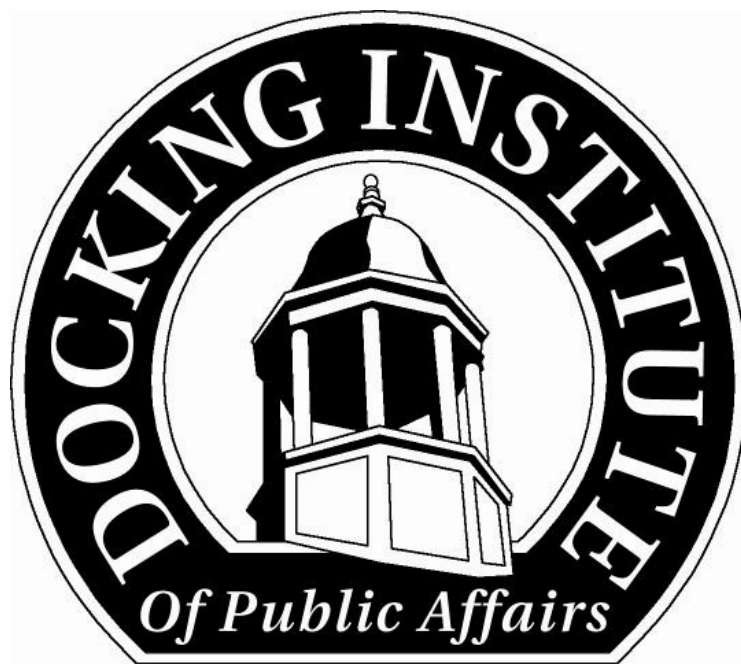
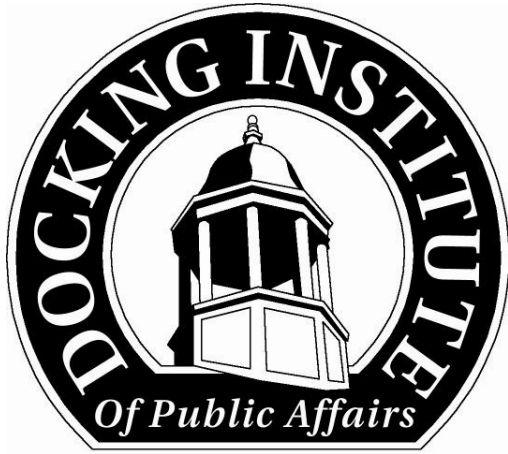


**Kansas Police Chiefs,
Sheriffs, and County and
District Attorneys Crime Victim
Issues Survey 2002**



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Executive Summary

The Docking Institute of Public Affairs at Fort Hays State University conducted a survey of 496 targeted respondents who serve as police chiefs, sheriffs, and district and county attorneys in Kansas. The purposes of this survey research are to assess the level of knowledge law enforcement and prosecutor offices have about a wide range of services for victims of crime in Kansas and to ascertain the degree of distribution of information about such services by Kansas law enforcement and prosecutor personnel.

The first research objective is to assess the amount of time respondents spend working with various types of crimes. The findings regarding this research objective show that:

- Police chiefs and sheriffs spend a greater percentage of their time working with burglary/theft, vandalism, assault/battery and domestic violence than with other crime categories. Police chiefs and sheriffs spend the least amount of time working with homicide/manslaughter, stalking and robbery.
- District/county attorneys spend a larger percentage of their time working with burglary/theft, vandalism, and assault/battery. They spend the least amount of time on stalking.
- Homicide/manslaughter takes a greater percentage of district/county attorney time than it does for police chiefs and sheriffs.

The second research objective is to assess the degree of knowledge respondents feel they have about services for victims of various crimes. The survey research shows that:

- All three categories of respondents are “very knowledgeable” about the steps in the criminal justice system.
- District/county attorneys are more knowledgeable about victim impact statements, victim compensation and victim restitution than are police chiefs and sheriffs. However, only about half (54.7%) of the district/county attorneys feel “very knowledgeable” about these victim rights.
- District/county attorneys are more knowledgeable about victim impact statements, restitution and property return than they are about other service areas covered in the survey. Over 40% of the district/county attorneys report being “very knowledgeable” in these three areas.
- Police chiefs and sheriffs were most knowledgeable about property return and medical care (around 40% for both types of respondents for both types of services).
- All three categories of respondents were least knowledgeable about employer, landlord utility company and creditor intervention services, with about 50% of the respondents indicating they were not at all knowledgeable about such services. Similarly, about 50% of the police chiefs and sheriff’s report being not at all knowledgeable about financial assistance for crime victims.

The third research object is to determine the degree to which respondents agree that adequate service information is available to victims of crimes. The survey results show that:

- Respondents generally feel that adequate service information is available for crime victims.
- The feeling was strongest with respect to service information available to domestic violence victims (where over a third strongly agree that information is adequate and where the smallest percentage of respondents reported disagreement).
- Agreement that adequate information is available is weakest with respect to telephone threats (where only slightly more than half agree), and stalking (where slightly more than half of the police chiefs and sheriffs agree and slightly less than half of the district/county attorneys agree). Additionally, only slightly more than half of the police chiefs and sheriffs agreed that sufficient service information was available to families of homicide/manslaughter victims.

The fourth research objective is to determine the percentage of respondents whose offices provide service information and to assess the degree to which respondents feel that information is adequate. In that regard, the survey research reveals that:

- Most district/county attorneys' offices provide service information to victims of all the crimes surveyed.
- Police chiefs and sheriff's offices report a greater distribution of service information for child abuse/incest, domestic violence, and rape/sexual assault (where responses ranged between 40-60%) than for other crime categories.
- Respondents most strongly agree that the service information their offices provide to victims of domestic violence, child abuse/incest, and rape/sexual assault is adequate.

The final research objective is to determine the percentage of respondents who personally provide victim service information and to assess the reasons why they do or do not do so. The research with respect to this objective shows that:

- Most respondents do personally provide service information to crime victims.
- Respondents most often personally provided service information to victims of domestic violence (80% or more).
- Sheriffs were somewhat less likely to personally provide service information than were district/county attorneys and police chiefs.
- Police departments and sheriff's offices are much more likely to have packets of service information available for victims of domestic violence than for any other crime category.
- In general, district/county attorneys are more likely to provide information upon their own initiative than were either police chiefs or sheriffs; however, for every crime category except domestic violence and rape/sexual assault (for which information packets are more readily available) "I personally take it

upon myself to do so” is the most common reason offered by police chiefs and sheriffs.

- Close to half of the police chiefs and sheriffs report that their offices conduct training regarding domestic violence services. Generally speaking, fewer than a third (and usually fewer than a quarter) of the police departments and sheriff’s offices offered training regarding other types of victim services.
- None of the survey options or reasons for not providing service information garner a large percentage of responses from the respondents. However, unavailability of services and lack of a departmental information packet for distribution are the two reasons respondents most often selected in this section.

Policy Implications

The results of this study show that while law enforcement officers and district/county attorneys are at least somewhat knowledgeable about most victim services, the percentages of respondents who are “very knowledgeable” should, perhaps, be increased. For example, while almost all of the district/county attorneys were at least somewhat knowledgeable about victim impact statements, it is troubling that only about half feel very knowledgeable. Because district/county attorney’s offices are the point of distribution for this information, they should be especially well-versed.

It appears that law enforcement offices (both police departments and sheriff’s offices) provide the most information by way of officer training and victim information packets with respect to domestic violence and rape/sexual assault crimes. As for the other crime victim categories surveyed, to the extent officers provide service information it is most often provided because the respondent takes it upon him/herself to do so. The strongest sense among respondents that information distribution is adequate is in these two crime victim categories. While respondents generally agree that adequate service information is available for most crime categories, (with the exception of stalking, for which fewer than 50% of the district/county attorneys feel information availability is adequate), the feeling is not particularly strong for several crime categories. Only a relatively small percentage of respondents (generally less than a quarter) say they have received departmental training regarding victim service information.

It would seem, then, that additional training of officers and attorneys as well as increased availability of service information packets for a wider range of crime victims may increase the sense among law enforcement officers and district/county attorneys that service information is adequate. The development of informational brochures may help officers, attorneys and crime victims alike to better understand what services are available, where those services may be accessed, and how law enforcement officers and prosecutors may best facilitate services for the victim. Additional training as to protocol and procedure for facilitating victim services may also be helpful.

Introduction

The Docking Institute of Public Affairs at Fort Hays State University conducted a survey of 496 targeted respondents who serve as police chiefs, sheriffs, and prosecuting attorneys in Kansas. The mail survey was conducted between April 15, 2002 and June 19, 2002. The purposes of this survey research are to assess the level of knowledge law enforcement and prosecutor offices have about a wide range of services for victims of crime in Kansas and to ascertain the degree of distribution of information about such services by Kansas law enforcement personnel.

Theoretical Perspective

The work of victim services by human service providers has and continues to be an area of ambiguity. Traditionally, law enforcement agencies, prosecuting offices and social service departments have been the primary purveyors of victim services and distribution of information about those services in the United States. Unfortunately, definitive areas of concern have risen in response to recent victim's rights legislation: Who is responsible for victim services and what is the scope of those services?

While it has traditionally been the responsibility of social and human service providers to work with victims traumatized by crime or other events, law enforcement agencies and prosecutors may serve as either the initial service provider or as an official resource for victims to obtain other services. In some cases, they may be the primary service provider. Unfortunately, the scope of services offered by these departments and offices are often unclear, open to interpretation, dynamic, and not established within policy. Offices may not be afforded the budget and personnel necessary for particular service agendas and therefore they may either offer none or establish a system of service priorities, which may be limited. Furthermore, both societal and internal organizational perceptions present human service agencies with a difficult position in terms of role identification.

The Kansas State Legislature provided specific best practices for victim services under the auspice of the Crime Victim's Bill of Rights.¹ In an effort to better address the needs of crime victims, this legislation assists law enforcement and prosecutors in providing services under a congruent set of principles. What is *not* determined, however, is an operational definition of responsibility regarding the facilitation of those services. Unless otherwise designated by a state authority to render services, how are victim services to be coordinated?

Law enforcement agencies see more victims of crime than any other component of human service organizations. In respect to assistance programs, however, it is the prosecutor's office that works with the majority of victims. Recent national

¹ Kansas Statutes Annotated 74-7333 (2002).

reports indicate that only 21 percent of major crimes make it to the prosecutor's office². Therefore, almost 80 percent of crime victims may not have victim assistance available to them unless a victim assistance specialist has been appointed by the prosecutor's office or if one exists in the law enforcement agency, specifically. Victims traditionally face two crises, the immediate trauma and that trauma incurred during the recovery. How law enforcement officers first respond to these individuals often determine how victims cope with these crises. As a result, a victim's desire to participate in the investigation or future investigations is greatly influenced by these responses. Recognizing this role, contemporary law enforcement operatives integrate victimization issues into training or implement a victim's assistance component into the agency itself. Chief Stan Kee of the Austin (TX) Police Department explained his perspective regarding the implementation of such services into his own agency, "Our victim services people arrive minutes after the officer gets there, as the paramedic is wiping the blood off the forehead of a badly battered spouse. They get a better perspective of the victim than from just reading a police report".³ Consequently, the program initiates crisis counseling during or shortly after a crime or incident has occurred instead of weeks or months later.

Recent evidence suggests that the number of programs located in police and sheriff's departments are small but remain a progressive initiative in the growing victim services trend in the United States. In 1999, Victims of Crime Act (VOCA) programs awarded victim assistance grants to only 209 law enforcement agencies out of 18,000 nationwide. By comparison, 428 prosecutor's offices received VOCA victim assistance grants in 1998 out of 2500 nationwide.⁴ What is the scope of services by prosecuting offices? Many prosecutors employ a full-time victim/witness coordinator to serve as the initial point of contact in respect to needs assessment, i.e., social services, case dispositions, restitution and other legal responses. In addition to examining the efficiency and effectiveness of such in-house procedures, critical analysis is also considered regarding the synergy between the prosecutor's office, law enforcement, social services, and the victim. Are everyone's needs being met? Are definitive goals and objectives identified and proffered by the agency or agencies? Are victims aware of the process and protocol regarding the services they are to consider? Do they know where to go to receive such services?

In an effort to improve responses to victims, recognizing the inherent abilities or in-abilities of law enforcement, prosecutors and other human service agencies requires a reflection and analysis of system processes as it relates to duties and functions of those agencies.

² United States Department of Justice (2002). *OVC Bulletin*. Office of Justice Programs: Office for Victims of Crime. Washington, D.C.: Government Printing Press.

³ Parker, S. G. (2001). *Establishing victim services within a law enforcement agency: The austin experience* [On-line]. Available: www.ojp.usdoj.gov/ovc/publications/bulletins/evs_3_2001/welcome.html.

⁴ VOCA program and statistics available by calling the OVC Resource Center at 1-800-627-6872.

Survey Methodology

Between April 15 and June 19, 2002 the Docking Institute's University Center for Survey Research conducted a survey of Kansas county/district attorneys, police chiefs, and sheriffs from lists provided by the Kansas Attorney General's Office. All 496 individuals across these three lists were given the opportunity to respond to a survey about crime victim's issues. Three waves of a self-administered mail survey were sent to these individuals. The self-administered mail survey included return postage to the Docking Institute paid by the Docking Institute. The first copy of the survey was mailed with a cover letter briefly explaining the survey. Signatures of both Attorney General Carla Stovall and the Director of the Docking Institute's University Center for Survey Research appeared on the cover letters. The two follow-up waves followed this initial mailing to all those who had not yet responded to the previous wave(s) of mailing.

Of 496 targeted respondents, three questionnaires were undeliverable. Also it was determined that seven questionnaires were sent to offices that were ineligible because the recipient proved to be a small city that has no police chief or sheriff, but rather, is included within the jurisdiction of a county sheriff's office. Thus, the total number of eligible respondents is considered to total 486. The University Center for Survey Research received 332 completed questionnaires, resulting in a very respectable response rate of 68%. In addition, the percentage of total completions from each of the three groups, county and district attorneys (20%), police chiefs (55%), and sheriffs (25%), closely corresponds to the percentage present in the three mailing lists at 21%, 57%, and 21%, respectively.

Survey Instrument

The Docking Institute and the Kansas Attorney General agreed on the survey items used. It was the responsibility of the Docking Institute to draft initial survey items that were then revised and approved by Attorney General Stovall. It was also the Institute's responsibility to develop survey items that were technically correct and without bias. Question wording and the design of the survey instrument are the property of the Docking Institute and are not to be used for additional surveys unless written permission is given by the Director of the Institutes. The Appendix contains the questionnaire.

Survey Results

Demographic Data

Of 324 valid surveys, 20% were completed by district and county attorneys, 55% by police departments, and 25% by sheriff's offices. Table 1 shows the median number of years the respondents have been in their present positions and in the criminal justice system in general, and the median number of attorneys/officers on staff for the reporting unit.

Table 1: Respondent Experience/Staff Size

	District/County Attorneys	Police Departments	Sheriff's Offices
Median Years in Present Position	6.5	6	7
Median Years in Criminal Justice	10	19	20
Median Number On Staff	1	6	9

Respondents were asked to identify the population size that best represents the size of the department/office's jurisdiction. As Table 2 illustrates, most of the respondents are from jurisdictions smaller than 10,000 people (64.1% of the district/county attorneys, 84.4% of the police officers, and 54.3% of the sheriff's offices). Only 7.8% of the reporting district/county attorneys, 3.3% of the police departments, and 7.4% of the sheriff's offices were from population centers of over 50,000.

Table 2: Jurisdiction Size

	District/County Attorneys	Police Departments	Sheriff's Offices
Less than 2,500	14.1%	57.5%	7.4%
2,500-10,000	50%	26.8%	46.9%
10,001-25,000	9.4%	7.8%	23.5%
25,001-50,000	17.2%	4.5%	14.8%
50,001-100,000	4.7%	1.1%	2.5%
Over 100,000	3.1%	2.2%	4.9%

Table 3 shows that most (54%) of the district/county attorney respondents are male while an overwhelming percentage of the police and sheriff respondents (90.7% and 93.8% respectively) are male. The median age of the respondents

ranges from 41.5 for district/county attorneys to 48 for sheriff's office respondents.

Table 3: Respondent Gender/Age

	District/County Attorneys	Police Departments	Sheriff's Offices
Percent Male	54%	90.7%	93.8%
Percent Female	46%	9.3%	6.3%
Median Respondent Age	41.5	46	48

Table 4 illustrates that respondents are almost exclusively white (96.8% of the district/county attorney respondents, 94.8% of the police chief respondents and 100% of the sheriff respondents). The greatest racial diversity was present among police chiefs.

Table 4: Racial Background of Respondents

	District/County Attorneys	Police Departments	Sheriff's Offices
White	96.8%	94.8%	100%
Hispanic	1.6%	.6	-
Native American	-	1.7%	-
Black	-	1.2%	-
Multiple Race	1.6%	1.2%	-
Other	-	.6%	-

Respondents were asked to estimate the percentage of their working time spent handling various types of crimes. Figures 1 - 7 illustrate the responses.

Figure 1: Time Spent (Child Abuse/Neglect)

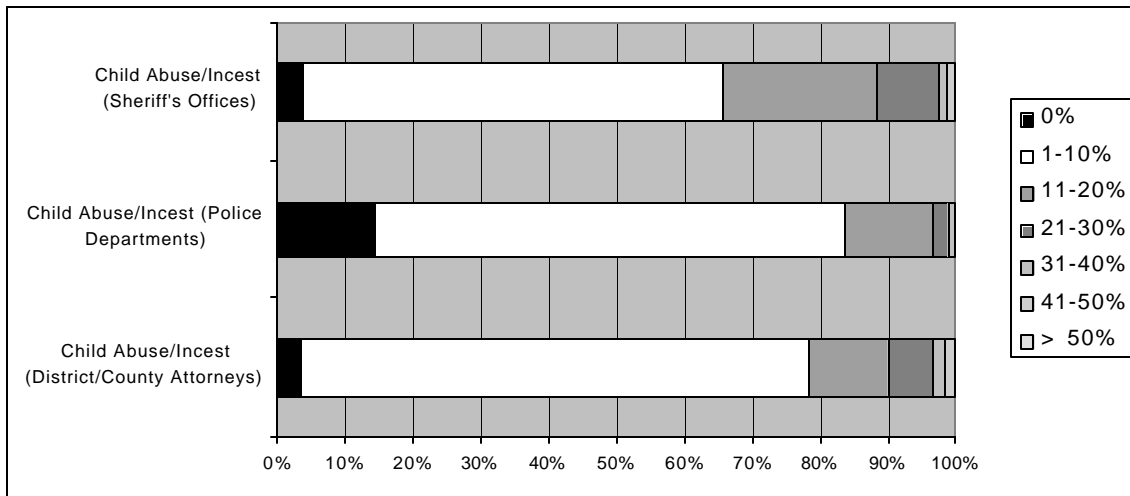


Figure 1 shows that all three respondent categories spend a similar percentage of their time working with child abuse/neglect issues. The percentages of time spent on child abuse/neglect are also similar for all three respondent categories as is shown in Figure 1.

Figure 2: Time Spent (Domestic Violence)

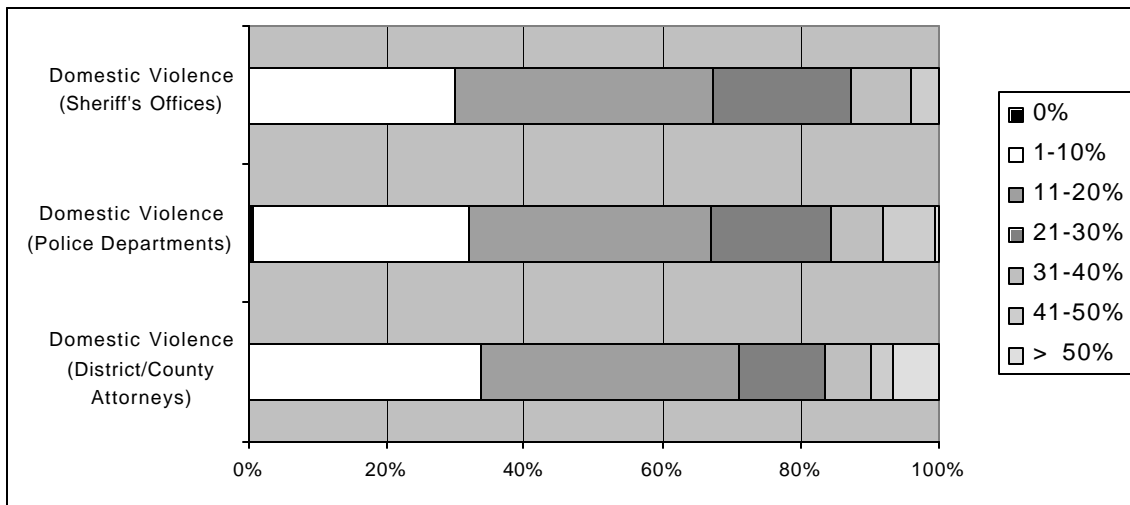


Figure 3: Time Spent (Rape/Sexual Assault)

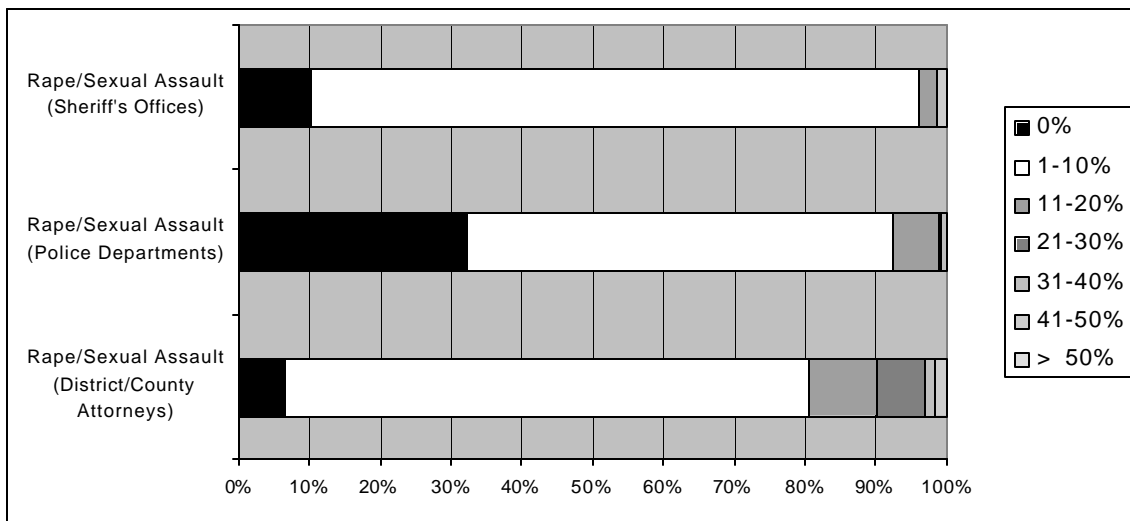
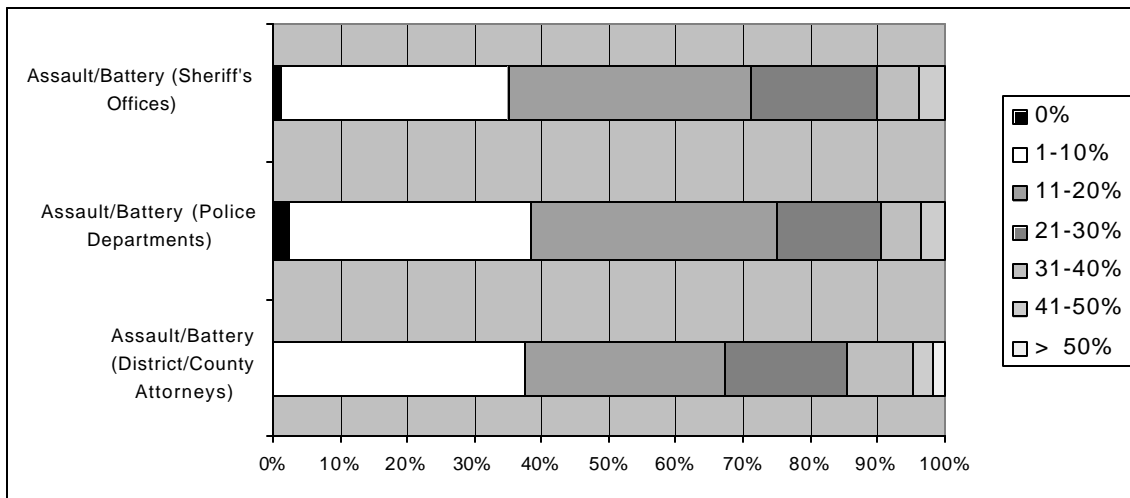


Figure 3 shows that district/county attorneys' offices spend slightly more time on rape/sexual assault cases than do police or sheriffs' offices.

Figure 4: Time Spent (Assault/Battery)



Across all three respondent categories, assault/battery cases occupies a larger percentage of time (more than 30%) than most other crime categories surveyed.

Figure 5: Time Spent (Homicide/Manslaughter)

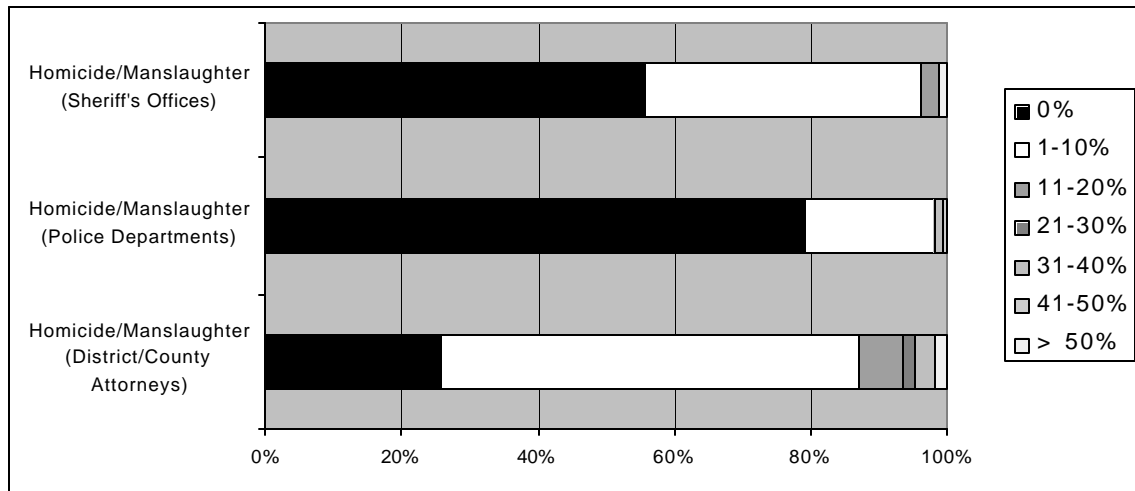


Figure 5 shows that district and county attorneys spend a larger (though still relatively small) amount of their time on homicide/manslaughter cases than do police departments and sheriff's offices, with about 60% of district/county attorneys spending 1%-10% of their time on this crime. Over 50% of sheriff's offices spend 0% (or no time) on homicide/manslaughter, while nearly 80% of police departments spend 0% of their time on this crime.

Figure 6: Time Spent (Stalking, Telephone Threats)

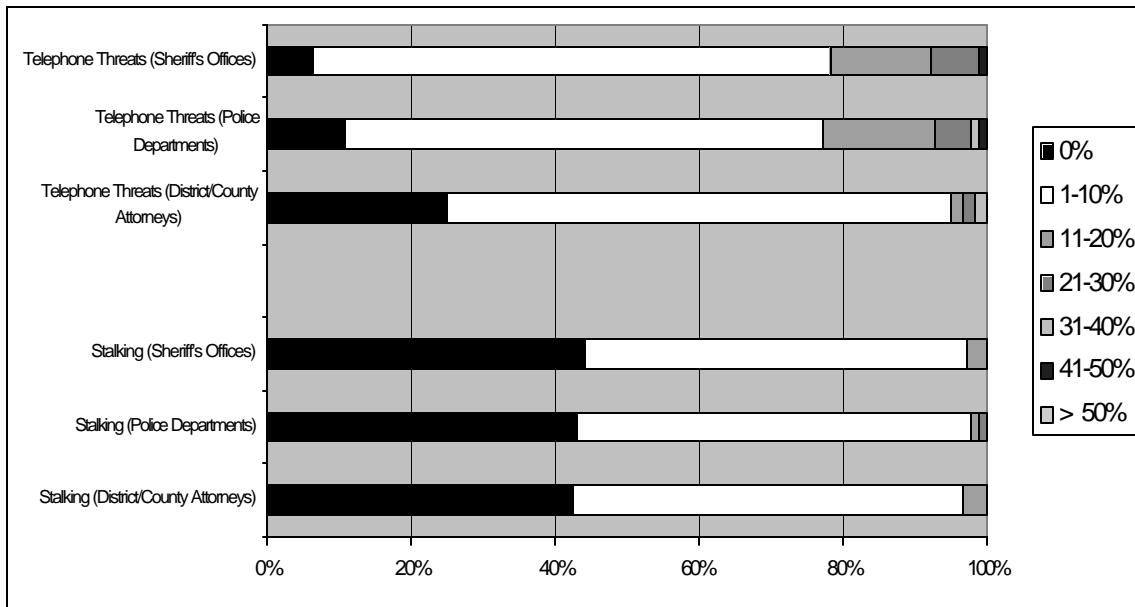
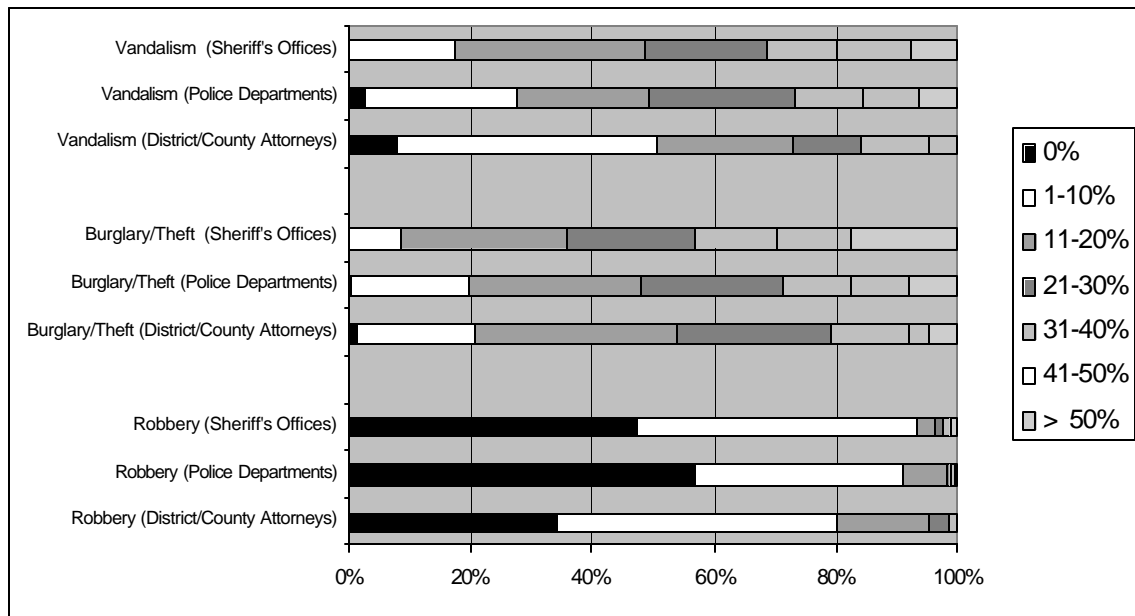


Figure 3 illustrates that all three respondent categories spend somewhat more time addressing telephone threats than stalking. The time spent working with stalking is essentially the same among the three respondent groups.

Figure 7: Time Spent (Robbery, Burglary/Theft, Vandalism)



A comparison of Figures 1-7 show that of all crime categories surveyed, respondents, as a whole, spend the greatest percentage of their time working

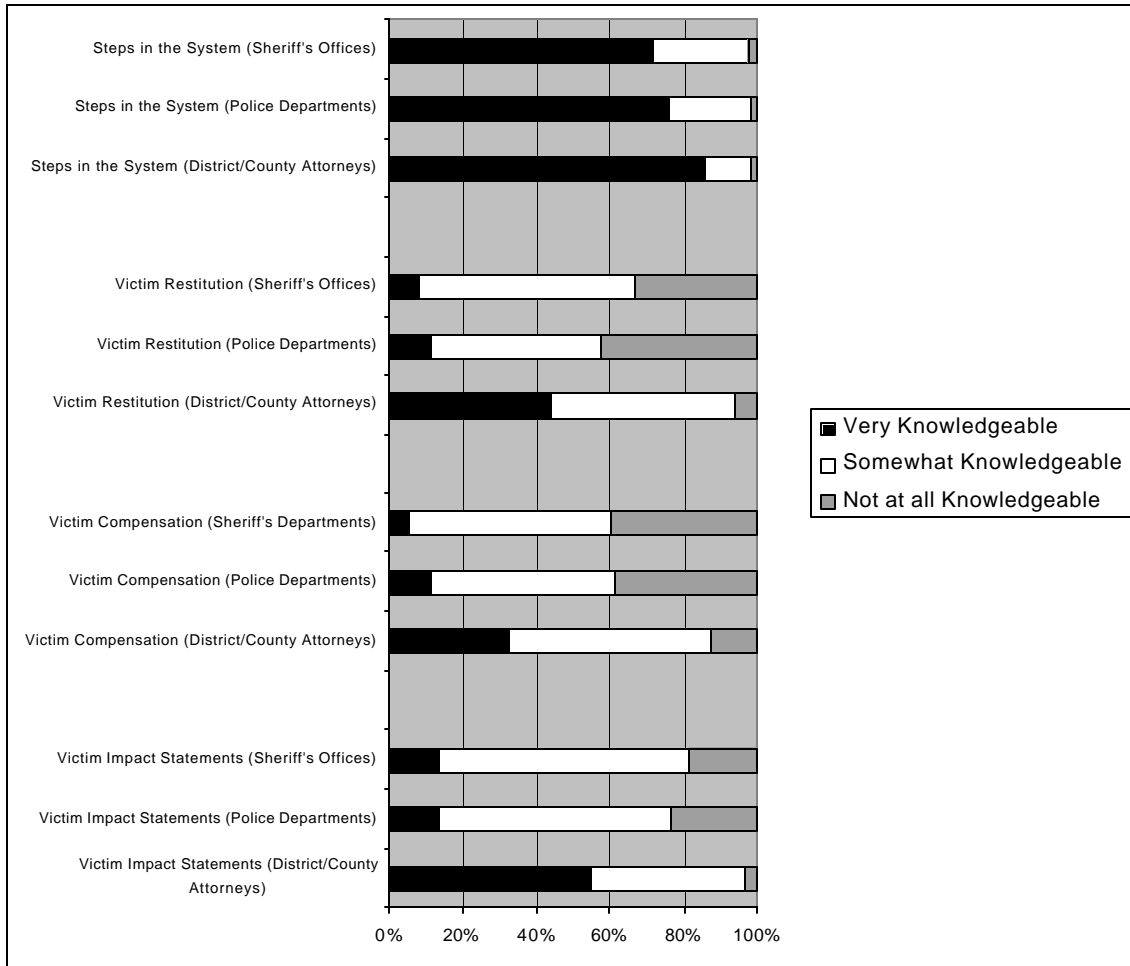
with burglary/theft and vandalism, with assault/battery and domestic violence also commanding relatively large percentages of time. Police chiefs and sheriffs spend the least amount of time working with homicide, stalking and robbery. District/county attorneys spend the least percentage of their time on stalking.

Victim Service Information

A major goal of the study is to determine the degree to which law enforcement personnel are knowledgeable about victim services and the degree to which information about those services is distributed to victims of crimes. Several question sets delved into this area.

Figure 8 shows the degree to which district/county attorneys, police chiefs, and sheriffs feel knowledgeable about victim services.

**Figure 8: Knowledgeable About Victim Services
(Victim Impact Statements, Victim Compensation Claims, Victim Restitution Claims, Steps in the System)**

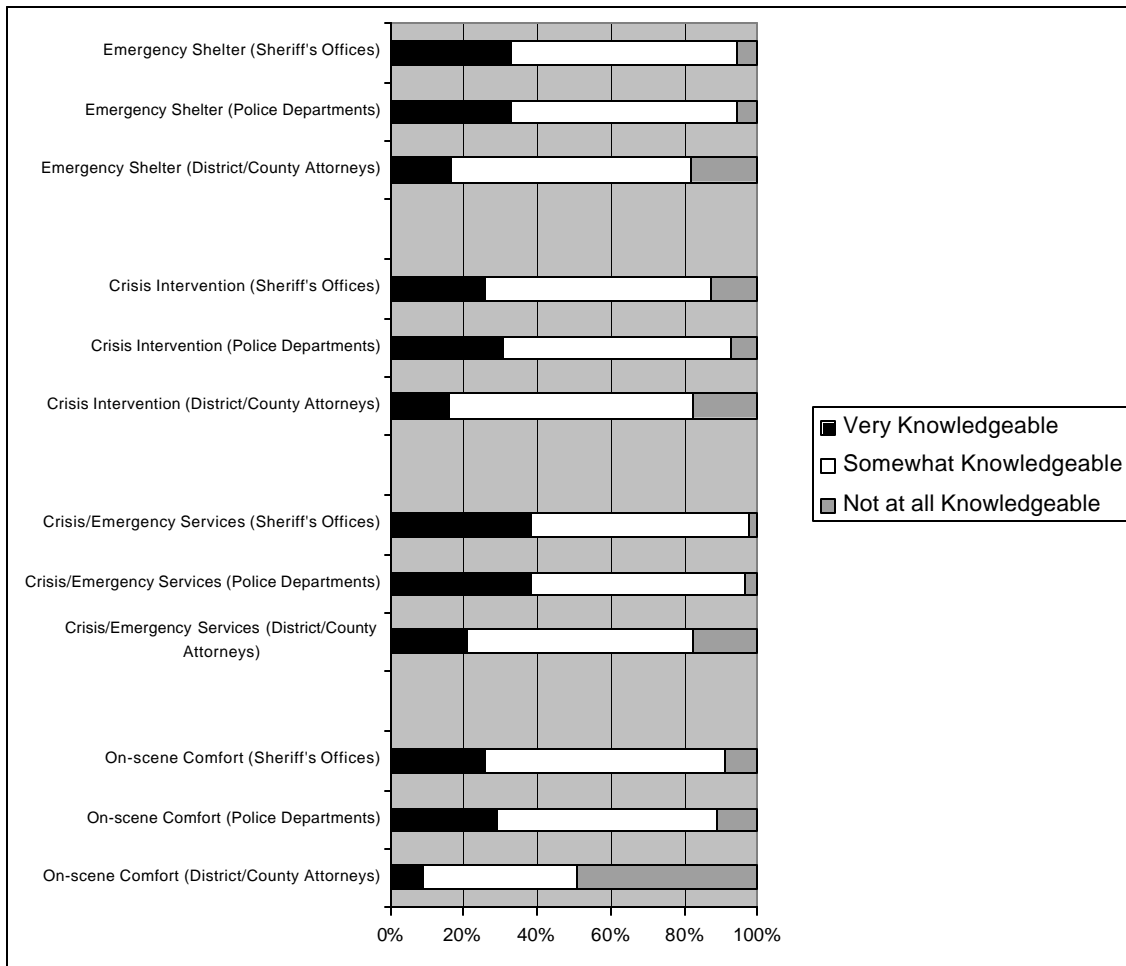


District/county attorneys are more knowledgeable about victim impact statements, compensation and restitution than are police departments and sheriff's offices. However, the percentage of respondents who felt "very knowledgeable" about these areas, even among district/county attorneys, is still small. Only about half (54.7%) of the district/county attorney respondents feel "very knowledgeable" about victim impact statements. Only 43.8% of the district/county attorneys feel "very knowledgeable" about victim restitution claims. Significantly, slightly less than a third (32.8%) of the district/county attorneys feel very knowledgeable about victim compensation claims.

Not surprisingly, police chiefs and sheriffs are considerably less knowledgeable about victim impact statements and restitution claims than are prosecuting attorneys. Neither of these is a law enforcement function. Nearly a quarter (23.5%) of the police chiefs and 18.7% of the sheriffs report being "not at all knowledgeable" about victim impact statements while only 13.3% in each group feel "very knowledgeable". As for victim restitution claims, about a third of the sheriffs (32.9%) and 42.6% of the police chiefs report being "not at all knowledgeable" with only 11.1% and 8.2% respectively indicating that they are "very knowledgeable." Of greater significance is that nearly 40% of both police and sheriff's offices (38.9% and 39.7% respectively) report being "not at all knowledgeable" about victim compensation claims while only 11.1% and 5.5% respectively feel "very knowledgeable."

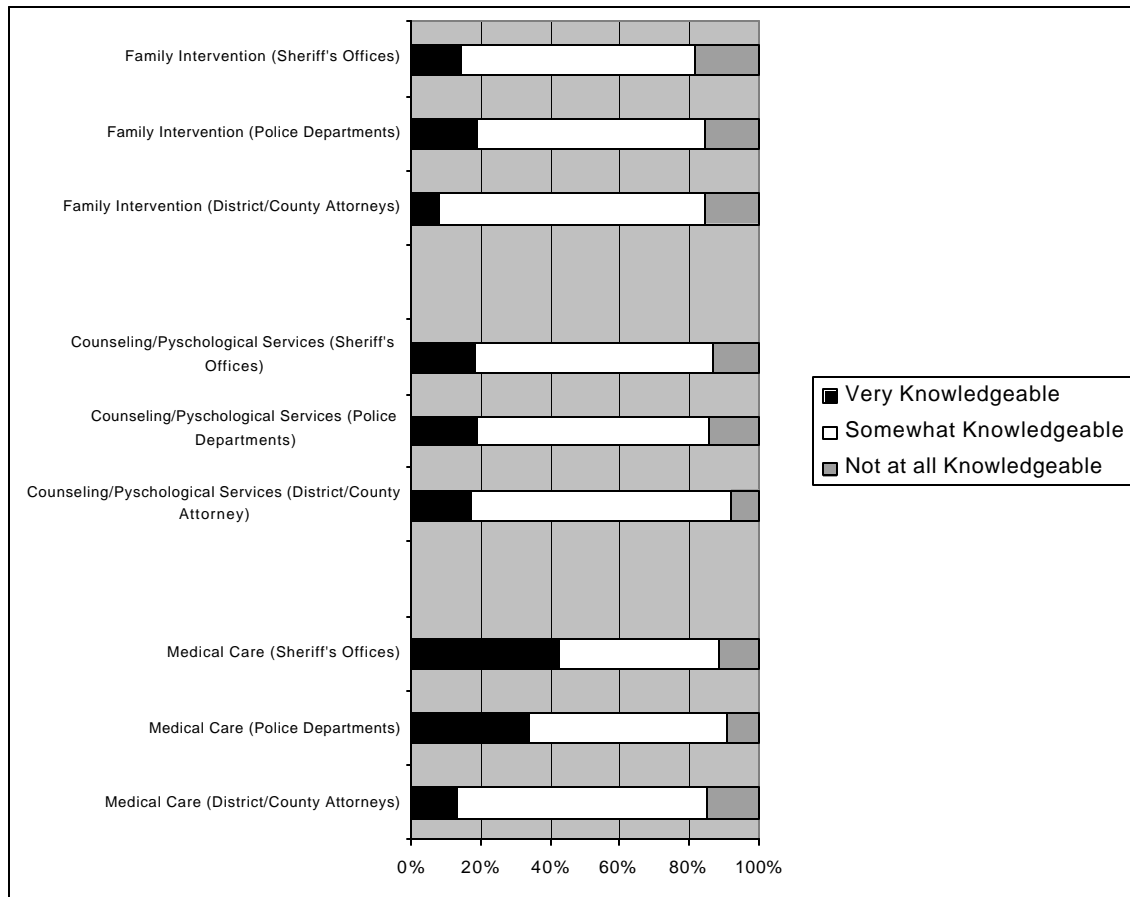
All three respondent categories are "very knowledgeable" about the next step in the criminal justice system (such as filing complaints, etc.). Nearly 90% (85.9%) of the district/county attorneys, 76% of the police departments, and 71.8% of the sheriff's offices) report being "very knowledgeable" in this area.

**Figure 9: Knowledgeable About Victim Services
(On-scene Comfort, Crisis/Emergency Services, Crisis Intervention Services, Emergency Shelter)**



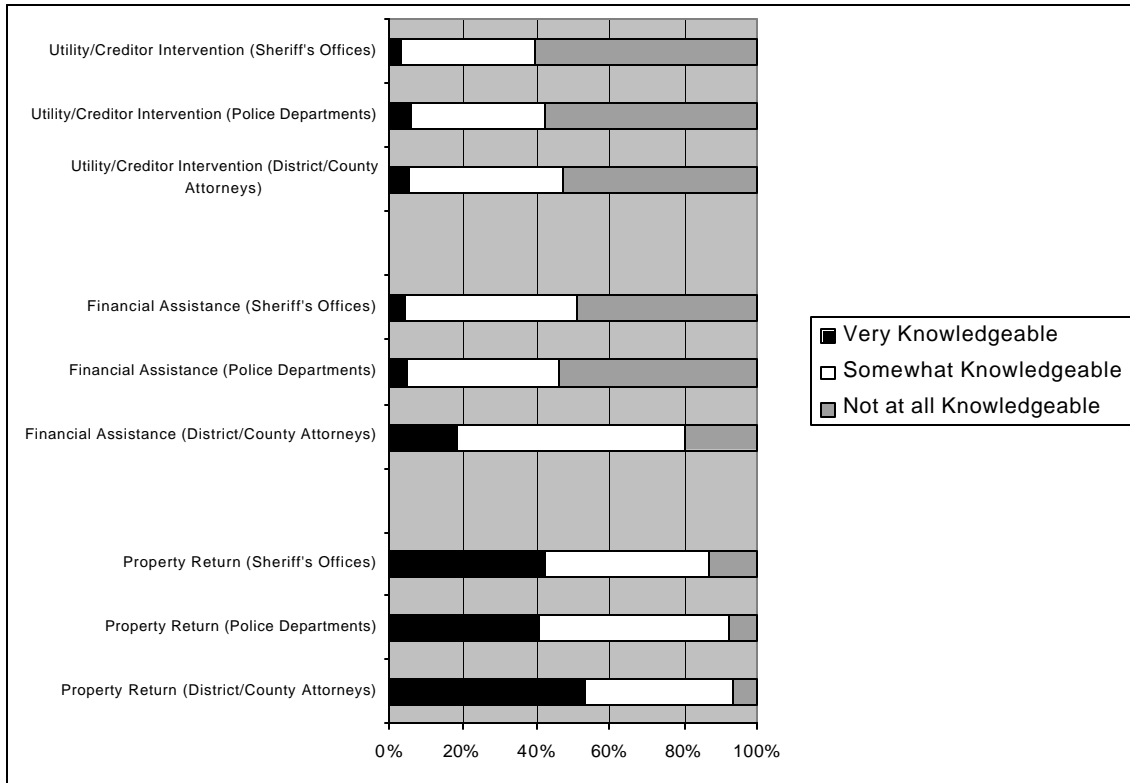
Law enforcement officers (both police and sheriff's departments) were somewhat more knowledgeable about on-scene comfort, crisis/emergency services, crisis intervention services, and emergency shelter than were district/county attorneys. Most respondents are "somewhat knowledgeable" about on-scene comfort, crisis/emergency services, crisis intervention services and emergency shelter. Police chiefs and sheriffs are more knowledgeable about all of these services than are district/county attorneys.

**Figure 10: Knowledgeable About Victim Services
(Medical Care, Support or Counseling/Psychological Services, and Family
Intervention Services)**



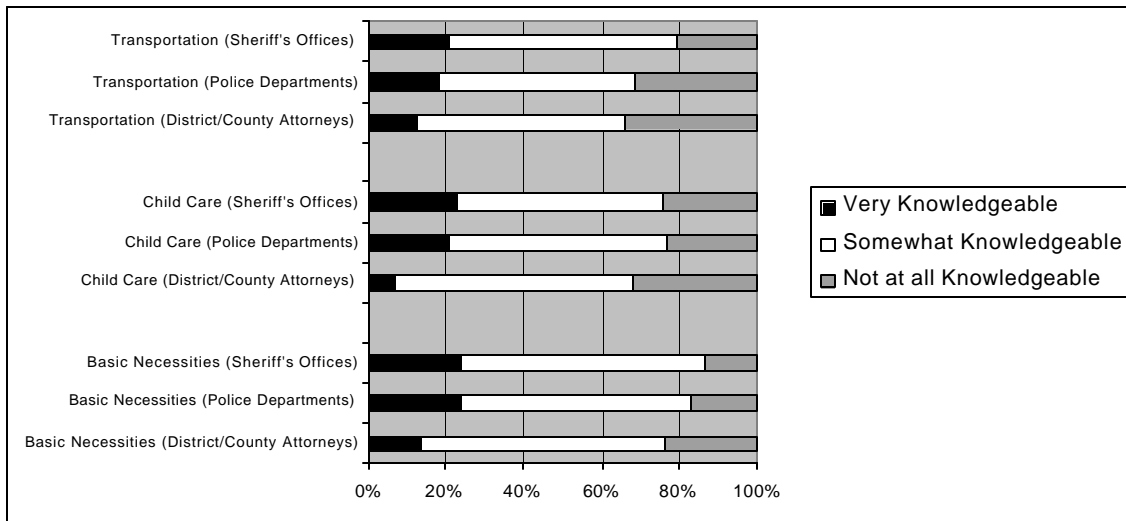
Law enforcement officers (police chiefs and sheriffs) are also more knowledgeable about medical services available to crime victims than are district/county attorneys with 34.1% and 42.3% respectively feeling “very knowledgeable” about such services compared to only 13.1% of the district/county attorneys. While most of the respondents are at least “somewhat knowledgeable” about support or counseling/psychological services (92.2% of the district/county attorneys, 85.5% of the police chiefs and 86.8% of the sheriffs), only 17-18% of the respondents feel “very knowledgeable”. Respondents are somewhat less knowledgeable about family intervention services than they are about support or counseling/psychological services.

**Figure 11: Knowledgeable About Victim Services
(Property Return, Financial Assistance, Utility Company and Creditor Intervention)**



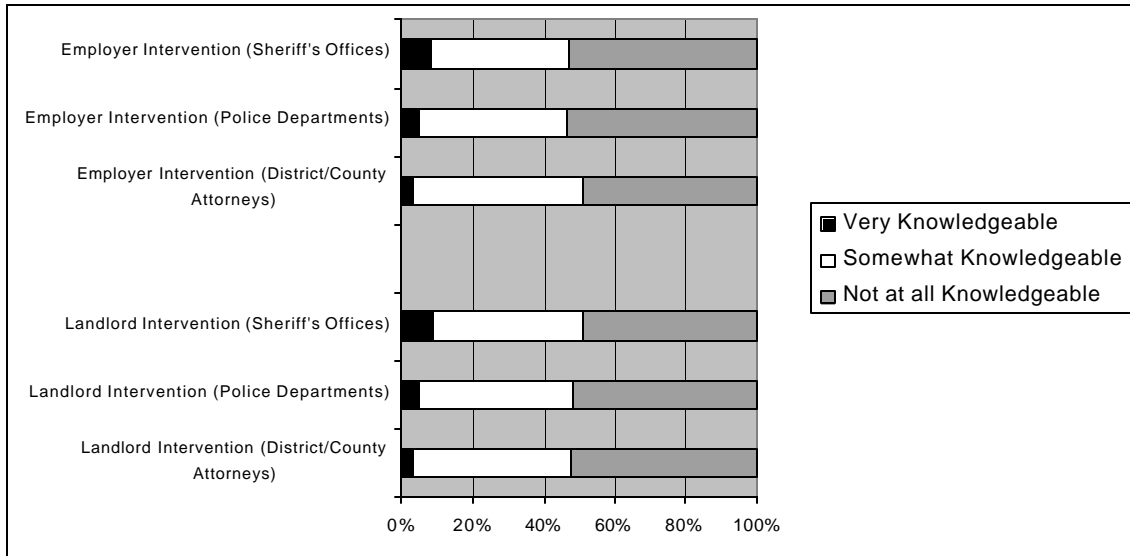
Most of the respondents (52.7% of the attorneys, 57.5% of the police chiefs and 60.3% of the sheriffs) report being “not at all knowledgeable” about utility company and other creditor intervention. Only 5.5%, 5.6% and 2.7% respectively feel “very knowledgeable” as to those services. Police chiefs and district/county attorneys report similar levels of knowledge regarding financial assistance while sheriffs report being somewhat more familiar with financial assistance than with utility company/creditor intervention. All three respondent categories are more familiar with property return. Over half (53.2%) of the district/county attorneys, 40.9% of the police chiefs and 42.1% of the sheriffs indicate they are “very knowledgeable” about property return. Only 6.5%, 7.6% and 13.2% respectively are “not at all knowledgeable” in that area.

**Figure 12: Knowledgeable About Victim Services
(Transportation, Child Care and Basic Necessities)**



District/county attorneys are somewhat less knowledgeable about victim assistance regarding basic necessities (food, clothing, etc.), child-care, and transportation than are police chiefs and sheriffs. Whereas about 20% of the police chiefs and sheriffs (18.5% and 20.5% respectively) report being “very knowledgeable” about transportation services, only 12.5% of the prosecutors report being “very knowledgeable” about such services. The difference is even greater in the area of child care where, again, about 20% of the police chiefs and sheriffs (20.8% and 23% respectively) but only 6.8% of the prosecuting attorneys are “very knowledgeable.” As for basic necessities such as food and clothing, nearly a quarter of the police chiefs and sheriffs (23.7% and 24% respectively) report being “very knowledgeable” about services while only 13.6% of the district attorneys report that level of knowledge.

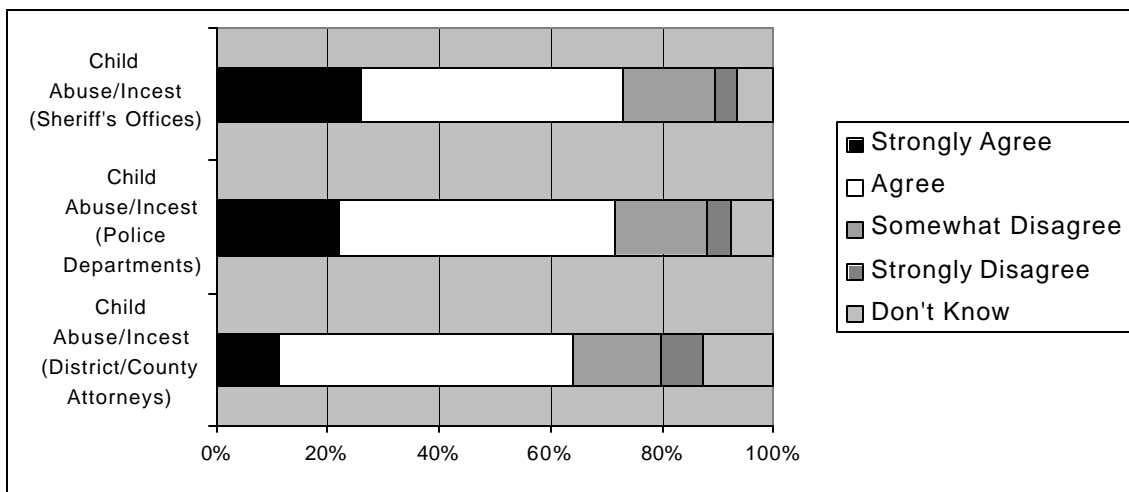
**Figure 13: Knowledgeable About Victim Services
(Landlord and Employer Intervention)**



Most respondents are “not at all knowledgeable” about employer or landlord intervention services (49.1% of the district/county attorneys, 53.5% of the police chiefs and 52.8% of the sheriffs with respect to employer intervention and 52.7% of the district/county attorneys, 51.9% of the police chiefs, and 49.3% of the sheriffs with respect to landlord intervention).

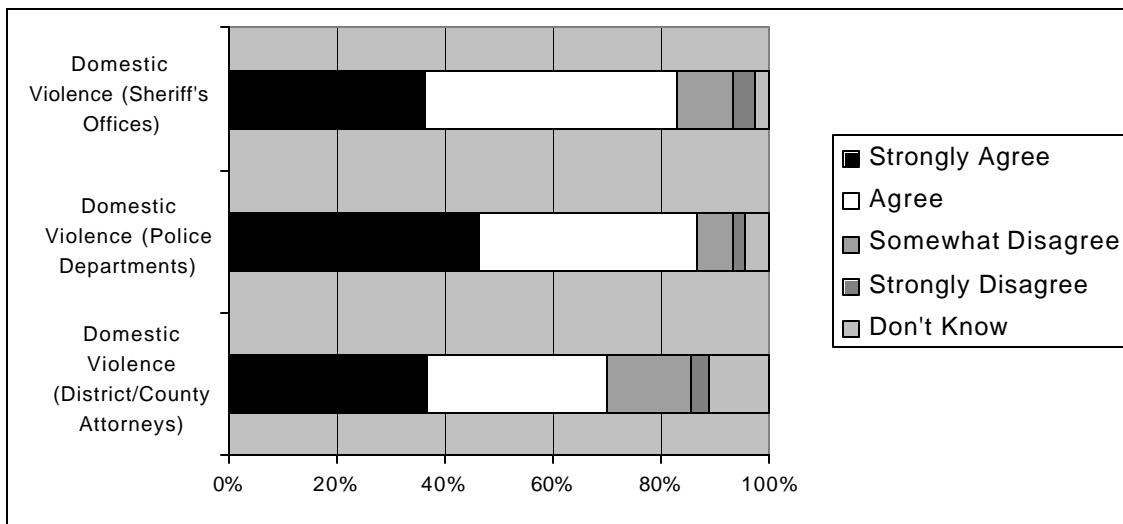
Respondents were asked whether, in general, they feel enough service information is available to crime victims or their surviving family members. Figures 14-20 illustrate the responses.

**Figure 14: Adequate Service Information is Available
(Child Abuse/Neglect)**



Most respondents feel that adequate information is available to victims of child abuse/incest. Nearly two-thirds (64.1%) of the district/county attorneys agree that adequate information was available for child abuse/incest (10.9% agreed strongly). Even higher percentages of law enforcement respondents (71.7% of the police chiefs and 72.7% of the sheriffs) agree that information is adequate for this crime.

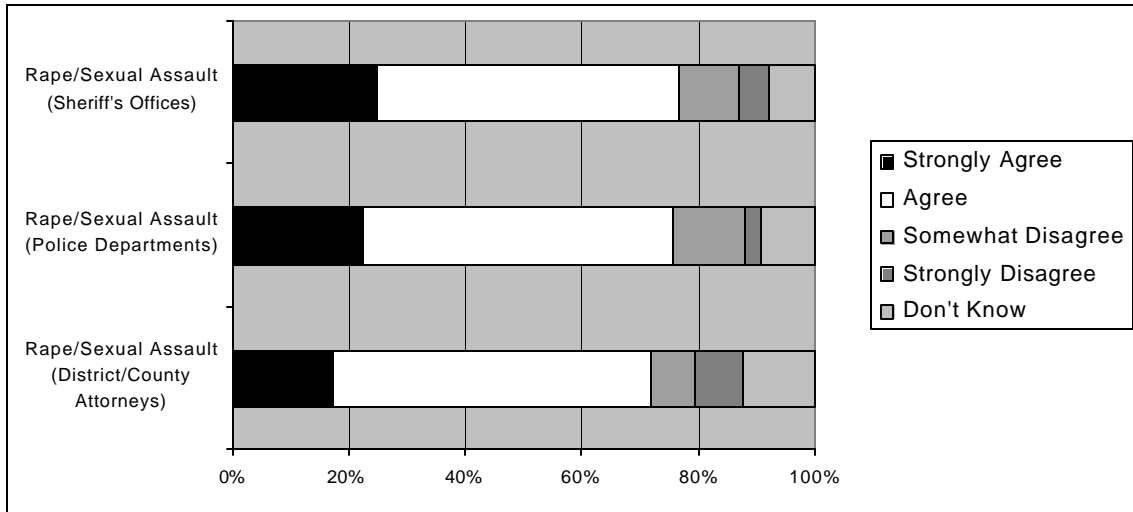
Figure 15: Adequate Service Information is Available (Domestic Violence)



Respondents agree even more strongly that adequate information is available for victims of domestic violence. Compare this data to Figures 30 - 36 which show that a large percentage of police departments and sheriff's offices have service information packets available for victims of these crimes much more often than for other types of crime. Nearly 70% (69.8%) of the district/county attorneys feel victims of domestic violence have adequate information available to them (36.5% agreed strongly), 86.6% of the police chiefs agree (with 46.5% agreeing strongly), and 83.1% of the sheriffs agree (with 36.4% agreeing strongly).

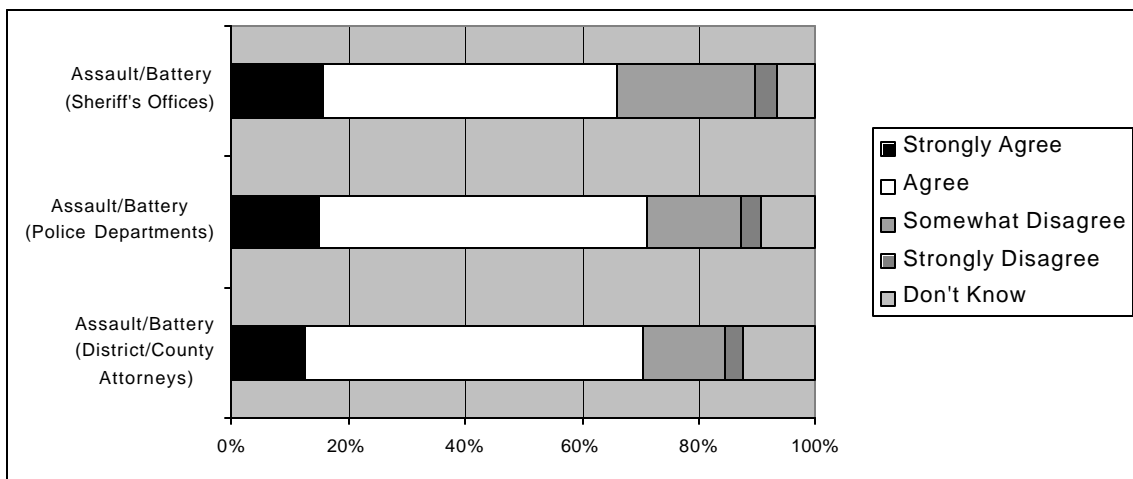
As shown in Figures 16-18, respondents in all three categories feel less strongly that adequate service information is available to victims of rape/sexual assault, assault/battery and homicide/manslaughter.

Figure 16: Adequate Service Information is Available (Rape/Sexual Assault)



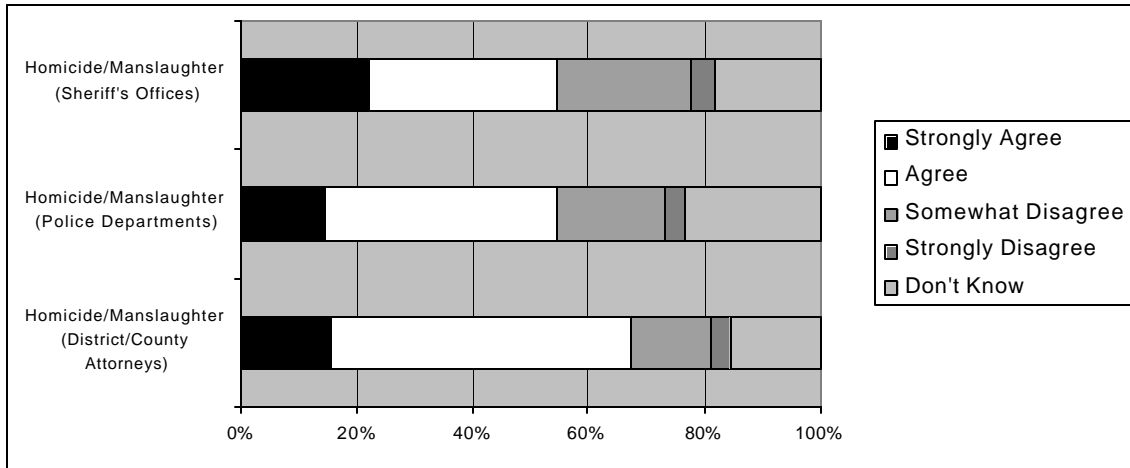
Over two-thirds (71.9%) of the district/county attorneys agree that adequate information is available to victims of rape/sexual assault. Only 17.2% strongly agree. Three-quarters (75.7%) of the police chiefs agree, with 22.5% agreeing strongly. Similarly, 76.6% of the sheriffs agree, 24.7% strongly.

Figure 17: Adequate Service Information is Available (Assault/Battery)



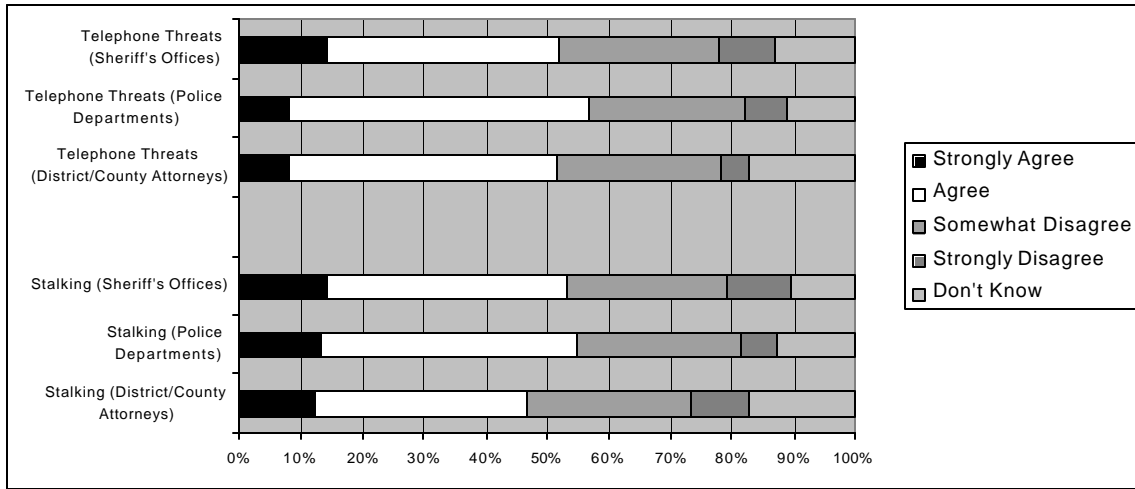
As for assault and battery, 70.3% of the attorneys, 71.1% of the police departments and 65.8% of the sheriff's offices agree that adequate information about services is available (12.5%, 15% and 15.8% respectively agreeing strongly).

Figure 18: Adequate Service Information is Available (Homicide)



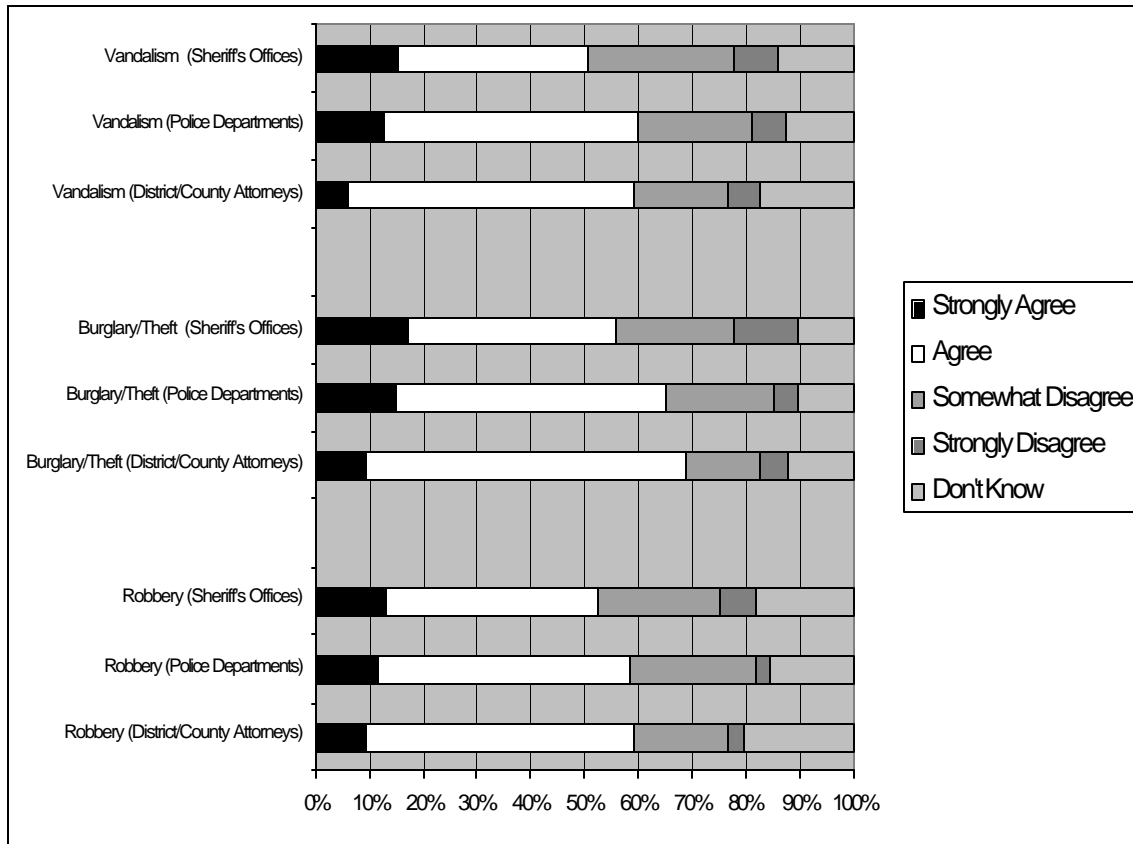
A smaller percentage of respondents feel there is adequate information about services for surviving family members of victims of homicide/manslaughter. Just over half of the police chiefs and sheriffs feel information is adequate (54.7% and 54.5% respectively) while about two-thirds (67.2%) of the district/county attorneys feel information is adequate.

**Figure 19: Adequate Service Information is Available
(Stalking, Telephone Threats)**



Only about half of the respondents (46.9% of the attorneys), 54.9% of the police chiefs, and 53.2% of the sheriffs) feel that adequate service information is available to victims of stalking. Similarly, only about half of the respondents (51.6% of the district/county attorneys, 56.6% of the police chiefs, and 51.9% of the sheriffs) feel that adequate service information is available to victims of telephone threats.

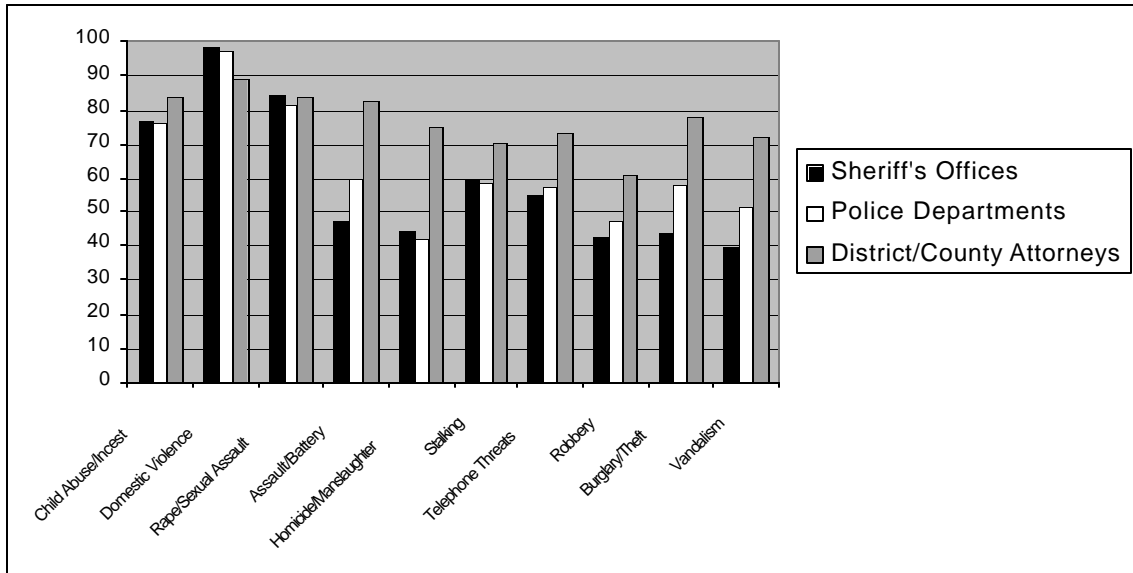
**Figure 20: Adequate Service Information is Available
(Robbery, Burglary/Theft, Vandalism)**



More than half of the respondents feel that adequate service information is available to victims of robbery (59.9% of the district/county attorneys, 58.1% of the police chiefs, and 52.6% of the sheriffs). The percentages are similar for vandalism (59.4% of the district/county attorneys, 60.1% of the police chiefs, and 50.6% of the sheriffs feel service information is sufficient). The percentages are somewhat higher for burglary/theft (68.8% of the district/county attorneys, 65.3% of the police chiefs and 55.8% of the sheriffs believe adequate service information is available).

Respondents were asked whether their offices/departments provided service information to victims or to victim's surviving family members. Figure 21 shows the percentage of offices/departments that provide service information for each category of crime surveyed.

Figure 21: Percentage Providing Service Information



It is clear from Figure 21 that with the exception of domestic violence and rape/sexual assault district/county attorneys provide more victim service information than do police departments or sheriff's office. Sheriffs provide the least information with respect to assault/battery, telephone threats, robbery, burglary/theft, and vandalism. Law enforcement officers (both police and sheriff) provide information most often in cases of child abuse/incest, domestic violence and rape/sexual assault.

Respondents were asked whether they feel the information their offices provide to victims and victim's families regarding victim services is adequate. The responses appear in Figures 22-28.

As Figures 22 – 23 show, while over three-quarters (77.4% of district/county attorneys, 86.6% of police chiefs, and 86.8% of sheriffs) feel that their offices/departments provide adequate information to victims of domestic violence, the percentages are smaller regarding child abuse/incest where only about two-thirds (61.3%, 64.7% and 67.6% respectively) feel their office's distribution of information is sufficient.

Figure 22: Information Provided by Office is Adequate (Child Abuse/Incest)

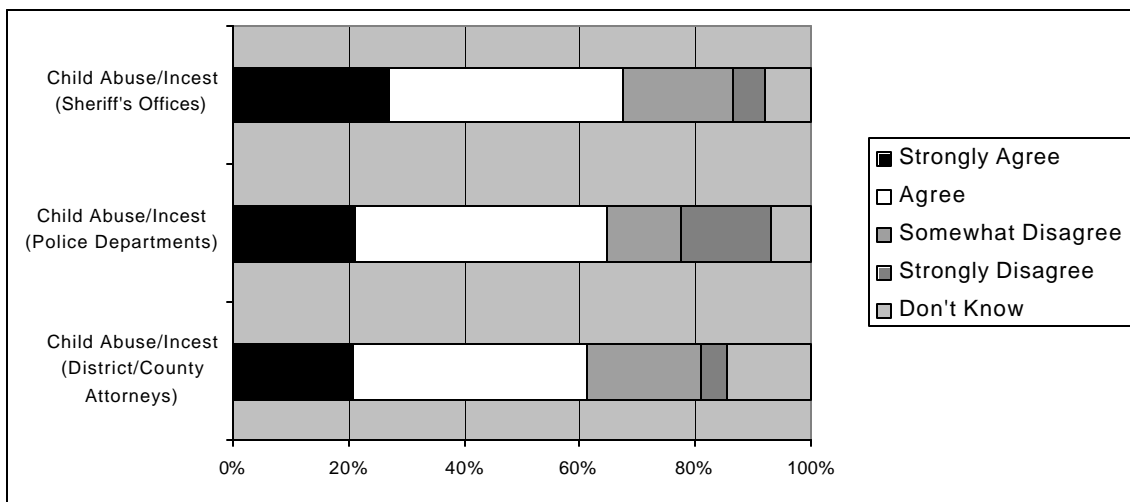


Figure 23: Information Provided by Office is Adequate (Domestic Violence)

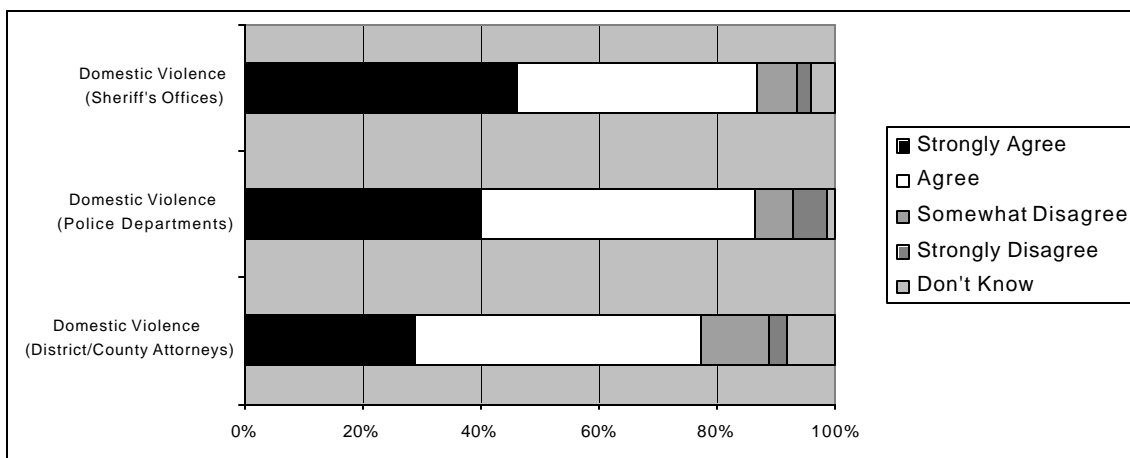
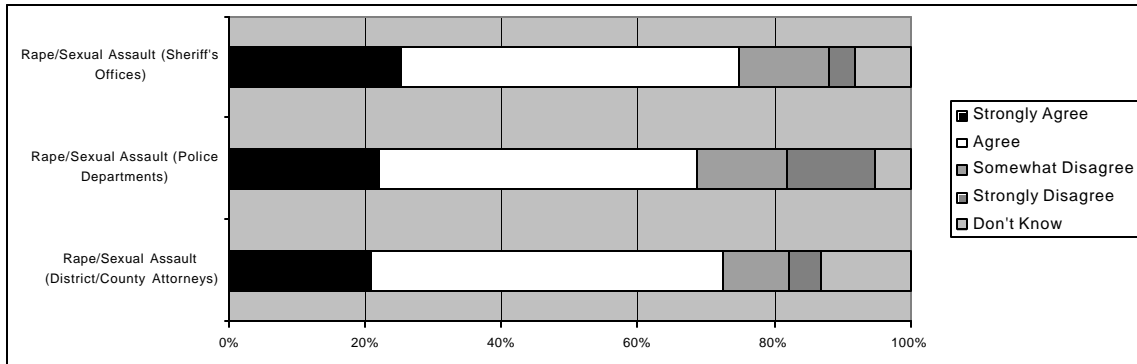
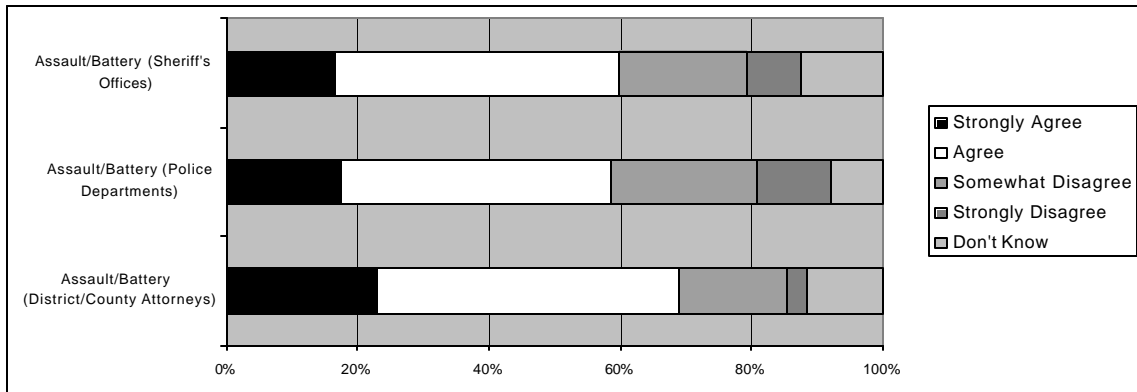


Figure 24: Information Provided by Office is Adequate (Rape/Sexual Assault)



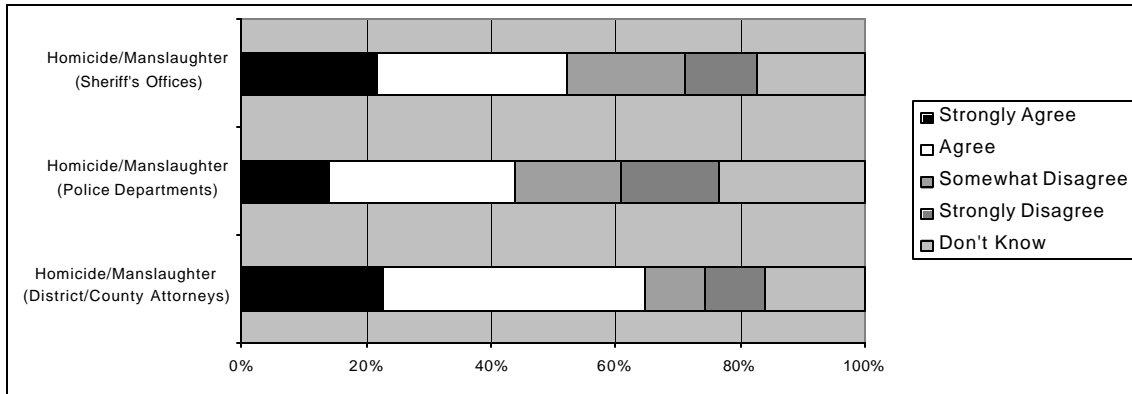
Most respondents feel their offices provide adequate service information to victims of rape/sexual assault (72.6% of the district/county attorneys, 68.6% of the police and 74.7% of the sheriffs).

Figure 25: Information Provided by Office is Adequate (Assault/Battery)



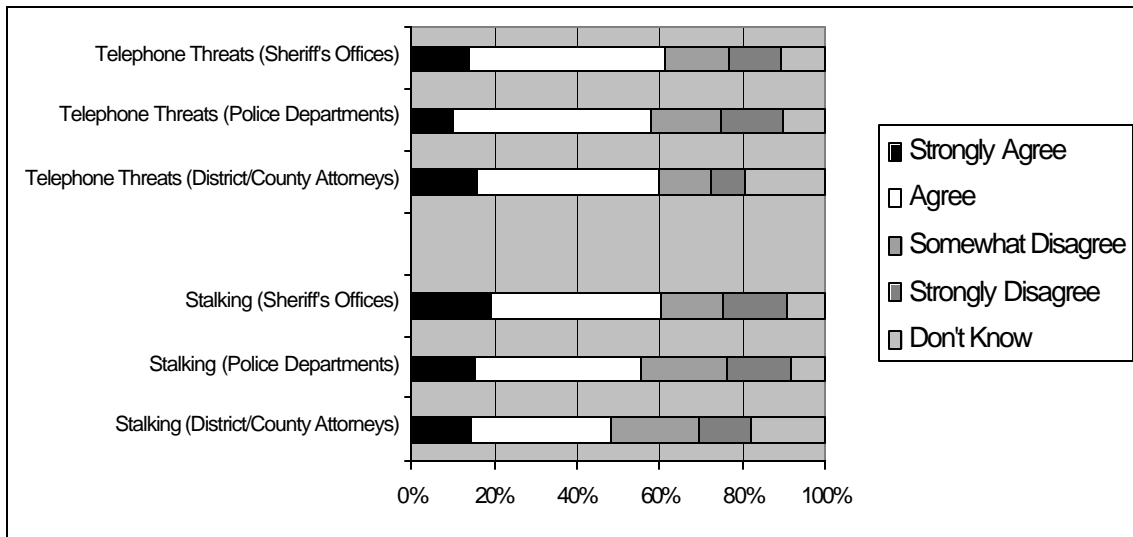
Respondents express less confidence that service information provided by their offices to victims of assault/battery is sufficient (68.9% of district/county attorneys, 58.5% of police chiefs and 59.7% of sheriffs).

**Figure 26: Information Provided by Office is Adequate
(Homicide/Manslaughter)**



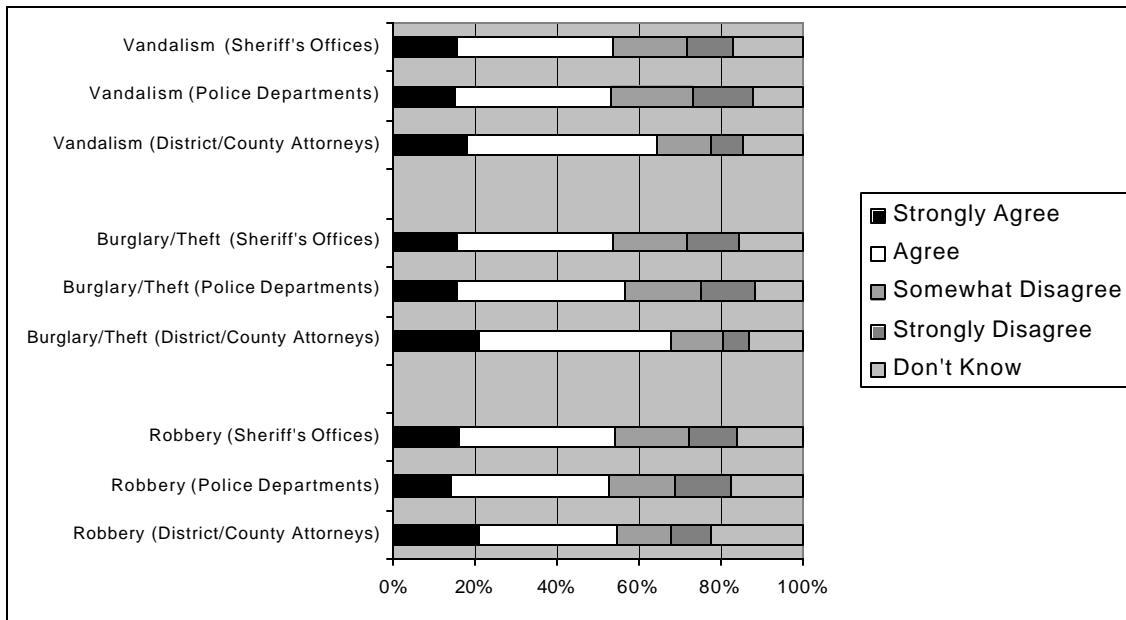
Less than half (43.7%) of the police chiefs feel that service information provided by their offices to the families of homicide/manslaughter victims is adequate. Slightly over half (52.2%) of the sheriff respondents share that view. A greater percentage (64.5%) of the district/county attorneys feel information from their offices is adequate for the families.

**Figure 27: Information Provided by Office is Adequate
(Stalking/Telephone Threats)**



Just over half of the respondents feel their offices provide sufficient service information to victims of telephone threats and stalking. Only about 59.7% of the district/county attorneys, 57.7% of the police chiefs and 61.6% of the sheriffs feel the information is adequate for telephone threats while 48.4% of the district/county attorneys, 55.3% of the police and 60.3% of the sheriff's offices feel the service information their offices provide is adequate for stalking victims.

Figure 28: Information Provided by Office is Adequate (Robbery, Burglary/Theft, Vandalism)

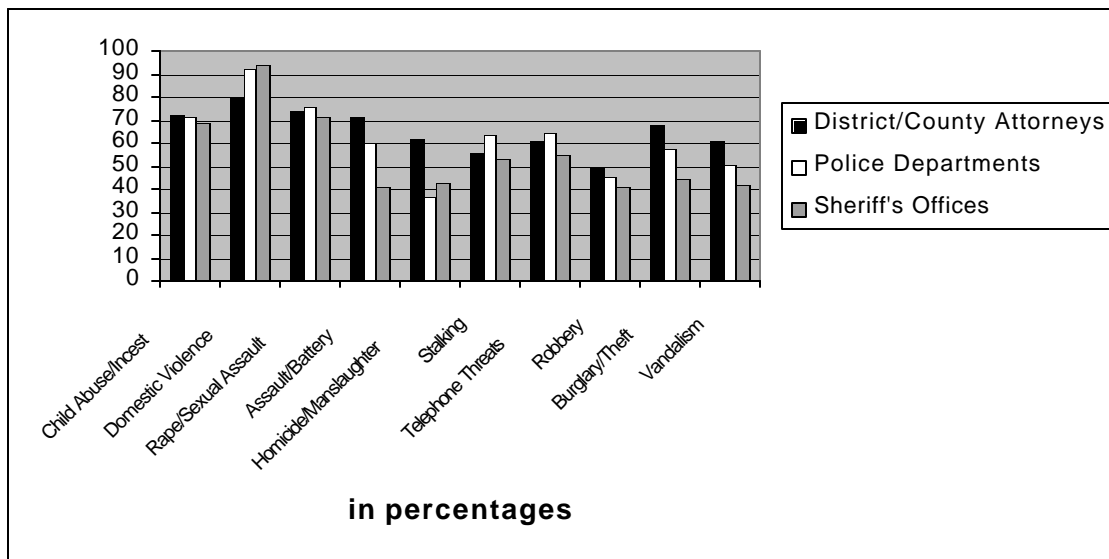


Over half of the respondents agree that their offices provide sufficient service information to victims of vandalism, burglary/theft and robbery. With respect to vandalism, 64.5% of the district/county attorneys, 53.3% of the police departments, and 53.5% of the sheriff's offices feel the information their offices provide to victims regarding services is adequate. With respect to burglary/theft, 67.7% of the attorneys, 56.5% of the police chiefs and 53.5% of the sheriffs feel service information provided by their staff to victims is sufficient. Finally, a little over half of the respondents (54.8% of the district/county attorneys, 53% of the police chiefs and 54.4% of the sheriffs) feel service information is adequate for victims of robbery.

Reasons Respondents Do/Do Not Provide Service Information

A large section of the survey instrument sought to obtain information from respondents as to the reasons why they do or do not provide service information to victims of various crimes. Figure 29 provides the percentages of respondents who indicate that they personally provide service information to victims of various crimes.

Figure 29: Percentage of Respondents who Provide Victim Service Information



More respondents provide information about services to victims of domestic violence than to any other crime victim category (80% of the district/county attorneys, 92.4% of the police chiefs, and 93.5% of the sheriffs). Overall, sheriff respondents provide the least victim service information with the exception of domestic violence (for which they provide the most) and homicide/manslaughter (for which they provide more than police departments, but less than prosecutors or district/county attorneys).

Reasons for Providing Services

To the extent that respondents personally provide victims service information, they were asked to indicate the reasons why the information was provided. Figures 30-36 illustrate the responses. Respondents were free to circle as many responses as applied.

Figure 30: Reasons for Providing Service Information (Child Abuse/Incest)

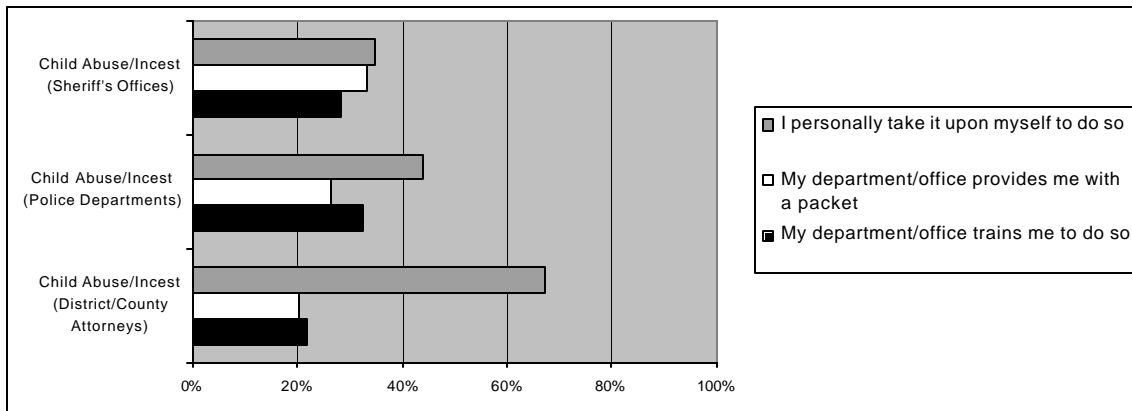
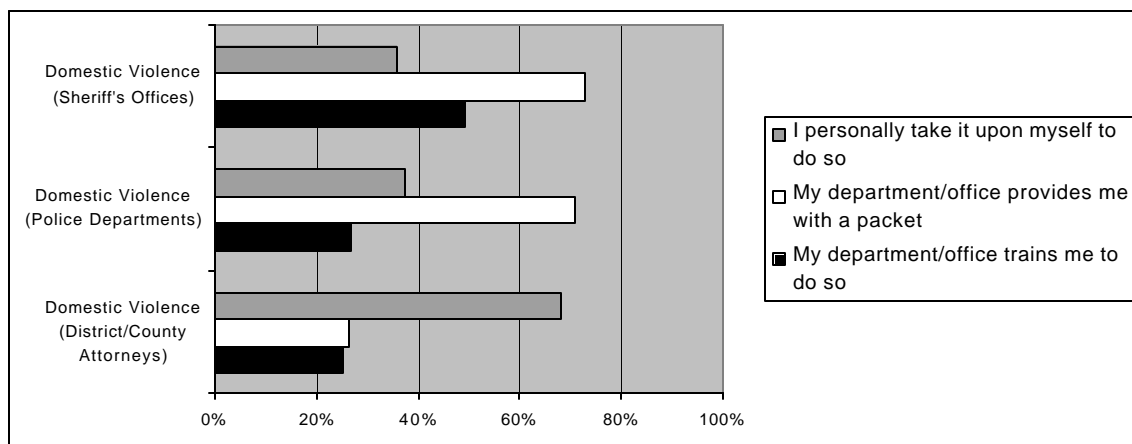


Figure 31: Reasons for Providing Service Information (Domestic Violence)



As Figure 31 shows, most law enforcement officers reported that their departments provide them with packets of information to distribute to victims of domestic violence (70.9% of the police departments and 72.8% of the sheriff's offices). Compare this to the data in Figures 30-36 which show that domestic violence and rape/sexual assault are the only two crime victim categories for which a larger percentage of respondents indicated "my department /office provides me with a packet of information to distribute" as opposed to other response options. As evident from Figure 30, a third or less of the law enforcement offices have similar information packets available for victims of child abuse/incest (26.3% of the police departments and 33.3% of the sheriff's offices). Nearly half of the law enforcement officers report that their department provides training regarding service information for domestic violence victims (46.9% of the

police departments and 49.4% of the sheriff's offices). A smaller percentage report similar training with respect to services for victims of child abuse/incest (32.4% and 28.4% respectively). A quarter or less of the reporting district/county attorneys indicate that their offices provide training or packets for either crime category. All three respondent categories most often provide service information to child abuse/incest victims upon their own initiative.

Figure 32: Reasons for Providing Service Information (Rape/Sexual Assault)

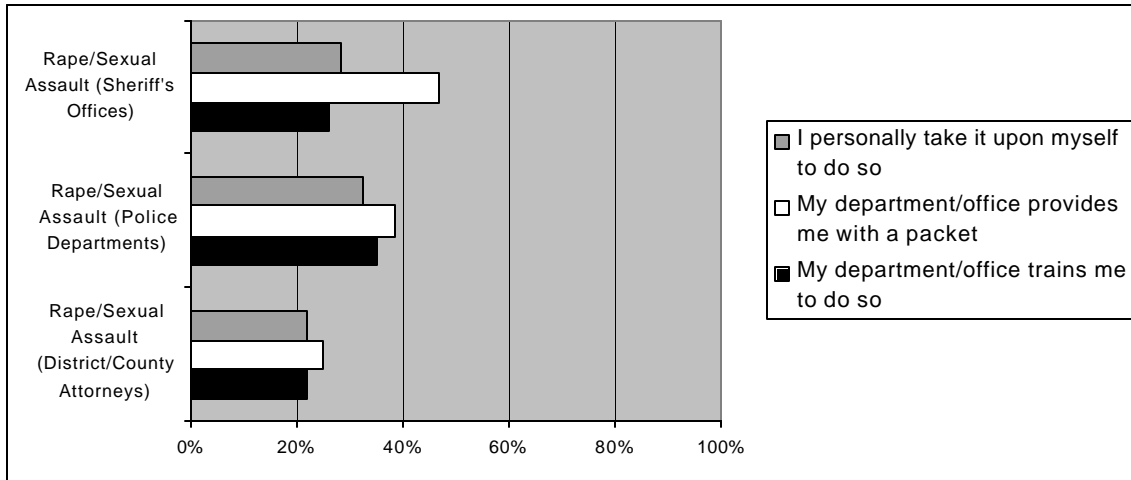


Figure 33: Reasons for Providing Service Information (Assault/Battery)

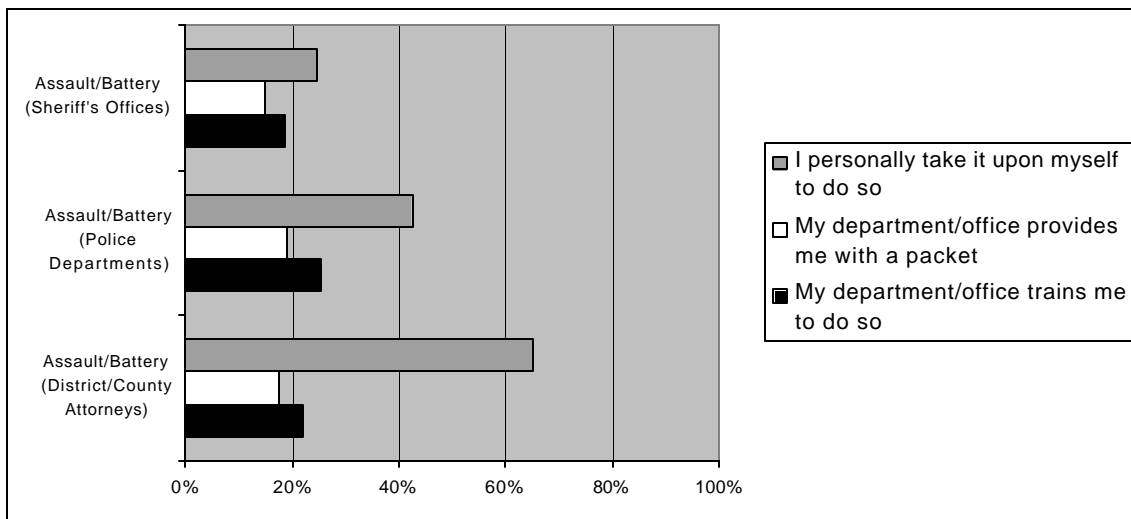
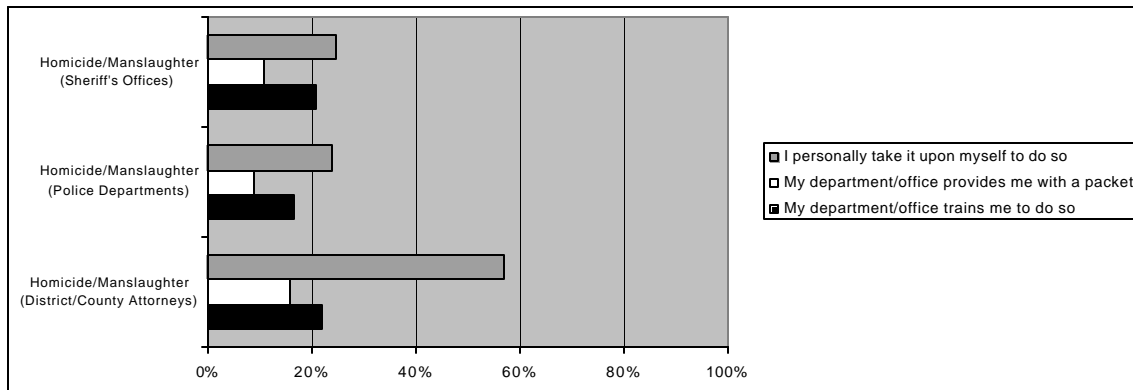
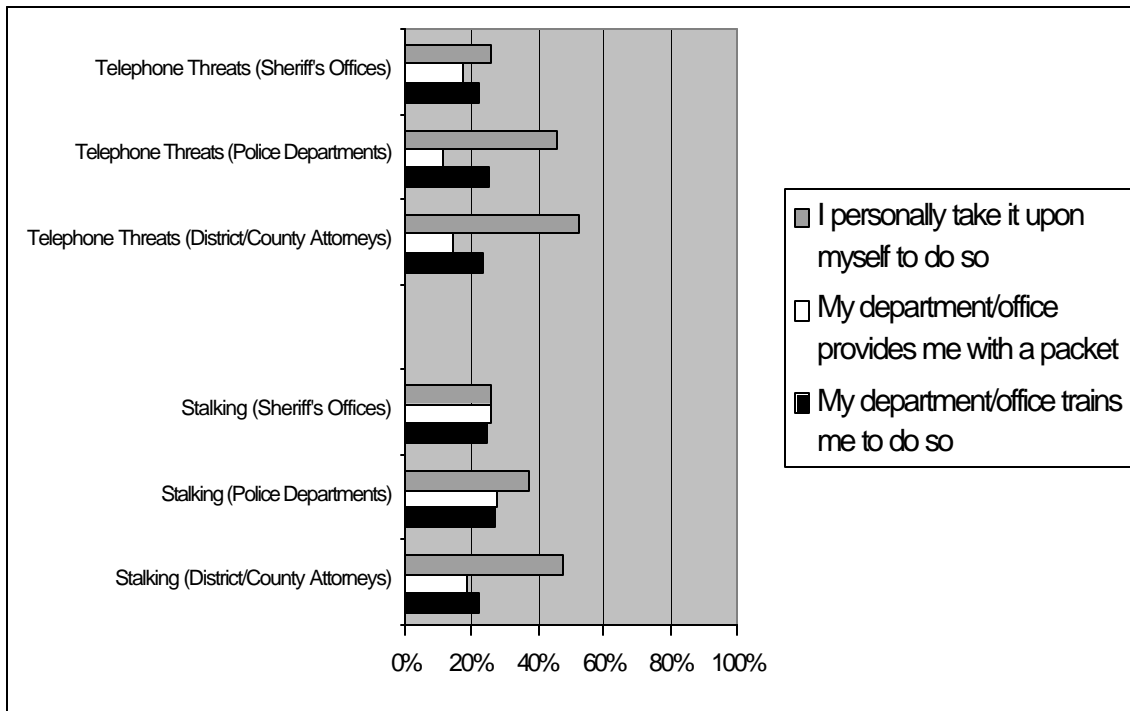


Figure 34: Reasons for Providing Service Information (Homicide)



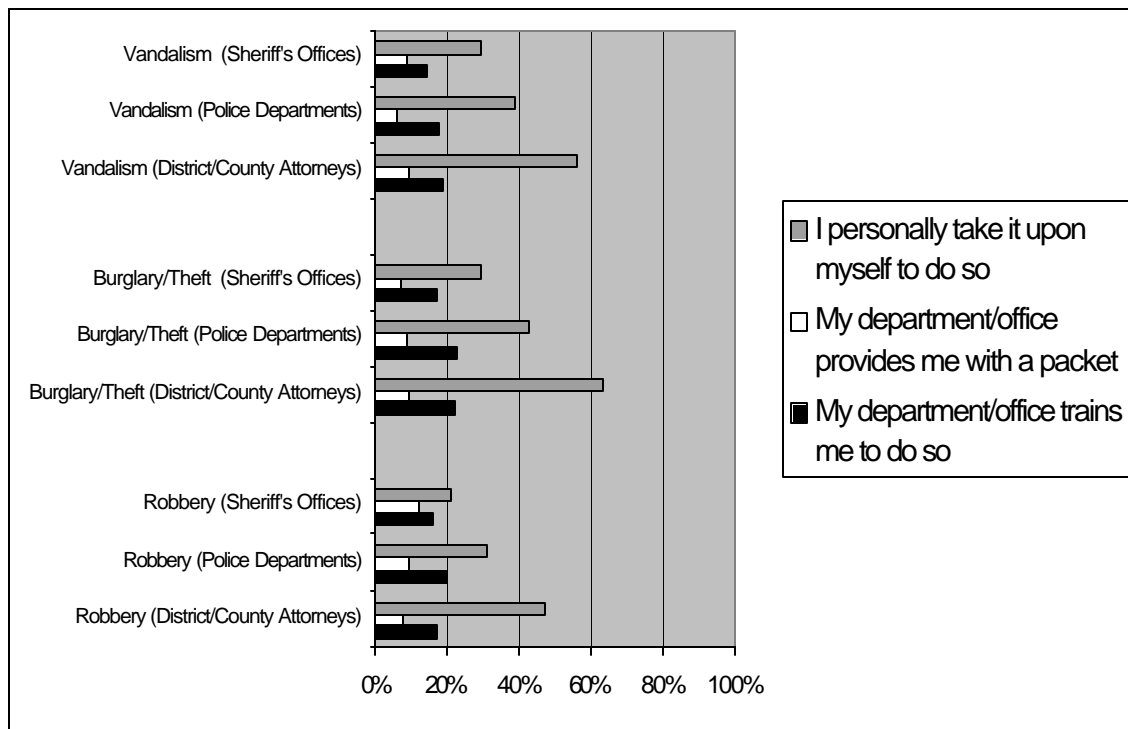
To the extent that respondents provide service information to families of homicide/manslaughter victims, Figure 34 shows that they generally do so of their own volition. Less than a quarter provide information as a result of training and less than 20% do so because an information packet is available through the office. Figure 33 shows that percentages are fairly similar for assault/battery, except that a somewhat higher percentage of police departments respond that they take it upon themselves to provide the information. As mentioned with respect to Figure 32, the largest percentage of law enforcement officers indicate their department provides service information packets for victims of rape/sexual assault (38.5% of the police departments and 46.9% of the sheriffs' offices).

Figure 35: Reasons for Providing Service Information (Stalking, Telephone Threats)



The most common response for all three respondent categories with respect to telephone threats and stalking is “I personally take it upon myself to provide service information that I know about.” About a quarter of the departments/offices offer training (23.8% of the district/county attorneys, 25.1% of the police departments and 22.2% of the sheriff’s offices with respect to telephone threats and 22.2%, 27.4% and 24.7% respectively as to stalking). Respondents indicate that information packets are somewhat more available through their offices for stalking than for telephone threats; however, availability is still rather low (ranging from a high response of 27.9% of the police departments reporting packets are available for stalking to a low of 11.2% of police departments that have similar information packets available for telephone threats).

**Figure 36: Reasons for Providing Service Information
(Robbery, Burglary/Theft, Vandalism)**

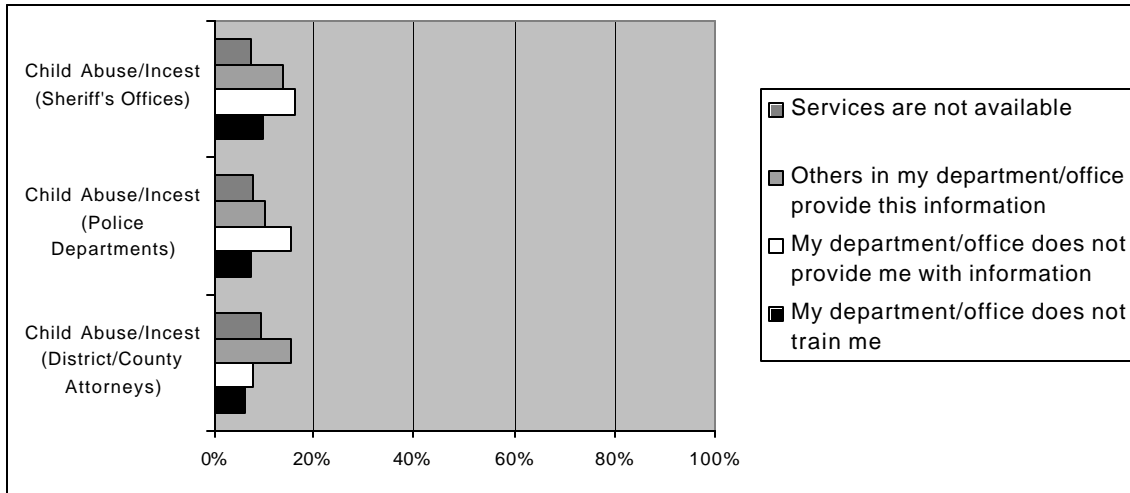


As with most of the other crime categories, respondents are most likely to provide service information to victims of robbery, burglary/theft, and vandalism because they personally take it upon themselves to do so. The response least often given as a reason for providing service information to victims of these crimes was that their departments provide information packets (less than 13% report having packets available). Fewer than a quarter of the respondents report having training available through their offices.

Reasons for Not Providing Service Information

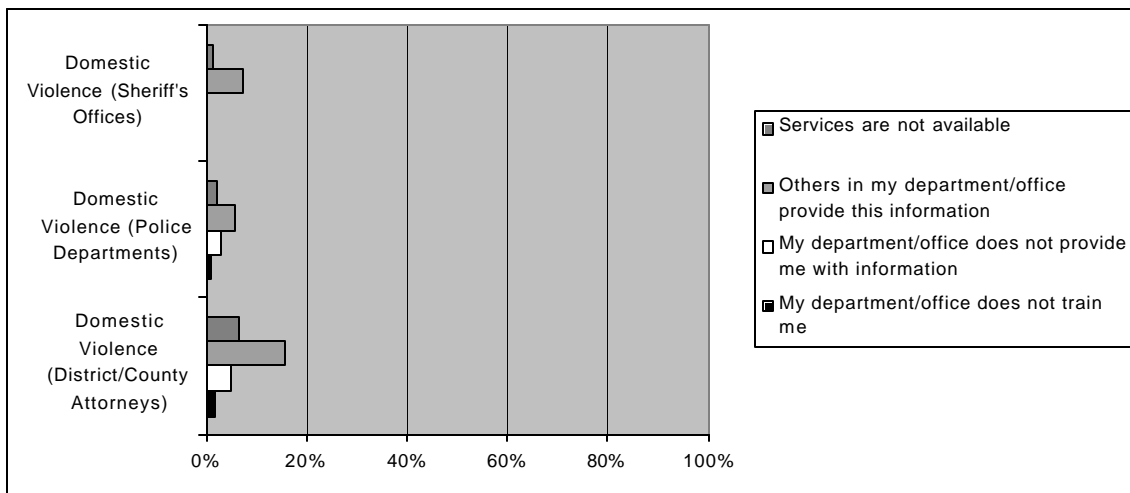
Respondents who reported that they did not provide service information to victims of various crimes were then asked to identify the reasons why they or their organization do not provide it. The responses appear in Figures 37-43. *The response rates for all four options given to the respondents are small, indicating that the primary reasons for not providing services are other than the four reasons offered in the survey question.*

Figure 37: Reasons for Not Providing Service Information (Child Abuse/Incest)



As for child abuse/incest, police chiefs and sheriffs most often report that reason victim service information is not provided is that the department/office does not provide the officer with information. District/county attorneys, however, most often note that others in the department provide the information. The percentages in all respondent categories were very small, ranging from 6.3% - 16%.

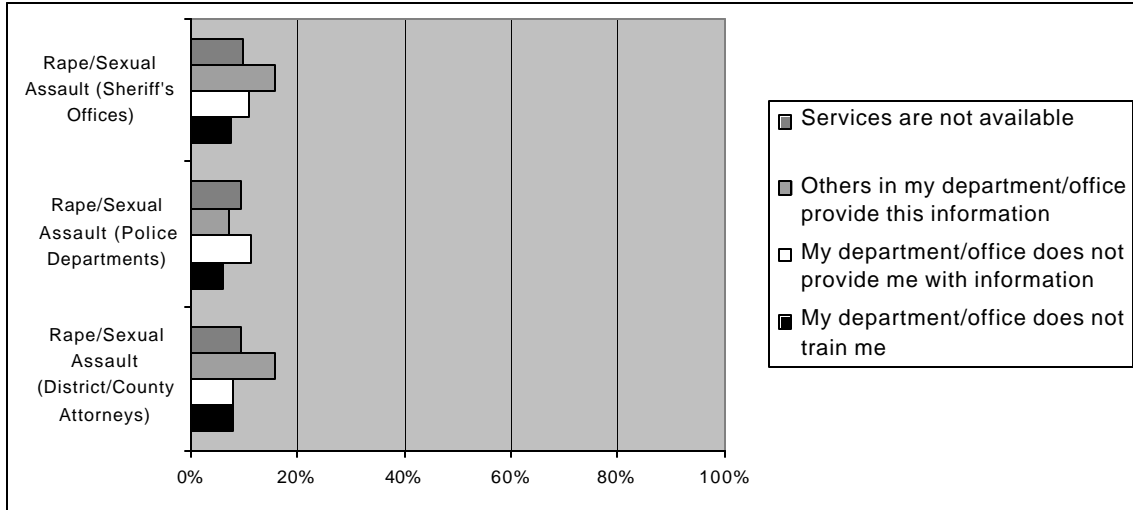
Figure 38: Reasons for Not Providing Service Information (Domestic Violence)



For all three respondent categories, the reason most often noted for not providing service information to victims of domestic violence is that others in the office provide that information. The percentage for all respondent categories is even

smaller than the percentage responses for child abuse/incest, in this case ranging between 0% and 15.9% with most percentage responses falling below 7%.

Figure 39: Reasons for Not Providing Service Information (Rape/Sexual Assault)



Response rates are similarly small with respect to reasons for not providing service information to victims of rape/sexual assault. District/county attorneys and sheriffs more often report that others in the department provide the information (15.6% and 16% respectively), while police chiefs more often report that the department does not provide officers with information (11.2%) and that services are not available in their community (9.5%).

Figure 40: Reasons for Not Providing Service Information (Assault/Battery)

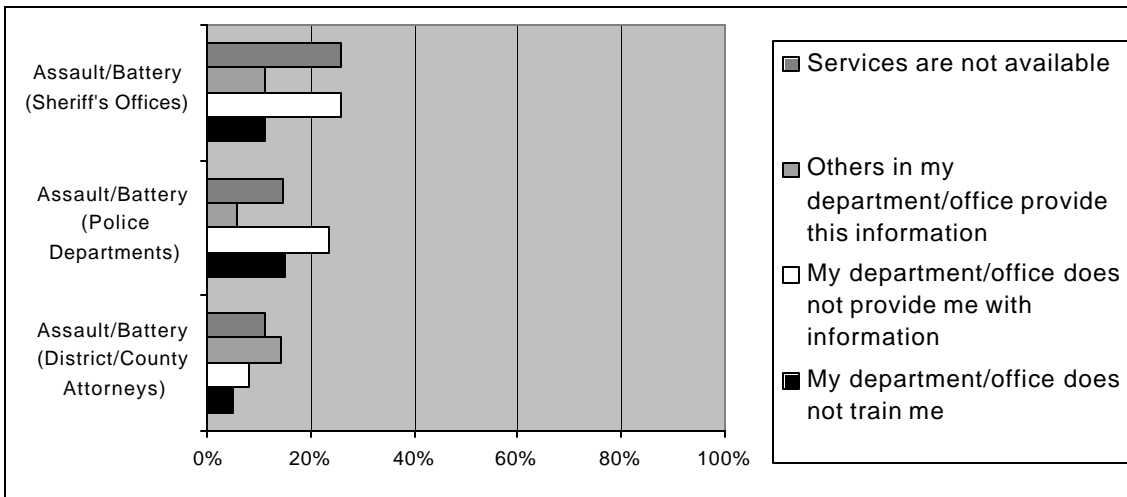
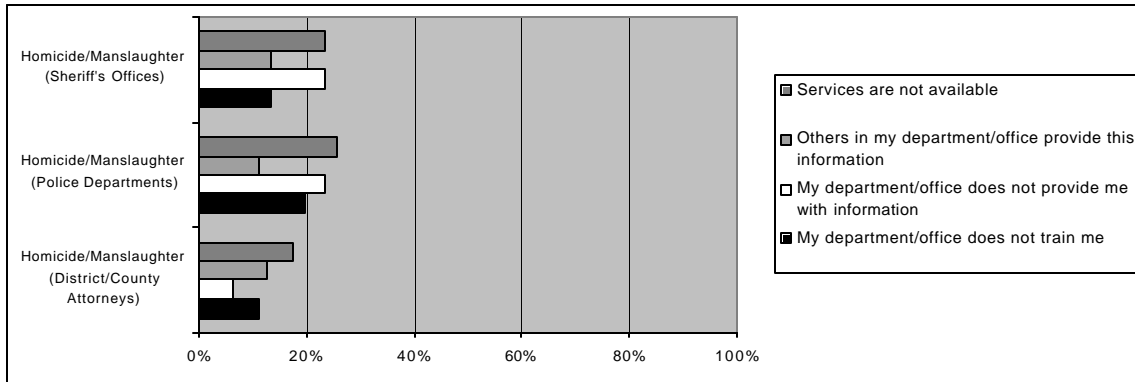
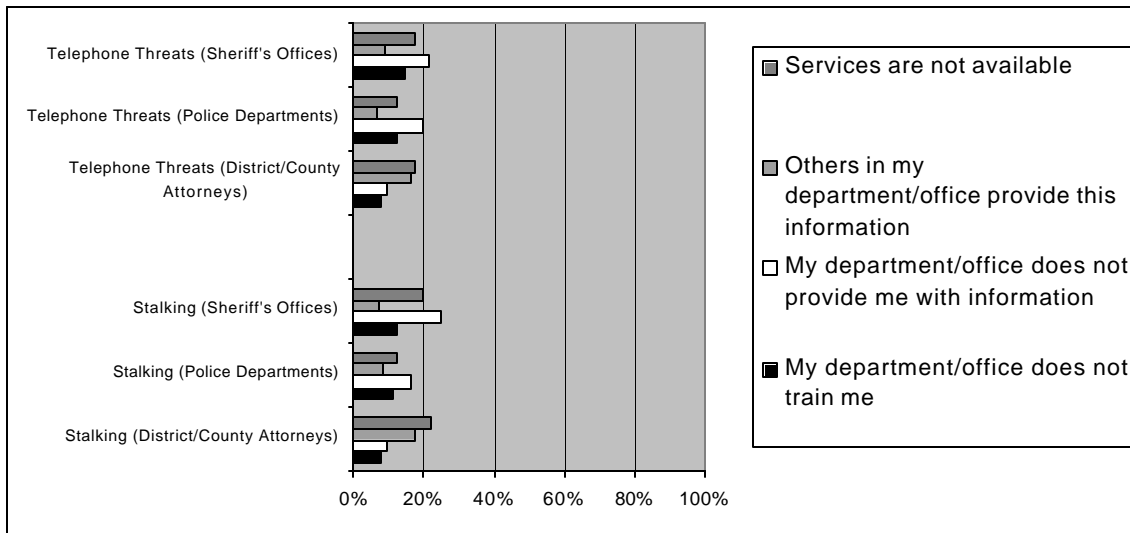


Figure 41: Reasons for Not Providing Service Information (Homicide/Manslaughter)



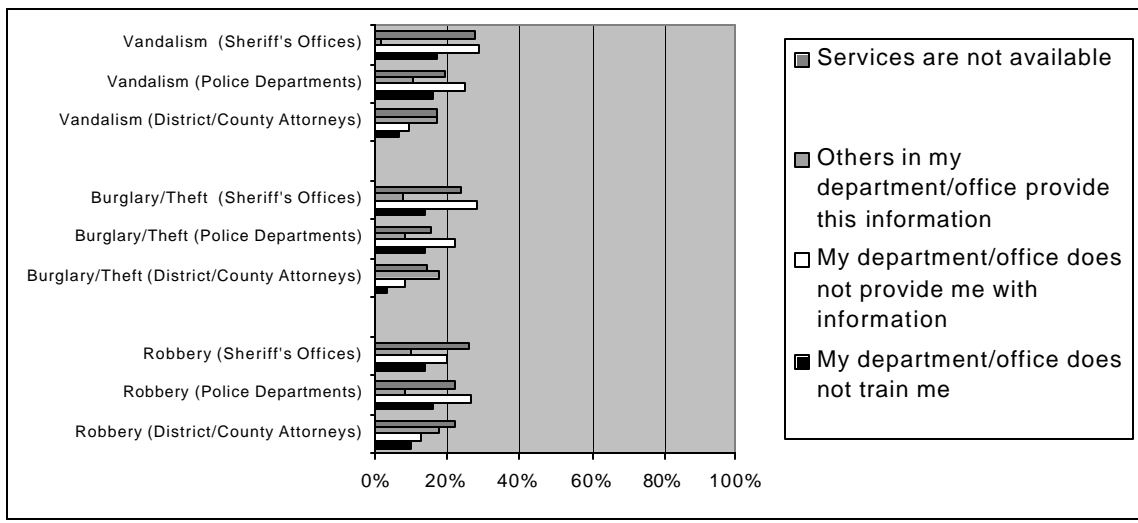
Response rates, though still small, are somewhat larger with respect to reasons for not providing service information to assault/battery and homicide/manslaughter victims. Over 20% of the police chiefs and sheriffs offer that the department's lack of an information packet to distribute is the primary reason they do not provide service information to assault/battery victims (23.5% and 25.9% respectively). Lack of available services in the jurisdiction received the same percentage (25.9%) of responses from sheriffs. Lack of availability of services in the area was the reason most often mentioned by respondents as the reason for not providing service information to families of homicide/manslaughter victims (17.5% of the district/county attorneys, 25.7% of the police chiefs and 23.5% of the sheriffs). Lack of an information packet was similarly cited by police chiefs and sheriffs (23.5% each).

Figure 42: Reasons for Not Providing Service Information (Stalking, Telephone Threats)



Similarly, lack of information packets and unavailability of victim services in the area are most often noted by respondents as the reason for not providing service information to victims of telephone threats and stalking. About 20% of the police chiefs and sheriffs cited lack of an information packet with respect to telephone threats (19.6% and 21% respectively). District/county attorneys most often cite lack of availability of services for victims of telephone threats (17.5%). The most common response district/county attorneys give regarding reasons for not providing service information to stalking victims is, again, that services are not available (22.2%). Both police chiefs and sheriffs more often cite lack of information packets (16.8% and 24.7% respectively).

**Figure 43: Reasons for Not Providing Services
(Robbery, Burglary/Theft, Vandalism)**



Again, sheriffs and police chiefs most often list lack of service availability and lack of information packets as the reasons for not providing service information to victims of robbery, burglary/theft and vandalism with the percentages in all three categories hovering around 20%. District/county attorneys also mention lack of service availability, but tend to include “others in my office provide this information” more often than police chiefs or sheriffs.