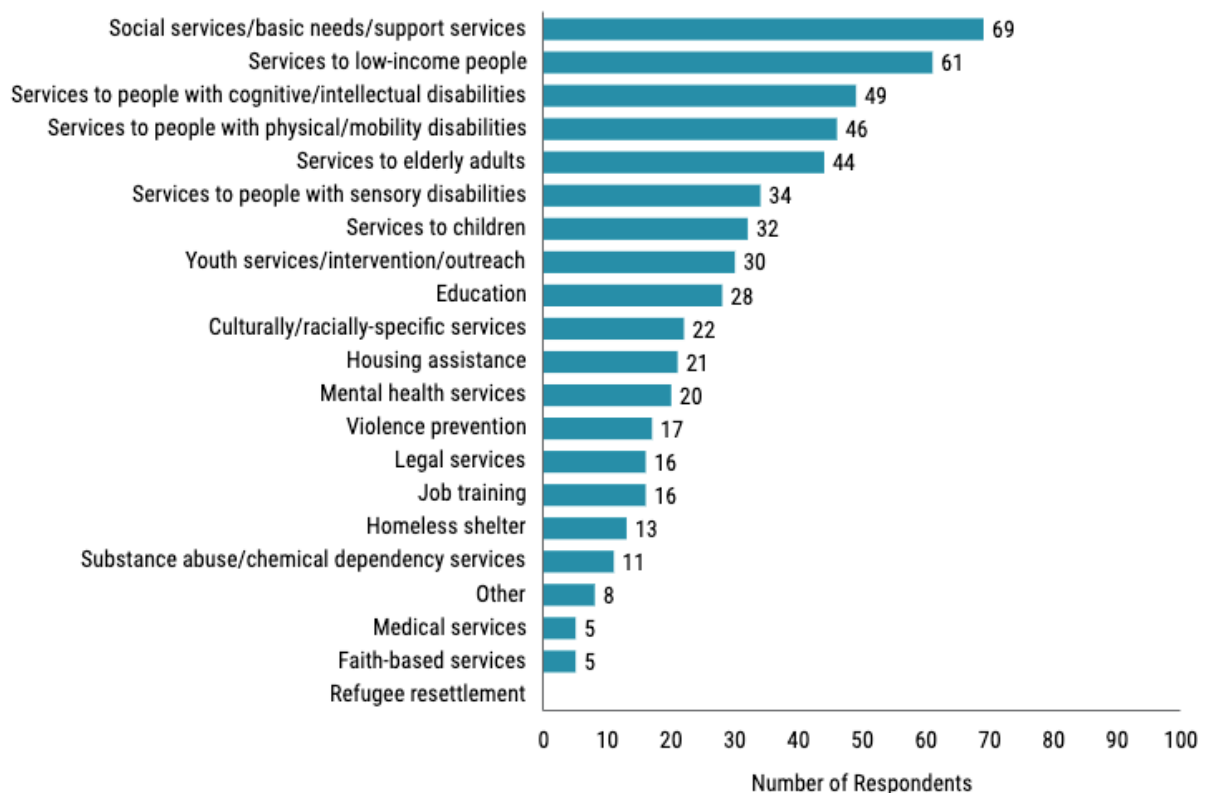
In addition to victim service providers, MNSAC invited all police departments and sheriff’s offices in Minnesota to participate in the survey as they are often the only point of contact for a victim following a crime. Of the 413 law enforcement agencies in Minnesota, 277 completed the survey, yielding a 67% response rate. Law enforcement agency respondents by geographic region are presented below.

Law Enforcement Agency Respondents by Geographic Region

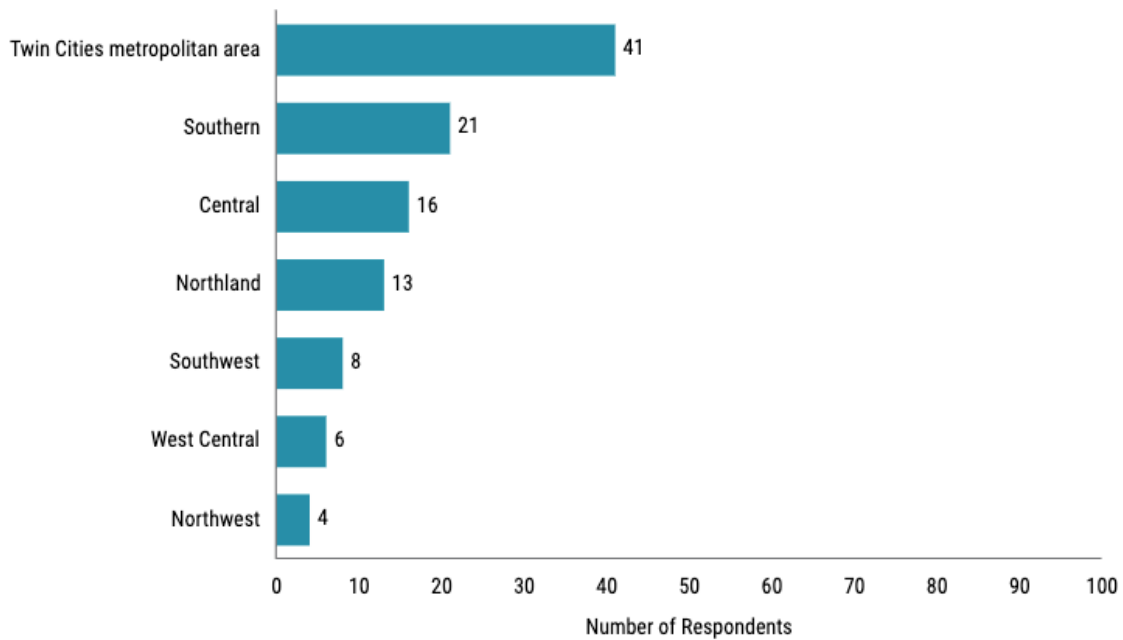


Given that crime victims may not seek help from a crime victim service provider or come in contact with law enforcement officers, MNSAC also surveyed community organizations most likely to come into contact with people who have experienced crime. It used online directories from the Minnesota Council of Nonprofits, Minnesota Department of Health’s Directory of Mutual Assistance Associations and Community Based Organizations Serving Refugees and Immigrants in Minnesota, and Guidestar to identify relevant organizations. Community organizations were invited to participate in the Crime Victim Needs Assessment Survey if they provided some sort of direct services to individuals or small groups (i.e. support groups) from populations with a higher risk of crime victimization. Through the course of some other service delivery (e.g., emergency financial assistance, temporary shelter, meal delivery, recovery services, health care), such organizations might also address their clients’ crime victim-related needs. Some examples of such organizations include homeless shelters, food shelves, treatment centers, and culturally-specific organizations. MNSAC extended survey invitations to youth-serving organizations that perform outreach and provide violence prevention services to youth. It invited places of worship with programs or ministries (e.g. shelters, food shelves) that offer direct services to those at risk of crime victimization. It also invited hospitals and clinics that primarily serve people at risk of crime victimization to participate. A total of 690 community organizations received survey invitations, with 168 completing the survey, yielding a 24% response rate. Community organization respondents by geographic region and the types of services provided are presented below.

Types of Services Provided by Community Organizations



Community Organization Respondents by Geographic Region



PHASE 3: FOCUS GROUPS

Planning:

In January 2020, ACET began conducting a literature review of previous victim needs assessments from various other states, including New York (2017), Iowa (2016), Illinois (2016), Maryland (2016), Massachusetts (2015), and Pennsylvania (2013). This literature review helped to prepare for planning and conducting the focus groups and also review lessons learned from other needs assessments. Because of the information that the needs assessment was designed to collect, focus groups were an efficient method in collecting important information from multiple participants at one time. As stated by Onwuegbuzie et al., because the environment of focus groups is inherently socially-oriented, *“The sense of belonging to a group can increase the participants’ sense of cohesiveness and help to feel safe to share information.”*¹⁹ Regarding focus groups and crime victims, the Office for Victims of Crime, U.S. Department of Justice specifies that focus groups serve to: identify crime victims’ needs, listen to crime victims’ concerns, determine strengths and gaps in policy and programming, and also *“contribute to the development of a strategic plan that identifies strengths in victims’ rights and services and builds upon them and identifies gaps in victims’ rights and services and seeks to fill them.”*²⁰

Following the literature review and in collaboration with MNSAC, OJP staff, and the CAG, ACET drafted a bank of potential questions that could be used for the crime victim focus groups. ACET then used the feedback collected about the bank of potential questions and drafted a 10-question focus group script. The focus group questions centered on three main themes: the nature of victims’ needs, barriers to supporting victims’ needs, and future directions and recommendations. In addition to the focus group

¹⁹ See Onwuegbuzie et al. 2009, page 2.

²⁰ See Seymour 2004, pages 3-4.

script, a consent form was also drafted to ensure that participants understood the purpose of the focus group and their involvement and confidentiality.

Focus groups were initially planned to take place in-person, at community centers and spaces throughout Minnesota during the Spring of 2020. Unfortunately, due to the COVID-19 pandemic, the shift in public energy due to the murder of George Floyd, and other barriers and challenges, the original focus group plan and strategy were no longer viable. OJP staff and ACET worked to ensure that focus groups with crime victims were still able to take place by conducting the focus groups virtually on the Zoom platform. Because in-person focus groups were no longer an option, this negatively affected the recruitment process, community involvement and accessibility. To accommodate the change from in-person to virtual, ACET worked on updating recruitment materials and offered phone cards, childcare stipends, webcams, and headphones for each participant to be able to participate. In order to recruit participants for the focus groups, ACET engaged in over 100 hours of focus group planning and recruitment. Examples of recruitment efforts included:

- Over 500 emails were sent to organizations who received the survey invitation asking to pass along the focus group opportunity.
- 1,000 postcards were sent to individuals across Minnesota using sampling data from Marketing Systems Group. After the initial postcards were sent, ACET made 600 follow-up phone calls with 142 people reached and 254 separate voicemail messages left. Of those follow-up calls, 12 individuals expressed interest in participating and five people filled out the form to participate in a focus group.
- ACET also printed recruitment flyers and contacted 63 businesses/organizations in the Metropolitan area asking to hang the flyers at their business; 10 granted permission to hang the flyer.
- ACET ran two paid Facebook advertisements targeting users over 18 years and older in Minnesota. The first ad ran from February 15-22, 2021, with 3,410 people reached and five shares. The second ad ran from March 3-15, 2021 with 2,891 people reached and 3 shares. In addition to the Facebook ads, ACET placed ads in the following newspapers: Hmong Times and The Circle.
- One community organization created a recruitment video and posted it to their organization's website and YouTube to help try to recruit Deaf, DeafBlind, DeafDisabled, and hard of hearing individuals to participate in the focus groups. As of June 2021, the video had 84 views.
- Recruitment materials were available in four languages: English, Hmong, Somali, and Spanish. Translated materials included: the focus group narrative advertisement, the recruitment flyer, and the Participant Registration Form.
- ACET, OJP, and the CAG also leveraged existing networks to help spread the word about the focus groups and increase participation to ensure the voices of those who have experienced crime were represented in this needs assessment.

Recruitment and focus groups took place simultaneously. Recruitment for the focus groups began in November 2020. Individuals interested in participating in one of the focus groups were asked to submit the Participant Registration Form, available in English, Hmong, Somali, and Spanish. The registration form asked for contact information, limited demographic information, and whether the applicant had any previous experience with crime victim services.²¹ A total of 85 individuals completed the registration form. A combination of at least three follow-up confirmation emails and phone calls were made to each interested applicant prior to the focus group.

In total, ACET conducted 16 focus groups from December 2020 to March 2021, with 27 participants. Participant data is presented below, starting on page 21. Each focus group was held virtually on Zoom, recorded on a handheld recorder, with the audio sent for transcription by a professional audio transcription agency headquartered in Minnesota. In regard to the number of focus groups and participants and the generalization of findings, as stated by Guest et al., their analysis of 40 focus groups showed that 80% of themes were revealed within two to three groups, and 90% of themes were identified within three to six focus groups.²²

Analysis:

Each focus group recording was sent for transcription following the group. As stated by Onwuegbuzie et al., *“Transcript-based analysis represents the most rigorous and time-intensive mode of analyzing data.”*²³ Additionally, focus group data analysis occurs alongside data collection. As stated by Rabiee, *“A helpful way of thinking about this role [concurrent analysis and collection] is to consider a continuum of analysis ranging from the mere accumulation of raw data to the interpretation of data.”*²⁴

The transcripts from the focus groups, in addition to notes taken during the discussions, were then used to analyze and code the data by the focus group facilitator, with a number of themes emerging from each of the questions. In order to analyze and code the focus group data, ACET used the “scissor-and-sort” technique by going through the transcripts and identifying quotes that corresponded to each question from the script and assigning a color to each question. Each quote was color-coded to its corresponding question and imported into Excel.

Following this, simple descriptive counts were assigned to each of the themes in Microsoft Excel, helping to supplement the qualitative data with data expansion (e.g., enumerating the frequency of responses per theme rather than simply stating that the majority of participants agreed or disagreed with a particular theme).²⁵ Therefore, *“The inclusion of frequency data helps the researcher to disaggregate focus group data, which is consistent with the qualitative researcher’s notion of treating each focus group member as a unique and important study participant.”*²⁶ This method is also referred to as

²¹ Applicants indicated that they had experienced a variety of crime types ranging from the following: child abuse, burglary or theft, harassment, hate crimes, homicide, motor vehicle theft, physical assault, property crime, relationship abuse/domestic violence, robbery, and sexual assault.

²² See Guest et al. 2016.

²³ See Onwuegbuzie et al. 2009, page 4.

²⁴ See Rabiee 2004, page 657.

²⁵ See Onwuegbuzie et al. 2009, page 9.

²⁶ See Onwuegbuzie et al. 2009, page 9.

quasi-statistics, which helps to pull statistical data from qualitative data.²⁷ This coding exercise was performed by two individuals to ensure uniformity and code confirmation (the focus group facilitator and co-facilitator). As stated by Stewart, *“The use of multiple analysts provides an opportunity to assess the reliability of coding, at least with respect to major themes and issues.”*²⁸

The results from the focus group analysis are presented below, starting on page 34. The results are organized into three themes: existing crime victim services, barriers to accessing and using crime victim services, and unmet crime victim needs. Each section presents the major themes that emerged from the 16 focus groups with raw data and descriptive statements in the form of quotes from participants.

Participant data:

<i>How do you describe your gender?</i> ²⁹	Responses (n=24) ³⁰
Female/cisgender female	21 (88%)
Male	3 (13%)

<i>How do you describe your race and/or ethnicity?</i> ³¹	Responses (n=24) ³²
White/Caucasian	11 (46%)
Black/African American	8 (33%)
Hispanic	3 (13%)
Indigenous/American Indian	3 (13%)
American	1 (4%)
Human	1 (4%)

²⁷ See Onwuegbuzie et al. 2009, page 9.

²⁸ See Stewart 2006, page 117.

²⁹ Participants self-identified their gender.

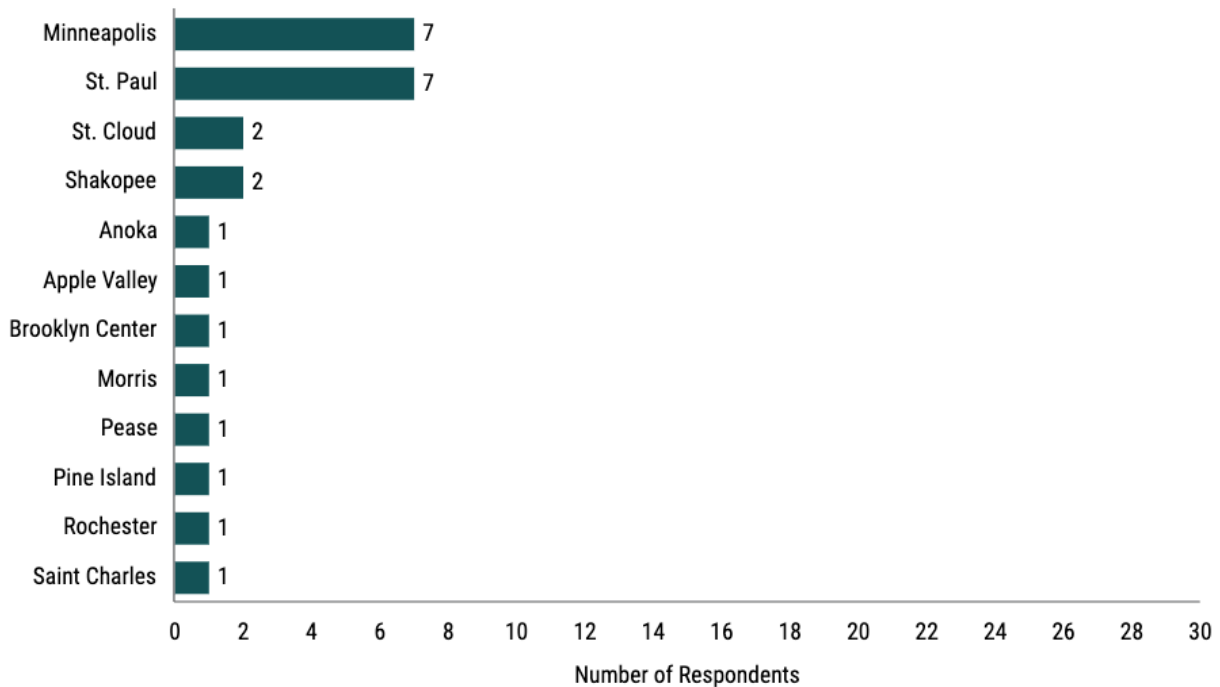
³⁰ Three participants did not complete the full application/registration form.

³¹ Participants self-identified their race and/or ethnicity.

³² Three participants did not complete the full application/registration form.

Focus Group Participants by Location

n=24



LIMITATIONS

As with any study or inquiry, there are limitations to this needs assessment and gap analysis. First, surveys administered to crime victim service providers and community organizations were not translated into languages other than English and only one survey per organization was sent. Second, only 18% of crime victim service providers reported that they primarily serve culturally/racially-specific populations, and the vast majority of community organizations said they primarily serve white, non-Latinx populations. Therefore, caution should be exercised when interpreting these survey results, particularly the results to questions about barriers to crime victim services and under/unserved populations. Despite the best efforts of this survey, it may not entirely represent the perspectives of culturally or racially-specific communities and those most at risk of crime victimization. Additionally, while findings can generally be used to make assumptions about crime victim service delivery in Minnesota, with caveats, it must be remembered that the survey results reflect the perceptions and knowledge of respondents. For the focus groups, ACET and OJP worked to ensure the input and inclusion of individuals throughout the state, BIPOC individuals, people with disabilities, and other historically excluded people regarding their needs and experiences. However, because of continued and more recent difficulties for many individuals and communities, this needs assessment and gap analysis fell short in those areas. This reinforces the notion that if services do not reach specific populations, it can be difficult to reach them for research purposes as well. It must be noted that most crime victims, even violent crime victims, do not use crime victim services or report their case to law enforcement.³³ According to the 2016 Minnesota Crime Victimization Survey, approximately 6% of crime victims accessed victim assistance.

³³ See McCart et al. 2010; Zaykowski 2014; Reyns and Englebrecht 2014; Truman and Langton 2014; [2016 Minnesota Crime Victimization Survey](#); Morgan and Oudekerk 2018.

DETAILED FINDINGS

EXISTING CRIME VICTIM SERVICES

This section details how victim service providers, community organizations, and law enforcement agencies refer to or inform crime victims about services, how services are offered, and the types of crimes that are experienced most, in addition to their perceived knowledge on working with diverse populations and communities. This section also serves to identify populations that currently lack access or have insufficient access to victim services. Following the survey findings, the main findings from the focus groups are presented, detailing what participants needed help or assistance with, whether they sought crime victim services, and how they first learned about the crime victim services available to them.

SURVEY FINDINGS

Crime Victim Service Providers

When asked how crime victims came into contact with a specific agency, based on an average year, crime victim service program respondents reported the following:

<i>Estimation of how crime victims came into contact with victim service provider agencies:</i>	<i>Responses</i>
Referral from law enforcement	108/124 (87%)
Self-referral	101/124 (81%)
Referral from another victim service agency	96/124 (77%)
Referral from another social service provider	91/124 (73%)
Referral from a health care facility (e.g., emergency room, hospital, doctor, etc.)	80/124 (65%)
Other	32/124 (26%)

When asked to identify the types of crime victims that seek services from their agency, service providers indicated the following:

<i>Which of the following describes the types of crime victims that seek services from your agency? (Select all that apply).</i>	<i>Responses</i>
Domestic/intimate partner violence	130/146 (89%)
Stalking/harassment	120/146 (82%)
Rape/sexual assault	117/146 (80%)
Assault	110/146 (75%)
Dating violence	109/146 (75%)

Child abuse	104/146 (71%)
Human trafficking (sexual exploitation)	91/146 (62%)
Elder abuse	83/146 (57%)
Financial exploitation/fraud	79/146 (54%)
Bullying	78/146 (53%)
Violence with guns	77/146 (53%)
Homicide (survivors of victims)	73/146 (50%)
Property crime	73/146 (50%)
Robbery	68/146 (47%)
Burglary	67/146 (46%)
Cybercrimes	66/146 (45%)
DUI/DWI/other traffic-related crimes	63/146 (43%)
Human trafficking (labor)	57/146 (39%)
Hate crimes	56/146 (38%)
Other	18/146 (12%)

As shown in the chart above, 80% or more of service providers indicated that they serve crime victims who have experienced the following: domestic/intimate partner violence (**130 out of 146; 89%**), stalking/harassment (**120 out of 146; 82%**), and rape/sexual assault (**117 out of 146, 80%**).

When survey respondents were asked to rate the extent that direct service staff in their agency are knowledgeable, results demonstrate that victim service program respondents are confident in their staff's technical expertise on a variety of topics. The top areas of reported knowledge surround Minnesota statutes on victim rights (**125 out of 139; 90%**), applying for crime victim compensation (**118/139; 85%**), mandated child abuse reporting (**118/139; 85%**), and trauma-informed care (**118/139; 85%**).

<i>Direct service staff in my agency are knowledgeable about the following topics:</i>	<i>Agree or strongly agree</i>
Minnesota statutes on victim rights	125/139 (90%)
Applying for crime victim compensation	118/139 (85%)
Mandated child abuse reporting	118/139 (85%)
Trauma-informed care	118/139 (85%)
Serving diverse communities	113/139 (81%)

Race and oppression	111/139 (80%)
Intercultural awareness	110/139 (79%)
Historical trauma	110/139 (79%)
Adverse Childhood Experiences (ACEs)/resiliency	106/139 (76%)
Writing protective orders	95/139 (68%)

When survey respondents were asked to rate the extent to which they agree with whether direct service staff in their agency are knowledgeable about populations, results show that agencies are generally confident in their staff's competence in working with diverse populations. The top populations that service providers felt most knowledgeable about are people with physical/mobility disabilities (**119 out of 137; 87%**), people with mental health disabilities (**119 out of 137; 87%**), people who are lesbian, gay, bisexual, transgender, non-binary, gender nonconforming, or Two-Spirit (**116 out of 137; 85%**).

<i>Direct service staff in my agency are knowledgeable about the following populations:</i>	<i>Agree or strongly agree</i>
People with physical/mobility disabilities	119/137 (87%)
People with mental health disabilities	119/137 (87%)
People who are lesbian, gay, bisexual, transgender, non-binary, gender nonconforming, or Two-Spirit	116/137 (85%)
People with cognitive/intellectual disabilities	110/137 (80%)
Youth (11-17 years old)	110/136 (81%)
Substance abuse/chemical dependency	109/136 (80%)
Elderly adults	104/136 (76%)
People who speak limited English	103/137 (75%)
People with sensory disabilities: Deaf, Hard of Hearing	94/136 (69%)
People with sensory disabilities: blind, low vision	87/136 (64%)
Immigrants/refugees	76/136 (56%)

Crime Victim Compensation

Minnesota State Statute allows for the financial compensation of crime victims and their family members for reasonable, non-property losses incurred as a result of violent crime. Examples of these expenses include: medical care, mental health services/counseling, funeral costs, and lost wages.³⁴ Law enforcement officers are statutorily required to inform crime victims of their right to apply for crime victim compensation and the phone number to call to request an application.³⁵ Crime victim service providers also play an important role in notifying crime victims and assisting in the application process. For example, when asked if staff in their agencies routinely inform victims about reparations/crime victim compensation, **117 out of 139 (84%)** of crime victim service providers stated that they do; only **10 out of 139 (7%)** reported that they do *not* inform victims.³⁶ Of the agencies that inform victims about reparations, the majority (**109 out of 139; 78%**) indicated that a service offered is assistance filling out applications for crime victim compensation. The tables below show the ways in which victim service programs inform victims of reparations.

<i>Please select the ways in which your agency informs victims about reparations/crime victim compensation. (Select all that apply).</i>	<i>Responses</i>
Staff verbally informs victims in person	109/117 (93%)
Staff gives victims an information packet	95/117 (81%)
Staff informs victims over the phone	94/117 (80%)
Information is included in standard letters to victims	54/117 (46%)
Staff emails victims	50/117 (43%)
Information is posted on the agency's website or social media page	34/117 (29%)
Other	10/117 (9%)

When asked why victim service providers thought that crime victims did not apply for reparations/crime victim compensation, the majority of service providers indicated that victims lack trust in the system (**92 out of 130; 71%**), victims do not have the emotional energy to apply (**91 out of 129; 71%**), and victims do not qualify because of crime type (e.g., property) (**91 out of 130; 70%**). Further responses are presented in the table below.

<i>Victims do not apply for reparations/crime victim compensation because:</i>	<i>Agree or strongly agree</i>
Victims lack trust in the system	92/130 (71%)
Victims do not have the emotional energy to apply	91/129 (71%)
Victims do not qualify because of crime type (e.g., property, etc.)	91/130 (70%)
Victims have no eligible expenses (e.g., medical, funeral, lost wages, etc.)	85/130 (65%)

³⁴ Retrieved from: <https://dps.mn.gov/divisions/ojp/help-for-crime-victims/Pages/crime-victims-reparations.aspx>.

³⁵ See Minnesota Statute 611A.02.

³⁶ 12 out of 139 (9%) respondents indicated that they “don’t know/unsure” whether staff inform victims about reparations.

Victims' insurance pays their expenses	73/128 (57%)
Victims do not understand the program	73/129 (57%)
Victims do not want to report to law enforcement	73/130 (56%)
Reparations/crime victim compensation do not address victims' immediate needs	71/130 (55%)
Victims do not want to apply	69/131 (53%)
Victims do not want to cooperate with law enforcement/prosecution	58/130 (45%)
Application process is too difficult	56/128 (44%)
Application is confusing	54/129 (42%)
Victims are not aware of reparations/crime victim compensation	51/131 (39%)
Victims' immigration status	49/128 (38%)
Victims think they do not qualify because they committed a crime during the incident	40/129 (31%)
Victims miss the deadline for applying	35/129 (27%)
Victims had a negative experience with crime victim compensation in the past	24/130 (18%)
Application not available in the victim's language	17/129 (13%)

To note, the Minnesota Crime Victims Reparations Board will soon begin a project that will include an assessment of the program, followed by on-site technical assistance to address challenges within its system, develop an implementation plan based on the assessment findings, and execute the implementation plan to close the gaps in its system and improve outcomes for crime victims.

Demographics of Crime Victims Served

This section details the reported demographics of crime victims served. One caveat in reporting this information is that much of the information relies on the agency to estimate the demographics of their clients, unless specifically asked or collected by the agency. Therefore, averages are presented for questions asking about gender identity and race/ethnicity. Based on a typical year, an average of **69%** of those who receive services are women, **29%** identified as men, and **6%** identified as transgender, Two-Spirit, gender non-conforming, and non-binary. These averages are based on 129 survey responses.

Based on a typical year, an average of **55%** of those who received crime victim services were white, non-Hispanic/Latinx; **18%** were Black/African American; **14%** were American Indian/Native American/Indigenous; **10%** were Hispanic/Latinx; and **5%** were Asian American. These averages are based on 129 survey responses. When asked if their agency primarily serves a racially or ethnically-specific population(s), **119 out of 146 (82%)** responded that their agency **does not** serve a racially/ethnically-specific population. Of those that *do* serve a racially/ethnically-specific population (**27 out of 146; 18%**), the following table shows that the majority of those agencies served the following populations.

<i>If your organization's program(s) primarily serves a racially or ethnically-specific population, please specify what population(s) you primarily serve. (Select all that apply).</i>	<i>Responses</i>
American Indian/Native American/Indigenous	14/27 (52%)
Black/African American	11/27 (41%)
Latinx	8/27 (30%)
Other	6/27 (22%)
Somali/East African	6/27 (22%)
South/Southwest Asian	6/27 (22%)
Karen refugees from Myanmar (formerly Burma)	5/27 (19%)
Hmong	4/27 (15%)

When asked how agencies conduct outreach and provide information to culturally or racially-specific communities, the most common responses were networking/coordination with culturally/racially-specific agencies, public speaking engagements at culturally/racially-specific events, and culturally/racially-specific community events. While **65%** of respondents reported some form of networking, less than half reported other ways in which they reached culturally or racially-specific communities. The top distribution methods in addition to others are presented below.

<i>Please select the methods by which your agency distributes information to culturally/racially-specific communities.</i>	<i>Responses</i>
Networking/coordination with culturally/racially-specific agencies	83/127 (65%)
Public speaking engagements at culturally/racially-specific events	65/127 (51%)
Culturally/racially-specific community events	56/127 (44%)
Culturally/racially-specific trainings/conferences	48/127 (38%)
Advertisements in different languages	44/127 (35%)
Social media advertisements in different languages	31/127 (24%)
Do not distribute information to culturally/racially-specific communities	24/127 (19%)
Promotional items in different languages	13/127 (10%)
Website in different languages	10/127 (8%)
Other	8/127 (6%)

When asked how agencies are equipped to accommodate crime victims with various disabilities, the agencies stated that their buildings are Americans with Disabilities Act (ADA)-compliant (**127 out of 135; 94%**), their agencies' website is ADA-compliant (**63 out of 135; 47%**), and their agencies' staff has

received training on how to communicate with people with communication difficulties **(56 out of 135; 41%)**. As a reminder, this information is based on survey respondents’ knowledge and perception of their agency’s ability to accommodate those with various disabilities.

When asked the ways in which their agency ensures it can provide services to victims who speak limited or no English and victims who are Deaf or Hard of Hearing, service provider responses are presented below:

<i>Please select the ways in which your agency ensures it can provide services to victims who speak limited or no English and victims who are Deaf or Hard of Hearing (select all that apply):</i>	<i>Limited or no English</i>	<i>Deaf or Hard of Hearing</i>
Agency contracts with paid interpreters	77/129 (60%)	57/129 (44%)
Agency has a language access plan (written policies/procedures to meaningfully help victims)	77/129 (60%)	61/129 (47%)
Agency has a language-specific advocate and/or designated staff interpreter	38/129 (29%)	15/129 (12%)
Agency uses informal interpreters (victim’s friend, family member, caregiver, etc.)	68/129 (53%)	53/129 (41%)
Agency uses technology to communicate (internet, smartphone application, etc.)	80/129 (62%)	64/129 (50%)
Agency uses volunteer interpreters	26/129 (20%)	14/129 (11%)
Translated materials are available	72/129 (56%)	29/129 (22%)
Agency does not have a way to communicate with these victims	10/129 (8%)	13/129 (10%)

The majority of ways for agencies to ensure it can provide services for those with limited or no English include the agency contracting with paid interpreters, the agency using technology to communicate, and the agency having a language access plan. For those who are Deaf or Hard of Hearing, accommodations included the agency using technology to communicate, the agency having a language access plan, and the agency contracting with paid interpreters.

Law Enforcement Agencies

As stated above, MNSAC invited all law enforcement agencies in Minnesota (city, county, Tribal, special jurisdiction) to participate in the survey. The law enforcement agencies that responded to the survey reported that overall, officers are most knowledgeable about crisis intervention **(188 out of 198; 95%)**, communicating with and/or interviewing victims **(187 out of 198; 94%)**, and developing trust and sustaining positive relationships with victims **(186 out of 198; 94%)**. As a reminder, this information is based on survey respondents’ perception and based on one agency contact. For example, one law enforcement officer answered the survey on behalf of the entire law enforcement agency.

<i>Officers in my agency are knowledgeable about the following topics:</i>	<i>Agree or strongly agree</i>
Crisis intervention	188/198 (95%)
Developing trust and sustaining positive relationships with victims	186/198 (94%)
Communicating with and/or interviewing victims	187/198 (94%)
Understanding the effects of trauma on victims' behavior	180/198 (91%)
Coping with the effects of trauma (i.e., trauma experienced by officers)	170/198 (86%)

When asked how often their agency collaborates with various organizations or agencies to support and assist crime victims, the top answers of who responded “often or very often” included: social service agencies (such as child welfare and adult protection) (**147 out of 192; 77%**), government-based victim service agencies (such as city or county attorney victim services) (**130 out of 194; 67%**), and schools (**124 out of 193; 64%**). Conversely, less than half (94 out of 194; 48%) indicated that their agency “often or very often” collaborates with community-based victim service agencies.

<i>Please indicate how often your agency collaborates to support and assist crime victims with each of the following:</i>	<i>Often or very often</i>
Social service agencies (e.g., child welfare, adult protection, economic assistance, etc.)	147/192 (77%)
Government-based victim service agencies (e.g., city/county attorney victim services)	130/194 (67%)
Schools	124/193 (64%)
Medical facilities/providers	94/190 (49%)
Community-based victim service agencies	94/194 (48%)
Mental health facilities/providers	91/194 (47%)
Child advocacy centers/child care/youth-serving agencies	68/192 (35%)
Substance abuse/chemical dependency facilities/programs	63/190 (33%)
Faith-based organizations	33/192 (17%)
Elder abuse organizations	29/191 (15%)
Homeless/housing agencies	26/193 (13%)
Legal services agencies/legal aid	25/190 (13%)
Colleges/universities	20/193 (10%)
Community centers/organizations	19/193 (10%)
Disability organizations	19/193 (10%)
Culturally/racially-specific organizations	17/192 (9%)

Tribal victim-serving agencies	11/192 (6%)
Lesbian, Gay, Bisexual, Transgender, Queer organizations	7/193 (4%)
Refugee resettlement agencies	7/192 (4%)

When law enforcement agencies do come into initial contact with crime victims, the most common ways that officers notified them of their rights and local resources included: a crime victim information card, brochure, leaflet, or pamphlet (**230 out of 277; 83%**) and the responding officer verbally informs victims of their rights (**47 out of 277; 17%**).

<i>At first contact with crime victims, what is the primary way officers in your agency notify crime victims of their rights?</i>	<i>Responses</i>
A crime victim information card, brochure, leaflet, or pamphlet	230/277 (83%)
The responding officer verbally informs victims of their rights	47/277 (17%)
Don't know/unsure	4/277 (1%)
An officer or staff person calls victims to inform them of their rights	2/277 (1%)
Information on crime victim rights are mailed or emailed to victims at a later date	1/277 (0%)
Other	1/277 (0%)
Crime victim rights are posted inside squad cars or on walls in the agency	0/277 (0%)

Of those that notify crime victims of their rights, the top information that they provide included agency contact information (**225 out of 242; 93%**), contact information for local crime victim service agencies (**220 out of 242; 91%**), and contact information for other relevant local agencies (**192 out of 242; 79%**).

<i>What information does your agency provide to crime victims? (Select all that apply).</i>	<i>Responses</i>
Agency's contact information	225/242 (93%)
Contact information for local crime victim service agencies	220/242 (91%)
Contact information for relevant local agencies	192/242 (79%)
Contact information for crisis hotlines	188/242 (78%)
Victim's right to apply for crime victim compensation	183/242 (76%)
Victim's right to request restitution	126/242 (52%)

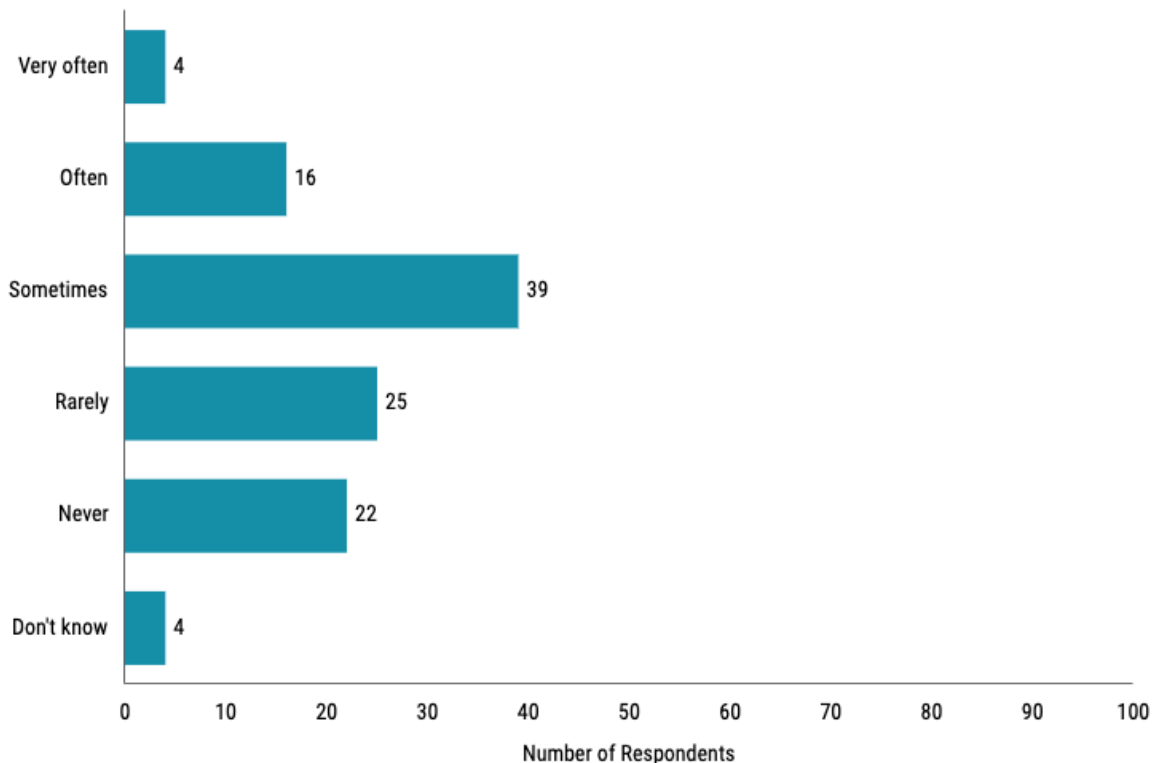
Victim's right to be informed of and participate in the prosecution process if the offender is charged	121/242 (50%)
Victim's right to request that law enforcement withhold victim information from the public	110/242 (45%)
Contact information for Victim Information and Notification Everyday (VINE)	102/242 (42%)
Other	17/242 (7%)

Community Organizations

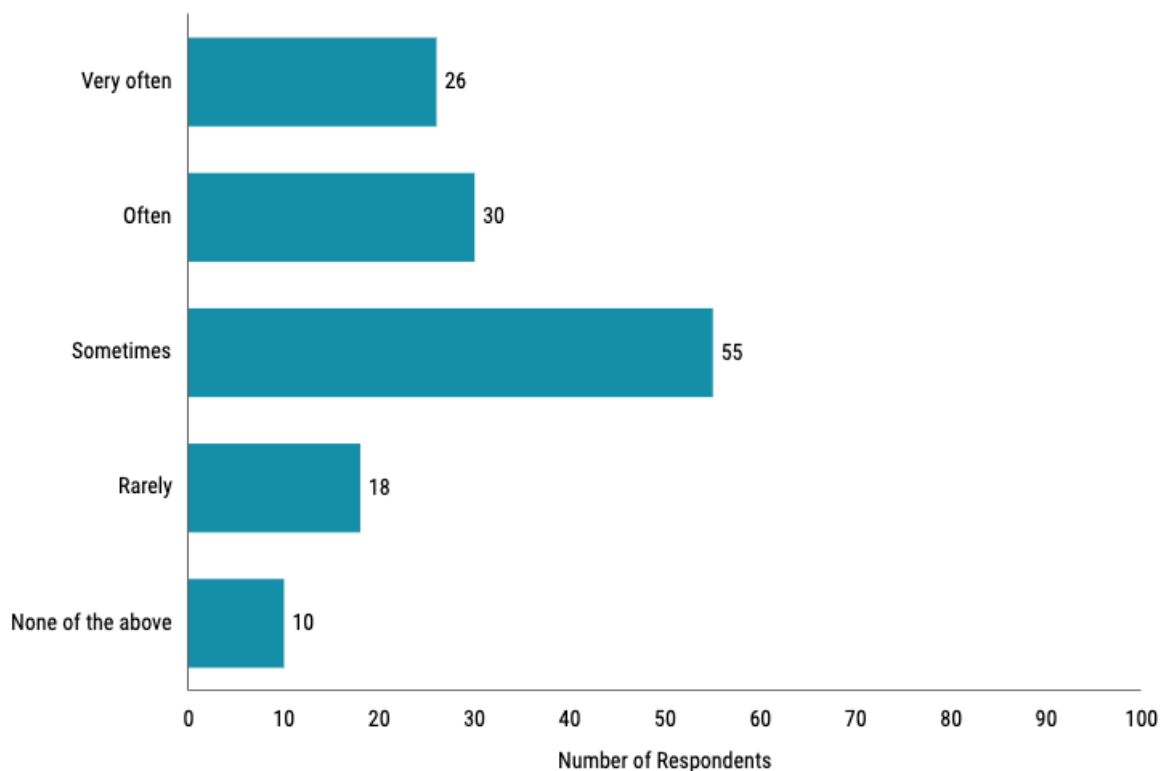
As stated above on page 13, community organizations were invited to participate in the needs assessment survey because they may have provided some sort of direct services to individuals or small groups from populations with a higher risk of crime victimization. Of those who completed the survey, **18% (20 out of 110)** of respondents indicated that they “very often” or “often” receive trainings on topics related to crime victimization; **35% (39 out of 110)** reported that they “sometimes” receive similar training.

When asked how frequently their organization serves clients who have also recently been affected by crime, **40%** of respondents (56 out of 139) reported that they serve these clients “often or very often.” Alternatively, 18 out of 139 of respondents (**13%**) stated that they “rarely” serve clients who have experienced crime.

How often do staff in your organization receive trainings on topics related to crime victimization?



How frequently do you serve clients who have also recently been affected by crime?



When an organization does encounter clients who have recently been affected by crime, the majority of respondents (**83 out of 130; 64%**) indicated that they refer clients to crime victim service providers, or an organization that directly addresses the needs of people who have been affected by crime. For those who *do not* refer clients to crime victim service providers (**26 out of 130; 20%**), their top reasons included: staff lack of awareness of available victim services (**25 out of 37; 68%**), lack of services due to crime type (**15 out of 36; 42%**), and clients do not think they need help (**15 out of 36; 42%**). Some of their responses included the following:

- *“We simply don’t have information about where to refer them.”*
- *“Truly [there’s] not enough information and training [for] staff to know how to ask if people are crime victims, what type of crime victim they are, and then there are inconsistently available resources for crime victims around our region.”*

<i>In general, reasons staff in my organization do not refer clients to crime victim service providers in my community include:</i>	<i>Agree or strongly agree</i>
Staff lack of awareness of available victim services	25/37 (68%)
Lack of services due to crime type (e.g., identity theft, stalking, etc.)	15/36 (42%)
Clients do not think they need help	15/36 (42%)

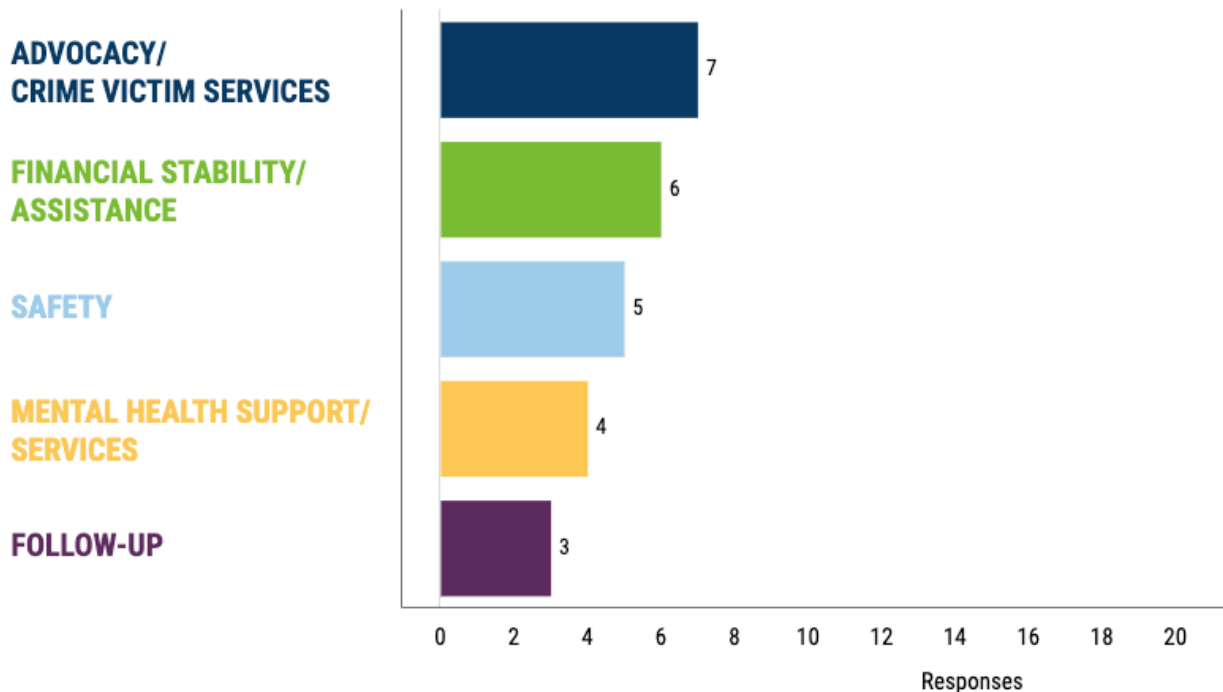
Lack of victim services in client's community	13/35 (37%)
Getting help is not a priority because clients are unable to get basic needs met	13/37 (35%)
Cultural/racial barriers	10/35 (29%)
Language barriers	10/34 (29%)
Lack of accessible victim services for persons with disabilities	8/35 (23%)
Staff/clients had a negative experience with a victim service provider in the past	6/35 (17%)
The process for getting victim services is too difficult	5/36 (14%)
The waitlist for getting victim services is too long	5/35 (14%)
Victim service providers lack diverse staff	5/35 (14%)
Victim service providers lack staff with cultural competence/cultural humility	5/35 (14%)
Staff fear clients will be discriminated against	5/35 (14%)
Staff do not think clients need help	4/35 (11%)
Clients do not meet eligibility requirements	3/35 (9%)
The victim service provider's hours of operation are not accessible	3/35 (9%)

FOCUS GROUP FINDINGS

This section surrounds findings from the following focus group questions:

- *As a result of the crime that you (or your family member/close friend) experienced, what did you need help or assistance with?*
- *Did you seek victim services?*
- *How did you first learn about crime victim services available to you?*
- *Knowing what you know now in terms of accessing and receiving services, what advice would you give if a family member or friend experienced a similar crime as you?*

AS A RESULT OF THE CRIME THAT YOU (OR FAMILY MEMBER/CLOSE FRIEND) EXPERIENCED, WHAT DID YOU NEED HELP OR ASSISTANCE WITH?



Key themes surrounding immediate needs following the crime that was experienced included advocacy/crime victim services, financial stability/assistance, safety, mental health support/services, and follow-up. In terms of advocacy and crime victim services, participants reiterated the need for phone or in-person contact, stating, *“...What would have been helpful though is for someone from Crime Victims to actually call me. Giving me the sheet of paper here, when in my mind, I had so much I was dealing with...”* Another participant stated, *“...They would always send out the police, but it might've been nice to have somebody who would have come along who would have had a different track going. A track of like, 'Okay, what are going to be the emotional needs of the victim?’”* Corresponding participant quotes are presented below.

FINANCIAL STABILITY/ASSISTANCE:

- *“...I have needed assistance paying mental health therapy bills.”*
- *“If it [is not] a high profile case, I feel like they just let you be. They don't give you that assistance that you truly need to feel safe or that comfort or anything like that... They don't understand that financial stability is not there”*

SAFETY:

- *“...I needed to be safe too, so then I needed somewhere to go, and so I had to find a safety plan. I had three or four busted out windows, plus I had my house robbed...”*

- *"...Because threats were coming through so, it's like, 'We don't have any answers for you, so we can't put you somewhere or give you safety until we find out what truly happened.'"*

MENTAL HEALTH SUPPORT/SERVICES:

- *"Probably, I think therapy or maybe counseling, if that's what you can call it, counseling, or group therapy."*
- *"...I could've [probably used] some mental health support..."*

FOLLOW-UP:

- *"...It would have been nice if someone from Crime Victims had actually followed up and called me."*
- *"They didn't contact me. They didn't let me know that they were bringing [them] into court that Monday. They didn't ask me if I want to even have an advocate, or somebody speak on my behalf. They didn't even call me and ask me, what did I want?..."*

Did you seek victim services?

Did seek services:	13/24 (54%)
Did not seek services:	8/24 (33%)
Did seek services but did not pursue them:	3/24 (13%)

What problems did you experience when trying to access or receive services?

Of the participants that did try to access services (**13 out of 24; 54%**), they identified two main problems when they tried to receive services: **navigating the process** and **lack of contact/follow-up**. In regard to navigating the process, one participant stated: *"...I feel like it was a very traumatic experience trying to work and chase down all these people [to access services]."* In terms of the lack of contact and follow-up, one participant stated: *"Eventually, I got letters saying that the board had reviewed the case and determined that my kids were—or my family's eligible for some support. But when I started to seek the support, things absolutely fell apart... I sent multiple emails, and left multiple voicemails, and never was contacted. This went on for weeks and months, even."³⁷*

Other problems that were mentioned by participants included feeling helpless, a lack of empathy/sympathy, being afraid/not feeling heard, and receiving conflicting information. For example, *"...I had multiple different claims specialists, and they would give me conflicting information, and they*

³⁷ This participant quote was in reference to the Minnesota Crime Victims Reparations Board.

would send information to various providers that had my daughter's name but my birthdate, and they would refer to the crime very generally, and the providers didn't necessarily know what the paperwork was, and they could bill for seeing clients not filling out this ambiguous and erroneous paperwork, so they set it aside." Additionally, one participant stated "I tried looking it up on the [internet] to see if there were any resources, and it almost seemed like my family wasn't really eligible for anything; there wasn't really anything we could work with."³⁸

Which of your needs were addressed?

Of the participants that were able to receive services, the top need that was addressed was for **legal advocacy/criminal justice advocacy**. For example, "I would say once the court advocate from [organization] got involved, then I was able to learn what that process would be for, like, if we wanted to go to court, what that would look like, if we wanted to take a plea. Things like that, I was able to get that information once she was involved." Other addressed needs that were mentioned included safety, housing, financial support, and mental health services.

Which of your needs were addressed not so well?

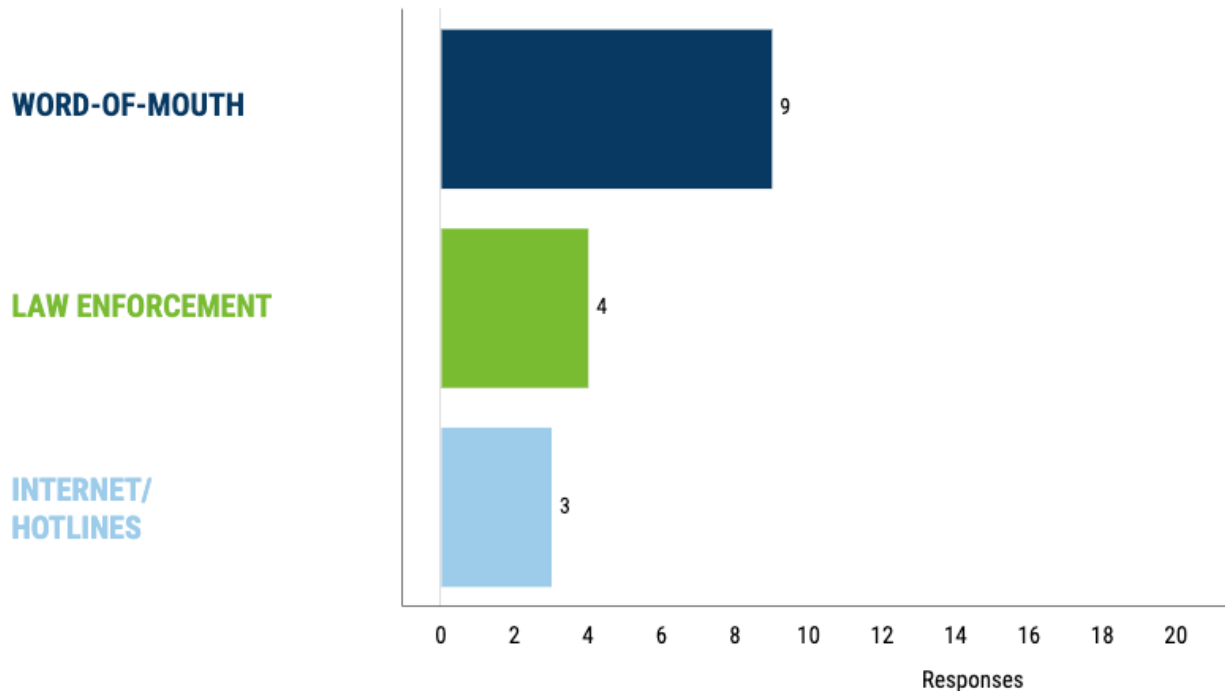
Participants also identified needs that were not addressed well. The top two responses included **contact/follow-up** and **safety**. In regard to contact/follow-up, one participant shared: "I still have not heard back from anybody about the restitution at all. No one's called me. No one's updated me. No one said anything to me." Another participant shared that they felt their safety was compromised, stating, "I think primarily the safety. I had no idea I was in a situation where I was still attending the same school as him, and he was able to intimidate [me] through other people, so my safety..." Other needs that were not addressed included advocacy, emotional support, and legal assistance/services.

What prevented you from seeking services?

For those that did not seek services, they shared that a **lack of information/not knowing what is available** and **stigma/shame** prevented them from seeking services. Multiple participants shared that they did not know services were available or that they even existed: "I never had the chance to reach out to someone as far as how to get help." In regard to the stigma and shame of seeking services, participants detailed "I think I didn't feel comfortable at the time... because of the stigma..."

³⁸ This participant quote was in reference to the Minnesota Crime Victims Reparations Board.

HOW DID YOU FIRST LEARN ABOUT CRIME VICTIM SERVICES AVAILABLE TO YOU?



The majority of participants first learned about crime victim services from **word-of-mouth**, **law enforcement**, and the **internet/hotlines** (as shown above). Many of those that learned of services through word-of-mouth were informed by their co-workers, family and community members: *“...I found out about it not through the [county] or the [police department]. I found out about it through other family members, and I needed to contact the office to find out what my options were.”* Another participant stated, *“I found out through word-of-mouth through other victims and community. I wished it would’ve been through [the] police that was there, or somebody at the hospital, or I wish it would’ve been through somebody like that, but, no, it was through word of mouth and through other victims.”* Other ways that participants learned of available services were from county caseworkers/offices, the court system, and through current or previous employers.

LAW ENFORCEMENT:

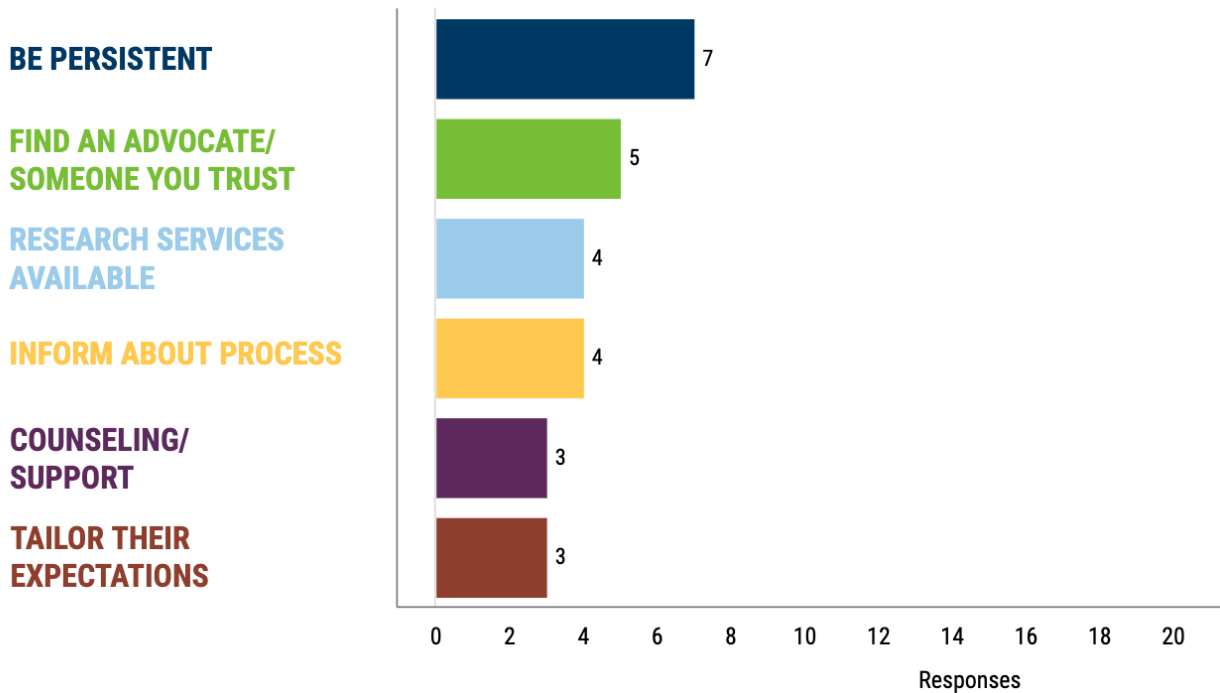
- *“[The police officer] gave me the number to [agency] and he said, ‘Well, I’m surprised [another party] didn’t give you the number...”*
- *“Mostly just [from cooperating] with law enforcement...”*

INTERNET/HOTLINES:

- *“I did not know really what was out there and had to do some research myself later on on the Internet...”*

- “...I also had chatted over the phone with [agency] hotline multiple times... They would remind me of places available...”

KNOWING WHAT YOU KNOW NOW IN TERMS OF ACCESSING AND RECEIVING SERVICES, WHAT ADVICE WOULD YOU GIVE IF A FAMILY MEMBER OR CLOSE FRIEND EXPERIENCED A SIMILAR CRIME AS YOU?



Key themes surrounding what advice people who have experienced crime would give if a family member or close friend experienced a similar crime included: be persistent, find an advocate/someone you trust, research services available, inform them about the process, seek counseling/support, and help tailor their expectations surrounding the process. Corresponding participant quotes are presented below.

BE PERSISTENT:

- “I would tell them that there's a lot of help out there that you just need to ask, don't give up right away. If you need a ride or need something or need an interpreter...”
- “I would tell them to keep fighting.”

FIND AN ADVOCATE/SOMEONE YOU TRUST:

- “Get an advocate, find somebody you trust who knows about resources and somebody you trust because it's a lot. It's a lot to deal with whatever's going on, and then still putting pieces in place so you can move forward.”
- “Is there one individual that can advocate, that you can work with, that can connect you to. If you have multiple services that you can get and multiple things that you can do, is there one

person that can be your buddy or your advocate that can work with you so that you don't have to make 50 different phone calls?"

RESEARCH SERVICES AVAILABLE:

- *"You'd better Google them and find them on your own, to figure out what your needs are."*
- *"Tell them to reach out, to research basically to see what services are out there and try to help them through it and be the advocate with them, and kind of hold their hand through a lot of the stuff, and yeah, just coach them, basically."*

INFORM ABOUT PROCESS:

- *"So I would want [them] to be informed of everything, and how it can all play out, and how that might look, and how it could affect their healing."*
- *"I would also point them out to services that I've used, and I would let them know what I've been through, what helped me. And I would also let them know it's not fun."*

COUNSELING/SUPPORT:

- *"It's hard to deal with. At the same time, there's not too many people you can run to and talk about anything that's going on. It's just keep your head, talk to somebody, just—it's not something you want to keep reliving over and over again; any kind of case, or abuse, or even if it's somebody breaking into somebody's house, doing anything like that."*
- *"Talk to someone..."*

TAILOR THEIR EXPECTATIONS:

- *"I would tell people 'Don't waste your time. Don't waste your time sending a letter. There isn't anybody that's going to help you. Just do your best to protect the individual that you're responsible for; educate them, all those things, reinforce—if the text or caller isn't somebody you know, don't answer, those kinds of things.'"*
- *"Probably to not expect great things to happen, that there's—technically there is this resource available that you could check in with and see how it goes."*

BARRIERS TO ACCESSING AND USING CRIME VICTIM SERVICES

This section details difficulties that crime victim service providers, community organizations, and law enforcement agencies face in delivering services to those who have experienced crime, in addition to their perceptions on barriers that exist for crime victims in seeking or accessing services. Following the survey findings, the main findings from the focus groups are presented, detailing what services they needed but did not receive, the barriers that exist in accessing or receiving services within their community, and what could have made accessing/using services easier for them.

SURVEY FINDINGS

Barriers to Service Delivery

Based on the survey results, crime victim service providers faced a variety of barriers to service delivery, that is, challenges that made it difficult to provide high-quality services to adequately serve crime victims or meet their needs. The top identified barrier to service delivery was the lack of financial resources to meet the demand for services (**134 out of 179; 75%**). Other top responses included the lack of staff to meet demands for services (**112 out of 179; 63%**) and effectively reaching underserved populations (**98 out of 178; 55%**). The barrier to effectively reach underserved populations shows that while crime victim service providers generally indicated that they are knowledgeable about serving various communities, many indicated significant barriers to service delivery, including reaching underserved populations, having a lack of diverse staff, and a lack of staff with cultural competence/cultural humility.

<i>In general, difficulties my crime victim services faces in providing services to crime victims include the following:</i>	<i>Agree or strongly agree</i>
Lack of financial resources to meet demand for services	134/179 (75%)
Lack of staff to meet demand for services	112/179 (63%)
Effectively reaching underserved populations	98/178 (55%)
Lack of services designed for victims of certain crimes	79/180 (44%)
Lack of diverse staff	78/177 (44%)
Lack of language-accessible services	68/179 (38%)
Lack of staff with cultural competence/cultural humility	66/177 (37%)
Staff retention	60/178 (34%)
Lack of training and educational opportunities for staff and volunteers	59/179 (33%)
Lack of accessible services for persons with disabilities	58/179 (32%)
Lack of qualified applicants for hiring	56/179 (31%)
Lack of knowledge regarding the needs of victims of certain crimes	49/180 (27%)

Lack of positive collaboration/relationship with local law enforcement agencies	37/178 (21%)
Lack of in-house policies and procedures to guide organizational practices	31/179 (17%)

The survey asked crime victim service providers if there were any other difficulties their agencies face when providing crime victim services. Their responses spoke to a number of themes. Many responses discussed a lack of financial resources and staff and its impact on service delivery, “systems failures,” and other challenges.

- *“Number one concern: Funding and staffing issues. We have [a] large caseload per advocate and the number of services each client needs is often overwhelming. I am often making staff take time off to prevent burn out and/or secondary trauma but when staff step away for self-care, it leaves the other staff overwhelmed.”*
- *“The period between a crime being committed against [a] person and the ability to speak out and speak without fear can be a long period. When this happens law enforcement seems to deal with the crime in a more casual way thereby [ensuring] that the victim will no longer seek [or] accept help, and the person feels further violated.”*
- *“There are not enough staff [or] volunteers to effectively conduct outreach from small towns in the service area.”*
- *“Outreach to small communities within the county is difficult, particularly the people of color. This is due to time/distance constraints.”*

Barriers to Accessing Services

People who experience crime face obstacles when attempting to access or utilize crime victim services. This section details crime victim service providers, law enforcement agencies, and community organizations’ *perceptions* of crime victim barriers to accessing services.

The results from the service provider survey below are divided into two categories of barriers: logistical/systemic barriers and individual barriers. The top three perceived *logistical/systemic barriers* included: victims lack child or dependent care (**153 out of 177; 86%**), victims lack transportation (**152 out of 176; 86%**), and victims lack trust in the system (**151 out of 177; 85%**). The top three perceived *individual barriers* were identified by service providers as: substance abuse/chemical dependency (**126 out of 175; 72%**), mental health disability (**124 out of 176; 70%**), and having a criminal record (**106 out of 177; 60%**). It is important to note that service providers indicated high percentage rates for a number of barriers listed below.

In general, barriers crime victims in my service area face in accessing services include the following: **Agree or strongly agree**

LOGISTICAL/SYSTEMIC BARRIERS	
Victims lack child or dependent care	153/177 (86%)
Victims lack transportation	152/176 (86%)
Victims lack trust in the system	151/177 (85%)
Victims fear retaliation against self and/or family	149/176 (85%)
Victims fear being blamed or not believed	139/177 (79%)
Victims lack safe housing	136/177 (77%)
Victims are unable to get basic needs met (e.g., housing, food, etc.)	128/176 (73%)
Victims are not aware of available services	118/176 (67%)
Victims lack a permanent address	108/177 (61%)
Lack of services in the victim's community	101/177 (57%)
Lack of services due to crime type (e.g., identity theft, stalking, etc.)	86/176 (49%)
Privacy concerns due to rural isolation	82/176 (47%)
Victims had a negative experience with a victim service provider in the past	75/176 (43%)
The waitlist for getting services is too long	67/176 (38%)
The process for getting services is too difficult	58/175 (33%)
Jurisdictional border issues (i.e., crime occurred in a different county, state)	55/177 (31%)
Service providers' hours of operation are not accessible	47/175 (27%)
Tribal jurisdictional issues	41/177 (23%)
Victims do not meet eligibility requirements	35/177 (20%)
INDIVIDUAL BARRIERS	
Substance abuse/chemical dependency	126/175 (72%)
Mental health disability	124/176 (70%)
Criminal record	106/177 (60%)
Cultural/racial barriers	99/176 (56%)
Cognitive/intellectual disability	91/176 (52%)
Language barriers	85/175 (49%)
Immigration status	82/176 (47%)
Young age of victims	74/176 (42%)

Advanced/older age of victims	72/175 (41%)
Physical/mobility disability	58/175 (33%)
Sensory disability (Deaf, Hard of Hearing, DeafBlind)	57/176 (32%)
Sensory disability (Blind, low vision)	47/173 (27%)

The survey asked crime victim service providers if there were any other barriers crime victims face when accessing crime victim services. A number of themes emerged from their written responses, including clients' lack of housing, access to culturally-relevant information, and a lack of transportation.

- *“It’s often difficult to find shelter as well as safe, affordable housing. Ongoing financial crisis for clients is a continual problem.”*
- *“I believe that people need more access to information and programming that is culturally affirming.”*
- *“Due to [the] size & location of [the] county, services are very limited; [you] need to travel to obtain a lot of these services.”*

Law enforcement agencies were asked a similar question regarding their *perceptions* of difficulties that crime victims face in accessing services; the top three barriers that were identified included: victims are not aware of available services (**103 out of 224; 46%**), lack of services due to crime type (**75 out of 224; 33%**), and lack of services in the victim’s community (**72 out of 224; 32%**). Interestingly, both Tribal and non-Tribal law enforcement agencies recognize the barriers to accessing services because of Tribal jurisdictional issues (**15 out of 224; 7%**).

<i>In general, difficulties crime victims in my jurisdiction face in accessing services include the following:</i>	<i>Agree or strongly agree</i>
Victims are not aware of available services	103/224 (46%)
Lack of services due to crime type (e.g., identify theft, stalking, human trafficking, etc.)	75/224 (33%)
Lack of services in the victim's community	72/224 (32%)
Service providers' hours of operation are not accessible	49/224 (22%)
Language barriers	42/224 (19%)
The process for getting services is too difficult	39/224 (17%)
Jurisdictional border issues (i.e., crime occurred in a different county, state)	35/224 (16%)
Cultural/racial barriers	35/224 (16%)
Victims had a negative experience with a victim service provider in the past	30/224 (13%)
Victims do not meet eligibility requirements	29/224 (13%)

The waitlist for getting services is too long	27/224 (12%)
Tribal jurisdictional issues	15/224 (7%)

Similar to service providers and law enforcement agencies, community organizations were asked to identify how often staff or clients encounter any of the issues listed in the table below. The top three identified perceived issues include: clients lack transportation (**42 out of 65; 65%**), clients lack trust in the system (**40 out of 67; 60%**), and clients fear being blamed or not believed (**34 out of 65; 52%**). This lack of trust and fear of not being believed relates to focus group findings (detailed below) where participants expressed the need for being treated with respect in general by both victim service providers and systems.

<i>When referring clients to crime victim service providers, how often do staff or clients encounter any of the following issues:</i>	<i>Responses</i>
Clients lack transportation	42/65 (65%)
Clients lack trust in the system	40/67 (60%)
Clients fear being blamed or not believed	34/65 (52%)
Clients lack child or dependent care	32/65 (49%)
Getting help is not a priority because clients are unable to get basic needs met (e.g., housing, food)	29/66 (44%)
Clients fear being discriminated against	28/65 (43%)
Clients fear retaliation against self and/or family	27/65 (42%)
Privacy concerns due to rural isolation	24/65 (37%)
Client's substance abuse/chemical dependency makes it difficult to get help	19/63 (30%)
Cultural/racial barriers	18/66 (27%)
Victim service providers lack diverse staff	16/65 (25%)
Clients do not think they can receive help because they have a criminal record	16/64 (25%)
Clients don't want a referral for victim services	15/67 (22%)
The process for getting victim services is too difficult	15/66 (23%)
Victim service providers lack staff with cultural competence/cultural humility	14/66 (21%)
Client's disability makes it difficult to get help	14/66 (21%)
Clients do not meet eligibility requirements for victim services	12/68 (18%)

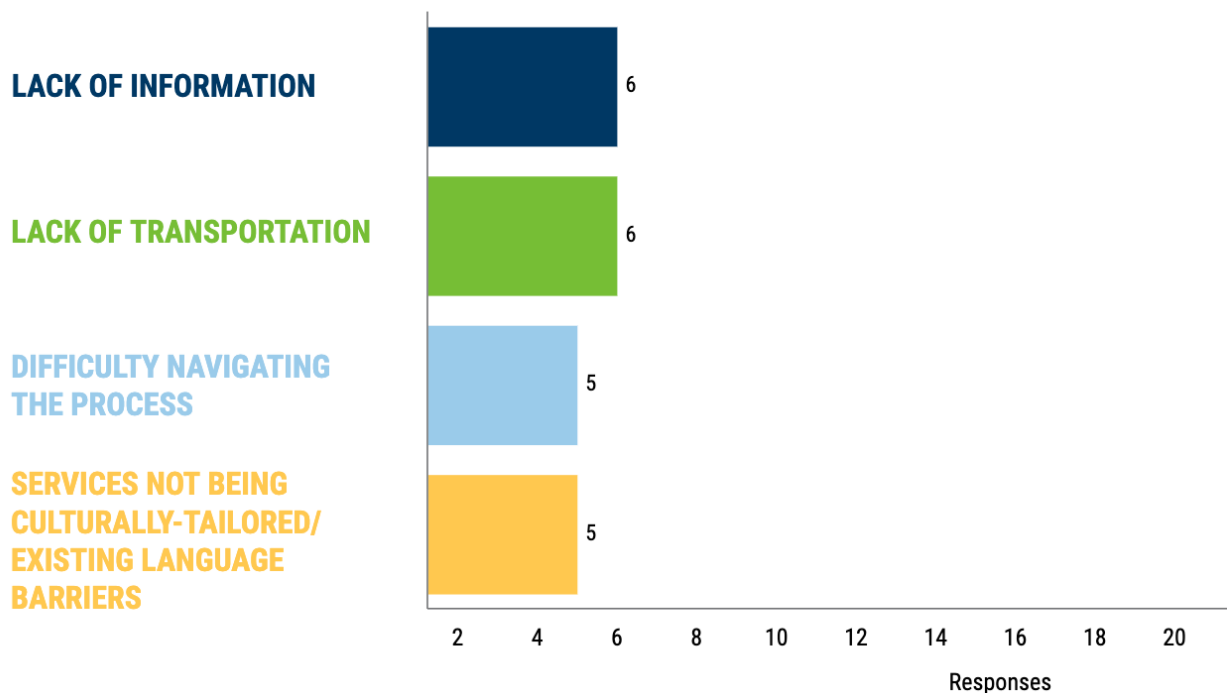
The waitlist for getting victim services is too long	12/66 (18%)
Language barriers	12/67 (18%)
Staff/clients had a negative experience with a victim service provider in the past	12/66 (18%)
The victim service provider's hours of operation are not accessible	9/65 (14%)
Client's immigration status prevents them from seeking help	9/64 (14%)
Client's advanced/older age makes it difficult to access help	7/63 (11%)
Client's young age makes it difficult to get help	7/63 (11%)

FOCUS GROUP FINDINGS

This section presents the main focus group findings surrounding the following questions:

- *What are the barriers to accessing or receiving crime victim services within your community?*
- *What could have made accessing or using victims' services easier for you?*

WHAT ARE THE BARRIERS TO ACCESSING OR RECEIVING CRIME VICTIM SERVICES WITHIN YOUR COMMUNITY?



In regard to the barriers to accessing or receiving services, participants had many insights into existing barriers. *The most common responses from participants included: lack of information, lack of transportation, difficulty navigating the process, and services not being culturally-tailored/existing language barriers.* Corresponding participant quotes are presented below.

LACK OF INFORMATION:

- *“I would think of barriers as not knowing. Not knowing that there is crime victim services, that’s a barrier right there, not knowing that there is services.”*
- *“Not telling you, not putting it out there, not letting you know that it’s there.”*

LACK OF TRANSPORTATION:

- *“Transportation... I had a car when I was in shelter and receiving services, so I was lucky; however, there was a time when my car broke down and I needed assistance. Many didn’t there and they also struggled with transportation.”*
- *“...Having reliable transportation to something simple as hospital visits, or something like that.”*

DIFFICULTY NAVIGATING THE PROCESS:

- *“I don’t understand half of what’s on this paper... It’s written in terminology that most individuals don’t understand. It can also be very frightening because you don’t really know what they’re saying here. So it can be intimidating. It can be frightening. People can feel like—they can feel stupid because, why don’t I know that?...”*
- *“So the barrier is definitely the officer and the systems that have been set up not to work together, right? The systems are not...supportive of one another where information is flowing freely or accessible freely to all...”*

SERVICES NOT BEING CULTURALLY-TAILORED/EXISTING LANGUAGE BARRIERS:

- *“English is my first language, and I have a very flexible job, right, which has given me the time to invest and [advocate] for myself and my family. But I think about people who are not white, not English as their first language, who are not well educated, who are tired and don’t have the time, and I wonder how they’re being served, honestly.”*
- *“...Maybe having someone who was from the same ethnicity as myself contacting me would be helpful.”*

WHAT ARE THE BARRIERS TO ACCESSING OR RECEIVING CRIME VICTIM SERVICES WITHIN YOUR COMMUNITY? CONTINUED

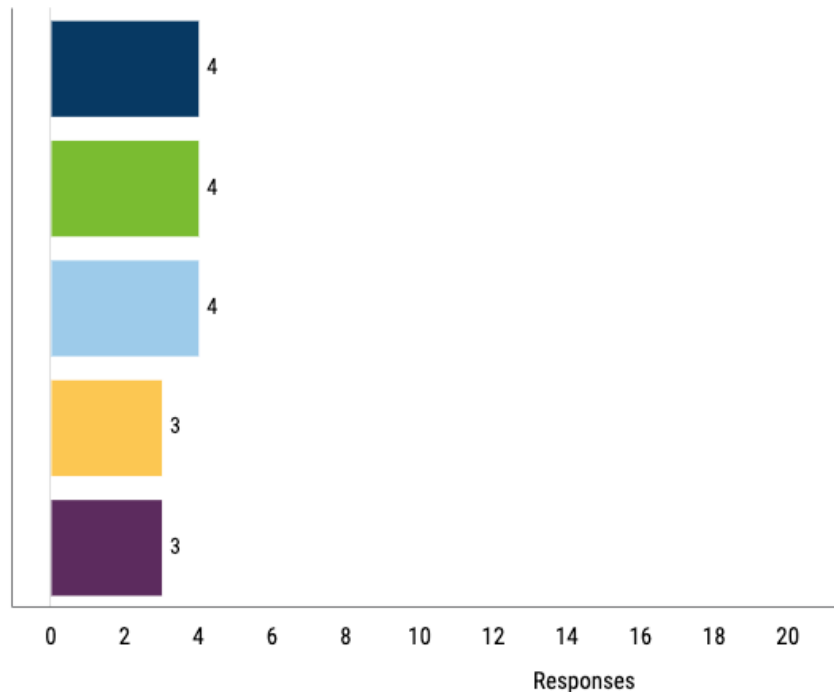
**ACCOMMODATIONS/
ALTERNATIVE METHODS**

**SERVICES AREN'T READILY
OFFERED**

STIGMA

**LACK OF CONTACT/
FOLLOW-UP**

LACK OF TRUST



Other responses included a lack of accommodations/alternative methods of service delivery, services not readily offered, difficulty navigating stigma, lack of contact/follow-up, and a general lack of trust. Corresponding participant quotes are presented below.

LACK OF ACCOMMODATIONS/ALTERNATIVE METHODS OF SERVICE DELIVERY:

- *“...Having to disclose personal information to access services is a big barrier and sometimes something that could further jeopardize your safety.”*
- *“...Getting access to [the] internet [was a barrier]...”*

SERVICES NOT READILY OFFERED:

- *“When a crime happens, it seems like they [Crime Victim Services] should be some of the first people to reach out to say, these are services available to you.”*
- *“They need more people who will come out and talk to the victims of violence and abuse. There really isn't anything like that here.”*

STIGMA:

- *“...It's difficult for people to ask for help, especially if they never have before. It's difficult to say that you need help with something especially if you've been relatively independent most of your life and have not needed to seek services before.”*

- *“I would say for me, being part of the African-American community, there were barriers in even calling the police. So that was—I don't want to say a barrier, but like a stigma, and so it was a barrier in that way.”*

LACK OF CONTACT/FOLLOW-UP:

- *“...The biggest barrier was that I [had] to pick up the phone and call them [Crime Victim Services]. They should call me. They really should have called me.”*
- *“Someone to follow-up.”*

LACK OF TRUST:

- *“...Too many people walk away from the process because they're scared about what could happen with information that they share with what appears to be work or organizations that are connected to our criminal justice system.”*
- *“Trust. I would say trust [is] a major barrier. Trust.”*

WHAT COULD HAVE MADE ACCESSING OR USING VICTIMS SERVICES EASIER FOR YOU?

INCREASING AWARENESS ABOUT AVAILABLE SERVICES

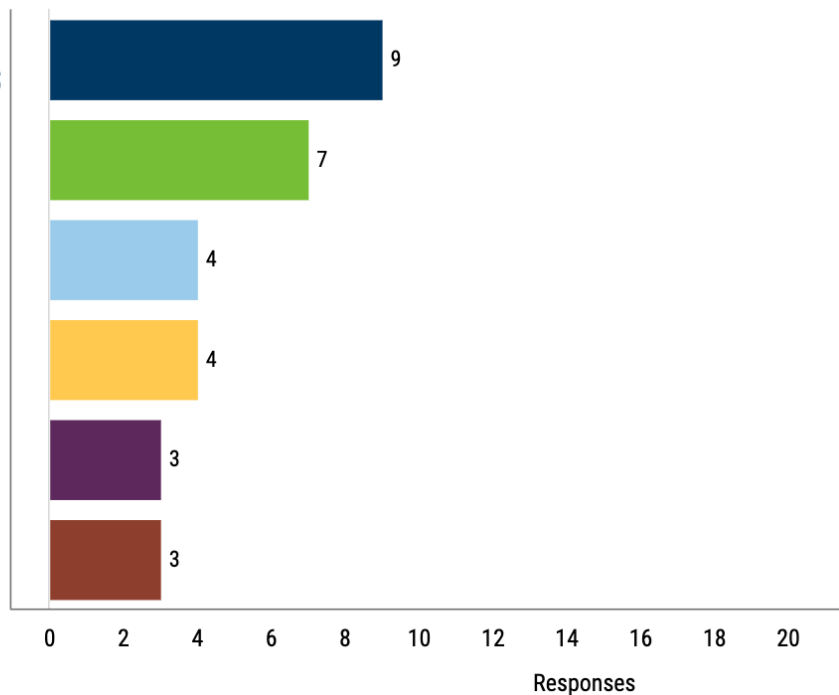
ACCOMMODATIONS/ ALTERNATIVE METHODS

CHECKLIST/ LIST OF RESOURCES

OFFER SERVICES MORE READILY

EMPATHY/ SYMPATHY

COORDINATE SERVICES



When asked what could have made accessing or using services easier, the majority of participants indicated that **increasing awareness about available services** would have been helpful, stating: *“I would say maybe if people knew more about it. I don’t think it’s [services] really something that anybody knows about. I know we didn’t know about it. Just making people aware that if something happens to you, you can call these people, and they’ll help you.”* Another participant stated, *“It’s more just getting the word out there, I guess, and letting them know that it’ll be okay, and they don’t have to be scared or anything. Because I think that’s what a lot of people think. They’re probably just fearful. Yeah. I think that’s what it is.”* Other corresponding participant quotes are presented below.

ACCOMMODATIONS/ALTERNATIVE METHODS:

- *“So a lot of times people miss out on opportunities because you don't know how to do it on a computer. Maybe reaching out to people, actually going to them, meeting them where they're at. So what I mean by that is going to their home, bringing the papers there to them, telling them what's available, helping them...”*
- *“Send it in the mail. They keep doing computer stuff... They're relying on computers. If you don't have a computer and you don't know how to operate it, pretty soon you're just going to get left out again.”*

CHECKLIST/LIST OF RESOURCES:

- *“I think almost a checklist because when you're in the moment, there's so many different things that you're thinking of, and so many people who are trying to tell you to do certain things or not do certain things, and it's really easy for things to just get discombobulated. And so just something where it's, like, okay, well, what could you do next?”*
- *“It would probably be helpful to have something to refer back to after the fact, like a list of resources or a website or somewhere you could go that would have the majority of the information you would need and not somewhere that you would have to log in and provide a lot of information, but something you could look at when you're comfortable and in a place that you can do that.”*

OFFER SERVICES MORE READILY:

- *“...It seems like resources are not really offered, especially if you don't file a formal report where you provide some information...with your address and identifying information.”*
- *“I feel like there should be a way that the resources are available to people. I don't know exactly the best way to get them out there, but even if you decline to file a report because of some other concerns. Because they could be useful since a crime still happened whether or not you report it or you choose to involve law enforcement.”*

EMPATHY/SYMPATHY:

- *“...Sometimes that might be that person’s only one chance to ask for help, and if they don’t get it, then they’re not going to call, or will be reluctant to try again, or call back if they just get shot down, or brushed away.”*
- *“To treat everybody equal no matter [what], and to let them know that being in this type of situation isn’t their fault, or whatever, and not shaming them...”*

COORDINATE SERVICES:

- *“I think that having some type of coordination because many of the families... they would have trouble accessing several resources at once even if they weren't victims of a crime.”*
- *“I think there needs to be a system in place, I think that the victim services need to get embedded in the networks that are here... You can get into the network here, get some trust, gain some trust, and make sure that the organizations that are here that are likely serving families that are feeding into that system of support that's available, they need to be involved.”*

UNMET CRIME VICTIM NEEDS

This section details what crime victim service providers, community organizations, and law enforcement agencies perceive as unmet crime victim needs. Following the survey findings, the main findings from the focus groups are presented, detailing what (if any) needs continue to exist, what (if anything) they would change so that people in the future could get the help they need, and suggestions on how programs could better serve people who have experienced crime.

SURVEY FINDINGS

Crime victim service providers and law enforcement agencies were surveyed about the unmet needs of people who have experienced crime. The responses indicated a number of unmet needs. As shown below, crime victim service providers were asked in which areas there is currently a need beyond what is available. Their responses are organized into four categories: emergency, advocacy, health, and other services. The top response from *each category* includes the following: emergency housing (**138 out of 166; 83%**), long-term housing (**131 out of 165; 79%**), civil legal assistance (**119 out of 165; 72%**), and mental health services (**117 out of 167; 70%**).

Across the four categories, the top responses regarding unmet crime victim needs were identified as: emergency housing (**138 out of 166; 83%**), long-term housing (**131 out of 165; 79%**), emergency mental health care (**119 out of 166; 72%**), and civil legal assistance (**119 out of 165; 72%**). It is important to note that service providers reported high percentages of other needs beyond what is currently available in their service area (as presented in the table below).

<i>There is a need beyond what is currently available in my service area for crime victims related to the following:</i>	<i>Agree or strongly agree</i>
EMERGENCY	
Emergency housing	138/166 (83%)
Emergency mental health care	119/166 (72%)
Emergency financial assistance	116/167 (69%)
Crisis intervention	78/167 (47%)
Emergency medical care	66/167 (40%)
OTHER SERVICES	
Long-term housing	131/165 (79%)
Relocation assistance	106/166 (64%)
Employment assistance	88/167 (53%)
Education assistance	85/167 (51%)
Job training	79/165 (48%)

Supervised child visitation/safe exchange/parenting-time center	79/167 (47%)
Immigration assistance	71/167 (43%)
Reparations/crime victim compensation claim assistance	56/166 (34%)
ADVOCACY	
Civil legal assistance	119/165 (72%)
Personal advocacy	94/165 (57%)
Mobile advocacy	94/166 (57%)
Child advocacy	83/154 (54%)
Post-conviction advocacy	83/166 (50%)
Criminal justice system advocacy	76/167 (46%)
HEALTH	
Mental health services	117/167 (70%)
Group treatment/support	98/166 (59%)
Substance abuse/chemical dependency services	89/166 (54%)
Traditional/cultural healing services	81/164 (49%)
Medical assistance	69/165 (42%)
Sexual assault exam access	52/165 (32%)
Telenursing	49/166 (30%)

Law enforcement agencies were also asked about unmet crime victim needs in their area. In this context, ‘unmet’ could mean that services are unavailable in their specific jurisdiction, or they are offered but they are insufficient or there is a wait list to receive them. The top three responses that law enforcement agencies identified as unmet are: emergency mental health care (**134 out of 220; 61%**), emergency housing (**116 out of 220; 53%**), and crisis intervention (**99 out of 219; 45%**). Other responses are presented in the table below.

<i>There is a need beyond what is currently available in my service area for crime victims related to the following:</i>	<i>Agree or strongly agree</i>
Emergency mental health care	134/220 (61%)
Emergency housing	116/220 (53%)
Crisis intervention	99/219 (45%)
Civil legal assistance (e.g., child custody, divorce, landlord/tenant, protective orders, etc.)	94/219 (43%)

Emergency financial assistance	83/220 (38%)
Relocation assistance	83/217 (38%)
Criminal justice system advocacy	69/219 (32%)
Emergency medical care	54/219 (25%)
Sexual assault exam access	48/218 (22%)

Unserved/Underserved Populations

The surveys sent to victim service providers asked their opinions on whether specific populations/communities receive adequate crime victim services to meet their specific needs. The following table shows service provider responses to this question, identifying the top populations who receive *adequate services* as: women (**52 out of 157; 33%**), men (**40 out of 156; 26%**), and youth (ages 11 to 17) (**36 out of 158; 23%**). While these responses are classified as the “top” responses, the percentages are still significantly low in terms of populations that receive adequate services. Using the inverse, the populations/communities that receive *no adequate services* were identified as: Karen refugees from Myanmar (formerly Burma), Hmong communities, people with Autism, people who are blind, low vision, and immigrants/refugees. As a reminder, the top populations that service providers felt most knowledgeable about on page 24 were people with physical/mobility disabilities (**119 out of 137; 87%**), people with mental health disabilities (**119 out of 137; 87%**), people who are lesbian, gay, bisexual, transgender, non-binary, gender nonconforming, or Two-Spirit (**116 out of 137; 85%**). While service providers indicated that they feel most knowledgeable about these populations, survey responses show that these “top” populations were identified as receiving no adequate services.

<i>To what extent do the following populations in your service area receive adequate crime victim services (by any agency) to meet their specific needs?</i>	<i>Adequate services</i>
GENDER IDENTITY	
Women	52/157 (33%)
Men	40/156 (26%)
Transgender, Two-Spirit, gender non-conforming, non-binary	23/157 (15%)
AGE	
Youth (ages 11 to 17)	36/158 (23%)
Young adults	35/157 (22%)
Childrens (ages 10 and under)	32/157 (20%)
Elderly adults	32/158 (20%)
OTHER	
Low-income	31/156 (20%)

Substance abuse/chemical dependency	22/157 (14%)
Homeless	18/157 (11%)
People who speak limited or no English	15/157 (10%)
Justice-involved, ex-offenders, formerly incarcerated	15/157 (10%)
Rurally isolated	14/156 (9%)
Immigrant/refugee	11/156 (7%)
SEXUAL ORIENTATION	
Lesbian, gay, bisexual	29/157 (18%)
RACE/ETHNICITY	
Hispanic/Latinx	26/157 (17%)
American Indian/Native American/Indigenous	26/158 (16%)
Black/African American	24/157 (15%)
Somali/East African	12/158 (8%)
Hmong	8/158 (5%)
Karen refugees from Myanmar (formerly Burma)	5/157 (3%)
DISABILITY	
People with a cognitive/intellectual disability	20/156 (13%)
People with a physical/mobility disability	19/154 (12%)
People with a mental health disability	18/158 (11%)
People with an acquired brain injury	12/157 (8%)
People who are Deaf, Hard of Hearing, DeafBlind	12/158 (8%)
People who are blind, low vision	10/157 (6%)
People with Autism	10/158 (6%)

Law enforcement agencies were also asked their opinion in identifying the crime types in their jurisdiction that receive adequate crime victim services to meet their specific needs. Their rankings are listed below. The top three crime types that law enforcement agencies perceived as receiving adequate services include: domestic/intimate partner violence (**91 out of 204; 45%**), rape/sexual assault (**75 out of 204; 37%**), and child abuse (**66 out of 203; 33%**). The crime types that receive *no adequate services* were identified as: motor vehicle theft, identity theft, property damage, theft, and burglary.

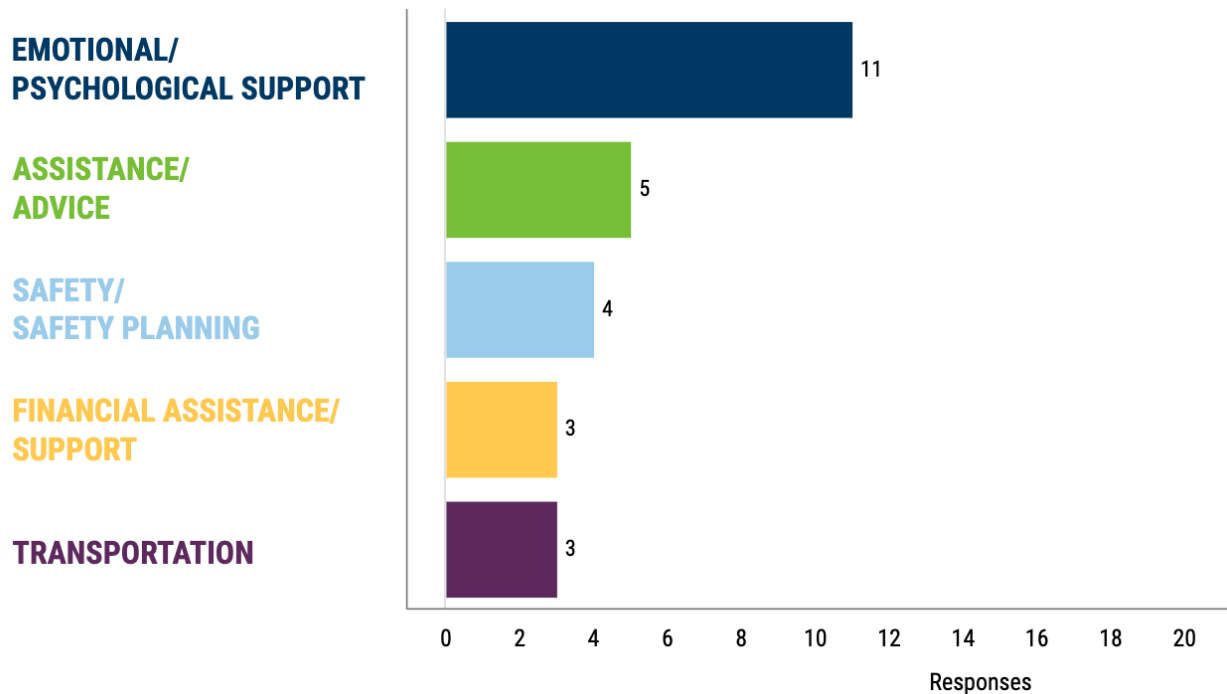
<i>To what extent do victims of the following crime types in your jurisdiction receive adequate crime victim services to meet their specific needs?</i>	<i>Adequate services</i>
Domestic/intimate partner violence	91/204 (45%)
Rape/sexual assault	75/204 (37%)
Child abuse	66/203 (33%)
Homicide (survivors of victims)	52/199 (26%)
Physical assault (not domestic/intimate partner violence)	42/203 (21%)
Elder abuse	34/202 (17%)
Violence with guns	34/198 (17%)
Robbery	30/199 (15%)
Hate crimes	29/197 (15%)
Human trafficking (sexual exploitation)	29/199 (15%)
Burglary	27/201 (13%)
Mass casualty	25/196 (13%)
Human trafficking (labor)	21/198 (11%)
Theft	21/199 (11%)
Financial exploitation/fraud	20/202 (10%)
Motor vehicle theft	19/199 (10%)
Property damage	18/201 (9%)
Identity theft	12/204 (6%)

FOCUS GROUP FINDINGS

This section presents the main focus group findings surrounding the following questions:

- *What services did you need but didn't get?*
- *As you reflect on where you're at today, what are your needs today (if any)?*
- *What, if anything, would you change so that future victims could get the help they need?*
- *Do you have any suggestions on how assistance services or programs could serve victims better?*
- *What is the most important thing for service providers to know about victim/survivor experiences with their services?*

WHAT SERVICES DID YOU NEED BUT DIDN'T GET?



When asked what services they needed but did not get, the majority of participants indicated that they needed **emotional/psychological support**, stating: *“In that psychology piece they [could] have somebody there to talk you through all your emotions that you’re trying to wrestle with at the time or whatever those are [and] to have somebody to point you in that direction to help you push yourself to reach out and actually use those services a little bit may help.”* Another participant stated that they needed *“...Links to therapy or mental health support. And not just links to mental health support, but links to mental health support if you don’t have insurance or you’re underinsured. That would have been really helpful.”* Other services mentioned included: assistance/advice, safety/safety planning, financial assistance/support, and transportation. Corresponding participant quotes are presented below.

ASSISTANCE/ADVICE:

- *“..Someone to advocate on my behalf, not just give me a suggestion and think that I have time to do all of that. I’m not familiar enough with the process or the people, so I could’ve really—been able to—it would’ve been useful for me to have a case manager or a advocate, someone who serves in that role who can point me in the right direction and also support me, advocate on my behalf to where I’m not just getting referred or directed somewhere, and it’s fruitless.”*
- *“I guess I could’ve had help with trying to figure out how to get an order for protection, how to get one, how to go about it, all the steps. That would’ve been helpful. It would’ve been helpful if they had shelters where I could’ve gone to with my kids, resources like that.”*

SAFETY/SAFETY PLANNING:

- *“I know about crisis now, but I would have definitely needed crisis emergency people to come out and just talk with us and help guide us to what we should do next.”*
- *“I guess I would’ve liked to be redirected to some sort of program that gives or sells affordable house security or type of neighborhood watch programs in my neighborhood.”*

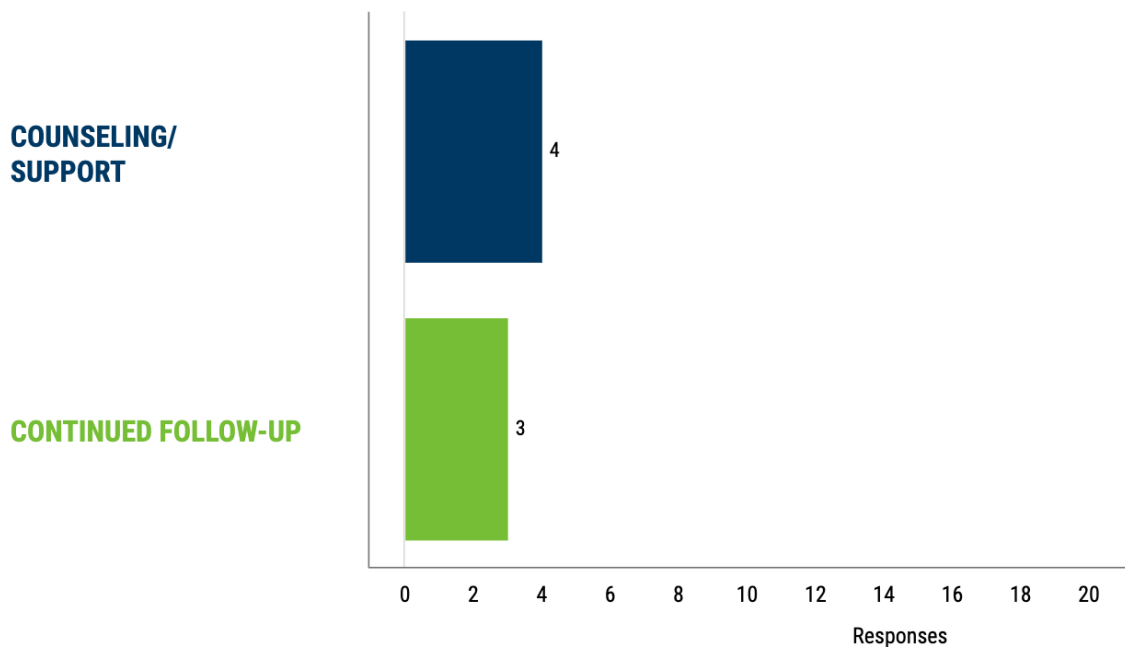
FINANCIAL ASSISTANCE/SUPPORT:

- *“I’d say financial assistance was one of the things that I really needed but didn’t end up getting. It was really difficult for me to be able to be at work and be out in public, [fully] knowing that the man who had assaulted me was walking free. And I needed financial assistance, but that wasn’t really something that was available—at least, financial assistance that wasn’t super restricted as to what it could be put towards.”*
- *“I think I already said I didn’t know, and I still don’t know really, to tell you the truth, whether there would be any financial support for either counseling or medical costs.”*

TRANSPORTATION:

- *“Transportation help with a domestic caseworker.”*
- *“Transportation.”*

AS YOU REFLECT ON WHERE YOU'RE AT TODAY, WHAT ARE YOUR NEEDS TODAY (IF ANY)?



Focus group participants were asked about their continuing needs and how to best improve crime victim services so that people who experience crime can access the services available, eliminating the barriers identified in the section above and address unmet crime victim needs. When asked what their continued needs are today (if any), participant answers centered around two main categories: counseling/support and continued follow-up. Corresponding participant quotes are presented below.

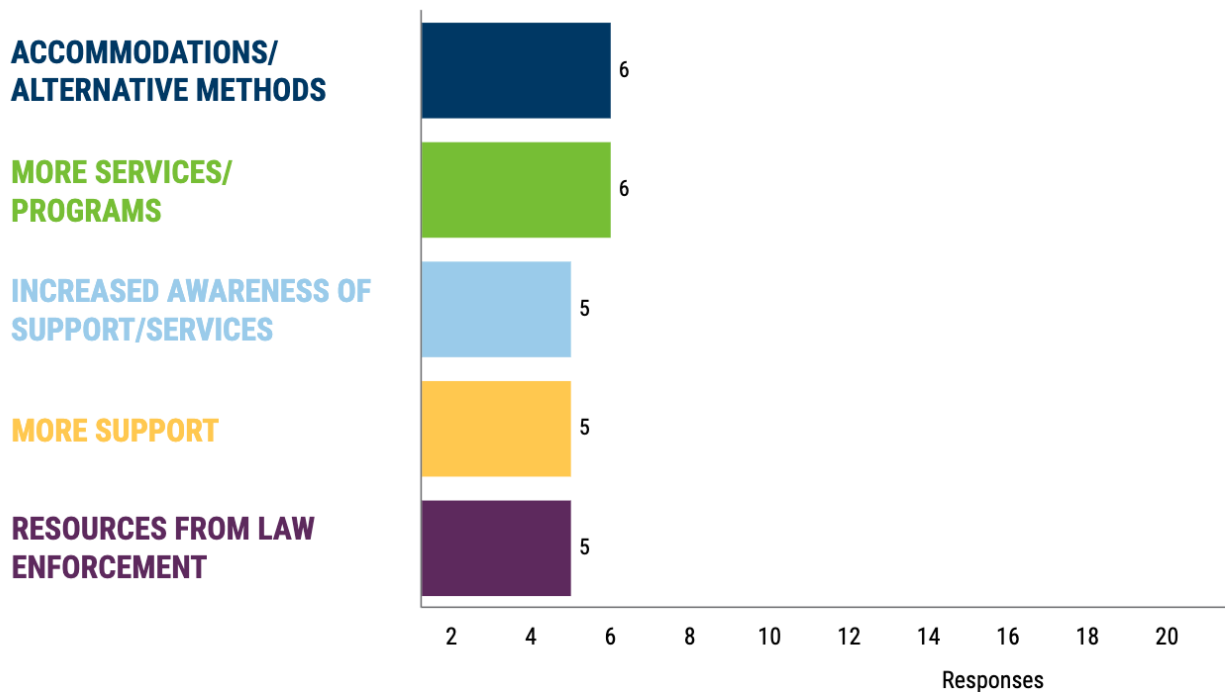
COUNSELING/SUPPORT:

- *“I could probably still use therapy just to get past everything, or learn how to forgive myself...”*
- *“Still therapy, counseling.”*

CONTINUED FOLLOW-UP:

- *“...Just that follow through for people. Because sometimes, you need to reach out to them, and we shouldn't leave it to reach out to them, and then if they don't—because they're dealing with a lot of things.”*
- *“So what I need now is for someone to call me and give me an update on what happened with my restitution. That's what I would like to know. What's going on?”*

WHAT, IF ANYTHING, WOULD YOU CHANGE SO THAT FUTURE VICTIMS COULD GET THE HELP THEY NEED?



When asked what, if anything, participants would change so that future victims could get the help that they need, their responses surrounded a number of themes. The top themes included: making

accommodations/providing alternative methods of service delivery, offering more services/programs, increasing awareness of support/services, providing more support, and receiving more resources from law enforcement. Supporting participant quotes are presented below.

ACCOMMODATIONS/ALTERNATIVE METHODS:

- *"...Create [resources] in their language. 'Cause everything is in English. People speak different languages, and then there's a language barrier, and then the people with the language barrier, they don't know about it. So you gotta create it in all these different languages, too, because there's a diverse culture. And everybody needs to know about it if it was written in their language so they can read it and know about it."*
- *"Food. I noticed here with cultural [groups]—we can do allergies, dietary, but some of the food we have is not very [culturally sensitive]. I've had clients leave [the] shelter because of the food that they can't eat here; it upsets their stomach and they can't bring food in."*

MORE SERVICES/PROGRAMS:

- *"...When I hear you talk about the shelter piece, when I'm reflecting back on my incident, I think that would have been good for us to go to a shelter, even though it wasn't the same situation; do you know what I'm saying? But just to have that peace of mind at night."*
- *"More caseworkers..."*

INCREASED AWARENESS OF SUPPORT/SERVICES:

- *"I would just—maybe letting people know that there's help available, because a lot of people don't know about that. We never knew about, like, that there was help. I mean, other than that—yeah. That's probably what I would say."*
- *"I would say that it is not really about what's available. I feel like it's about how it's advertised or put out there. I feel like it should be—there should be websites spread out, or neighborhood post type of websites, or community groups."*

MORE SUPPORT:

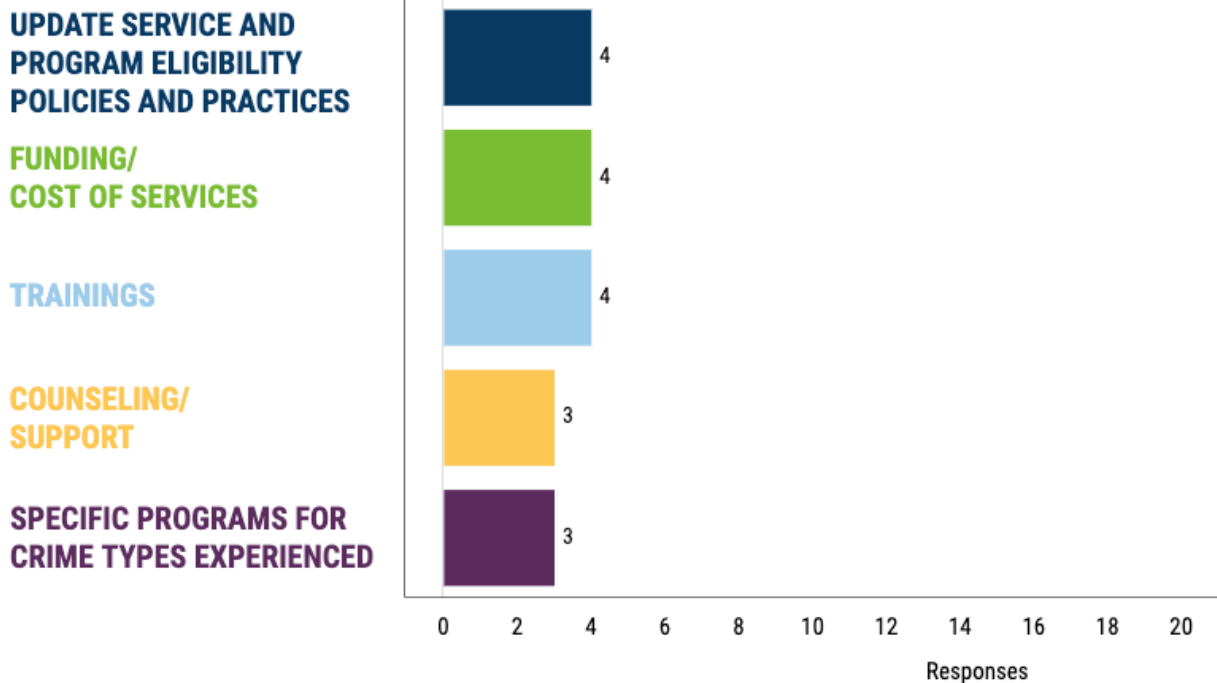
- *"They need somebody to really aggressively intervene and help them. I shouldn't say intervene, but work with them to get the security in their life that they need so that they have some solid ground to stand on to move forward."*
- *"Yeah, more support than questionnaires with all [those] questions at one time."*

RESOURCES FROM LAW ENFORCEMENT:

- *"Why do law enforcement—they cannot help guide the victim to where to start? They do have like the blue card or whatever for domestic violence, but then there's—not that that one's not important, but there are other crimes, too. Who do you go to when your car's stolen? You might think it's little, but I can't get to work; I can't get my kids anywhere."*
- *"And maybe they could have a list of resources, like if they have a whole bunch of flyers in their car of resources that they could just, hey, pass it out in case that person doesn't want to talk to*

you or something, but you plant a seed. You pass out that little flyer that has a whole bunch of resources, or something, instead of just say call 211. Pass out a resource list..."

WHAT, IF ANYTHING, WOULD YOU CHANGE SO THAT FUTURE VICTIMS COULD GET THE HELP THEY NEED? CONTINUED



A number of other themes emerged surrounding what participants would change. These changes included: update processes/policies for crime victims to get support, increase funding/decrease cost of services, provide more trainings, offer more counseling/support, and creating programs for more crime types experienced. Corresponding participant quotes are presented below.

UPDATE SERVICE AND PROGRAM ELIGIBILITY POLICIES AND PRACTICES:

- *“Change their process and policies and how—just the level of access that crime victims, managers, advocates, or whatever they are, have. Just opening it up because I hear they’re good with domestic abuse situations and—but as far as when people are murdered on the street in the city and different things like that, those egregious crimes, I hear that they help, and they have more mental health supports and different things like that. I would think that it should be offered to any crime victim, a list of supports...”*
- *“[Services are] not offered in a way where you realize that these people are there to help you. If it were offered in a way where you understood that there’s a department that’s there to help you and they care about you and they really wanted to walk you through the journey that you’re on,*

as far as they can. They may not be able to do everything, but the things that they can help you with, they will let you know and they can help you."

FUNDING/COST OF SERVICES:

- *"..There needs to be way more funding that's allotted towards social work versus law enforcement. Because a lot of the issues that create crime come from people not being able to meet their basic needs."*
- *"And if services were either free or low cost, because I think that's often going to be a barrier for people."*

TRAININGS:

- *"More trainings...on diversity, different cultures, different backgrounds, different areas, different neighborhoods—every neighborhood's different."*
- *"I think that [the] investigator needed to be trained better on how to approach a parent... There's so much more training now, because it's so much more prevalent now, or people talk about it more, I think, than they did years ago... The terminology has changed, which I think is so important..."*

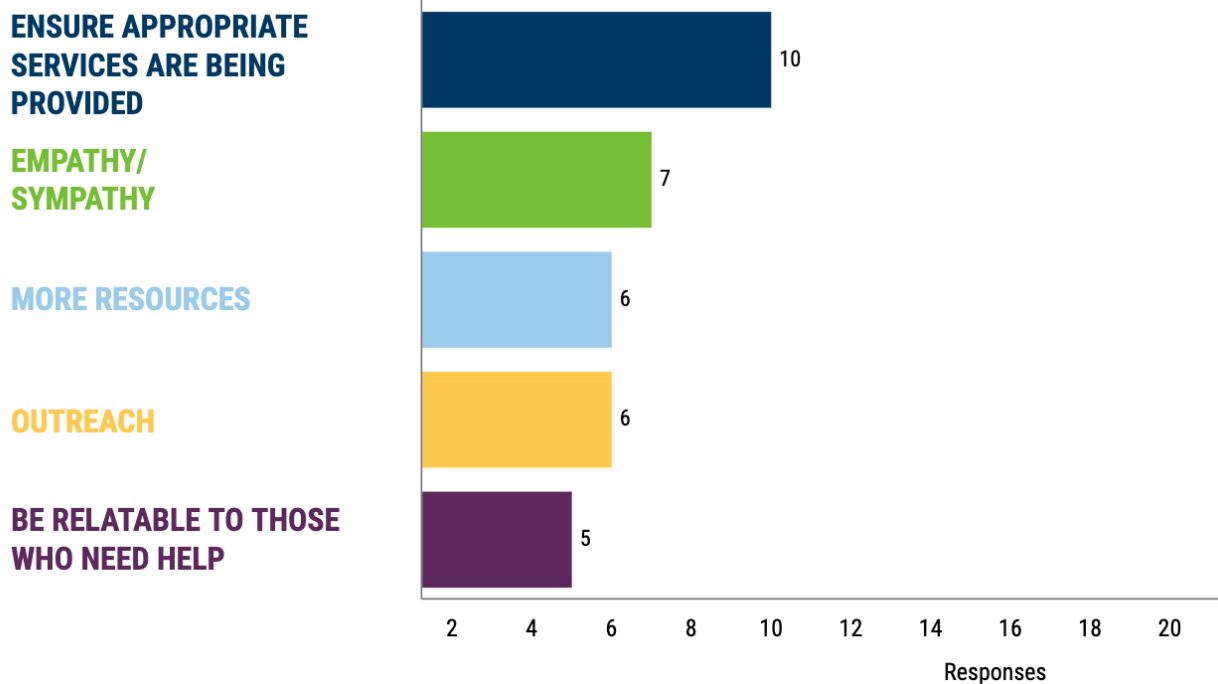
COUNSELING/SUPPORT:

- *"They [law enforcement] didn't even ask my kids how they were or how they're holding up. They were just like, 'Okay, so what did you see?' There was no empathy, I guess."*
- *"Counseling."*

SPECIFIC PROGRAMS FOR CRIME TYPES EXPERIENCED:

- *"So like, for example, people who were in a serious auto accident need one set of things. People who were in a domestic violence situation need another set of things. People who have a burglary or victim of a robbery need one set of things. People who have been the victim of a—they had a family member murdered, they need another set of things. What I feel like they try to do with this sheet of paper, the sheet of paper acts like it's a one-size-fits-all. It's not a one-size-fits-all. It's not."*
- *"One suggestion that I would have is that they look at the—they categorize the types of victims and then think about what those victims might need, and then figure out proactively how to reach out to address them."*

DO YOU HAVE ANY SUGGESTIONS ON HOW ASSISTANCE SERVICES OR PROGRAMS COULD SERVE VICTIMS BETTER?



When asked if they had any specific suggestions on how service providers or community programs could serve victims better, participant responses centered on a number of themes, including: ensuring appropriate services are being provided, showing empathy/sympathy, providing more resources, conducting more outreach, and being relatable to those who need help. Supporting quotes for each theme are presented below.

ENSURE APPROPRIATE SERVICES ARE BEING PROVIDED:

- *“I think the support has to be a little bit more individualized and tailored because sometimes there's assumptions that everybody needs services delivered in the same way, they need the same services...”*
- *“...This is probably a problem throughout the state, but especially the Twin Cities as populations are getting more diverse... There's often [no] services available that are culturally appropriate or in the primary languages that people speak, and that's a huge barrier.”*

EMPATHY/SYMPATHY:

- *“...Their first job should be to listen, not judge, but to listen...”*
- *“Everyone is different [and] should be treated the same.”*

MORE RESOURCES:

- *“...More helplines for people to reach if they can’t reach the police department, the fire department, domestic abuse counselors, mental health help—just more helplines...”*
- *“I think that one is to have lots of language lines available. That’s always really important...”*

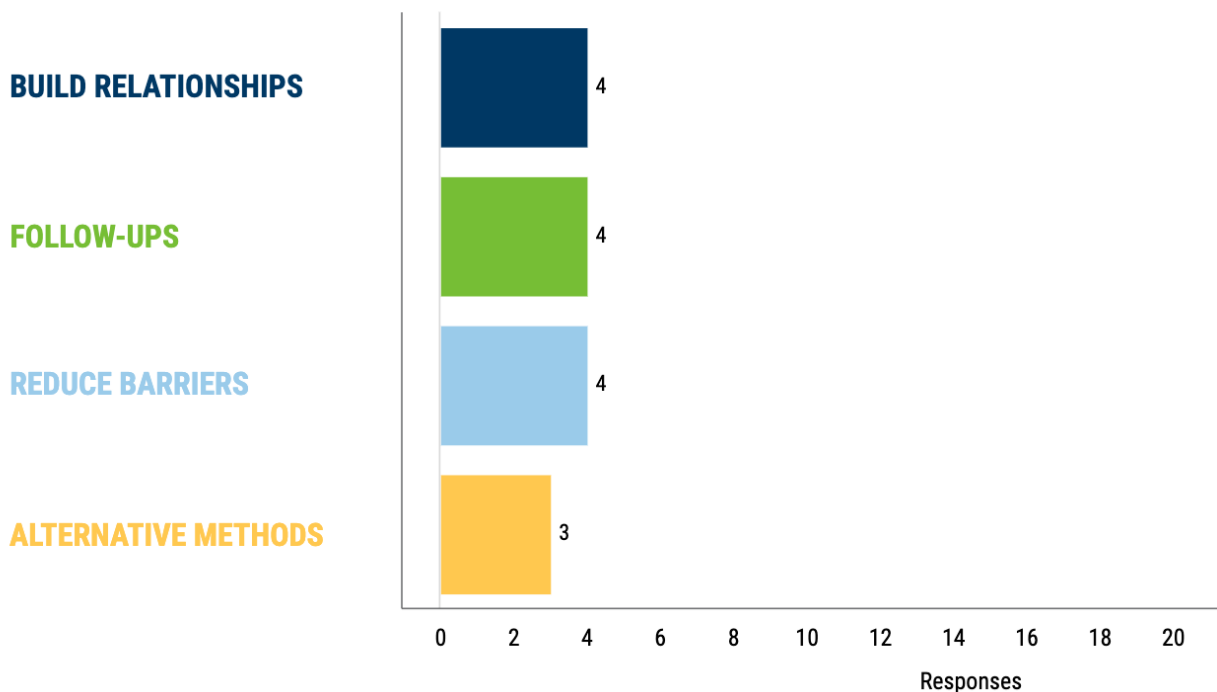
OUTREACH:

- *“And I feel like people shouldn’t have to seek help when there’s a crime, right? The city knows that there’s a crime. You would think that they would reach out and say, ‘What can I do to help you?’ Because, again, it’s about access. Some people don’t even know that these services are available.”*
- *“...I feel like we should also apply the same thing with undocumented people who have a fear of being detained when they are trying to look for resources, but also keep reassuring them that they’re not there for that purpose.”*

BE RELATABLE TO THOSE WHO NEED HELP:

- *“...You give people [more] access [to] services when they see people that look like them or that have experienced the same things that they’ve experienced.”*
- *“...There should be case workers and advocates that are also survivors.”*

**DO YOU HAVE ANY SUGGESTIONS ON HOW ASSISTANCE SERVICES OR PROGRAMS COULD SERVE VICTIMS BETTER?
CONTINUED**



A number of other themes emerged surrounding suggestions on how services and programs can serve people who experience crime better. These other suggestions included: building relationships, conducting more follow-ups, reducing barriers to service, and establishing alternative methods to service delivery. Corresponding participant quotes are presented below.

BUILD RELATIONSHIPS:

- *"...I know you can't get to know somebody on the first time, not everybody. And so again, I think that there really needs to be better communication and more working together."*
- *"I think they really need to invest in going a little deeper with what they have, not just, oh, we have crime victim advocates, and we can refer you to this one for domestic abuse, and we can refer you to this one for so and so. They're only touching the surface of the true needs of people."*

FOLLOW-UPS:

- *"And then maybe you can also follow-up with them too and make sure services are effective, and not just set them up with something and then never talk to them again."*
- *"Crime is a crime, but car theft is different from someone losing their lives or severe property damage or someone just putting graffiti on someone's house. I'm saying 'just,' but I think there's certain levels of incidents that require or should require that they follow up."*

REDUCE BARRIERS:

- *"I just get victimized and you're saying, 'Yeah, we're going to give you something, we're going to help you, but you're now going to do all this other stuff.' So, now that I'm victimized, now I have to go over here, and I have to fill out this paperwork, I have to do this and I have to do that because I was victimized, and now I have to spend my whole day doing this, that, and the other."*
- *"...Not re-victimizing people. And that sounds really simple, but it takes trained professionals, and at least half of the [time], it takes somebody to be able to do that because most people want to help, but you can victimize people at the same time."*

ALTERNATIVE METHODS:

- *"It would be really great if there were mobile counselors. Young people I work with always have to go someplace to see somebody, and that's another barrier in their life... So, mobile counseling, mobile trauma support, mobile psychological support I think would be great."*
- *"...[There could] be flexible or on-call or something with timing and services, because crime happens at any time during the day or night."*

What is the most important thing for service providers to know about crime victim/survivor experiences with their services?

Focus group participants were also asked what they felt was the most important thing for service providers to know about victim/survivor experiences with their services. Their responses centered on

three major themes: the importance of empathy/sympathy, recognizing the impact of the situation, and understanding that everyone is different. Supporting quotes by theme are presented below.

EMPATHY/SYMPATHY:

- *“That they're more than this experience. So when you talk to them and you're finding out all this information about what happened and the specifics and focused around that, or even focusing on the next steps legally, be mindful of the fact that these are people and there's other things that come into play in what they need that don't have to do with what just happened.”*
- *“...I would say believe what people are saying. Sometimes, when you're talking to them, they automatically just doubt you... Believe people. 'Cause if people are coming to help, it's a lot. It's a lot to ask for help, and it's hard to do. It takes our pride and dignity.”*

RECOGNIZE IMPACT OF THE SITUATION:

- *“And so I want them to realize that: think about who they're speaking with, and the impact of what's being reported, and the seriousness of why help is being sought, and the fact that helping these people keeps everybody in the community safer.”*
- *“...It's mentally grueling and challenging enough with whatever somebody's enduring as a victim of crime...”*

EVERYONE IS DIFFERENT:

- *“I think that they should know that they're probably traumatized, and they're probably scared to even seek out help, because a lot of people are like that from where I'm from. Yeah. Just be mindful of everybody's situation. It's not the same as another person's. I think that's probably the best answer I could give for that question.”*
- *“...Just always remember that not everybody takes these incidents the same way. One person could react not so badly to something and then another person could just completely be traumatized by the situation. So they just have to approach it differently. It's really important that what seems not so big to them, maybe to the person, the victim, is extremely big, and to not just brush them off so easily.”*

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APPENDIX A:

**COMMUNITY ADVISORY GROUP
SUPPORT STATEMENTS**

The following section presents reflections and recommendations from various Community Advisory Group (CAG) members. Their comments are based on their diverse professional, community, and personal experiences in hopes of bringing context to various aspects of the needs assessment process and findings, feedback given in CAG meetings, and also ensuring their voices are reflected in this report. Their responses are presented by theme and some statements have been edited for clarity or combined but are otherwise presented in their original form.

- **Comprehensive and coordinated services:**

- *“Make more available wraparound or comprehensive services like advocacy, family, mental health, and housing and utility assistance. In many instances, the crime impacts the whole family and there are ongoing multiple needs. Especially when someone has lost their life, and the loss of income.”*
- *“There needs to be better coordination of services. Victims are left to navigate various systems and service needs on their own. Service providers are so busy trying to provide services that there is little to no time for building collaborative relationships [and] being in community.”*
- *“Service providers need flexibility to provide individualistic support to meet victim/survivor needs, and not just on a limited-time basis. We need room to be creative and generous with the options.”*
- *“I hope there can be investment in community-centered services and structures that support crime victims and the affected community where we can heal from the impacts of trauma and trickle down impacts of long unmet needs. Trauma recovery centers and expanded ‘approved’ healing services come to mind.”*

- **Program funding and restrictions:**

- *“A huge barrier for service providers and victims is lack of unrestricted/less restrictive funds. [I] wish funders would trust providers and those with lived experience and in the community. It takes a lot of staff time and administrative work to figure out eligibility for each grant or funding stream. Directly or indirectly it’s all related to crime victimization; just let us help how we know and are informed by the survivor’s needs.”*
- *“Funders and [the] government need to look at how programs are funded. Funders/grantors need to review the language used and [review] who they are excluding. How we fund programs should be informed by people with lived experience and incorporate their voices into policy decisions. There is information lost in translation between people with lived experience, system and community providers and funders.”*
- *“There is a lot of gatekeeping to access and sustain services or support. Who really should decide on the criteria and rules that allow a victim/survivor to receive certain support?”*

- **Housing:**
 - *“Housing is the biggest obstacle to many crime victims. So many victims are forced to flee from their homes as a result of various forms of victimization, including but not limited to, domestic violence, stalking, sexual assault, sex trafficking, labor trafficking, general assault, theft, extortion, and gun violence. Without access to housing, some victims have been and will continue to be forced to live on the streets or in encampments. Those that are more fortunate may be able to find transitional housing and/or shelter. Unfortunately, these environments are not stable and can lead to an increased risk of further victimization. Barriers to housing are further increased by poverty, lack of equitable and accessible support services, and marginalization of already oppressed populations. While resources are needed across the board, we can do little to address the needs of survivors of any crime if they are forced to live in places that are unsafe and harmful.”*
 - *“As a professional working at an emergency shelter...I have witnessed many victims of violence. Their reasons to flee included mental, physical, financial and emotional abuse... As a community advocate...I started helping these victims access resources for permanent housing. Most of them do not have the ability to have a job as their background has a criminal record, or misdemeanor, which made them continue to stay with the abuser as they were unable to earn their living... [Barriers for them to access housing] include: criminal charges... bad or no credit history... lack of legal support/guidance... [and a lack of] permanent housing...”*
- **Culturally-based:**
 - *“We need bilingual lawyers, police, and service providers who are competent in the language and culture of the victim they represent, either because they have made the investment to learn a second language and travel and live abroad or because they or their families immigrated from another country and kept alive their knowledge of language and traditions.”*
 - *“We need culturally-based and culturally competent professionals to help victims.”*
- **Deaf and Hard of Hearing:**
 - *“The Deaf community is one of the more marginalized and underserved communities for several reasons: low incidence, isolation from the hearing community at large, barriers to communication access, distrust of the justice system, and equality when seeking justice.³⁹*
 - *“Deaf individuals encounter a lot of barriers when it comes to housing stability such as communication issues with landlords, neighbors, and extensive waiting lists for subsidized housing.”*

³⁹ “People in the broader community rarely encounter deaf individuals, therefore it’s more of a rare occurrence and people who encounter them have a lot of the “deer in the headlights” look when working with them. It causes more trauma and distrust in the system, which in turn, leads to fewer deaf people seeking services/justice.”

- *“There are specific language/communication barriers for Deaf and Hard of Hearing individuals. We need access to translators and interpreters. There needs to be [a] broader understanding that English is not the same as ASL [American Sign Language], and written English is not translatable to ASL.”*
- **Mental health:**
 - *“There are some great programs for helping victims of domestic violence, but the need [for] free therapy sessions for these victims is greater. Ongoing free therapy, not just one [or] two [times]; waiting lists for free therapy are extensive.”*
 - *“Support groups for victims of domestic violence are a great resource/support, but we need more agencies offering those. That's [a] big need for all communities.”*
- **Legal:**
 - *“There is a great need for compassionate lawyers [and] accessible and free legal assistance. Accessible meaning [they] will pay for interpreters, meet people where they are at, [and] understand how to work with [victims]/survivors.”*
- **Crime type or population-specific:**
 - *“Victims of financial crimes (identity theft, internet scams, fraud) are deeply underserved. A financial crime can have a long-lasting impact on a person's well-being by affecting family income, access to credit, and even access to jobs and housing. The FTC [Federal Trade Commission], BBB [Better Business Bureau], and AARP have active fraud and identity theft prevention programs but they may have difficulties reaching vulnerable and underserved populations.”*
 - *“For victims with criminal histories/eviction histories/credit issues, [there is] almost no help or way to move forward. Many systems and services don't allow people to start over. Legal assistance for these issues is needed, but then additional support navigating moving forward is also needed.”*
 - *“Rural and outstate Minnesota needs SANEs [Sexual Assault Nurse Examiners]; especially pediatric SANE nurses. In many areas, victims have to travel [over] 100 miles to get a SANE exam.”*

APPENDIX B:

COMMUNITY ADVISORY GROUP ADVERTISEMENT

Now Accepting Applications for the Crime Victim Needs Assessment Community Advisory Group

Deadline: August 23, 2019

The Minnesota Statistical Analysis Center (MNSAC) — a research unit in the Minnesota Department of Public Safety Office of Justice Programs — invites community members to join the Crime Victim Needs Assessment Community Advisory Group.

Helping crime victims is central to the Office of Justice Programs' mission. As such, in an effort to improve crime victim services and ensure equity, the needs assessment will identify:

1. Populations that currently lack access or have insufficient access to victim services.
2. Victim services needed throughout the state.
3. Barriers that prevent or limit access to victim services.

The advisory group will advise the MNSAC and ensure the research process is equitable, inclusive, transparent, respectful and non-traumatizing to victims.

The community advisory group will:

- Review research materials (e.g., surveys, focus group questions) and provide feedback.
- Provide input on outreach efforts.
- Provide feedback on findings and written reports.

There will be 20-25 advisory group members consisting of people affected by crime and professionals who serve victims. The advisory group will be diverse and represent traditionally underserved populations, that is, underserved black people, indigenous people, and people of color, and populations that face barriers to accessing and using victim services because of geographic location, religion, sexual orientation, gender identity, age, disability, language barriers, immigration status and more. ***People from black or indigenous communities, and people of color are strongly encouraged to apply.***

There will be at least five advisory group meetings, and meetings will typically last 4 hours. Advisory group members should be available for meetings the week of September 30, the week of October 28, the week of January 6, the week of January 27, and the week of June 15. Meeting days and times will be determined based on the availability of the group.

Advisory group meetings will take place at an accessible location in a Twin Cities suburb (exact location to be determined), with the option of remote participation for members who are not able to attend meetings in person. We will provide further accommodations to advisory group members as needed.

Advisory group members will receive modest compensation for their time (the current rate is \$55 per meeting). Members will be reimbursed for expenses incurred as a result of attending meetings (e.g., mileage, parking, lodging, childcare, meals).

To apply, please click [here](#). The application deadline is August 23, 2019. All applicants will be notified with a decision in mid-September.

If you would like the application in another format, please contact Valerie Clark (valerie.clark@state.mn.us) or Kris Coulter (kristine.coulter@state.mn.us).

APPENDIX C:

FOCUS GROUP QUESTIONS

Minnesota Crime Victim Needs Assessment and Gap Analysis
Focus Group Questions for Crime Victims¹

NATURE OF VICTIMS' NEEDS:

- 1. As a result of the crime that you (or your family member/close friend) experienced, what did you need help or assistance with?**
 - a. How well, if at all, were your immediate needs met?*
- 2. Did you seek victim services?**
 - a. What problems did you experience when trying to access or receive services?*
 - b. Were the services you received sensitive to your individual needs?*
 - c. If yes, which of your needs were addressed?*
 - d. If yes, which of your needs were addressed not so well?*
 - e. If no, what prevented you from seeking services?*
- 3. How did you first learn about crime victim services available to you? (such as law enforcement, organization referral, court referral, family/peer ('word of mouth'), internet, printed advertisement, signage, etc.).**

BARRIERS TO SUPPORTING VICTIMS' NEEDS:

- 4. What services did you need but didn't get?**
 - a. Why were you unable to get them?*
 - b. What services did you need but could not access or use?*
- 5. What are the barriers to accessing or receiving crime victim services within your community?**
- 6. What could have made accessing or using victims' services easier for you?**

¹ http://www.icjia.state.il.us/assets/articles/2016_ICJIA_Victim_Needs_Assessment_Summary_Report.pdf;
https://www.albany.edu/chsr/Publications/Civil%20Legal%20Needs%20booklet%202017_pages.pdf;
https://www.mass.gov/files/documents/2017/11/29/mova-2014-needs-assessment_0.pdf.

FUTURE DIRECTIONS AND RECOMMENDATIONS:

7. As you reflect on where you're at today, what are your needs today (if any)?
8. Knowing what you know now in terms of accessing and receiving services, what advice would you give if a family member or friend experienced a similar crime as you?
9. What, if anything, would you change so that future victims could get the help they need?
10. What is the most important thing for service providers to know about crime victim/survivor experiences with their services?
 - a. *Do you have any suggestions on how assistance services or programs could serve victims better?*

OTHER:

11. What other information would you like to tell me about your experiences with crime victim services?
-

APPENDIX D:

FOCUS GROUP FLYERS

Community members who have experienced crime: Your opinion matters



Help the State of Minnesota learn how to improve crime victim services:

If you or a family member/close friend have experienced crime, we want to hear from you. ACET, Inc. is hosting 15 virtual focus groups and we want to hear from community members that face barriers in accessing and using crime victim services because of race, ethnicity, religion, sexual orientation, gender identity, age, disability, language, immigration status, geographic location, and more. People from Black or Indigenous communities, and people of color are strongly encouraged to participate.



Your responses will be confidential:

Experiences and information discussed during the focus groups will not be shared. The information discussed will be used exclusively to help identify populations and areas of the state that currently lack access or have insufficient access to victim services and also help identify barriers that prevent or limit access to victim services.

For participants that need them, we will provide accommodations, such as a webcam, headphones, phone card, interpreter, and a \$20 childcare stipend.



If you are interested in participating, contact ACET Inc. at 952-922-1811. You may also email Ashley Kitchen at ashley@acetinc.com.

ACET, Inc.

10700 Normandale Blvd, Suite 201

Minneapolis, MN 55437

To Register

Visit acetinc.com/2

or scan the QR code
below:



Cov pej xeem uas tau raug kev tsim txom los ntawm lwm tus neeg ua phem: Koj kev xav muaj nqis



Pab lub lav Minnesota kawm kho kom zoo cov kev pab rau neeg raug kev tsim txom:

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Koj cov lus qhia yuav tsis pub rau sab nraud paub:

Tag nrho cov lus qhia thiab sib tham rau hauv cov pab pawg yuav tsis pub sab nraud paub. Cov lus sib tham yuav coj mus siv thiab ntsuas cov pej xeem twg thiab thaj chaw twg hauv lub lav uas tam sim no muaj kev cuam tshuam rau lawd mus txais kev pab txog neeg raug tsim txom.

Rau cov neeg koom uas xav tau, peb muaj kev pab rau koj koom, xws li webcam, ib lub looj pob ntseg, phone card, ib tug neeg txhais lus, thiab \$20 nqi zov menyuam.

Daim \$25 khoom
plig uas yog peb



Yog koj xav koom, hu rau ACET Inc.
ntawm 952-922-1811.

Koj email tau rau Ashley Kitchen
ntawm ashley@acetinc.com.

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Tso npe:

acetinc.com/2



Xubnaha Bulshada ee wax ka soo gareen fal dambeyeedka: Fikradaada waa muhiim



Ka caawi Gobolka Minnesota inay wax ka barato qaabkay sare ugu gaadi lahayd adeegyada dhibanayaasha fal dambeyeedka:

Hasii adiga ama xubin qoys/saxiib dhaw ay ku waxyelobeen fal dambiyeed, waxaan rabnaa in aan ku dhageysano. ACET, Inc. waxay casumeysaa 15 kooxa focus-ah oo online-ah waxaana rabnaa in aan xubnaha bushada oo cabadaha ka soo wajahaan helidda ama adeegsiga adeegyada la siiya dhibanayaasha fal dambiyeedka taasi oo ayna sabab u tahay cirqiga, bulshada, diinta nooca jinsiga, aqoonsiga jinsiga, da'da, curyaanimada, luqada, xaalada hijrada, ama goobta degaanka iwm, Waxaa ku dhiira galinayaa dadka madow iyo bulshooyinka asal ahaan dalka u leh, iyo dadka kaalarka inay ka qeybgalaan.

Jawabahaada waxay noqonayaan kuwa sir ah:

Waaya aragnimada ama macumaadka laga hadlay intuu socdo fadhiga kooxaha focus-ka cidna la la ma wadagaaya. Maclumaadka laga hadlay ayaa loo adeegsanayaa oo Kaliyah si loogu caawiya aqoonsiga bulshada iyo degaanada gobolka aan hadda helin ama ay ku yaryihiin helitaanka adeegyada dhibanayaasha iyo waliba in lagu caawiyo aqoonsiga caqabadaha ka hor istaaga ama yareeya helitaanka adeegyada dhibanayaasha.

Ka qebygalayaasha u baahana, waxaan sineynaa qalabka sida; webcam-ka, samaacadaha, kaarka telefoonka, tarjumaanka, iyo \$20.00 oo daryeelka caruurta ah.

\$25 ee kaarka hadiyada
ah ayaa la siinayaa qof waliba



Hadii aad rabtid in aad ka qeybqaadatid, ka la xiriir ACET Inc. 952-922-1811.
Email ayaa u diri kartaa Ashley Kitchen
ashley@acetinc.com.

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In la isdiiwaangaliyo:

acetinc.com/2



Miembros de la comunidad víctimas de delitos: Su opinión es importante



Ayude al Estado de Minnesota a mejorar los servicios a las víctimas de delitos:

Si usted o un miembro de familia/un amigo cercano ha sido víctima de delito, nosotros queremos escucharlo. ACET, Inc. organizará 15 grupos de enfoque en línea y nosotros queremos escuchar a miembros de la comunidad que enfrentan barreras para acceder y utilizar los servicios para víctimas de delitos debido a su raza, origen étnico, religión, orientación sexual, identificación de género, edad, discapacidad, idioma, estado migratorio, ubicación geográfica, y más. Se recomienda encarecidamente a las personas de comunidades Negras o Indígenas y a las personas de color a participar.

Su respuesta será confidencial:

Las experiencias y la información discutidas durante los grupos de enfoque no serán compartidas. Esta información se utilizará exclusivamente para ayudar a identificar poblaciones y áreas en el estado que actualmente carecen de acceso o tienen acceso insuficiente a los Servicios para víctimas y también para ayudar a identificar las barreras que impiden o limitan el acceso a los Servicios para víctimas.

Para los participantes que lo necesiten, proporcionaremos facilidades, tales como una cámara web, auriculares, tarjeta telefónica, intérprete y un estipendio de \$20 para el cuidado de niños.

Una tarjeta de regalo de
\$25 por su participación



Si está interesado en participar, póngase en contacto con ACET, Inc. al 952-922-1811.

También puede enviar un correo electrónico a Ashley Kitchen a ashley@acetinc.com.

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Para registrarse:

acetinc.com/2

