Texas Crime Victim Liaison Survey

Sponsored by:

The Crime Victims’ Institute
Sam Houston State University
Huntsville, TX  77341-2180
Toll Free:  877-842-8463
FAX:  936-294-4296

www.crimevictimsinstitute.org
Purpose and Instruction

Please Note: This survey is to be completed by the lead victim liaison officer in case the responding department has more than one victim liaison officer.

The Crime Victims' Institute at Sam Houston State University is requesting your assistance in examining:

- Services available to victims of crime
- Communication and cooperation among service agencies
- Perceptions of victim service providers in the state of Texas.

Your candid responses will help insure that our findings accurately portray what is occurring in the state of Texas with respect to victim issues and the assistance available to them. This survey should take about 20 minutes to complete.

Participation in this study is voluntary. You are free to stop participating in this research study at any time. However, your views and experiences are very important to the success of this effort. Based on the responses we receive, we will report our findings and make suggestions for improving victim services in our state to policymakers.

This study has been reviewed and approved by the Protection of Human Subjects Committee at Sam Houston State University. Questions about your rights as a research participant may be directed to:

Glen Kercher, Ph.D., Chair
Protection of Human Subjects Committee
Sam Houston State University
(936) 294-1642

This survey is being distributed both through a mailed survey and via e-mail. If you have already completed this survey through e-mail, please ignore this mailing. If you have not received the e-mail survey but still prefer the electronic format, please visit our website: www.crimevictimsinstitute.org and click “Texas Crime Victim Liaison Survey.” Alternatively, you may complete the enclosed survey and return it in the self-addressed envelope.

Your answers to the survey will not be traceable to you or your agency. All responses will be kept confidential. The results of this study will only be published in the aggregate.

Please take a few minutes to complete the following questions. Completing this survey will signify your consent to participate.

Thank you for your assistance.
AGENCY INFORMATION

1. Which of the following best describes the type of department in which you work?

☐ Municipal Police Department
☐ County Sheriff’s Department
☐ State Police Department
☐ Independent School District Police Department
☐ University Police Department
☐ Constable
☐ Other

2. How large a population does your department serve?

☐ Less than 15,000
☐ 15,000 – 49,999
☐ 50,000 – 99,999
☐ 100,000 – 199,999
☐ 200,000 – 999,999
☐ 1,000,000 or more

3. Does the mission statement of your department explicitly address victim services?

☐ Yes
☐ No
☐ There is no mission statement

4. How long has your department had a designated Crime Victim Liaison Officer?

_______ Year(s) _______ Month(s)

5. What priority is given to assisting crime victims in your job description?

☐ It is my highest priority
☐ It is my primary priority but I have other duties in the office
☐ It is a low priority due to my other duties.

6. How many people, including yourself, occupy positions within the following categories in your department?

<table>
<thead>
<tr>
<th></th>
<th>Female</th>
<th>Male</th>
<th>Sworn Officer</th>
<th>Non-Sworn Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crime Victim Liaison</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
</tr>
<tr>
<td>Staff</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
</tr>
<tr>
<td>Intern</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
</tr>
<tr>
<td>Volunteer</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
</tr>
</tbody>
</table>
7. How many people, including yourself, occupy positions within the following categories in your department?

<table>
<thead>
<tr>
<th></th>
<th>Caucasian</th>
<th>African American</th>
<th>Hispanic or Latino</th>
<th>Asian or Pacific Islander</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crime Victim Liaison</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff</td>
<td></td>
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<tr>
<td>Intern</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Volunteer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8. In your opinion does your department have enough staff to adequately serve the number of victims who require your assistance?

- [ ] Staffing is more than adequate for demands
- [ ] Staffing is adequate for demands
- [ ] Staffing is slightly inadequate for demands
- [ ] Staffing is very inadequate for demands

9. In your opinion does your department have enough bilingual staff to adequately serve the number of victims who require such assistance?

- [ ] Bilingual staffing is more than adequate for demands
- [ ] Bilingual staffing is adequate for demands
- [ ] Bilingual staffing is slightly inadequate for demands
- [ ] Bilingual staffing is very inadequate for demands

10. How many hours of pre-service training are required for the following categories of personnel?

- [ ] Crime Victim Liaison
- [ ] Staff
- [ ] Intern
- [ ] Volunteer

11. How many hours of in-service training per year are required for the following categories of personnel?

- [ ] Crime Victim Liaison
- [ ] Staff
- [ ] Intern
- [ ] Volunteer
12. What are the top 3 funding sources for your department?
(Please put 1, 2, or 3 next to the first, second, and third largest funding sources)

\[
\begin{array}{ll}
\text{Federal} & \text{Private Donations/Foundations} \\
\text{State} & \text{Fund Raising Activities} \\
\text{County/City} & \text{No Funding} \\
\end{array}
\]

Other (specify) ____________________________

13. The following questions pertain to changes in your department's services to victims over the past 3 years (September 2002—August 2005).

Has your victim services staff changed in the last 3 years?
- □ Increased  □ Decreased  □ Same

Has the number of victims served changed in the last 3 years?
- □ Increased  □ Decreased  □ Same

Has the amount of training or education available to you and your staff changed?
- □ Increased  □ Decreased  □ Same

14. How often do you speak directly with the Chief or Sheriff in your department about victim services?
- □ Never  □ Rarely  □ Occasionally  □ Frequently  □ Very Frequently

15. On a scale of 1 (low priority) to 5 (high priority), what priority is given to victim services in your department? Please circle your selection.

Low Priority 1 2 3 4 5 High Priority

SERVICE INFORMATION

16. Under the Services Provided column please check the kind of services your department directly provides to crime victims. If there are any kinds of services that are sometimes requested by victims but which are not available in your community, please check those under the Services Not Provided column.

(question continued on next page)
<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Services Not Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Directly by your department)</td>
<td>(In your community)</td>
</tr>
</tbody>
</table>

**EMERGENCY SERVICES**
- Medical Care
- Shelter
- Security Repair
- Direct Financial Assistance
- On-scene Comfort

**COUNSELING**
- 24 hour hot-line
- Crisis Intervention
- Follow-up Counseling
- Mediation

**ADVOCACY AND SUPPORT SERVICES**
- Personal Advocacy
- Employer Intervention
- Property Return
- Intimidation Protection
- Paralegal/Legal Counsel
- Referral
- Information on VINE
- Explanation of Criminal Justice Process
- Assistance with Medical Appointments

**COURT-RELATED SERVICES**
- Witness Reception Area
- Court Orientation-Adult
- Court Orientation-Child
- Notification
- Witness Alert
- Transportation
- Child Care
- Escort to Court
- Victim Impact Statement

**CLAIMS ASSISTANCE**
- Insurance Claims Aid
- Restitution Assistance
- Compensation Assistance

**SYSTEM-WIDE SERVICES**
- Public Education
- Legislative Advocacy
- Training
17. If there are services that your department provides that are not listed above, please list them below.

________________________________________________________________________
________________________________________________________________________

18. If there are other services that victims have requested but are not available through your department, please list them.

________________________________________________________________________
________________________________________________________________________

19. How frequently do you use the following methods when communicating with victims?

**Written Correspondence**
- Very Frequently
- Frequently
- Rarely
- Very Rarely
- Never

**In-Person Conversation**
- Very Frequently
- Frequently
- Rarely
- Very Rarely
- Never

**Telephone Conversation**
- Very Frequently
- Frequently
- Rarely
- Very Rarely
- Never

**E-mail**
- Very Frequently
- Frequently
- Rarely
- Very Rarely
- Never

20. It is said that a sizable number of victims do not use the victim services that are available to them. Based on your experience, what do you think are the two primary reasons that these services are not utilized?

- They get assistance from families or friends
- They have other resources to cope with victimization (e.g. insurance, savings)
- They were not told or made aware of available services
- They think it is not worth the trouble to seek out services
- They do not need assistance
- Other (specify) __________________________________________

**CLIENT INFORMATION**

21. Estimate the average number of victims served per month by your department.

_____________/Month
22. Estimate the percentage of the male and female victims your office has served during the last year.

<table>
<thead>
<tr>
<th></th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td></td>
</tr>
</tbody>
</table>

23. Estimate the percentage of victims served by your department who come from the following economic groups.

<table>
<thead>
<tr>
<th>Economic Group</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low income (less than $15,000)</td>
<td></td>
</tr>
<tr>
<td>Moderate income ($15,000 - $60,000)</td>
<td></td>
</tr>
<tr>
<td>High income (more than $60,000)</td>
<td></td>
</tr>
</tbody>
</table>

24. Estimate the percentage of victims your department has served in each of the following racial/ethnic categories.

<table>
<thead>
<tr>
<th>Racial/ethnic Category</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caucasian</td>
<td></td>
</tr>
<tr>
<td>African American</td>
<td></td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td></td>
</tr>
<tr>
<td>Asian or Pacific Islander</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

**INTERAGENCY COOPERATION**

25. Is there any committee or taskforce in your community made up of representatives from the programs and agencies that provide services to crime victims in your community?

- [ ] Yes
- [ ] No

25-1. If yes, on a scale of 1 (not active) to 5 (very active), how active is the committee/taskforce in facilitating communication among the victim service agencies in your community?

<table>
<thead>
<tr>
<th>Scale</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>Very Active</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Active</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

26. How often have you personally received interagency/multi-disciplinary training with regard to victim services?

- [ ] Never
- [ ] Once
- [ ] Twice
- [ ] Three Times
- [ ] More than Three Times

27. Evaluate the level of communication and cooperation between your program and the following agencies in assisting victims in your community.

**Prosecutor/Victim Assistance Coordinator**

- [ ] Poor
- [ ] Acceptable
- [ ] Excellent
- [ ] Not Applicable
28. How often do you think law enforcement officers in your department provide victims services information to crime victims?
   □ Always □ Often □ Occasionally □ Rarely □ Never

29. In your experience, to what extent do you think community victim service providers (e.g. family violence shelters) give crime victims realistic expectations about what will be accomplished through the criminal justice process?
   □ Realistic □ Somewhat Unrealistic □ Somewhat Realistic □ Unrealistic

Please indicate on a scale of 1 (Strongly Disagree) to 5 (Strongly Agree) whether you agree/disagree with the following statements (30 - 41).

30. A crime should be considered first as an offense committed against the state, and second as an offense against individual victims.
    **Strongly Disagree** 1 2 3 4 5 **Strongly Agree**

31. The criminal justice system is overburdened. Therefore, efficient processing should be considered more important than victims’ participation in criminal justice decision making processes.
    **Strongly Disagree** 1 2 3 4 5 **Strongly Agree**

32. The primary purpose of victim services is to facilitate the victim’s role as a witness.
    **Strongly Disagree** 1 2 3 4 5 **Strongly Agree**

33. When conflict arises between victims’ rights and defendants’ rights, victims’ rights should come first.
    **Strongly Disagree** 1 2 3 4 5 **Strongly Agree**

34. Sentencing should be proportional to the seriousness of the criminal act, rather than to the degree of victim harm.
    **Strongly Disagree** 1 2 3 4 5 **Strongly Agree**
35. A victim should be allowed to participate in plea bargaining decisions.

   **Strongly Disagree**  1  2  3  4  5  **Strongly Agree**

36. Victims should be allowed to give testimony during the sentencing phase of a case.

   **Strongly Disagree**  1  2  3  4  5  **Strongly Agree**

37. A victim impact statement should be allowed for both property and violent crime victims.

   **Strongly Disagree**  1  2  3  4  5  **Strongly Agree**

38. The judge(s) in our community almost always consider Victim Impact Statements in making sentencing decisions.

   **Strongly Disagree**  1  2  3  4  5  **Strongly Agree**

39. The prosecutor(s) in our community almost always consider Victim Impact Statements in making decisions about a case.

   **Strongly Disagree**  1  2  3  4  5  **Strongly Agree**

40. There are many victims who do not take advantage of services available to them even though our department makes a concerted effort to “get the word out”.

   **Strongly Disagree**  1  2  3  4  5  **Strongly Agree**

41. Texas law allows victims and survivors to make an oral statement to the court after the sentence has been pronounced. I think the law should allow victims to make an oral statement before the sentence.

   **Strongly Disagree**  1  2  3  4  5  **Strongly Agree**

42. How would you **personally** rank order the following goals of the criminal justice system in terms of their importance? Write 1 next to the most important, 4 the least important.

   ____ Retribution/Punishment
   ____ Victim Restoration
   ____ Offender Rehabilitation
   ____ Protection of the Community (including Deterrence and Incapacitation)

43. In your professional opinion, what are the barriers, if any, to providing sufficient services to victims?

   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
44. On a scale of 1 (Very Dissatisfied) to 10 (Very Satisfied), how satisfied are you with your job?
   (Very Dissatisfied) 1 2 3 4 5 6 7 8 9 10 (Very Satisfied)

DEMOGRAPHIC INFORMATION

45. How long have you been the Crime Victim Liaison officer in your department?
   ________ Years ________ Months

46. How long have you worked with crime victims in any capacity and for any agency?
   ________ Years ________ Months

47. Did you work for your department in another capacity prior to becoming a Crime Victim Liaison?
   ☐ Yes ☐ No

   47-1. If yes, what was your former job title?

   __________________________________________

48. Are you?
   ☐ Male ☐ Female

49. Are you?
   ☐ White (Not Hispanic or Latino)
   ☐ African-American
   ☐ Hispanic or Latino
   ☐ Asian or Pacific Islander
   ☐ American Indian
   ☐ Other

50. Which of the following best describes your education?
   ☐ High school graduate/GED
   ☐ Some college but no degree
   ☐ Associate of Arts degree (2yr.)
   ☐ Bachelor of Art or Sciences (4yr.)
   ☐ Some graduate school
   ☐ Advanced degree
Thank you for your time and assistance with this very important survey.

Your confidential responses are beneficial to the improvement and evaluation of current victim services.

Please return this survey in the self addressed postage paid envelope provided.

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