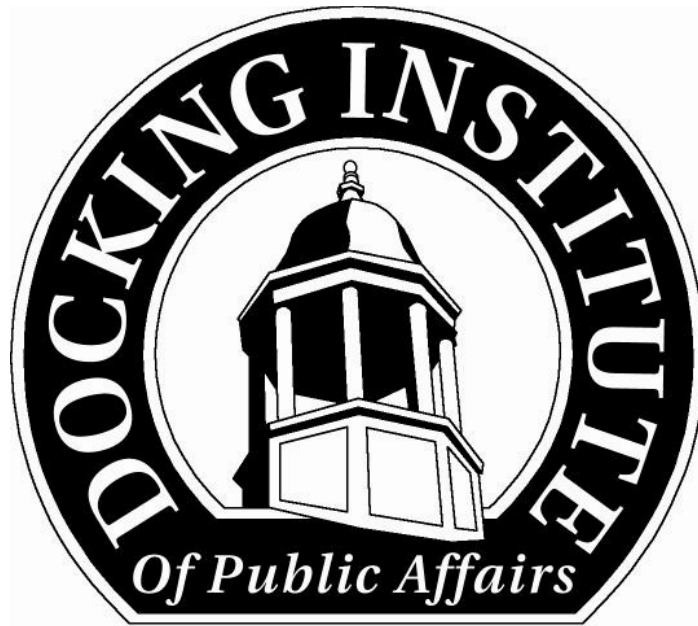
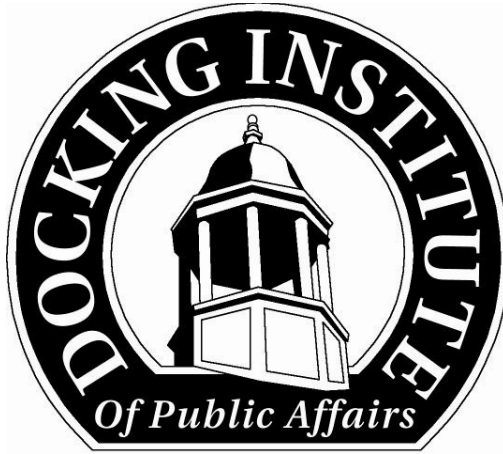


**Domestic Violence Victim Services  
Awareness, Use and Satisfaction Project**



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**August 2007**



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serving the people of Kansas and surrounding states.

Please do not hesitate to contact our staff with questions, comments or for assistance.

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## Executive Summary

The Docking Institute of Public Affairs at Fort Hays State University collaborated with the Kansas Governor's Grants Program to design the current study. The Kansas Governor's Grants Program was interested in assessing multiple aspects of domestic violence and domestic violence services. The following research objectives guided this study:

- Estimate prevalence of domestic violence incidents among adult Kansas women in the past year
  - Detect verbal abuse
  - Detect control abuse
  - Detect physical and sexual abuse and follow-up by determining:
    - Prevalence and type of help victims are seeking in Kansas (service providers, family & friends, law enforcement)
    - Barriers to service seeking (emotional, instrumental)
    - Prevalence of reporting to Kansas law enforcement
    - Incidence of met and unmet needs (medical, counseling, legal, other instrumental assistance)
    - Estimate known abuser correlates of domestic violence (gun ownership, alcohol/drug use, joblessness, pet abuse, etc.)
- Examine the socio-demographic characteristics of all respondents
- Estimate victim services awareness among respondents and corresponding source(s) of information about services

Cooperation Rate of the General Population Telephone Survey:

A total of 4,272 households were successfully contacted after at least eight call attempts. In 2,567 of these households, a female resident agreed to complete the interview. This represents a cooperation rate of 60%. The cooperation rate is 63% when male refusals are removed from the cooperation rate (in these cases a female at the household could not be reached because a male refused household participation).

Cooperation Rate of the Survey for Victim Services Awareness, Use and Satisfaction:

Questionnaires were sent to domestic violence programs in Kansas to administer to victims seeking services based on caseload estimates for the period of the study. These caseload estimates may have counted individuals more than once, because many people access multiple services. In addition, new clients with little service experience, those in immediate or severe crisis and those with low literacy levels were excluded from participation. It is difficult to estimate a definitive cooperation rate. However, based on the number of questionnaires provided to the domestic violence programs (3,543) and the number of questionnaires returned (256), a 7% cooperation rate can be conservatively estimated.

## **Domestic Violence Prevalence and Intensity (General Population Survey)**

- With 2,567 total telephone respondents, there was an overall domestic violence victimization rate of 10.1% among the telephone survey sample of adult Kansas women in the past year.
- Extrapolating this percentage to the 2006 Census estimate of the number of women 18 and older living in Kansas (1,053,653), there is an estimated 106,419 women who were victims of domestic violence in Kansas this past year.

## **Service Seeker and Nonseekers of Service Differences (General Population and Victim Services Survey)**

“Service Seekers” are domestic violence victims who completed a survey at a domestic violence program where they received services.

“Nonseekers of Service” are domestic violence victims screened through as a victim when they completed the telephone survey and when they did not report service seeking of any kind (legal, medical, domestic violence program, etc).

- A violence intensity index was used to measure victims’ abuse level or violence intensity. A victim could score anywhere between 1 and 66 points on the index. The average score among victims not seeking services is 7.62, while the average score among service seekers is 24.34. This shows a higher average intensity of violence among service seekers than among victims who do not seek services.
- 57.85% of the service seekers report that the abuser has been arrested for domestic violence crimes, whereas only 14.8% of the nonseekers of service report that the abuser has been arrested.
- Violence intensity tends to be higher when victims lack a high school degree or when victims are young.
- The higher the violence the greater the tendency for a victim to indicate that the following were barriers to receiving services: fear of the abuser, perception that they can’t get needed services, abuser uses children to control victim, concern that the abuser would get into trouble, concern about losing health or other benefits, concern about getting into trouble, and concern for children.
- For all victims, reports of an abuser having access to a weapon, using a weapon, or threatening to use a weapon is associated with: a higher perceived likelihood that the abuser will cause severe injury in the next year, higher reports of the abuser being arrested for violent crimes other than domestic violence, higher reports of the abuser having drug or alcohol problems, and a higher intensity of violence index score for the victim.

## **Impact of Domestic Violence on Children (General Population and Victim Services Survey)**

- Compared to the victims not seeking services, among service seekers there is a much higher prevalence of children's exposure to the partner's abusive behavior, a much higher rate of the abuser using the children in the relationship to control the victim, and higher reports that lack of childcare and a fear of losing the children made it difficult for them to get help/seek services.
- As intensity of violence increases, so does the abuser's likelihood to use children to control the adult victim and the likelihood of children witnessing the abusive behavior.
- The more children witness abusive behavior, the higher the tendency for children to be physically or emotionally hurt by the abuser.
- Threatening to hurt the children was strongly correlated with higher presence of physical or emotional abuse of children and also was correlated with a higher propensity for the abuser to use children to control the victim.

## **Victim Services Awareness, Use, Satisfaction (Victim Services Survey)**

- About 91% of victims indicate that their situation has improved since receiving domestic violence services.
- About 86% indicate that the amount of violence has decreased since receiving domestic violence services.
- Services with the highest satisfaction ratings include: follow-up assistance (93.8%), court preparation support (92.8%), and one-one-one counseling sessions (92.2%).
- Victims from smaller and mid-sized towns tend to report greater satisfaction compared to victims from large towns.
- Victims from the largest towns and smallest towns (23.7% and 26.1% respectively) are more likely than victims of middle-sized towns (7.9%) to say that they had problems getting transportation to a shelter.
- The three areas in which women felt domestic violence services helped them most are: helping them to be ready to make changes to improve their situation (92.3%), feeling safer because of help received (91.3%), and using skills learned to improve her situation (91.1%).

- In most service areas the frequent users of domestic violence services report that they have been helped more by services when compared to moderate and new users of domestic violence services.
- Three out of five (61%) of the victims did not know where to go to receive domestic violence services.
- Of the women indicating that the police came due to physical violence, only 62% of those women report that the abuser was arrested for domestic violence, and only 57.7% report that they received a domestic violence brochure.
- For each of the following situations experienced, the most commonly rated as helpful are (in order): receiving a brochure from the police (97.4%), having a hearing or court involvement (84.2%), abuser being arrested (79.2%), and getting a protection from abuse order (78%).
- Most victims (54%) indicate “no” when asked whether they thought people in their town had enough access to information about domestic violence. This number is even larger for victims from smaller towns (63.2%).

### **Perceptions of Domestic Violence (General Population Survey)**

- All respondents were asked to rate the importance of women’s health issues on a 0 to 10 scale. Statewide, domestic violence rates third (with a mean of 8.95), following closely behind cancer (9.14), and heart disease (9.10).
- About 30% of Kansas women indicated that they knew someone, not including themselves, who was a victim of domestic violence.
- Most Kansas women agree or strongly agree that domestic violence is a widespread problem in Kansas (93%).

## **Domestic Violence Policy Considerations**

When considering the development of policies and procedures regarding domestic violence, policy makers must consider the importance of holding offenders accountable while also providing for victim safety.

**Promote Successes.** A very large majority of victims report improvement in their situation and a decrease in the amount of violence since receiving services. Satisfaction with services is generally high. Large percentages of victims report services have helped them. Ratings of services usefulness and helpfulness generally improve as the number of contacts increase. Services are having a positive impact. Promoting successes to women in Kansas might increase service usage. Promoting successes to lawmakers and funding agencies might increase the ability to fund corresponding increases in service usage.

**Increase Awareness.** Women recognize domestic violence as one of the top three health issues for women after cancer and heart disease. About 30% of Kansas women indicate that they knew someone who was a victim (not including themselves). Many of the non-victims surveyed by telephone took the state's toll free domestic violence crisis number when it was offered, indicating their intention to provide it to a woman in need. The most frequently mentioned victim recommendation for improving domestic violence services in Kansas is to increase awareness and do more promotion of domestic violence services. About three out of five victims do not know where to go to receive domestic violence services. When asked whether people in their town have enough access to information about domestic violence, less than half of victims say "yes." This is especially true for small towns, where even fewer victims think their town has enough access to information.

**Increase Dissemination of Brochures by Law Enforcement.** According to victims, when the police come due to physical violence, slightly more than half receive a brochure. Nearly all victims indicate that brochures are the most helpful law enforcement or court activity, and that police are the most useful means of delivering information about domestic violence. The dissemination of brochures is a very important source of information for victims about where to get services. This would be especially true for victims from rural areas or small towns.

**Address Abuser's Access to Firearms.** Review of Kansas homicide data shows that the percentage of homicides due to intimate partner violence in Kansas is highest in 2004, 2005, and 2006 compared to previous years. Among help seeking victims, there are significant and positive associations between access to weapons and: use or threats of weapon use against victims, abuser arrests for other violent crimes, and with the victim's assessment that the abuser could inflict severe injury within the next year. Separation of batterers and guns is critical to reduce the rising number of intimate partner homicides in Kansas. Laws need to be structured carefully and clearly to reduce access to and allow removal of firearms from abusers.

**Address Transportation Barriers.** Many victims from small towns and large towns report problems getting transportation to domestic violence services. While it is difficult with limited funding and staffing to ensure every woman in need be transported to services, collaborations with other agencies or recruiting additional volunteers may serve to address this need. Women cannot be helped if they cannot get access to services.

**Examine Needs of Large Town Programs.** Given that ratings of service quality tend to be somewhat lower among victims in places with the largest populations, further investigation is warranted. Programs in larger towns may need additional assistance or resources. Victims from large towns are least satisfied with staff and facilities, have to wait longer than other victims to get in the shelter because it is full, and have transportation problems getting to the shelter. Victims from large towns also are least likely to seek shelter or victim services, social services, or legal services.

**Reduce Childcare Barriers.** There is a significant correlation between not getting services and not having access to childcare. Almost half of women who sought domestic violence services cite lack of childcare as a barrier to seeking help. Domestic violence agencies need to have childcare available whenever possible, and this availability needs to be known to women seeking services.

**Educate Children and Teens.** This study found that younger women are more often the victims of high intensity violence than older women. And because relationship patterns begin during teenage dating years, education about domestic violence and prevention of abusive behavior needs to begin early in the educational process, addressing boys and girls. When asked how to improve services in Kansas, many victims themselves also advocated for the education of children.

**Ensure Health Care Benefits for Victims.** Many women stay in abusive situations, endangering themselves and their children, to maintain health care benefits. State level policy changes to Medicaid and perhaps to the State Children's Health Insurance Program (SCHIP) to allow domestic violence victims access to insurance would be appropriate, and this would need to be well publicized.

**Address the Needs of the Hispanic Community.** The intensity of violence tends to be higher when the abuser is of Hispanic background. (Racial groups were too small to analyze for statistical significance.) In addition to making promotional and educational materials available in Spanish, a needs assessment and development of culturally appropriate programs is warranted.

**Address the Needs of Children Raised In Families Where Domestic Violence Takes Place.** The children of at least 70% or more of the service-seeking victims experienced each of the following: were hurt physically or emotionally, were witnesses to abusive or controlling behavior, and were used by the abuser to control the victim (including threatening to take the children away from the victim). Victims and their children should be protected to shield them from abusers, and also be provided with

counseling and other services to help them recover from their exposure to violence in the home. This is especially important since 80% of the abusers and 63% of the service-seeking victims were raised in a family where physical or emotional abuse took place.

## **Domestic Violence Overview**

### Domestic Violence: From Private Issue to Public Concern

In the late 1960's and early 1970's, programs for battered women began to be organized throughout much of the United States. Prior to that time, domestic violence was considered a private issue and there was a general lack of support for women who were battered (Schechter, 1982). Social service entities established to help people in need (law enforcement, court system, social services, homeless shelters, etc.) tended to ignore the problems of battered women (Riger, Bennett, Wasco, Schewe, Frohmann, Camacho, & Campbell, 2002), and many women were trapped with an abusive partner with no one to turn to for help and no place to go to escape. Given the social climate of the time, many women suffered silently from abuse.

The feminist movement helped raise awareness of domestic violence and was a major contributor to domestic violence program development (Schechter, 1982; Riger et al, 2002). Early programs focused on sheltering battered women and their children. Shelters were generally established and funded in one of two ways. They were either 1) self-funded using donations or fund-raising efforts and run by previous domestic violence victims or 2) they were affiliated with local community groups such as YWCA or the United Way and operated using a hierarchical or organizational structure (Riger, et al 2002). Funding for shelter facilities, office space, staff, and furnishings were a struggle for early program administrators. To this day, shelter programs continue to operate using volunteers for staffing and often subsist on limited budgets subject to federal, state and local government, or grant funding availability.

In addition to providing shelter spaces for battered women and their children, efforts were made to improve legal responses to domestic violence. Policies such as mandatory arrest and temporary restraining orders were not available to women 30 years ago (Riger, et al 2002). At the time, it was not uncommon for police officers to respond to a domestic disturbance, only to leave a battered woman with her abusive partner. Battering is still a problem today, but domestic violence victims have access to a variety of services and have more legal protections than did victims of abuse years ago.

### Measuring Domestic Violence in the United States

Measuring the incidence of domestic violence is problematic. The National Center for Injury Prevention and Control estimates that only 20% of domestic violence rapes and sexual assaults are reported. The Center also estimates that only 25% of domestic violence-related physical assault and about half (51%) of domestic violence-related incidences of stalking are reported. Additionally, the conceptualization of domestic violence varies. The following list includes domestic violence data sources and information about the incidence of domestic violence in the United States.



- Intimate Partner Violence, Bureau of Justice Statistics (2000)
  - There were 876,340 violent acts committed against women in 1998.
- Homicide Trends in the United States, Intimate Homicide, Bureau of Justice Statistics (2006)
  - There were 1,154 women who were victims of intimate homicide in 2004.
- Extent, Nature, & Consequences of Intimate Partner Violence, Centers for Disease Control and Prevention (2000)
  - Of women who reported being raped and/or physically assaulted since the age of 18, three quarters (76%) were victimized by a current or former husband, cohabitating partner, date or boyfriend.
- Full Report of the Prevalence, Incidence, and Consequences of Violence Against Women: Findings from the National Violence Against Women Survey, Center for Disease Control and Prevention (1998)
  - About 22% of women report being a victim of intimate partner physical violence in their lifetime.
  - About 1.3 million women are assaulted by intimate partners annually.
- Costs of Intimate Partner Violence Against Women in the United States, Center for Disease Control and Prevention (2003)
  - The number of injuries from intimate partner violence is estimated at 2 million every year.
  - These injuries result in approximately 8 million days of missed work.
  - Annually, \$5.8 billion in medical and mental health services and lost wage costs are incurred due to intimate partner rape, assault, and stalking.
  - Nationwide there are approximately 1,300 deaths per year due to intimate partner violence.

### Services and Statistics for Victims of Domestic Violence in Kansas

Kansas has 24 domestic violence programs serving the state's 105 counties. Victims in rural areas of the state may live in such remote locations that they have to travel the span of six counties in order to receive services. It is estimated that people residing in about half (51%) of the counties in Kansas have adequate access to counseling services, 38% have adequate access to domestic violence crisis intervention services, 30% have access to advocacy services, and 28% have access to adult victim support groups (Kansas Coalition Against Sexual and Domestic Violence, 2003). In 2006, domestic violence programs in Kansas provided services to 9,892 women who were new clients.

Since 1992, all Kansas law enforcement agencies are required to conduct mandatory arrests when there is probable cause that a domestic violence crime was committed. Officers also are required to fill out a Kansas Incident Based Reporting

System (KIBRS) report for every domestic violence incident, whether or not an arrest was made (KBI 2002). The Kansas Bureau of Investigation publishes an annual report providing domestic violence and rape statistics for Kansas. From 1999 to 2006, the number of domestic violence incidents in Kansas generally ranged from about 18,000 to more than 23,000 per year (see Table 1). During the same time period, domestic violence-related homicides ranged from 15 to 26 per year, with a slight decrease in homicides from 2001 to 2003. The proportion of domestic violence-related homicides of all homicides in Kansas is highest in the period between 2004 and 2006.

Table 1. Kansas Domestic Violence Statistics (Kansas Bureau of Investigation, 2005)

Year	DV Incidents in Kansas*	DV Homicides in Kansas**	% DV-Related Homicides of All Homicides in Kansas
1999	20,901	22	-
2000	23,236	26*	16.67
2001	19,870	15*	10.56
2002	22,434	18	-
2003	18,287	15	12.40
2004	18,042	25	20.12
2005	19,222	21	19.63
2006	23,077	21*	17.07

\*Not all agencies able to report in this category

\*\*No murder report received from Kansas City Police Department in 2000, 2001, & 2006 or the Lawrence Police Department in 2000.

The number of domestic violence incidents in Kansas in 2006 was 23,077. Dividing this number by the US Census 2006 population estimate\* of the number of adult females in Kansas 18 and older (1,053,653) would result in an estimated law enforcement-reported domestic violence rate of 2.2% among adult women in Kansas. However, if law enforcement non-duplicated individual counts of domestic violence were kept, we would find that the number of incidents occurring to separate, individual Kansas women would be lower than 19,222 because some portion of these domestic violence incidents reported involve the same female being victimized more than one time. So, a non-duplicated rate of law enforcement-reported domestic violence among Kansas women would be lower than 2.2%.

\*Note: US Census Data Source - <http://www.census.gov/popest/states/asrh/tables/SC-EST2006-02-20.xls>

## Project Background and Development

The Docking Institute of Public Affairs at Fort Hays State University collaborated with the Kansas Governor's Grants Program to design the current study. The Kansas Governor's Grants Program was interested in assessing multiple aspects of domestic violence and domestic violence services. The following research objectives guided this study:

- Estimate prevalence of domestic violence incidents among adult Kansas women in the past year
  - Detect verbal abuse
  - Detect control abuse
  - Detect physical and sexual abuse and follow-up by determining:
    - Prevalence and type of help victims are seeking in Kansas (service providers, family & friends, law enforcement)
    - Barriers to service seeking (emotional, instrumental)
    - Prevalence of reporting to Kansas law enforcement
    - Incidence of needs met and unmet needs (medical, counseling, legal, other instrumental assistance)
    - Estimate known correlates of domestic violence (gun in house, alcohol & drug use, joblessness, pet abuse, etc.)
- Examine the socio-demographic characteristics of all respondents.
- Estimate victim services awareness among all respondents and the corresponding source(s) of information about the service.

## Examination of Literature

Docking Institute researchers examined literature to 1) determine if there are identified differences between victims who seek services and those who do not, 2) identify barriers to service-seeking by victims of domestic violence, 3) investigate prevalence of domestic violence and how domestic violence is measured, 4) identify common methods and approaches to domestic violence victim research, 5) search for indicators of victim services satisfaction, and 6) identify ethical considerations in victim research and uncover "lessons learned" from similar studies.

There are many factors related to a woman's decision to seek services or report domestic violence to the police. Some include: the belief that services are not needed (usually because the woman thinks the situation isn't that serious), lack of money or insurance, and protecting the partner or the relationship (Fugate et al, 2005). Additionally, women often have positive and negative reasons for staying. Positive reasons for staying include love for the partner, a desire to keep the family together, and hope that the partner will change. Negative reasons for staying include lack of money or housing, fear of losing the home or the children, fear of being harmed, and feeling trapped. (Short, McMahon, Chervin, Shelley, Lezin, Sloop, & Dawkins, 2000).

Weisz, Tolman, & Bennett (1998) conducted a study of 393 battered women using open-ended interviews. Their research explored associations between receipt of domestic violence services, filing protective orders, and subsequent arrests and police

contacts. Women who received services or protection orders were compared against women who did not receive services or protection orders. Results showed that when a woman received services or completed a protection order, the number of court cases and arrests increased.

Zweig & Burt (2002) interviewed female domestic violence victims who received services from agencies with Services, Training, Officers and Prosecutors (STOP) Federal Grant funding and compared them to women who were victims but did not receive such services. The researchers recruited women for their study from domestic violence service agencies, legal system agencies, and households from 40 communities. The authors experienced difficulty in working with domestic violence and sexual assault agencies due to the agencies' often compromised ability to participate in research activities. The researchers offered suggestions for working with agencies including providing monetary incentives to help fund the extra work needed for evaluation activities and ensuring that an adequate number of researchers are committed to working directly with the sites and with the recruitment of subjects.

Kaukinen (2002) examined help-seeking strategies of female domestic violence victims. Research findings suggested that the victim's relationship with the offender was influential in terms of whether the victim sought help from family, friends, doctors, social service agencies, or the police. Three different help-seeking styles were identified as a result of the research: 1) substantial helpseeking, 2) family/friend help-seeking, and 3) minimal helpseeking.

In a study of general crime victims, Davis, Lurigio & Skogan (1999) conducted interviews with 240 general crime victims. Half of the victims were helpseekers and half were nonhelpseekers. The study investigated the forms of assistance victims seek, whether programs are meeting the needs of victims, and whether victims who received services are the victims most in need of help.

Bennett, Riger, Schewe, Howard, & Wasco (2004), evaluated 54 domestic violence agencies with regard to hotline services, advocacy services, counseling, and shelter services outcomes. Researchers developed instruments and tools and data collection procedures, held workshops for staff, developed a training manual, and field-tested the evaluation measures. Upon completion of these tasks the measures were distributed, and agencies were trained to collect data and on how to use evaluation findings.

Several other resources were helpful in reviewing domestic violence evaluation methods, ethical considerations, and overall lessons learned. These are listed in the References section along with other articles collected during the literature review process.

## Instrumentation

To achieve the Research Objectives of this study, the Docking Institute conducted two surveys: 1) a telephone survey of the general public and 2) a self-administered survey of domestic violence victims receiving services. The table below shows the issues that were addressed by the telephone survey and the self-administered survey, and those that were addressed by both surveys.

Table 2. Survey Topics for Telephone and Self-Administered Surveys

Issues Addressed by the Telephone Survey Only	Issues Addressed by the Telephone Survey and by the Self-Administered Survey	Issues Addressed by the Self-Administered Survey Only
Importance of various topics for women's health (including domestic violence)	Screening for the presence of domestic violence within the past year	Domestic violence information received and usefulness of information
Nonvictim perceptions of domestic violence	Identification of law enforcement or court services received and helpfulness of services	Ways in which domestic violence services were helpful
Knowing someone who is a victim of domestic violence	Identification of DV services received and service satisfaction, other services received (from outside agencies) and service satisfaction	Experience with specific DV services and service satisfaction
Hearing about domestic violence services in the past year	Barriers that keep victims from getting services	Staff and facility satisfaction
	Partner correlates of domestic violence	Shelter satisfaction (if applicable)
	Victim correlates of domestic violence	Awareness of domestic violence services prior to needing assistance
	Children's exposure to domestic violence	
	Demographics	

Of the many instruments available to measure abuse, the Conflict Tactics Scale, Second Version, Short (CTS2Short) seemed the most appropriate for the current application. One of the primary factors that led to the creation of the short form was administration length (Straus & Douglas, 2004). The full CTS2 has an administration time of 10-15 minutes, while the short form is approximately 3 minutes. The short form was ideal for use in the phone interviews where interview length was an important consideration. The Docking Institute used a reduced set of items from the CTS2Short, modified or abbreviated many of the items, and added a few items in order to make the instrument more appropriate for use in the telephone administration of the survey.

## Determining Victim Status – Operationalization of Physical and Sexual Abuse Items

To determine whether a respondent experienced physical and sexual abuse, 10 items were used. Survey respondents were asked how many times these behaviors may have occurred in the past year:

- 1) The abuser insulted, swore at, or yelled at me
- 2) The abuser pushed or shoved me
- 3) The abuser destroyed something belonging to me or threatened to hit me
- 4) The abuser insisted on sex when I didn't want to but did NOT use physical force
- 5) I had a sprain, bruise, small cut, or pain because of a fight with the abuser
- 6) The abuser slapped me, punched me, kicked me, or beat me up
- 7) The abuser strangled or choked me
- 8) I went to see a doctor or needed to see a doctor because of injuries from the abuser
- 9) The abuser used physical force to make me have sex
- 10) The abuser used a weapon to hurt me

(The telephone survey included a few lead-in questions that were not asked in the self-administered survey of victims. Those were: my partner clarified a position or suggested a compromise for a disagreement with me, my partner showed respect for, or cared about my feelings about an issue we disagreed on.)

## Determining Victim Status – Operationalization of Psychological Abuse/Controlling Behavior Items

A similar methodology was used to determine if a respondent had experienced what can be called controlling behaviors. These include being kept from family members, having a lack of control over money, having phone calls monitored, etc. Respondents were asked if these behaviors had occurred during the past year:

Did your partner...

- 1) Keep you from seeing friends or family
- 2) Listen to your phone calls, or keep you from using the phone
- 3) Keep you from getting or keeping a job
- 4) Follow you, spy on you, or show up at a job, school, or friends' home to check up on you
- 5) Control all of the money, or give you little or no money
- 6) Threaten or harass you

An affirmative response on the items (occurrences of more than zero times for the physical and sexual abuse questions, or a "yes" response on the psychological abuse/controlling items) was then used to identify each respondent as a potential abuse victim. There were a few exceptions to this rule. For the "insulted, swore at, or yelled at

me” item, a woman was screened through as potentially abused if she answered “more than 20 times.” For the “insisted on sex when I didn’t want to but did NOT use physical force” item, a woman was identified as abused if she indicated that this occurred three or more times.

### The Use of Police Services, Court Services, or Other Services by Victims of Domestic Violence

Researchers were careful with the phrasing of subsequent questions so as not to label women as victims. This is important for several reasons.

- 1) Many women who are victims are in denial, and have not yet come to the full realization that they are a victim.
- 2) Labeling a woman as a victim when she has not admitted that to herself can result in anger, hurt, and defensiveness.
- 3) Labeling a woman as a victim by showing pity, feeling sorry for the victim, or otherwise treating her as if she is weak perpetuates the attitude that victims don’t have the power or control to change their situation.
- 4) It is also important to avoid placing surveyors in a position of ‘counselor.’

Women who were identified as potentially abused were given questions that inquired about what services they might have received, but in carefully crafted ways. For example, respondents were asked: “Sometimes the police become involved when things become difficult between a couple. In the past year or so, has a Kansas police officer, sheriff, or other law enforcement officer in Kansas been involved in a dispute between you and your intimate partner?” Any woman could be asked this question, not just victims. If a respondent answered “yes” to this question she was asked subsequent questions about further law enforcement or court services received. Another question read “In Kansas, counseling, legal help, medical help, shelter, and other services are available for a woman who feels threatened or controlled by her partner. In the past year or so, did you seek any of those kinds of services in Kansas?” Again, the question is not worded in a way that labels the woman as a victim. If a respondent indicated that she did seek out services, questions followed regarding which services were received and satisfaction with those services. Women were given the opportunity to share what barriers to services may have existed if they were unable to seek help that they needed.

There also were questions regarding awareness of services, whether children were involved and witnessed any abusive behaviors, and the demographic characteristics of the victim and of the victim’s partner. These included questions about behaviors such as weapon ownership, abuse of pets, childhood experience with abuse, and other correlates of domestic violence.

## Methodology

A telephone survey was designed to survey women in the general public regarding domestic violence perceptions, services awareness, and the extent of domestic violence abuse and service usage. A self-administered survey was developed to survey women who received services from domestic violence programs in Kansas to assess victim services awareness, usage, satisfaction, as well as perceived barriers to seeking services.

Project researchers met with domestic violence program directors and staff to pilot-test the instruments and gather feedback. This session was extremely valuable. First, researchers were able to explain the project's purpose, and why the assistance of domestic violence programs and their clients was so important. Once directors and staff reviewed the draft instruments and provided feedback regarding instrument language and structure, researchers modified the language of certain items to make them more appropriate and sensitive to victims. Finally, feedback provided by directors and staff helped researchers better understand how services were delivered and how best to design survey administration procedures to maximize buy-in and participation. All instrumentation was pre-tested prior to administration and adjustments made accordingly.

### Telephone Survey Administration

A number of procedures were put in place to protect respondent identity and ensure respondent safety. These included:

- 1) The use of only female surveyors
- 2) All surveyors were provided domestic violence training by a mental health professional
- 3) All surveyors were provided self-care instruction by a mental health professional
- 4) All surveyors were given instructions about what to do in difficult situations
- 5) No open-ended items were used
- 6) Nearly all items required a yes-no or other single word response
- 7) Items were reviewed by domestic violence agency staff and directors
- 8) All women after the introductory section of the survey were instructed that the content of the survey would be about domestic violence, and asked if this was a good time to complete the survey
- 9) All questions of the survey included an "exit" function to take respondents immediately to the demographic questions in case the survey was interrupted or someone entered the room
- 10) At no time was a respondent labeled as a victim during the telephone interview
- 11) All surveyors were provided with the Kansas crisis line to provide as needed to respondents
- 12) At the end of the survey, all women were offered the crisis line number



Plans called for the telephone survey to reach 300 women in Kansas who were victimized while in an intimate relationship that took place during the past year. Interviews with these domestic violence victims would require 20 minutes on average per completion. Additionally, no fewer than 1,200 interviews were planned to be completed with women who were not abused. These interviews would be shorter, and require only seven minutes on average per completion. Because there are more nonvictims than victims in the population, extensive screening would be required after the 1,200 nonvictim interviews were completed. This would allow researchers to screen out any additional nonvictims who were contacted so that resources could be directed to reaching enough victims to attain 300 victim completions.

The telephone instrument was designed to serve three major purposes. First, for women who indicated no abuse experience in the last year, the instrument provided a means to measure general public attitudes towards domestic violence victims and towards domestic violence in general. Second, it provided a means to identify the prevalence of domestic violence victimization among women in Kansas. Finally, without labeling any respondent as a victim during the interview, the survey provided a means for assessing awareness, use, and satisfaction with domestic violence services, when used. A large majority of the victims identified in the telephone survey, as noted by the literature, had not sought assistance of any kind. This data would be compared to victim data collected in the self-administered questionnaires to determine differences between victims who seek services and those who do not.

The Docking Institute conducted the telephone survey from May 10, 2006 to January 28, 2007. The survey was conducted in both English and Spanish. A random sampling technique was utilized to generate the telephone numbers. The survey was conducted using a Computer Aided Telephone Interviewing (CATI) system. The CATI system allows interviewers to code survey information into a computer database as the interviewers administer a questionnaire to the respondent. A total of 4,272 households were successfully contacted after at least eight call attempts. In 2,567 of these households, a resident agreed to complete the survey. This represents a cooperation rate of 60%.

Since the intended target for this survey was a female of the residence (over 17 years of age), and some men refused to allow the survey to be completed, a second cooperation rate is required. This second cooperation rate accounts for situations where a female could not be reached because a male prevented access. This includes males committing "hard refusals" (he said "don't call back" or something similar), preventing a woman the opportunity to refuse to do the survey. With this in mind, the number of households successfully contacted would be 4,059, and the cooperation rate for the 2,567 completions would be 63%. Using a 95% confidence interval, the results from the completed surveys of households have a margin of error of +/- 1.94% from the results that would be obtained if the total population of adult Kansas women were surveyed (assuming no response bias). Importantly, the margin of error for subgroups is higher.

Of the 2,567 total telephone survey respondents, there were 260 victims and 2,307 nonvictims. Of the nonvictims, 1,283 completed the entire telephone survey while

1,024 completed a shortened version of the survey<sup>1</sup>. Most of the information presented in this study about nonvictims is from the 1,283 nonvictims that completed the entire survey. However, the 1,024 nonvictims that completed the abbreviated survey are included in some portions of the report.

Even though surveyors were prepared for situations where a male might be angered by a woman's participation in the survey, and for situations where a woman might become very upset during a telephone interview, the survey process went extremely well. Many women expressed thanks for conducting the survey, indicating that the subject of domestic violence was an important issue. Many women also asked for the toll-free number for domestic violence assistance in Kansas even though they themselves had not been abused. Many indicated they knew someone who was abused, and wanted to pass along the contact number.

As stated earlier, several males refused to let the woman participate in the survey, saying things such as "I am the man of the house, don't call back" or "I run this household, we are not interested." In total, 81 males told surveyors not to call back in various ways. Another 132 males refused without asking surveyors not to call back. Additionally, 235 women started the survey but decided not to complete the survey. Of those, about a third (77 women) declined to participate in the survey once they discovered the survey addressed domestic violence. One cannot know with any certainty the reason why these women elected to withdraw from the survey, but clearly it can be said that some women chose not to participate because of the survey's content given some of the comments these women provided. For example, in one instance, a Docking Institute surveyor noted that "the lady started the survey but when I asked her the first domestic violence question she said she didn't need to be answering these questions and hung up."

### Self-Administered Survey

The contact person with the Kansas Governor's Grants Program provided a list of 24 state domestic violence programs to be included in the study (Appendix 4). Many contacts during the course of the project were initiated with the sites using multiple modes of contact. The time period for the study was initially July 2006 to September 2006. Due to a smaller response rate than expected, this time period was extended to December 31, 2006 to allow sites to continue collecting surveys, and increase the number of responses.

Sites were provided instructions for survey administration, including guidelines for selecting who should receive a survey during the study time period. Site personnel were instructed to provide a survey questionnaire to every woman who stayed in the shelter. Ideally, a questionnaire was completed towards the end of the stay to ensure that enough experience with services was achieved before asking for information about service satisfaction and quality. Additionally, every woman who received advocacy services was to receive a questionnaire, ideally at the conclusion of service delivery.

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<sup>1</sup> After data was collected for 1,200 nonvictims, the survey was shortened for subsequent nonvictims to speed up the data collection process. Surveying continued in an attempt to capture responses from victims (with 300 as the targeted number of completed interviews with victims).

Many women receive services outside of the domestic violence program itself; most frequently at court houses where they may have received assistance with court appearances, hearings, etc. Lastly, women who received other types of domestic violence services (such as information and referral, counseling, transportation, etc.) could be provided questionnaires at the discretion of staff when it appeared that they had enough experience with the services to evaluate them.

Women were given two methods for submitting a completed questionnaire to the Docking Institute. First, they could drop the completed questionnaire in a drop box located on site (and the survey would then be sent to the Docking Institute by site personnel). This provided women with the highest level of security, as they would be able to complete the questionnaire and immediately drop it in the box, minimizing the time in which the questionnaire was in their possession. This was especially important for women who were receiving services and not living in shelters on site. Women also were offered the opportunity to put the questionnaire in the mail using a self-addressed envelope provided by the Docking Institute. This may have been a preferable method for responding to the survey for those who were not going to be on site long enough to complete the questionnaire, and for those who received the questionnaire off site (e.g., women receiving court-related advocacy services). In this situation, women were provided both a questionnaire and a self-addressed stamped envelope addressed to the Docking Institute. Site staff members were instructed **not** to assist respondents with survey completion due to concerns about confidentiality, but women who needed assistance could ask someone else to help them fill out the questionnaire. Upon reviewing the questionnaires returned to the Institute, it was found that the vast majority of victims had completed the survey very thoroughly, and appeared to understand survey instructions. Only a small number of surveys were omitted from the study (six) due to incompleteness, response set answer patterns, or other answer patterns that led researchers to believe that the respondent didn't understand the survey questions. Data from the self-administered surveys were hand entered into SPSS for analysis.

The number of questionnaires sent to each site was determined by the number of clients served at a given facility in 2004, the most recent year for which service data was available. The survey project was to last three months, a quarter of the year. All four quarters of 2004 were reviewed, and the number of questionnaires sent to the sites was equal to the largest number of clients served in a single quarter in 2004. This was done to avoid undercounting the number of clients a site might receive. A total of 3,543 surveys in both English and Spanish were sent to the 24 domestic violence agencies. The number of Spanish questionnaires sent to each site was based on the estimated number of Spanish-speaking clients the agency perceived it would serve during the study period. A total of 256 questionnaires were returned, for an estimated study-wide cooperation rate of 7%. The average cooperation rate of individual sites was 10%, with questionnaire return rates as low as 1% of the estimated number of clients at the site for the study period. Ten sites had return rates of 10% or more of the estimated number of clients for the study period. A low response rate for the self-administered survey was anticipated. The literature prepared us for some of the difficulties often experienced in conducting self-administered surveys of victims receiving services from domestic violence agencies.

Interviews with the sites also revealed some of the barriers to survey administration. The difficulties included:

- 1) The instrument was lengthy (to allow for the evaluation of service satisfaction and comparisons of service seeking victims to nonseekers of victim services).
- 2) Sites were instructed to only offer a questionnaire to clients with sufficient services experience to provide an informed rating. New clients (which comprise the largest proportion of clients) were least likely to have been asked to participate.
- 3) Clients who didn't stay very long, left abruptly, or who were in emotional or physical crisis might not have had an opportunity to complete the survey.
- 4) Some clients had literacy or language limitations and therefore could not complete the survey.
- 5) Site 'buy-in' was uneven, as some sites were very accommodating, while others returned only a few surveys.
- 6) Some sites were short-staffed, had recently moved, or had a leadership change during the study period, making surveying a burden on staff.
- 7) Staff members might not have wanted to burden victims currently in crisis with additional paperwork or additional emotional distress.
- 8) Larger sites tended to have more of the barriers listed above compared to smaller programs, and were more reluctant to participate.
- 9) Smaller sites were slightly more willing to participate but tended to have fewer clients than larger sites.

This research effort suggests a number of strategies that could be used in future research to maximize the willingness of site staff to cooperate:

- 1) Discuss with front-line staff the benefits of the project for women in Kansas
- 2) Talk with staff members about their programs and needs
- 3) Include staff members in survey development
- 4) Include staff members in survey administration procedure development
- 5) Provide staff members with clear and detailed instructions to administer surveys
- 6) Provide the site with all the materials needed for the evaluation and frequently assess material needs
- 7) Contact staff members periodically for updates on progress and to offer assistance
- 8) Offer agencies evaluation results to use for their own internal data purposes

## Results

### Domestic Violence Prevalence and Intensity

Prevalence. A series of items were used to detect various types of physical, sexual, or controlling behavior abuse. Table 3 shows the overall prevalence of each type of physical or sexual abuse reported among the general population (telephone survey respondents). These items are an adaptation of items in the Conflict Tactics Scale (CTS2) short form (Straus and Douglas, 2004). Estimates of these forms of violence among adult women in Kansas are represented in this figure. Not surprisingly, verbal forms of aggression are the most prevalent. This study chose to use 20 or more incidents of this form of aggression in one year as the criterion to define the act as a form of domestic violence. Of the population of women across the state, 4.3% (110) indicate that their partner has insulted, sworn at, or yelled at them more than 20 times within the past year. Researchers consider three or more incidents of insisting on sex when the female does not want to (but stopping short of physically forced sex) to be a form of aggressive control constituting a form of domestic violence. The percentage experiencing such aggression from a partner in the past year is 3.2% (82). Regarding sexual assault in which an abuser used physical force or a weapon to force a woman to have sex at least one time, 0.7% (18) of the general population of women experience such abuse.

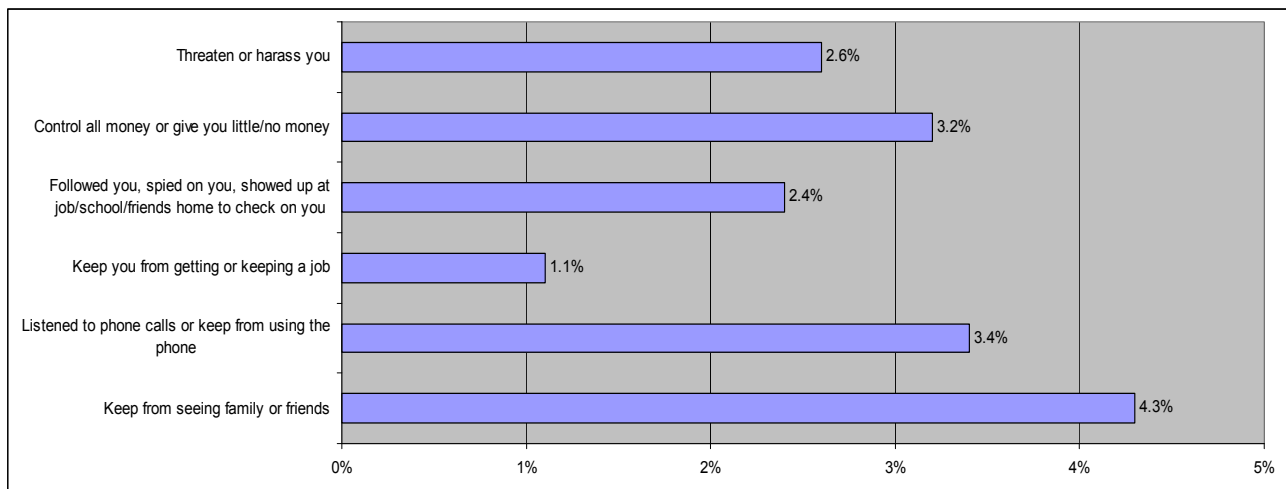
Table 3. Prevalence of Physical, Sexual, Extreme Verbal Abuse in Statewide Representative Sample of Kansas Women

	Used a weapon on me %	Physically forced me to have sex %	Saw or needed to see doctor due to injuries %	Strangled or choked me %	Slapped, punched, kicked or beat me %	Had sprain, bruise, small cut, pain due to fight with partner %	Insisted on sex when I didn't want to, but did not force sex %	Destroyed something belonging to me or threatened hit me %	Pushed or shoved me %	Insulted, swore at, or yelled at me %
Never/not in past year	99.69	99.43	99.18	99.43	98.76	97.94	94.26	96.25	96.45	56.07
1 time	0.15	0.26	0.31	0.31	0.67	0.82	1.29	1.39	1.75	10.08
2 times	0.10	0.05	0.10	0.05	0.10	0.31	1.29	0.51	0.57	9.61
3-6 times	0.05	0.10	0.31	0.05	0.26	0.62	1.76	1.03	0.72	12.97
7-10 times	0.00	0.10	0.05	0.05	0.00	0.00	0.72	0.15	0.05	4.70
11-20 times	0.00	0.00	0.05	0.00	0.05	0.10	0.26	0.21	0.21	2.22
More than 20 times	0.00	0.05	0.00	0.10	0.15	0.21	0.41	0.46	0.26	4.34

For all other forms of physical, sexual and verbal victimization shown in Table 3, a single incident (or more) is treated as a form of domestic violence for purposes of this study. Besides 20 or more incidents of verbal violence, the most frequently occurring forms of violence against women in the past year are (in order): destroyed something belonging to the victim or threatened to hit the victim (3.8% victimized at least once); pushed or shoved the victim (3.5% victimized at least once); and victim ended up with a sprain, bruise or small cut as a result of a fight with the abuser (2.1% victimized at least once).

Another form of violence is strong controlling behaviors against women. A series of items asked respondents whether they had experienced particular types of controlling behavior from a partner within the past year. “Yes/No” responses were recorded. Figure 1 shows the prevalence of various controlling behaviors (percentages of “yes” answers are shown). As in the table immediately above, these findings represent estimates of the rate of prevalence among the full population of adult Kansas women. For each controlling behavior, the incidence at a statewide level is below 5%. Controlling who a woman interacts with (either who they see face-to-face or who they speak with on the phone) and controlling money are the two most common forms of control.

Figure 1. Prevalence of Controlling Aggression in Statewide Representative Sample of Kansas Women



A total of 179 telephone survey respondents indicated one or more forms of physical, sexual or extreme verbal abuse. When those who experienced one or more forms of control abuse are added to this total, 260 victims are identified in the telephone survey of the general population. Again, there were 2,567 total telephone respondents. **This results in an overall domestic violence victimization rate of 10.1% within the past year among the telephone survey sample of adult Kansas women.** Extrapolating this percentage to the 2006 Census estimate\* of the number of women 18 or older living in Kansas (1,053,653), there is an estimated 106,419 adult women who were victims of domestic violence in Kansas this past year.

Intensity. As Table 3 demonstrates, the measures of physical, sexual and extreme verbal abuse used in this study gauge intensity of abuse by using six frequency

of occurrence categories. A total of 60 maximum points for any single victim could occur if she experienced a frequency of more than 20 occurrences of all 10 of these abuses. On each of the ten physical, sexual, extreme verbal abuse items, the incident frequency is scored as follows: one incident = 1, two incidents = 2, three to six incidents = 3, seven to ten incidents = 4, eleven to twenty incidents = 5, more than 20 incidents = 6. Variations in this scoring occur for the following: 1) Because the threshold for verbal abuse was set at 20 or more incidents in the previous year, a victim receives a score of zero on that item unless her experience meets that threshold, at which point it is assigned a score of "6." 2) A victim only receives a score on the "insists on sex without physical force" when this occurs more than two times, at which point the victim receives a score ranging from "3" to "6" corresponding to the reported frequency of this experience beyond two times in the previous year.

A respondent receives an index value of "1" for each time a controlling abuse item is reported. With a total of six controlling abuse items, a total of six maximum points for any single victim could occur if she experienced each of these controlling behaviors in the past year. Summing an individual's score across all of these items results in a domestic victimization index value ranging from 1 to 66 points. This summative scoring procedure weighs physical, sexual, or extreme verbal abuse more heavily relative to the controlling abuse.

A primary research objective of this study is to compare victims who have sought the services of a state-assisted domestic violence service organization to victims who have not sought such services. Telephone sample victims were asked whether they had in the past year or so sought counseling, legal help, medical help, shelter, or other services available for a woman who feels threatened or controlled by her partner. Only 16 victims identified in the telephone survey have sought such services in the past year or so. This represents only 6.2% of telephone identified domestic violence victims. A large majority of the victims identified from the telephone survey are not seekers of services. For purposes of comparing the intensity of domestic violence among victim services seekers (246 respondents to the self-administered survey) to the intensity of violence among nonseekers of services (n=245, as identified from the telephone survey) an independent samples t-test examined the differences in mean violence index scores between the two victim groups. The mean index score among nonseekers of service is 7.62, while the mean score among service seekers is significantly higher, at 24.34. There were several individuals in the nonseeker group of victims whose violence index scores were similar to the scores of service seekers, in other words, there were victims with victimization levels similar to victims in shelters or seeking domestic violence services. Additional analyses (not shown) found significantly higher levels of physical, sexual, extreme verbal, and controlling abuse among service seeking victims than among nonseekers of services on **every** individual item that together constitute the violence index. The median intensity of violence score is lower for those victims who do not use shelter services than for those who do use shelter services. In other words, victims who use shelter services tend to experience higher levels of violence.

\*Note: US Census Data Source - <http://www.census.gov/popest/states/asrh/tables/SC-EST2006-02-20.xls>

## Factors Associated with Violence Intensity: Service Seekers and Nonseekers of Service

Correlations are used to determine shared association between two variables. The value or coefficient of a correlation ranges between -1 and +1. A value of +1 shows that there is a perfect relationship and that as one variable increases, the other variable increases. A score of -1 also shows a perfect relationship, but where one variable decreases as the other increases. A value of 0 shows no relationship between the variables. In this report, Pearson Product-Moment correlations were performed to determine the relationship between variables, and statistically significant associations are noted. As a general rule, coefficient values of .01 to .20 show little or no correlation, values of .20 to .40 show weak correlations, .40 to .60 show moderate correlations, .60 to .80 show moderately strong correlations, and .80 to .99 show very strong correlations.

Table 4 (next page) displays correlations between intensity of domestic violence and numerous abuser and couple characteristics among both service seekers and nonseekers of service separately (only statistically significant associations are shown). All abuser and couple characteristics in this table are measured as follows: an answer of yes = 1 and no = 2. Among service seekers, there are several statistically significant abuser and couple characteristics that are correlated with intensity of violence, listed here from the highest to the lowest in magnitude of association: victim feels she is likely to be subjected to a severe injury from the abuser within the next year ( $r = -.471$ ), abuser threatened to or used a weapon ( $r = -.230$ ), abuser arrested for other violent crimes ( $r = -.212$ ), abuser has access to a weapon ( $r = -.208$ ), and abuser is of Hispanic origin ( $r = -.206$ ). All of these associations suggest that women who answer “yes” regarding these abuser traits, also tend to have higher violence intensity index scores.

Turning to victims not seeking services, there are more statistically significant correlations with intensity of violence. Listed from highest to lowest in magnitude these correlations include: abuser arrested for domestic violence crimes ( $r = -.514$ ), abuser threatened to or used a weapon ( $r = -.387$ ), abuser arrested for other violent crimes ( $r = -.385$ ), victim feels she is likely to be subjected to a severe injury from the abuser within the next year ( $r = -.372$ ), abuser is abusive when under the influence ( $r = -.314$ ), abuser has an alcohol or drug problem ( $r = -.272$ ), abuser was raised in an abusive family ( $r = -.252$ ), abuser is a current partner ( $r = .207$ ), and the victim is currently living with the abuser ( $r = .129$ ). With the exception of the last two associations, all suggest that women who answer “yes” regarding these abuser traits, also tend to have higher violence intensity index scores. **Women who report that the abuser is not their current partner, as well as women who report that the abuser is not currently living with them, tend to have higher scores on the violence intensity index. This is likely explained by the propensity for more severe abuse to result in women leaving their partner.**



Table 4. Correlations Between Abuser Characteristics, Couple Characteristics and Violence Intensity (Pearson r coefficients)

Service Seekers		Non Seekers
	Abuser arrested for DV crimes	-0.514
-0.212	Abuser arrested for other violent crimes	-0.385
	Abuser ever harmed pets	
-0.230	Abuser threatened to or used a weapon	-0.387
-0.208	Abuser access to a weapon	
	Abuser history of employment problems	-0.182
-0.471	Likelihood of severe victim injury in next year	-0.372
	Abuser raised in an abusive family	-0.252
	Abuser alcohol or drug problem	-0.272
	Abusive when under the influence	-0.314
	Abuser currently employed	
	Age difference less than 10 years	
	Abuser high school graduate	
	Abuser college degree	
-0.206	Abuser Hispanic origin	
	Abuser current partner	0.207
	Ever married	
	Ever lived together	
	Currently live together	0.129
Blank cells signify that no statistically significant correlation exists.		

Table 5 displays correlations between intensity of domestic violence and numerous abuser and couple characteristics among both service seekers and nonseekers separately (only statistically significant associations are shown). Employment status, high school graduate status, and having health insurance are measured as follows: 1 = yes, 2= no. Age is age at the time of the survey (measured as a continuous variable), and household income is measured in nine income category ranges, with the lowest being none, and the next being less than \$10,000. The highest income range is over \$70,000. The table shows that among service seekers, violence intensity is higher among those victims not employed ( $r = .180$ ). Violence intensity also is higher among those who are not high school graduates ( $r = .285$ ). The younger the victim, the higher the violence intensity ( $r = -.220$ ).

Similarly, among victims who are not seeking domestic violence services, violence intensity is higher among those who are not high school graduates ( $r = .231$ ) and the younger the victim the higher the violence intensity ( $r = -.128$ ).

Table 5. Correlations Between Respondent Demographic Characteristics and Violence Intensity (Pearson  $r$  Coefficients)

Service Seekers		Non Seekers
0.180	Are you currently employed	
0.285	High school graduate	0.231
-0.220	Age	-0.128
	Have health insurance	
	Household income	
Blank cells signify that no statistically significant correlation exists.		

Statistically significant associations exist between increasing violence intensity and barriers to services, as demonstrated in Table 6 (next page). In order of coefficient magnitude from highest to lowest, the higher the violence the greater likelihood that the victim indicated the following prevented accessing services:

- fear of the abuser ( $r = -.280$ ),
- couldn't get services she needed ( $r = -.216$ ),
- abuser's use of the children to control the victim ( $r = -.208$ )
- victim's concern that the abuser would get into trouble ( $r = -.200$ ),
- concern that she would lose health or other benefits ( $r = -.194$ ),
- concern that she would get into trouble ( $r = -.193$ ),
- concern for her children ( $r = -.189$ )

Association also is seen with increasing violence/going without help because of:

- lack of childcare ( $r = -.167$ ),
- fear of losing her children ( $r = -.162$ ),
- concern for breaking up the family ( $r = -.146$ )
- embarrassment ( $r = -.140$ ).
- not being able to access services due to lack of money ( $r = -.137$ ).

The only barrier correlated in a statistically significant way with less likelihood of using shelter ( $r = -.234$ ), and increasing violence ( $r = -.174$ ) is lack of transportation to services, which could be of interest to policy makers.

Table 6. Correlations Between Both Shelter Use and Violence Intensity and Potential Barriers to Seeking Services: Service Seekers Only (Pearson's r Coefficients)

<b>Service seekers</b>	<b>Shelter Use</b>	<b>Violence Index</b>
Shelter use		0.299
Victim went without help because		
Of fear of what the abuser would do		-0.280
She could take care of it herself		
She didn't know what to do		
It violated religious or ethical beliefs		
She thought the abuser would change		-0.147
She thought it was partially her fault		
She was concerned about finances		
She did not have the money to get services		-0.137
She did not have transportation to services	-0.234	-0.174
She thought the abuser would get into trouble		-0.200
She thought she would get into trouble		-0.193
It would break up the family		-0.146
It is too embarrassing or she did not want people to know		-0.140
She did not know if she could make it on her own		
She could not get the services she needed		-0.216
She feared losing health benefits or other benefits		-0.194
She did not think the situation was bad enough to qualify for services		
She lacked childcare		-0.167
She feared losing her children		-0.162
She was concerned for her children		-0.189
The abuser used the children to control her or get information from her		-0.208
Blank cells signify that no statistically significant correlation exists.		

Table 7 shows Pearson's r correlation coefficients for the violence index, shelter use, and several items pertaining to children's exposure to/involvement in violence among service seekers only. Shelter use response is coded: 0 = no use, 1 = use. The index variable, which is continuous, is coded as previously described. All other variables are coded: 1 = yes, 2 = no.

Listed from highest to lowest in magnitude, the correlations relating to children in domestic violence situations are:

- Abusers who threaten to hurt the children are likely to carry out the threat (r= .480).
- Children are more likely to witness abusive behavior if they are actually hurt by the abuser (r= .465).
- Abusers who hurt children also use the children to control the adult victim (r= .404).
- Where children witness abusive behavior the abuser is more likely to use children to control the victim (r= .301).
- As intensity of violence increases, so does shelter use (r= .299).
- Abusers who use children to control the victim also threaten to hurt the children (r= .289).
- If abusers threaten to hurt the children, those children are more likely to witness abusive behavior (r= .246).
- The more shelter use increases, the less the abuser hurts the children (r= .216).
- As intensity of violence increases, so does the abuser's likelihood to use children to control the adult victim (r= -.208).
- As intensity of violence increases, the likelihood that children witness abusive behavior increases (r= -.172).

Table 7. Correlations Between Violence Index, Shelter Use and Several Child Exposure/Involvement Items (Pearson r coefficients)

<b>Service seekers**</b>	Violence index	Shelter use	Children witness abusive behavior	Abuser threatened to hurt children	Abuser hurt children	Abuser used children to control victim
Violence index		0.299	-0.172			-0.208
Shelter use (no use = 0, use = 1)	0.299				0.216	
Children witness abusive behavior	-0.172				0.465	0.301
Abuser threatens to hurt children			0.246		0.480	0.289
Abuser hurts children		0.216	0.465	0.480		0.404
Abuser uses children to control victim	-0.208		0.301	0.289	0.404	

\*\*Blank cells signify that no statistically significant correlation exists.

Significant violence also is associated with the abuser’s access to weapons, use of weapons, or threats to use a weapon. Table 8 presents some of the correlates which could be affected by policy addressing abuser access to weapons.

An abuser’s use of or threat to use a weapon against the victim is correlated with (in order of highest to lowest magnitude of association): access to a weapon (.387), likelihood of causing severe injury in the next year (.300), arrest for violent crimes other than domestic violence (.251), intensity of violence (-.230) and abuser’s having a drug and/or alcohol problem (.139). Access to a weapon is further correlated with arrest for violent crimes other than domestic violence (.245), intensity of violence (-.208), likelihood to cause severe injury in the next year (.193), abusive behavior while under the influence of drug and/or alcohol (.180) and abuser’s drug and/or alcohol problem (.135).

The literature does show that the woman’s assessment of danger from the abuser is correlated with further increasing abuse and femicide (Cattaneo and Goodman, 2003), and that the abuser’s access to a weapon and previous threats with a weapon are associated with femicide (Campbell et al., 2003). The issue of access to weapons is one that can be addressed by policy-makers.

Table 8. Statistically Significant Correlations of Weapons: Use, Threats to Use, and Access (Pearson’s r Correlation Coefficients)

<b>Service Seekers**</b>	Intensity of violence index	Abuser arrested for other violent crimes	Abuser used or threatened to use a weapon against you	Abuser has access to a weapon	Abuser likely to cause you severe injury in the next year	Abuser has drug or alcohol problem	Abuser get abusive under the influence
Has the abuser ever used a weapon or threatened to use a weapon on you	-0.230	0.251		0.387	0.300	0.139	
Does the abuser have access to a weapon	-0.208	0.245	0.387		0.193	0.135	0.180
** Blank cells connote no statistically significant correlation exists.							

## Comparisons of Victim Service Seekers to Nonseekers on Abuser and Couple Characteristics, Victim Characteristics, and Child Exposure to/Involvement in Abuse

In addition to understanding correlates of victimization intensity within the service seekers and nonseekers of services discussed above, it also is instructive to understand whether victim service seekers differ from nonseekers of services on the potential correlates of domestic abuse. This section compares the two groups on: partner and couple characteristics, victim characteristics, and children exposure characteristics.

Table 9 shows partner and couple characteristics for which statistically significant differences were found between service seeker victims and victims who are not seeking services.

Table 9. Victims Seeking Services and Nonseekers of Services: Statistically Significant Differences on Partner and Couple Characteristics (Chi-square tests of difference)

	Service Seekers	Nonseekers of Services
	(%)	(%)
Abuser was arrested for DV crimes	57.8	14.8
Abuser was arrested other violent crimes	43.9	5.4
Abuser had ever harmed pets	41.6	12.6
Abuser threatened to or used a weapon on the victim	49.4	6.7
Abuser had a history of employment problems	59.8	13.0
Victim reported likely to be victim of severe injury in next year	38.4	1.3
Abuser raised in an abusive family	79.5	45.0
Abuser has an alcohol or drug problem	69.9	22.4
Abuser gets abusive when under the influence	78.9	64.2
Abuser is currently employed	57.0	80.0
Age difference between victim and abuser is less than 10 years	70.6	86.3
Abuser is a high school graduate	66.5	82.5
Abuser attended college	32.8	57.7
Abuser received a college degree	18.1	58.0
Abuser is the victim's current partner	22.9	89.2
Victim ever married to the abuser	59.2	77.5
Victim ever lived with the abuser	91.5	55.6
Victim currently lives with the abuser	8.5	77.9

Findings clearly show that partner characteristics commonly correlated with intensity of domestic violence, as discussed above, can be used to differentiate service seekers from victims not seeking services. Common abusive partner characteristics are much more prevalent among the service seeking victims than among nonseekers of services. For example, 57.85% of the service seekers report that the abuser has been arrested for domestic violence crimes, whereas only 14.8% of the nonseekers of services report abuser arrests for domestic violence crimes. Abusers of service seeking victims demonstrated previous violent behavior more often, are likely to have had employment problems or experienced unemployed, are less likely to have graduated both high school and college, are likely to have had an alcohol or drug

problem, and have a larger age difference with the victim. Service seeking victims are less likely to have been married to the abusing partner, and are more likely to have lived with the abusing partner. Only 23% of the service seekers indicate that they are currently still with the abuser as an intimate partner, and only 8.5% of the service seekers are still living with the abuser. Unfortunately, among the nonseekers of services, there is a high prevalence of being with the abuser as an intimate partner (89.2%) and living with the abuser (77.9%).

Table 10 shows various characteristics on which service seekers and nonseekers differ in a statistically significant way. In all cases, the substantive difference is noteworthy as well. For example, 62.9% of service seekers were raised in a family where physical or emotional violence occurred. Education, employment, and household income levels are lower among the service seekers. Service seekers are also younger than nonseekers.

Table 10. Victims Seeking Services and Nonseekers of Services: Statistically Significant Differences on Victim Characteristics (Chi-square and Independent Sample t-tests of Difference)

	Service Seekers	Nonseekers of Services
	(%)	(%)
Victim raised in a family with physical or emotional violence	62.9	42.3
Are you currently employed	47.0	65.0
High school graduate	80.9	93.3
College attendance	58.7	71.4
College graduate	31.6	54.4
Of Mexican or Hispanic origin	11.9	6.7
Household income <sup>a</sup> .	Average falls within the	Average falls within the
	\$10K -- \$30K range	\$30K -- \$50K range
Age <sup>a</sup> .	Mean = 37	Mean = 45
a. Comparison based on independent samples t-test		

As a third area of comparison, various aspects of children’s exposure to/involvement in the abusive situation were examined for both service seekers and nonseekers of services. Table 11 shows that among the service seekers, there is a much higher prevalence of children’s exposure to the partner’s abusive behavior. Among the service seekers, there is also a much higher rate of the abuser using the children in the relationship to control the victim. Finally, service seekers are much more likely to report that lack of childcare and the fear of losing their children made it difficult for them to get help/seek services.

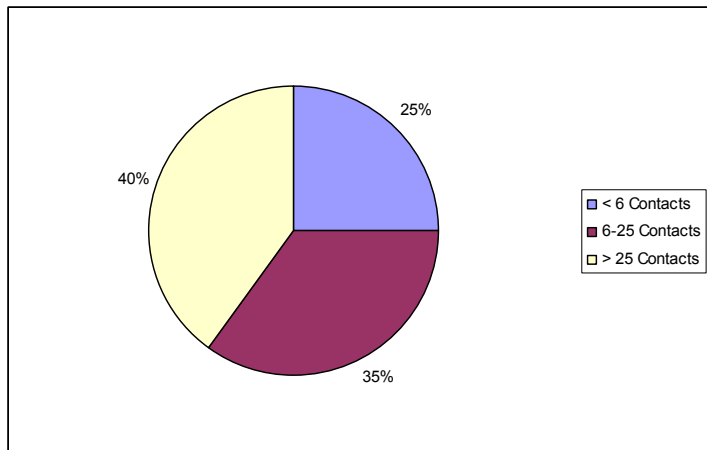
Table 11. Victims Seeking Services and Nonseekers of Services: Statistically Significant Differences on Child Exposure/Involvement (Chi-square Tests of Difference)

	Service Seekers (%)	Nonseekers of Services (%)
Children witnessed abusive or controlling behavior	91	61.1
Abuser threatened to hurt children	49.5	8.3
Abuser hurt the children physically or emotionally	71.3	37.1
Abuser used the children to control or get information from you	73.3	38.9
Abuser threatened to take the children from you	69.7	19.4
Lack of childcare made it difficult for you to get help	48.1	17.1
Fear of losing children made it difficult for you to seek services	69.1	25

### Domestic Violence Victims – Satisfaction With Services

Victims who received services from domestic violence programs in Kansas and who participated in the satisfaction survey had varying numbers of contacts with staff at domestic violence programs. About 25% of victims have fewer than 6 contacts with programs, about 35% have 6-25 contacts, and the remaining 40% of victims have more than 25 contacts. This result demonstrates that victim use of services is well distributed among respondents.

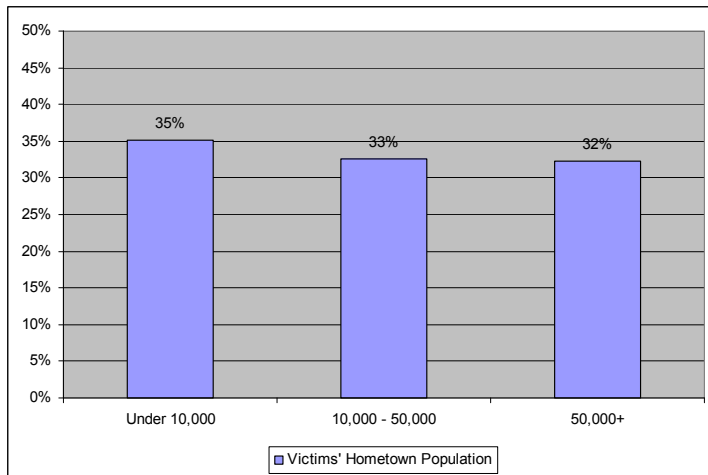
Figure 2. Victims’ Number of Contacts with Domestic Violence Program





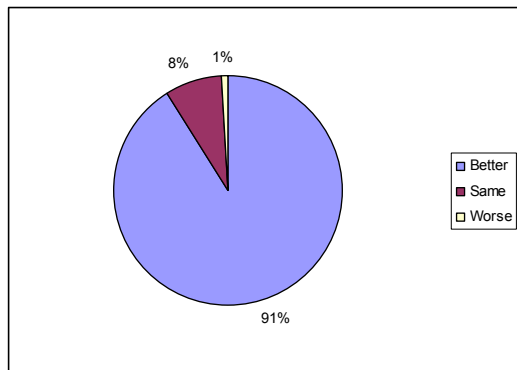
Victims were also asked about the size of the hometown where the abuse took place. About 35% of victims live in a hometown with a population of less than 10,000. Victims living in a hometown ranging in population from 10,000 to 50,000 comprise 33% of the sample, and the remaining 32% of victims live in a hometown with a population of 50,000 or more. This illustrates that the respondents are distributed very equally in terms of hometown population size<sup>2</sup>.

Figure 3. Victims' Hometown Population



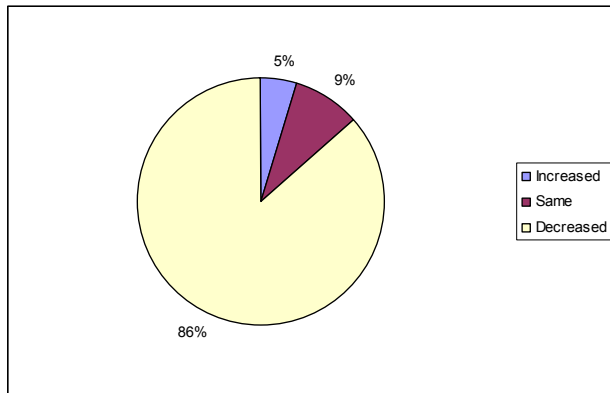
Victims were asked if their situation had improved since receiving domestic violence assistance, and if the amount of violence had increased, decreased, or stayed the same. About 91% of victims indicate that their situation has improved since receiving domestic violence services. About 86% indicate that the amount of violence has decreased since receiving domestic violence services.

Figure 4. Percentages of Victims Reporting Improvement Since Receiving Services



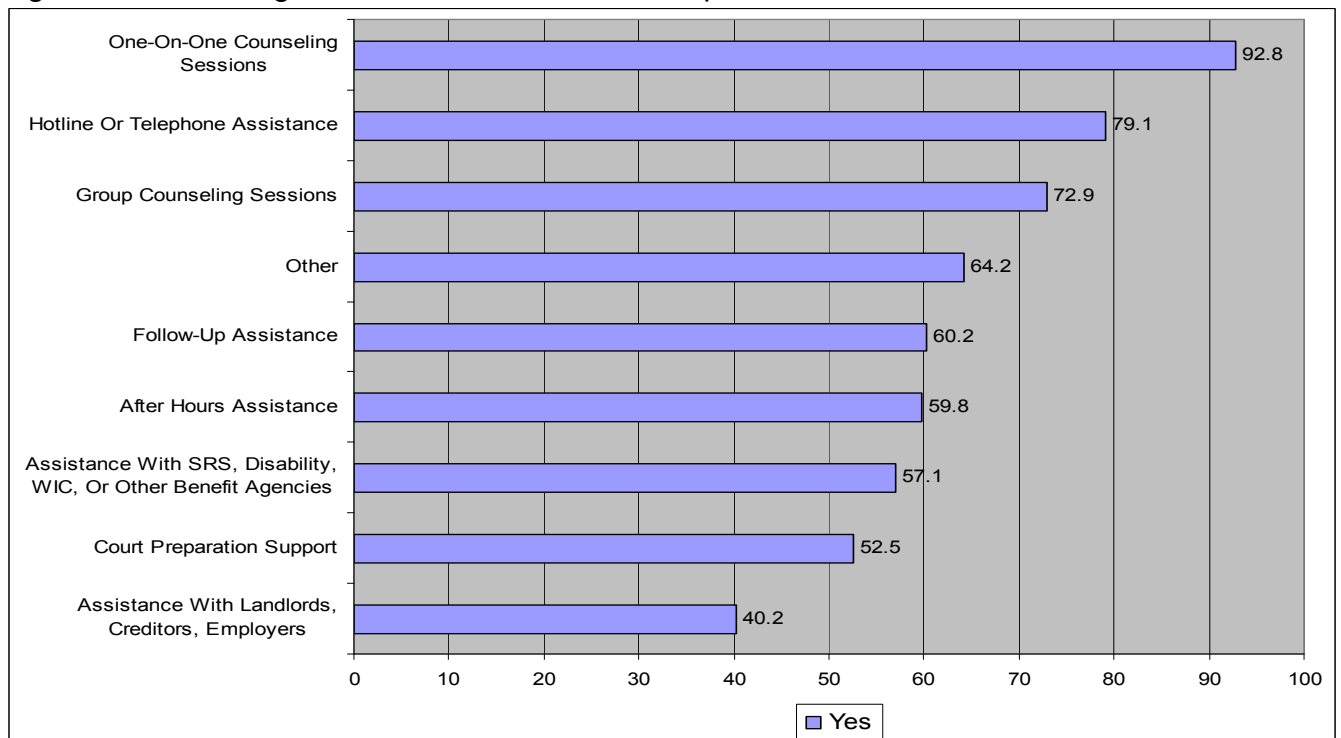
<sup>2</sup> It should be noted that a majority of victims from large towns likely took advantage of services in agencies located in their town, while victims living in rural areas of the state may have had to travel moderate to great distances to receive services. As such, discussion of town size should not be interpreted with regard to the size of the town where a service agency is located, but, rather, the victim's hometown size.

Figure 5. Percentages of Victims Reporting Violence Level Changes Since Receiving Services



Victims were asked whether they received certain types of domestic violence services. Responses are not mutually exclusive. Services most frequently mentioned as being received by victims are one-on-one counseling sessions (92.8%), hotline or telephone assistance (79.1%), and group counseling sessions (72.9%). Slightly more than 60% mentioned follow-up assistance and slightly less than 60% mentioned after-hours assistance. Assistance with SRS, disability, WIC or other benefit agencies is mentioned by 57.1% of the victims, court preparation and support is mentioned by 52.5% of the victims, and assistance with landlords, creditors, or employers is mentioned by 40.2% of the victims.

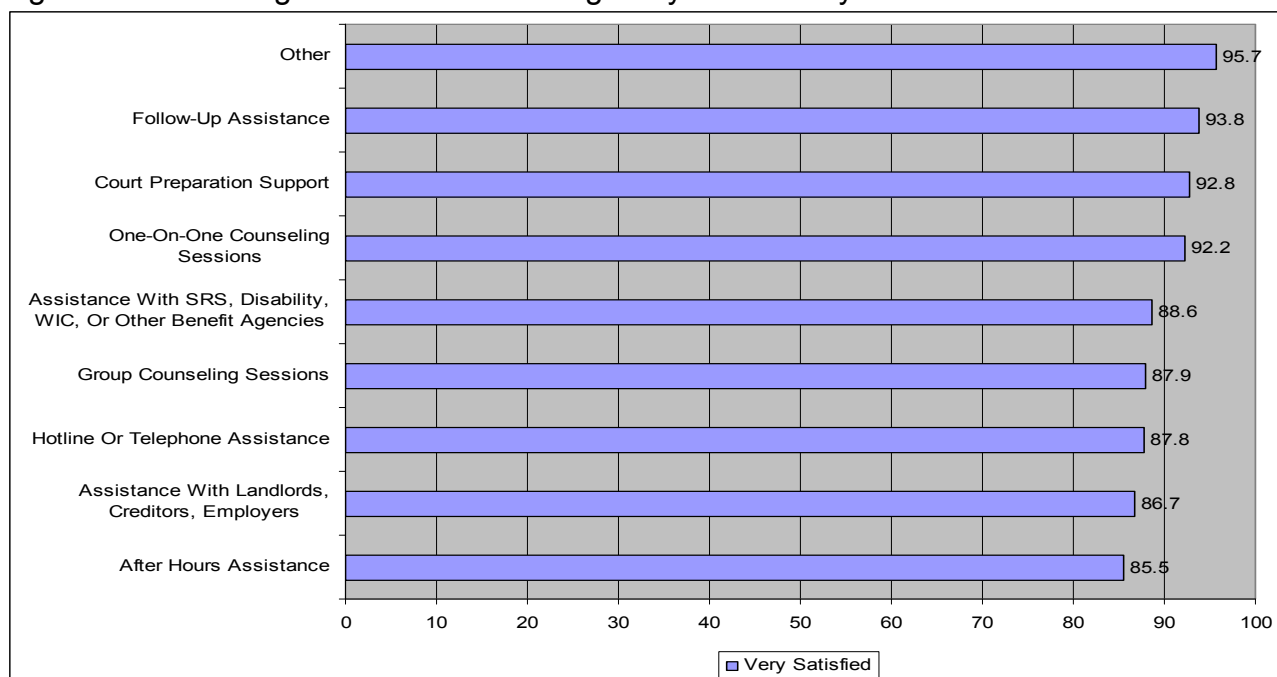
Figure 6. Percentage of Victims Who Received Specific DV Services



Slightly more than 64% of the victims mention that they received “other” types of assistance. These types of assistance include the provision of clothing, toiletries and necessities, housing location assistance, outside counseling services, transportation, and children’s services.

When asked to rate their satisfaction with services received, the “other services” category garnered the highest percentage of “very satisfied” ratings with 95.7% of the victims indicating they were very satisfied with the types of services mentioned in the previous paragraph. Follow-up assistance (93.8%), court preparation support (92.8%), and one-one-one counseling sessions (92.2%) have the next highest satisfaction ratings.

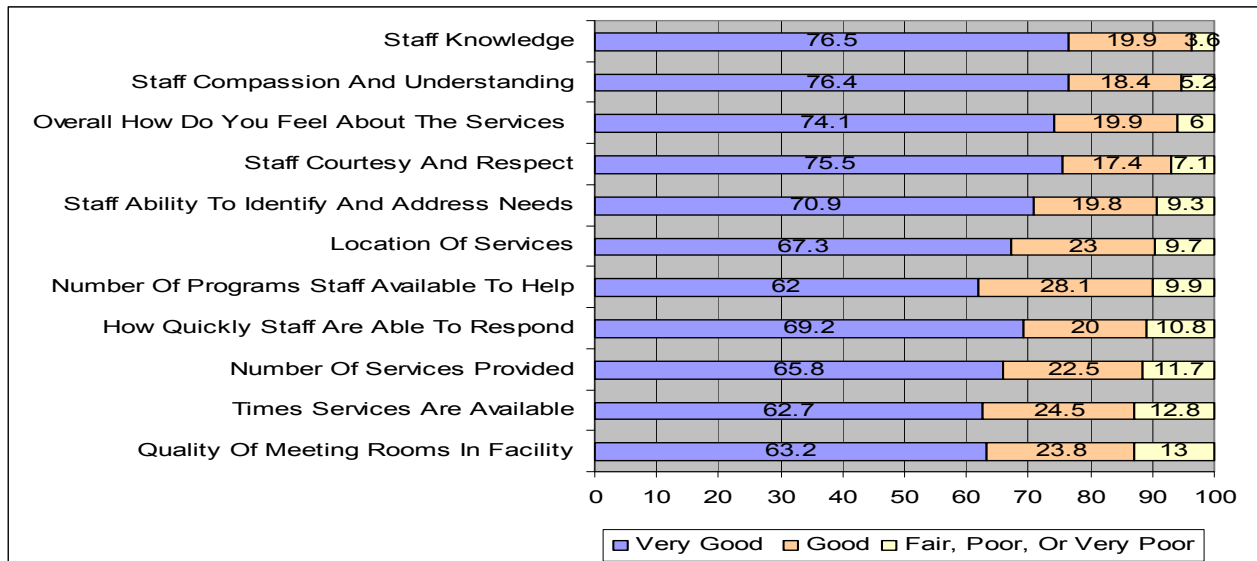
Figure 7. Percentage of Victims Indicating They Were “Very Satisfied” with Services



Victims were given the opportunity to indicate why they were not satisfied with staff assistance for any of the service types. Most of the negative comments regarding dissatisfaction with staff were attributed to hotline assistance (6), where victims say that the hotline is too busy or staff members are rude. Four victims indicated that staff are not helpful or not sensitive. One is dissatisfied because there are no support groups in her area.

Victims were asked to rate their satisfaction with various staff and domestic violence facility indicators (other than shelter, which is evaluated separately). Response options included “very good,” “good,” “fair,” “poor,” and “very poor.” The responses for “fair,” “poor,” and “very poor” are grouped for analysis because each category received so few responses individually. Figure 8 shows three categories: “Very Good,” “Good,” and “Fair, Poor, and Very Poor.” In general, respondents rate all of the items listed in Figure 8 favorably – with more than 60% of the respondents rating each individually as “very good.” More than 90% of the respondents give seven of 11 items at least a “good” rating.

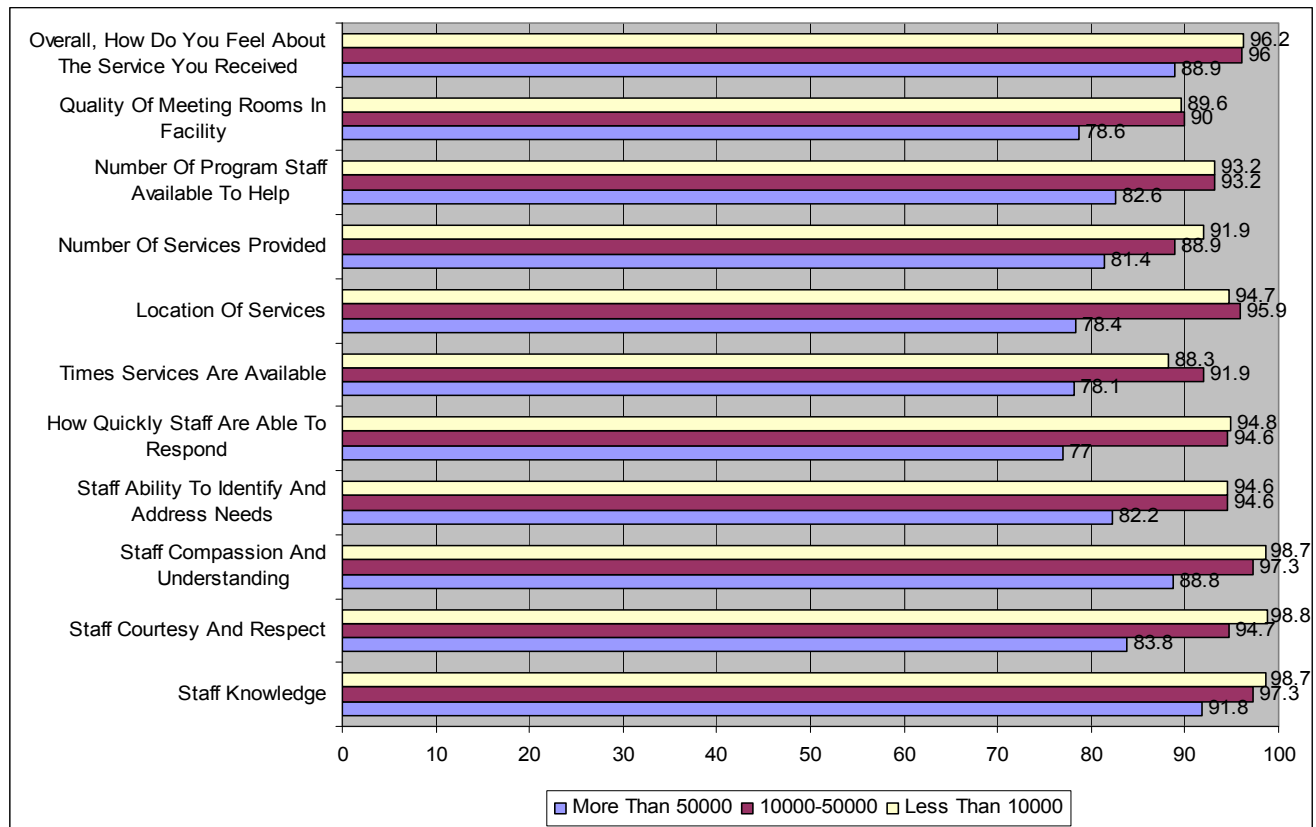
Figure 8. Percentages of Victim Satisfaction with Staff and Facility Satisfaction Indicators



If a victim answered “very poor” or “poor,” the respondent was given the opportunity to indicate why she rated the item poorly. The most frequently mentioned issue with the staff or facility is that staff are too busy (15), followed by difficulties with staff (14). Some victims indicate that more services are needed and some indicate that the facility needs improvement.

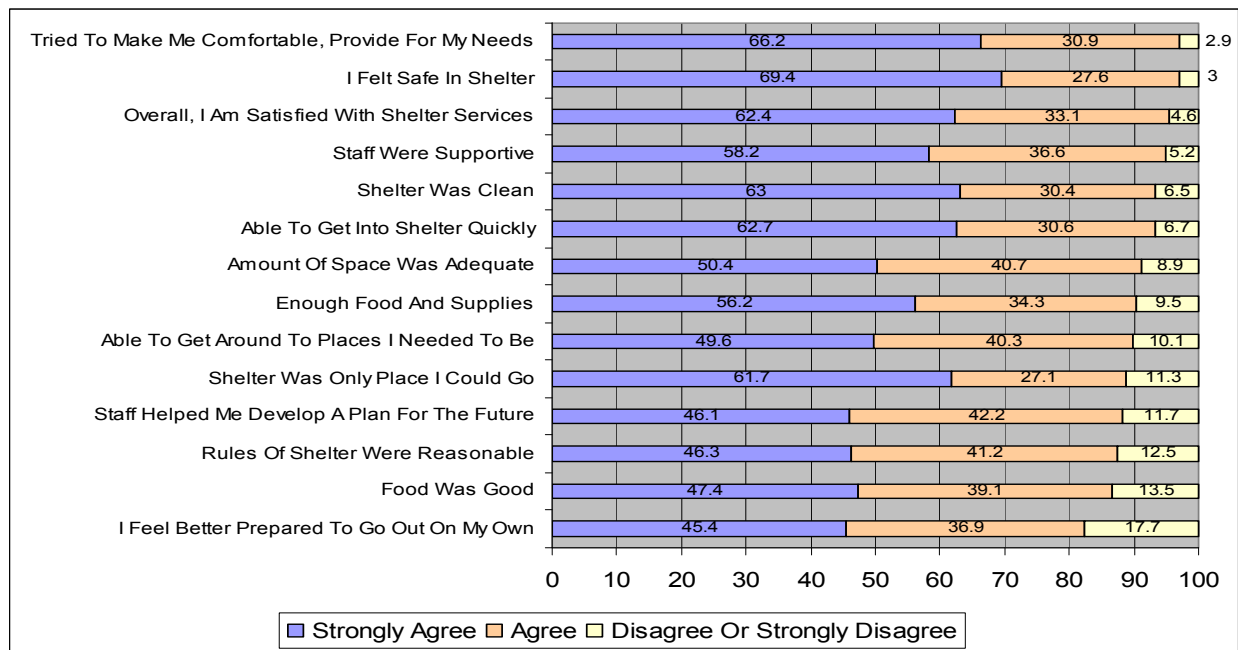
Figure 9 (next page) shows analysis of these items with regard to town size. In general, victims from smaller and mid-sized towns tend to report greater satisfaction with services compared to victims from large towns.

Figure 9. Combined Very Good and Good Satisfaction Ratings by Town Size



Victims who reported staying in a domestic violence shelter were asked to rate their satisfaction with various aspects of the domestic violence shelter experience. Responses are presented as “strongly agree,” “agree,” and a combined “disagree” or “strongly disagree” rating. Figure 10 shows that most victims are satisfied with being made comfortable, providing for needs, and feeling safer, with more than 95% of the respondents strongly agreeing or agreeing with these items individually. Other highly rated items are supportive staff (with 94.8% of the respondents strongly agreeing or agreeing) and shelter cleanliness (with 93.4% of the respondents strongly agreeing or agreeing). The remaining combined “strongly agree” and “agree” percentages for the other items range between 82.3% and 93.3%, suggesting overall satisfaction with all of the items listed.

Figure 10. Percentages of Victim Satisfaction with Shelter Facility Indicators



If victims were dissatisfied, they were given the opportunity to explain why. Very few comments were given. Some comments included crowding, not told enough to know what to do, shelter not clean, and unequal application of rules.

Waiting a long time to get into a shelter and reported difficulty in getting transportation to a shelter varies by town size of the victim. More victims from towns of more than 50,000 “strongly agree” or “agree” that they must wait a long time to get into a shelter (10.5%) compared to victims from towns less than 10,000 (8.5%) and victims from towns ranging from 10,000-50,000 (5.2%). Victims from the largest towns and smallest towns (23.7% and 26.1%, respectively) were more likely than victims of mid-sized towns (7.9%) to report problems getting transportation to a shelter.

Table 12. Shelter Satisfaction Indicators by Victim Town Size

	Population of Less than 10,000	Population between 10,000-50,000	Population of More than 50,000
Had To Wait A Long Time To Get In Because Shelter Was Full	8.5%	5.2%	10.5%
Had Problems Getting Transportation To Shelter	26.1%	7.9%	23.7%
<b>Percentages represent combined “Strongly Agree” and “Agree” scores.</b>			

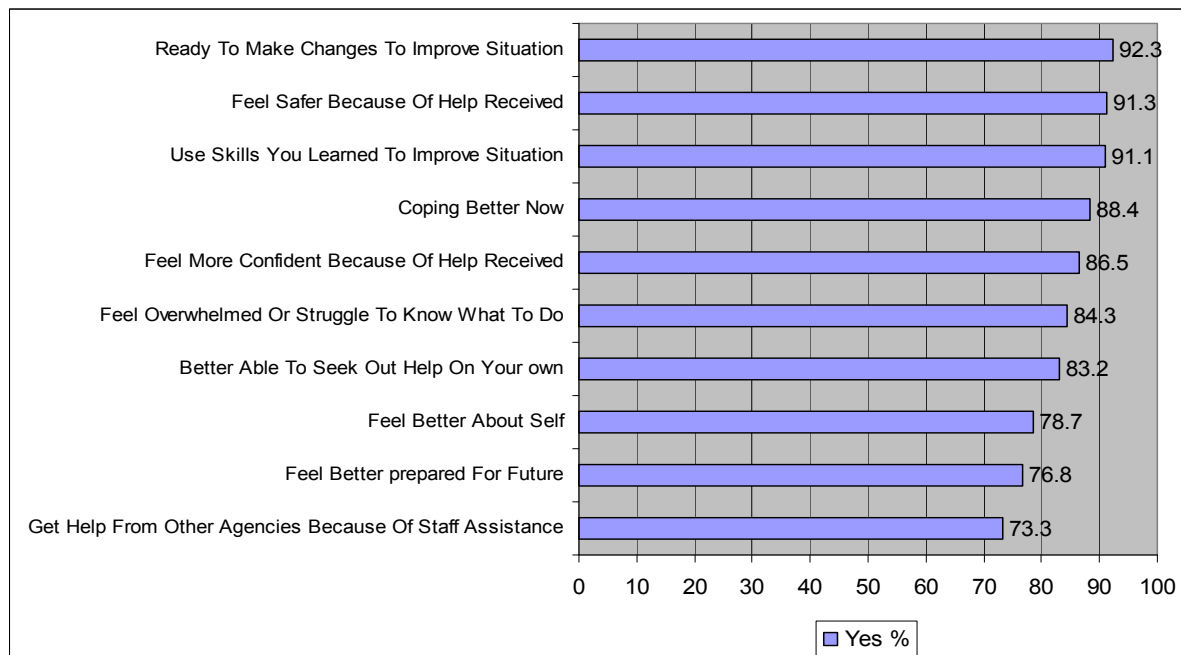
Victims were given the opportunity to indicate why shelter services ended. Table 13 shows that the most frequently mentioned reasons for why shelter services ended are: found a new place to live (68), stayed the maximum time allowed (21), and reconciled with my partner or thought it was safe to go home (11). Other reasons why services ended include moved to a different shelter, disagreements with staff, asked to leave the shelter, I thought someone else may need my bed, and my abuser found me.

Table 13. Why Shelter Services Ended

Reason	Frequency
Found a new place to live	68
Stayed the maximum time allowed	21
Reconciled with partner, safe to go home	11
Moved to a different shelter	7
Disagreements with staff	4
Asked to leave the shelter	4
Thought someone else may need by bed	1
My abuser found me	1

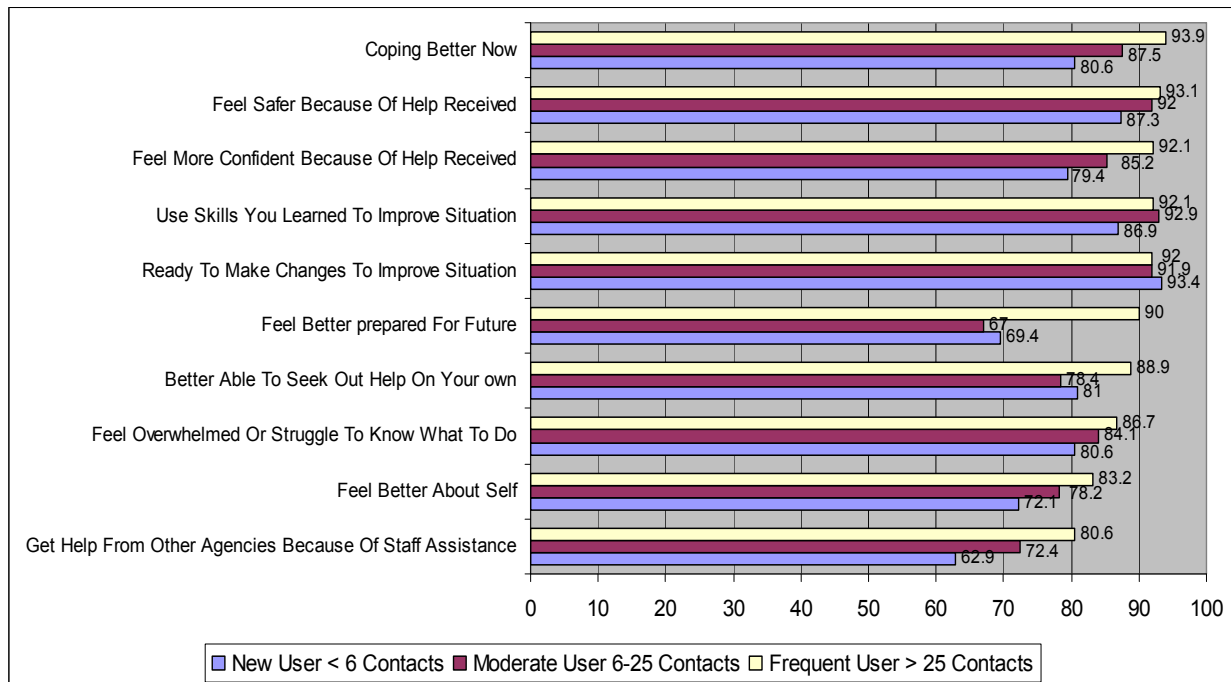
Victims were asked whether domestic violence services helped them in certain ways such as feeling safer, being ready to make changes, coping better, etc. The three areas in which women feel domestic violence services were most helpful are: readying them to make changes to improve their situation (92.3%), feeling safer because of help received (91.3%), and using skills learned to improve situation (91.1%). Although still showing high perceived efficacy, the three areas in which women feel domestic violence services were least helpful are: feeling better about self (78.7%), feeling better prepared for the future (76.8%), and getting help from other agencies (73.8%).

Figure 11 How Domestic Violence Services Helped Victims



About 25% of victims have fewer than 6 contacts with programs, about 35% have 6-25 contacts, and the remaining 40% of victims have more than 25 contacts. For most questions the frequent users of domestic violence services report that they have been helped more by services when compared to moderate and new users of domestic violence services. Figure 12 shows that, on average, there is a difference of about 9% between frequent users and new users of domestic violence services, with the differences ranging from about 5% to 20%.

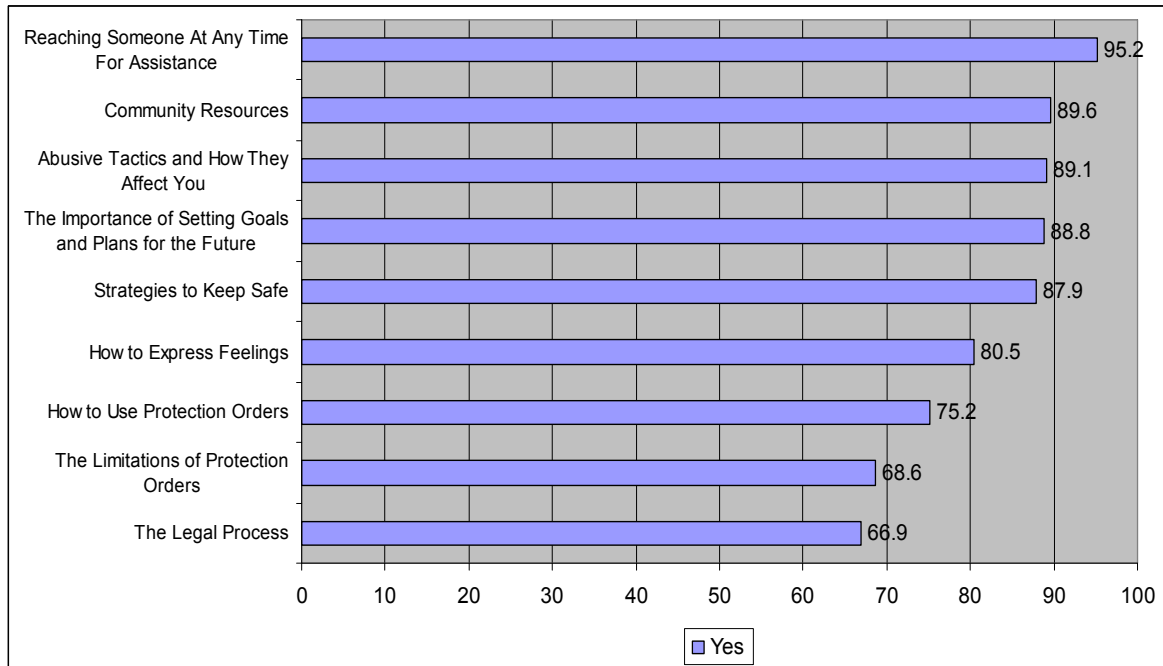
Figure 12. How Domestic Violence Services Helped Victims by Number of Contacts



Victims were asked whether staff talked about specific domestic violence topics with them. Figure 13 shows that at least 80% of the victims report that staff discussed at least one of the following topics with them: reaching someone at any time for assistance (95.2%), community resources (89.6%), abusive tactics and how they affect you (89.1%), the importance of setting goals and plans for the future (88.8%), strategies to keep safe (87.9%), and how to express feelings (80.5%). Questions regarding the legal process and protection orders are mentioned by fewer respondents. Because all victims do not require legal assistance, it is not surprising that the legal topics are discussed less frequently than the other topics.

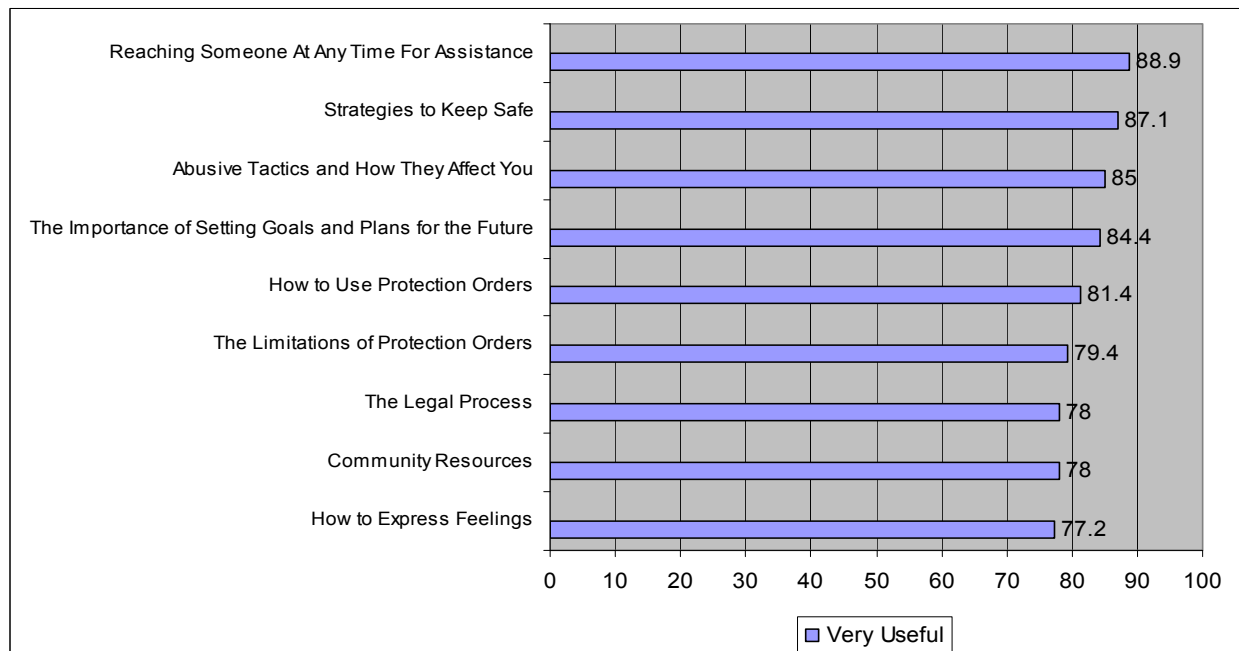


Figure 13. Percentages of Victims Indicating Staff Talked About Topics



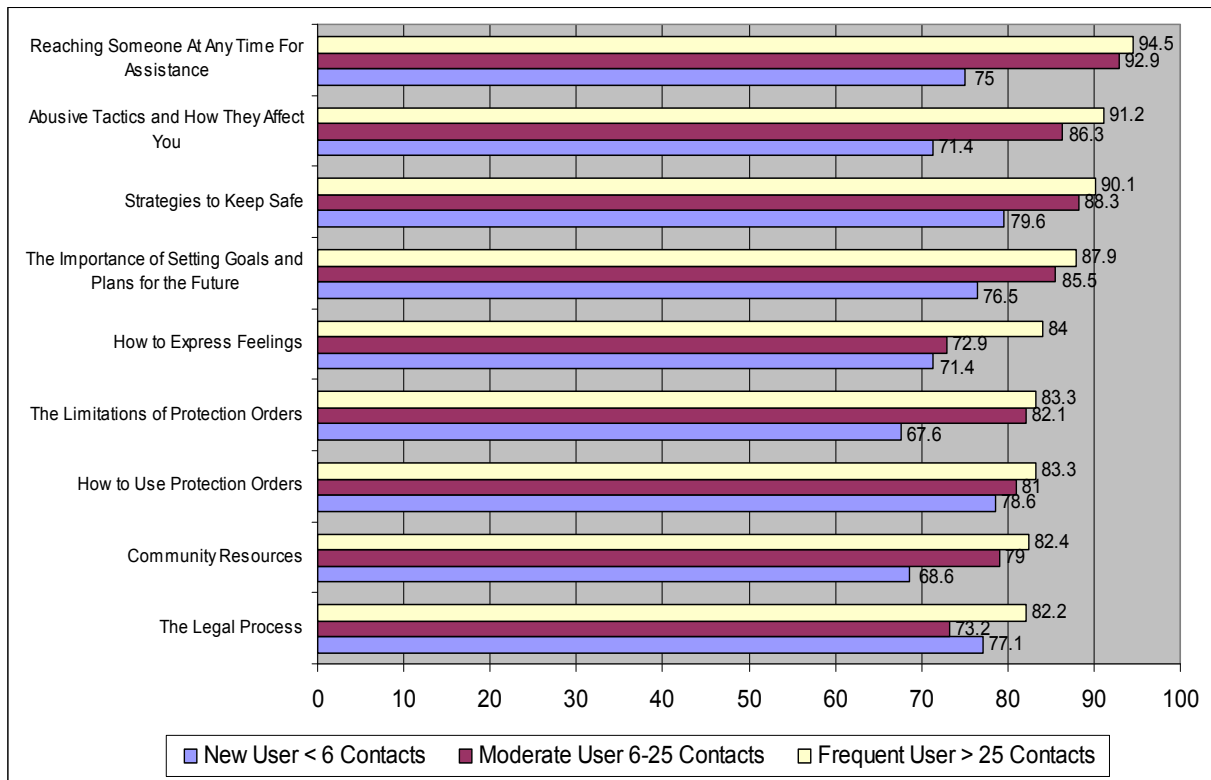
After indicating which topics were discussed by staff, victims were asked to rate the usefulness of the topics. Topics that are most useful include: reaching someone at any time for assistance (88.9%), strategies to keep safe (87.1%), abusive tactics and how they affect you (85%), and the importance of setting goals and plans for the future (84.4%). The ratings of the remaining topics ranged from 77.2% to 81.4%. (See Figure 14)

Figure 14. Percentages of Victims Reporting Topics as “Very Useful”



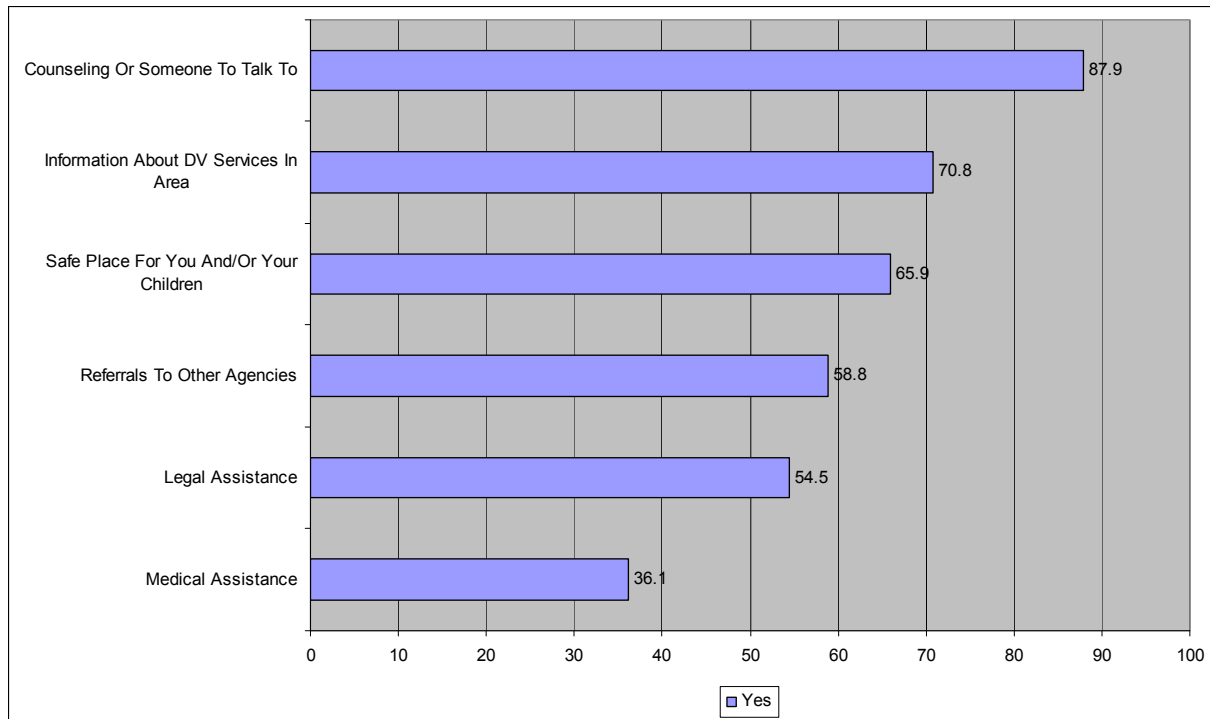
Frequent users of domestic violence services tend to find the services more useful than moderate users or new users of domestic violence services. Figure 15 shows that for most of the services, there is a large difference between the perceptions of usefulness on the parts of frequent users and new users. For all of the items except how to use protection orders and the legal process, there is at least a 10% difference in the perceptions of services being “very useful” when comparing frequent and new users.

Figure 15. Percentages of Victims’ Perceived Usefulness of Topics by Services Frequency



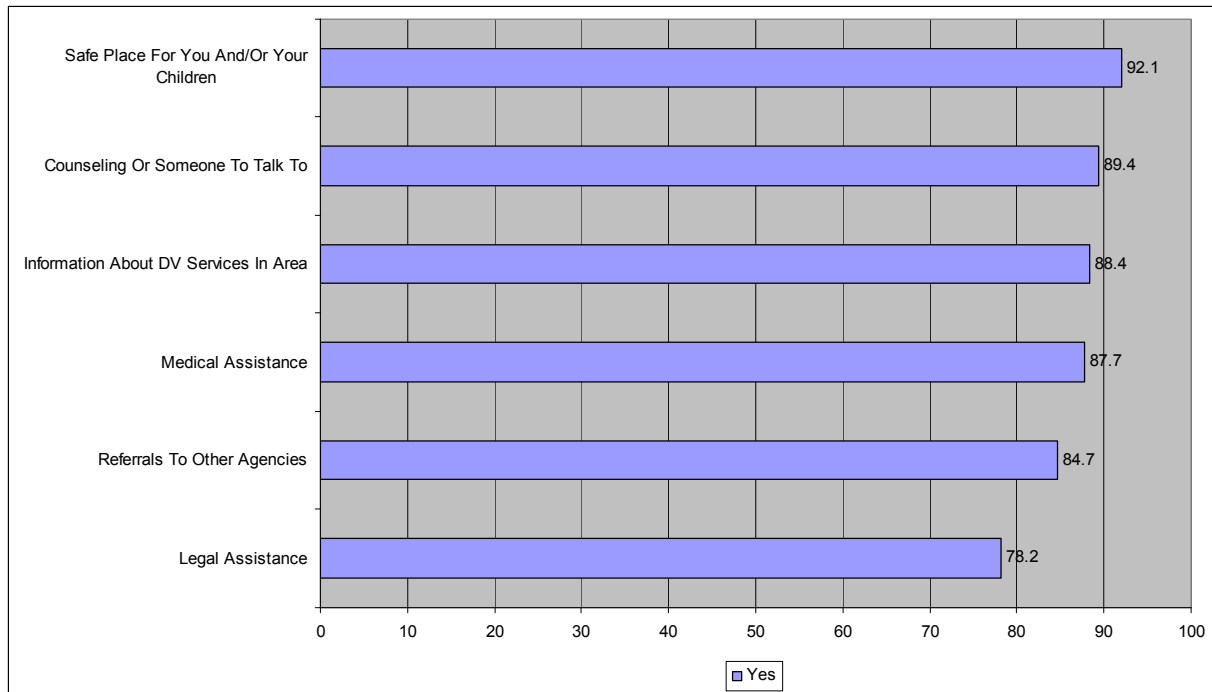
Victims were asked whether certain types of domestic violence services were needed in the past year. Figure 16 shows that most victims report counseling or someone to talk to (87.9%) as being a needed service, followed by information about domestic violence services in their area (70.8%), needing a safe place (65.9%), referrals to other agencies (58.8%), legal assistance (54.5%), and medical assistance (36.1%).

Figure 16. Percentage of Victims Indicating Types of Domestic Violence Services Needed



Victims were also asked whether their needs were met by services provided during the past year. Figure 17 shows that the service need most frequently mentioned as being met is a safe place for the victim and children (92.1%). In general, victims indicate that their needs were met with regard to counseling or someone to talk to (89.4%), receiving information about domestic violence services in the area (88.4%), medical assistance (87.7%), and referrals to other agencies (84.7%). Slightly more than three-quarters (78.2%) of victims indicated that their needs are met in the area of legal assistance.

Figure 17. Percentage of Victims Indicating Domestic Violence Service Needs Were Met



If victim's needs were **not** met, they were given the opportunity to provide more information. Some of the responses are included below.

- Waiting on referrals takes a long time
- Counselors don't have time for everyone
- I can't afford legal fees so I can't get a divorce
- My counselor insinuated that I must have done something to spark the abuse
- I was told that I had to be in the program for a longer length of time to be helped
- Kansas Legal Services didn't take me seriously and didn't call back
- I am still working on getting a counselor
- Law enforcement and legal entities did not offer information or assistance
- Overall law enforcement support and understanding regarding domestic violence is very poor
- There are not enough legal staff to help and attorneys are expensive
- I couldn't get a safe place because my son was too old so I would have to leave him behind
- I needed dental care
- No one seemed to know what services were available
- My ex has not obeyed the court even after he sexually assaulted me
- I did not know what support services are out there for women of domestic abuse
- I wasn't informed by staff about what was available
- There wasn't a domestic violence program in our area

To assess awareness of services, victims were asked “When you first decided to get help, did you know where to go to receive domestic violence services?” Three out of five victims (61%) did not know where to go to receive domestic violence services when they first decided to get help. For those who indicated that they did know where to go for services (i.e., answered “yes”), a series of follow-up questions was asked to determine which services they were aware of that were offered by the domestic violence program. Victims were most aware of the availability of shelter (81.1%), education and support (74.3%), and information and referral (73.8%).

Figure 18. Percentages of Victims’ Knowledge of Where to Get Domestic Violence Services

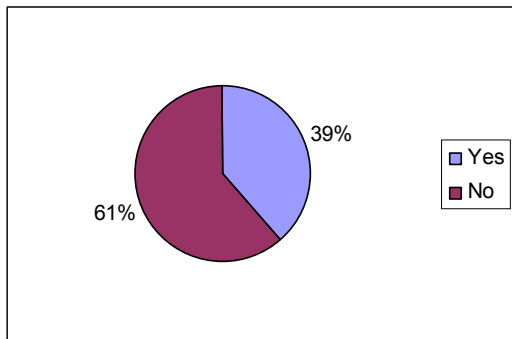
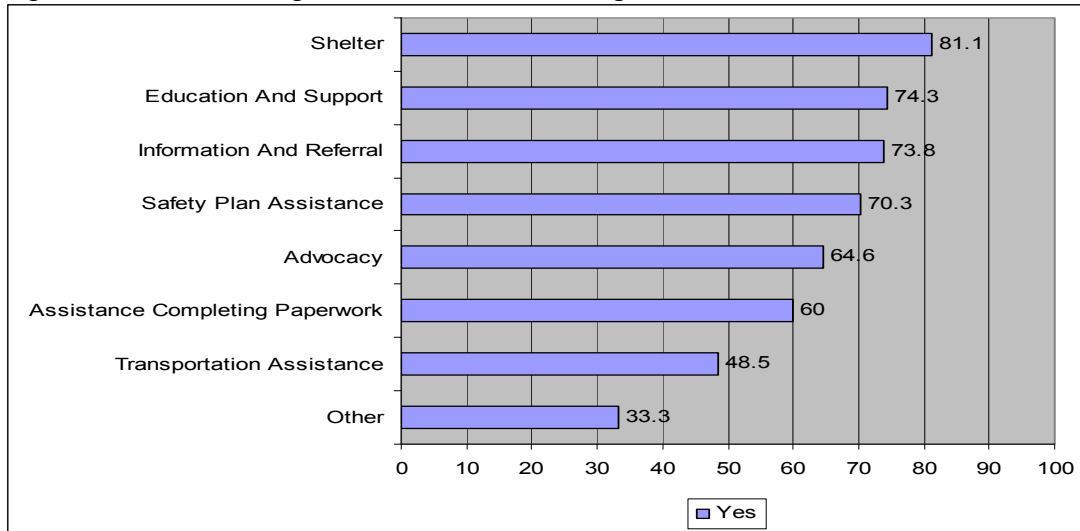
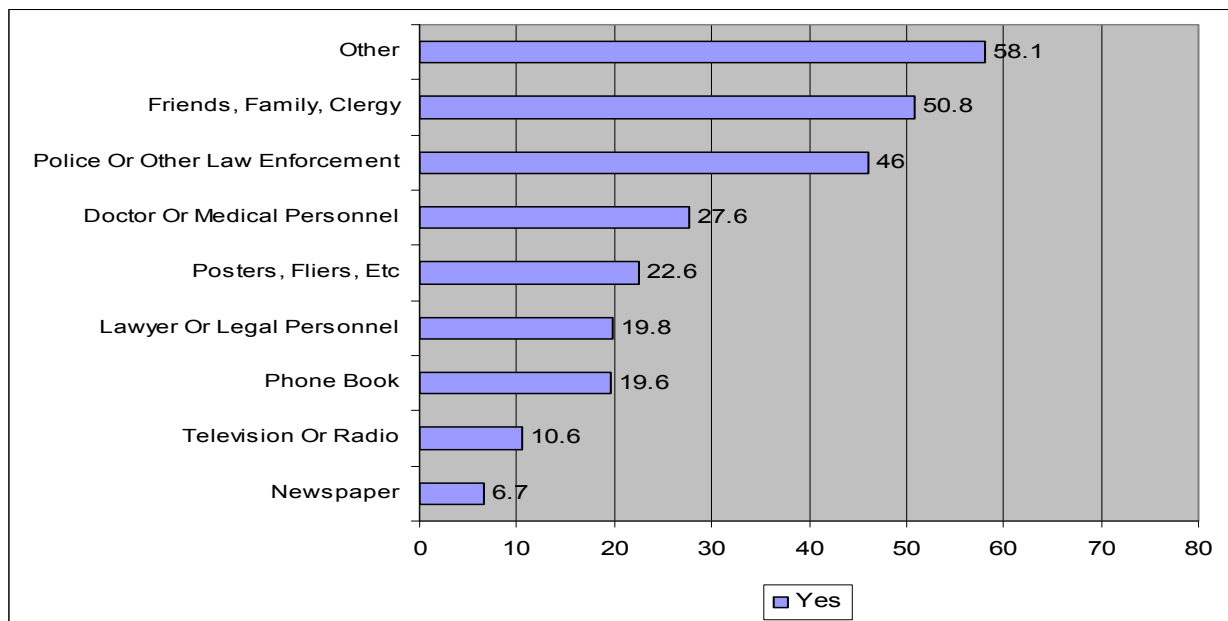


Figure 19. Percentage of Victims’ Knowledge of Services Available



Victims could learn about domestic violence services from more than one source. Most frequently mentioned ways that victims learned about domestic violence services is the category “other,” with 58.1% of victims indicating they heard about services from a source different than the ones that were provided. These “other” methods are through other agencies (18 respondents), Kansas Social and Rehabilitation Services personnel (18), the Internet (5), or self knowledge (4). The next most frequently indicated sources in order are: family, friends and clergy (50.8%), police or other law enforcement (46%), doctors or medical personnel (27.6%), posters or fliers (22.6%), lawyers or legal personnel (19.8%), the phone book (19.6%), the television or the radio (10.6%), and the newspaper (6.7%).

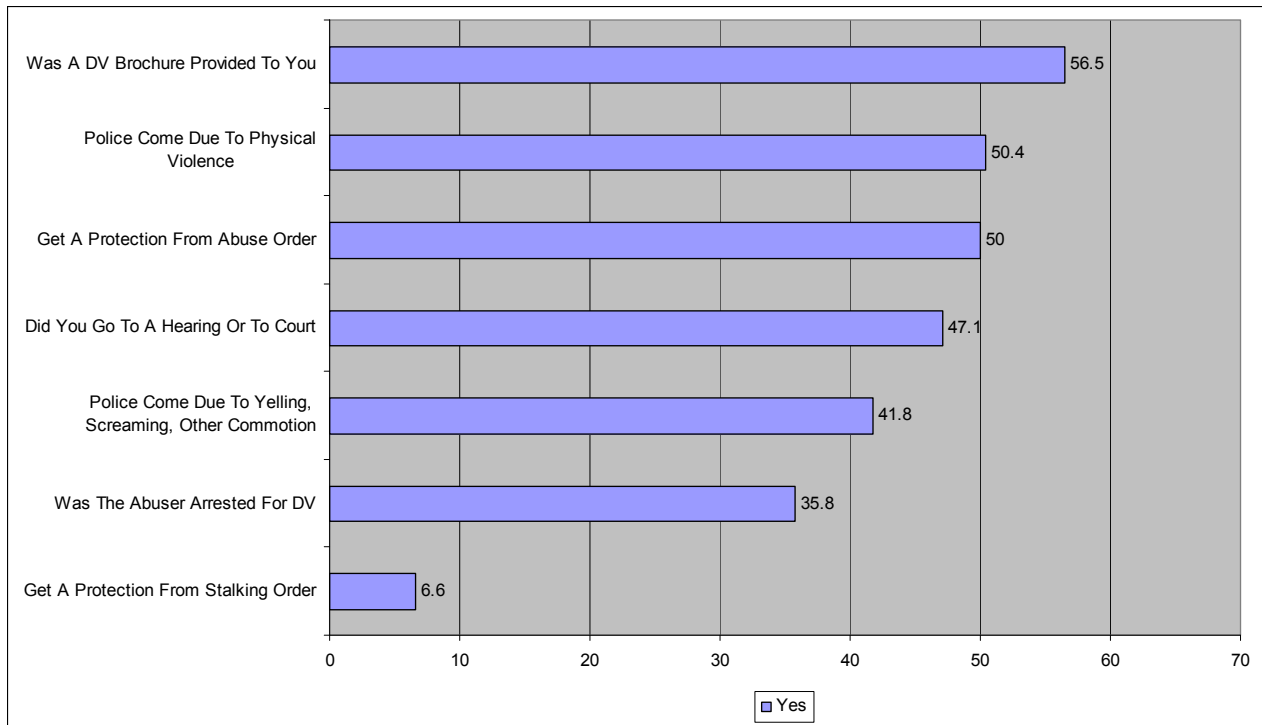
Figure 20. Percentage of Victims Learning About Domestic Violence Services Through Specific Sources



When asked which do you feel is most useful for delivering information about domestic violence, ‘police’ is most commonly mentioned (14.1%), followed by friends, family, and clergy (12.9%); posters and fliers (7.4%); and other ways (such as through other agencies, SRS as noted above).

Victims were asked questions about the involvement of law enforcement and the courts. A little more than half of the victims (56.5%) indicate that they received a domestic violence brochure. About half have received a protection from abuse order (50%), or had a situation where the police intervened due to physical violence (50.4%). About 47% had a hearing or went to court. For 35.8% of the women, the abuser was arrested for domestic violence, and only 6.6% received a protection from stalking order.

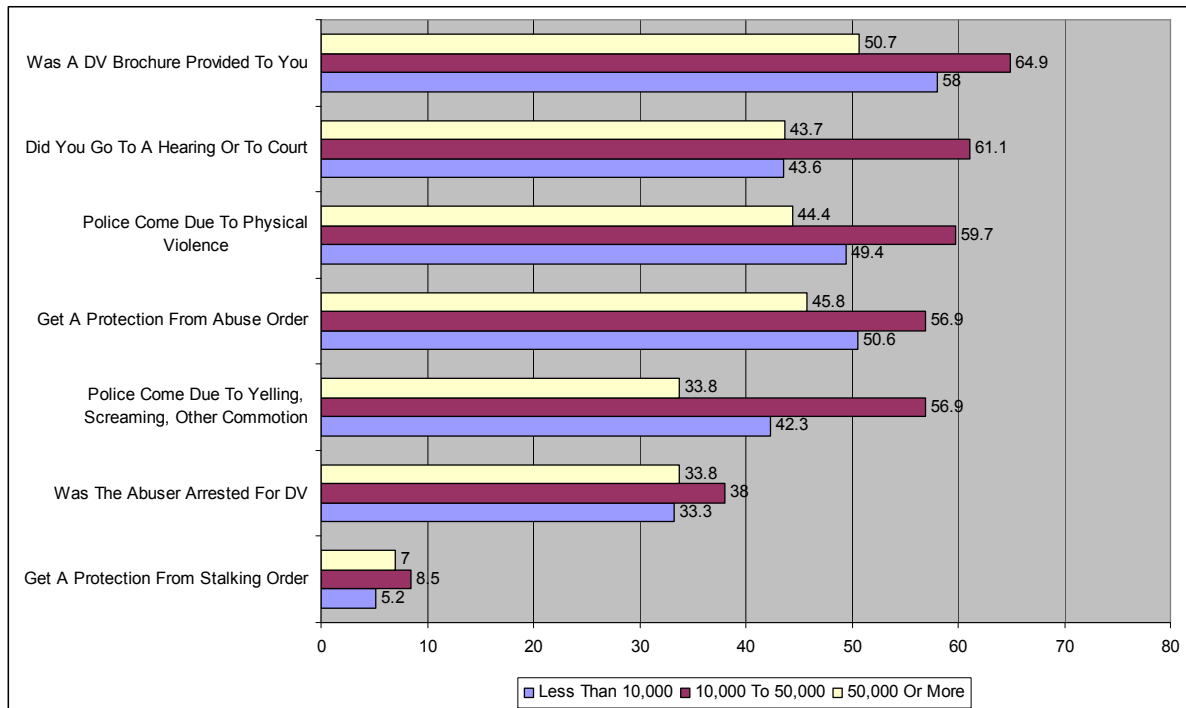
Figure 21. Percentage of Victims With Law Enforcement Or Court Experiences



Further review of the data showed that among women indicating that the police intervened due to physical violence, only 62% of those women indicate that the abuser was arrested for domestic violence, and only 57.7% indicate that they received a domestic violence brochure.

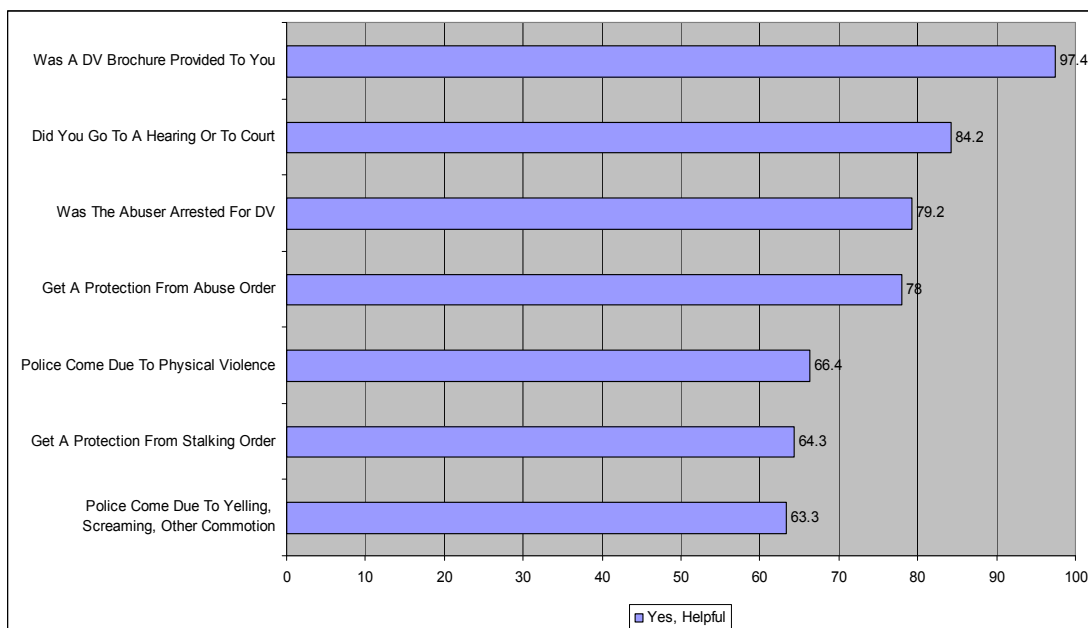
Examining results by victim town size, victims from mid-sized towns are more likely to experience all forms of law enforcement or court involvement than victims from small or large towns.

Figure 22. Percentage of Victims with Law Enforcement Experiences by Town Size



Victims were asked whether these law enforcement or court activities were helpful. Victims report that brochures are most helpful (97.4%) followed by a hearing or court involvement (84.2%), the abuser being arrested (79.2%), and getting a protection from abuse order (78%). The police intervening due to yelling (63.3%), getting a protection from stalking order (64.3%), and the police intervening due to physical violence (66.4%) are least helpful, although more than 60% of the victims indicate that these activities are helpful.

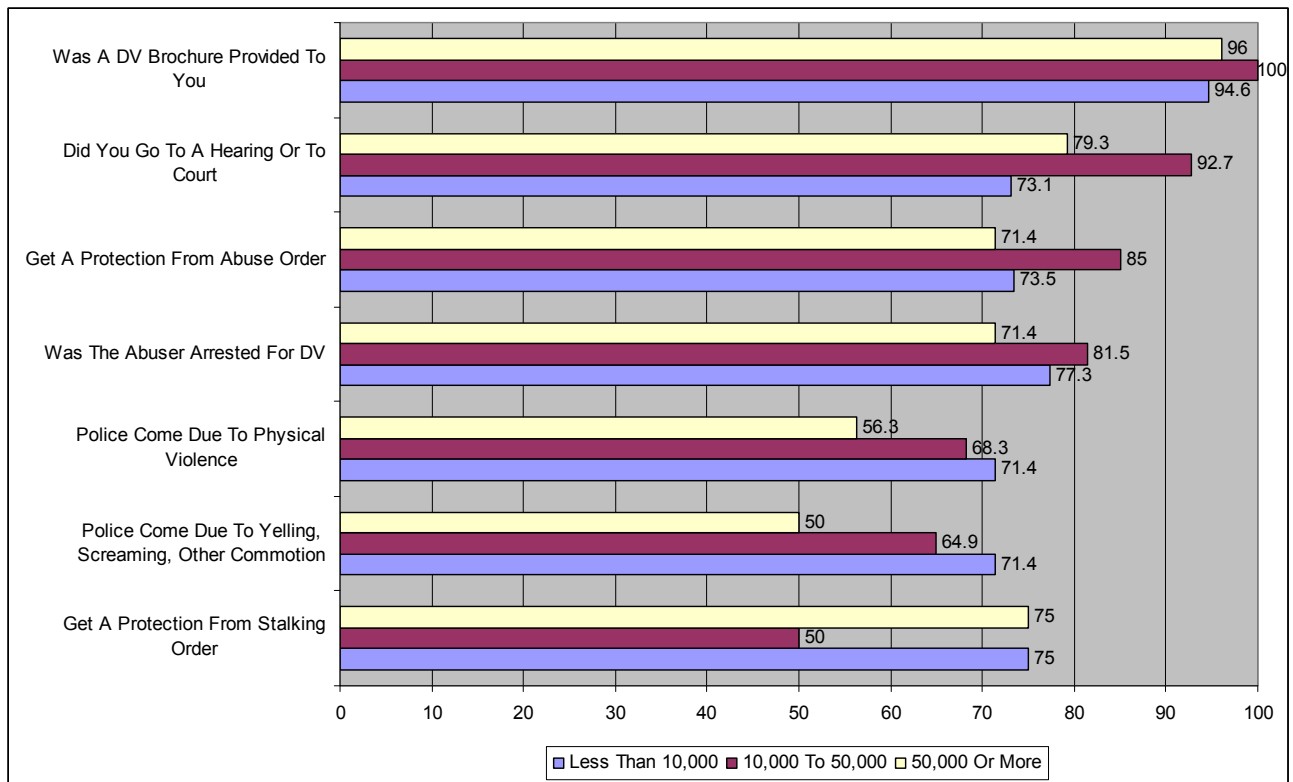
Figure 23. Reported Helpfulness of Law Enforcement or Court Experiences





Analyzing reported helpfulness by hometown size, victims from mid-sized towns report the following activities as being more helpful when compared to victims from small or large towns: being provided a DV brochure, going to a hearing or to court, getting a protection from abuse order, and the abuser getting arrested. The police intervening either due to physical violence or due to yelling or screaming is most useful for small town victims (71.4% and 71.4%, respectively), followed by mid-sized town victims (68.3% and 64.9%, respectively), and lastly by large town victims (56.3% and 50%, respectively).

Figure 24. Reported Helpfulness of Law Enforcement or Court Experience by Home Town Size

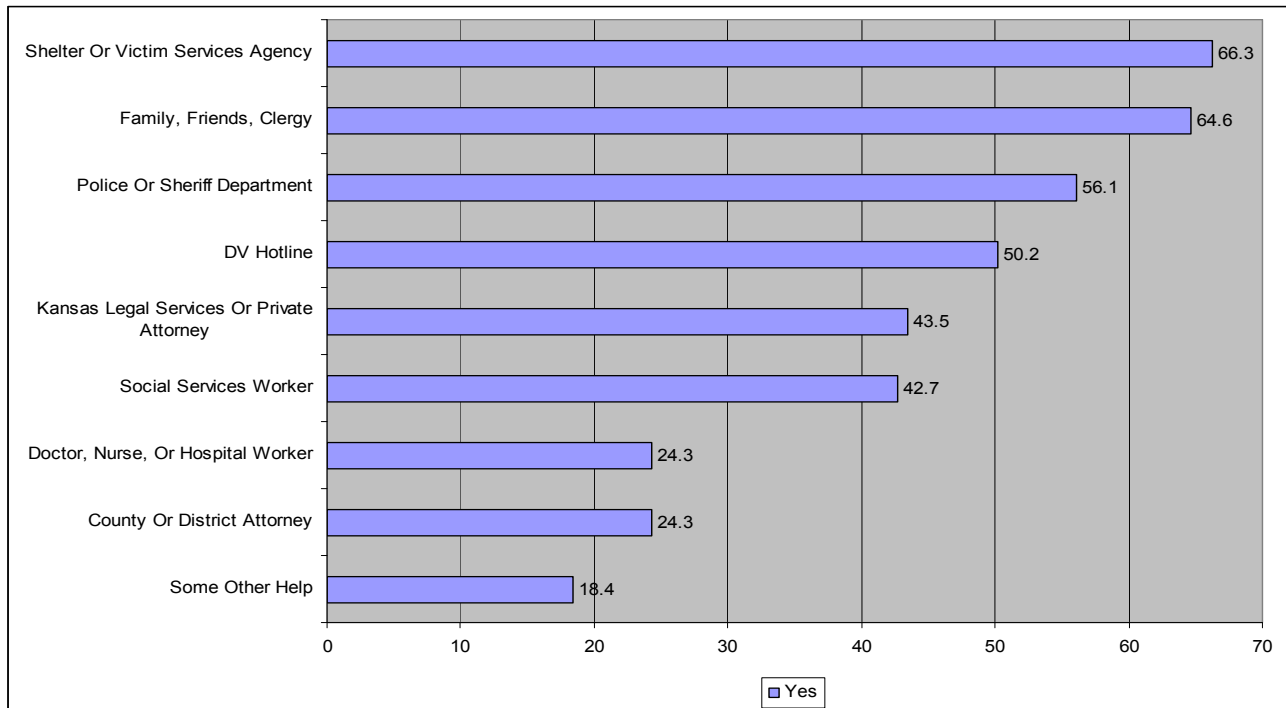


When asked about satisfaction with help from courts and the police, about half of the victims report being generally satisfied with court assistance help (50.5%) and law enforcement help (46.9%). Victims were given the opportunity to indicate why law enforcement or court experiences were **not** helpful. Some of the comments include:

- The order was not helpful because of its wording which said stay way from my home & work but he got to me everywhere else
- If you can't provide proof of stalking, you can't get an order for protection (a neighbor or someone else must see it)
- The police didn't stand by while I gathered my things so I was afraid, the abuser was never prosecuted
- He did not get any (jail) time
- I felt as if I didn't matter
- I never received a brochure from police
- I was treated in a degrading way by sheriff's office
- I wouldn't ever call the police for fear of losing custody of the kids
- My abuser is a cop's son
- My child was taken out of the home
- Not enough is being done
- The police arrested both of us because I hurt him trying to get away from him
- The police did not enforce the protection from abuse order when my abuser came to my work
- The police threatened child protective services involvement
- The protection order made things worse
- My pastor was mad, he felt I shouldn't have done that to my husband
- My husband became more difficult
- My abuser had lots of protection from abuse and protection from stalking violations, nothing happened
- Local officers knew my abuser and they did not want to do anything about him
- They did not find my abuser because he hid out
- They didn't take him to jail
- They took a report, but did not give any information

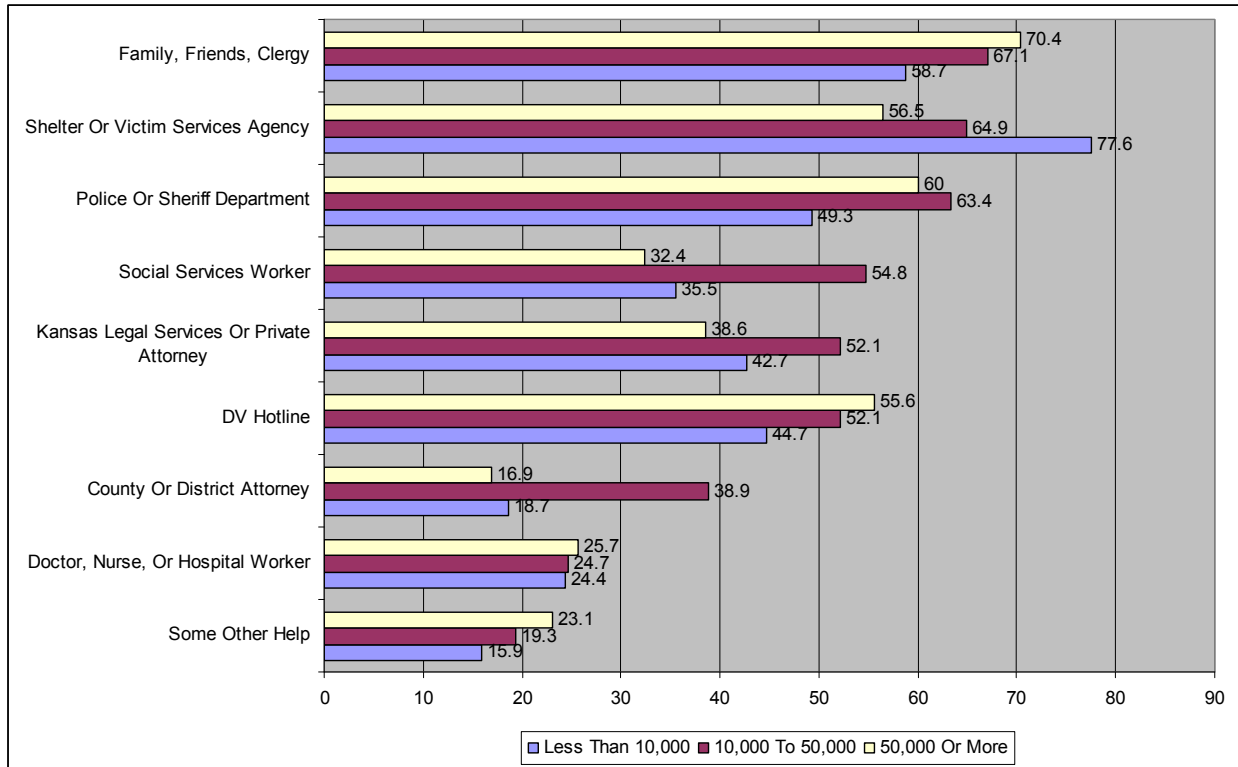
Victims were asked what agencies or individuals they requested help from during the past year due to domestic violence, and whether they were satisfied with the services they received. Agencies/individuals victims most frequently sought assistance from are: shelters or domestic violence agencies (66.3%); family, friends, or clergy (64.6%); police or sheriff department (56.1%); and a domestic violence hotline (50.2%). Less frequently mentioned are Kansas Legal Services or a private attorney (43.5%); a social services worker (42.7%); a doctor, nurse, or hospital worker (24.3%); a county or district attorney (24.3%); and some other source (18.4%).

Figure 25. Agencies or Individuals Victims Sought Assistance From



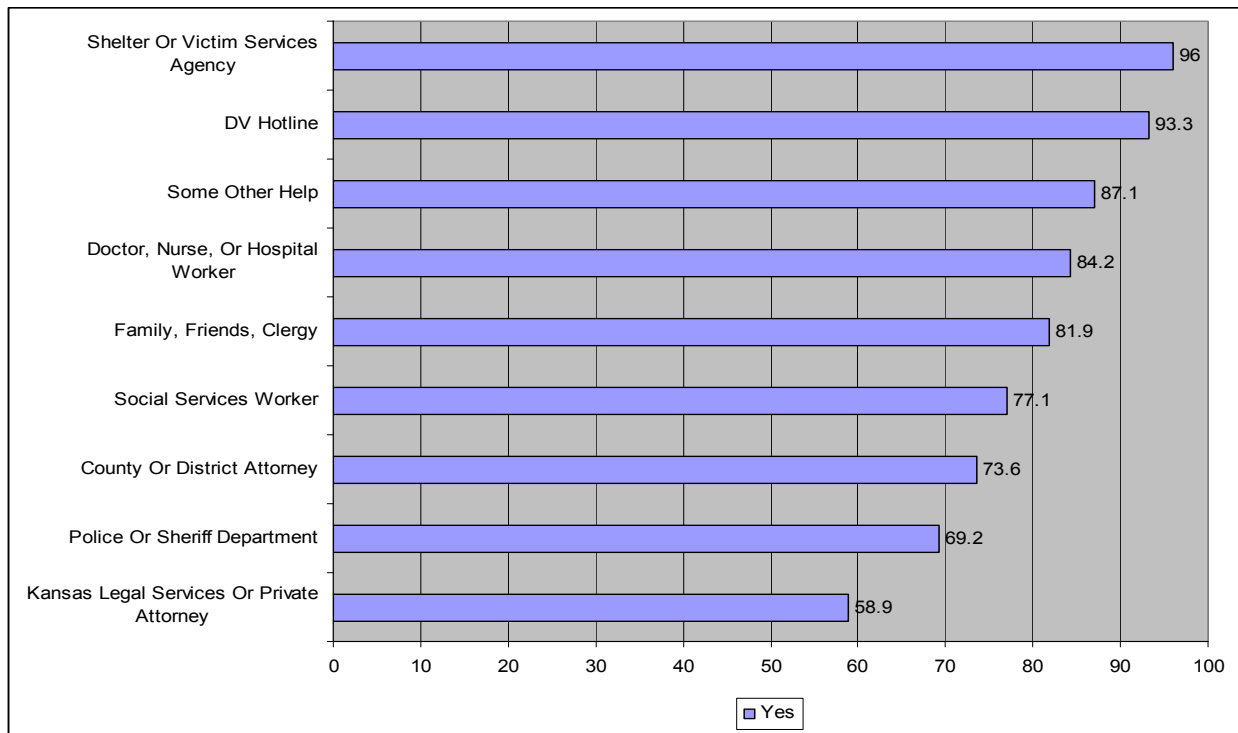
Individuals from larger and mid-sized towns are more likely to seek assistance from friends, family, or clergy, and small town victims are more likely to seek assistance from shelters or a domestic violence hotline. Individuals from mid-sized towns are more likely to seek assistance from social workers, Kansas Legal Services/private attorneys, or county or district attorneys than individuals from small or large towns.

Figure 26. Agencies or Individuals Victims Sought Assistance From by Town Size



When asked to rate satisfaction with these agencies or individuals, victims are most satisfied with assistance from shelter or victims service agencies (96%), domestic violence hotlines (93.3%), other assistance (87.1%), or doctors, nurses, and hospital workers (84.2%). Victims are least satisfied with assistance from Kansas Legal Services or private attorneys (58.9%), the police or sheriff's department (69.2%), and county or district attorneys (73.6%).

Figure 27. Victim Satisfaction With Assistance From Agencies or Individuals



Victims who were **not** satisfied with the assistance they received were given the opportunity to indicate why. Some of the reasons are given below:

- They didn't seem concerned
- I received no return phone call
- I didn't feel helped
- No one had money to help me
- Services were too far away
- The police told me to go to another station
- They made me feel like I was a criminal too and not a victim
- Seems like it takes someone to get hurt before action is taken
- The county attorney wouldn't help, he told my husband what I was doing
- When you call you are on hold way too long
- They discounted my story and said it was not that bad, that farmers are always short tempered
- My family, the hospital staff, and some social workers were not supportive and did not care
- He was only told to leave, they didn't arrest him or fine him
- I needed financial aid in so many ways
- The police didn't give me info about the shelter or DV
- Our pastor asked if I made him angry
- The hotline worker was very short with me and asked me, "Well, what do you want me to do?"
- My nurse said to stay in contact with my abuser for support
- Legal aid is not returning phone calls, there seems to be always an excuse

When victims are asked whether they thought people in their town had enough access to information about domestic violence, 54% answer “no,” while 46% answer “yes.” When reviewing results by town size, victims from larger towns (53.4%) are more likely to say “yes” than victims from middle sized (43.8%) or smaller towns (36.8%).

Figure 28. Percentage of Victims Indicating People in Their Town Have Enough Access To Information About DV

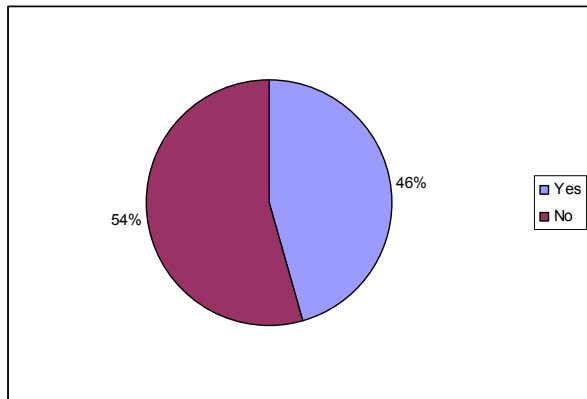
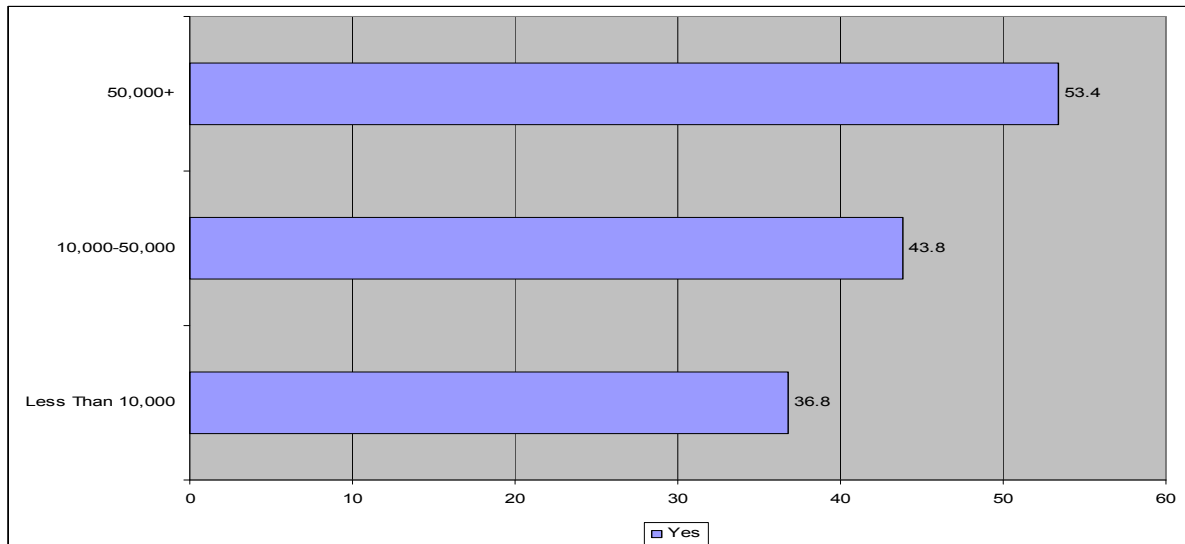


Figure 29. Percentage of Victims by Town Size Indicating People Have Enough Access to Information About DV



Victims were asked “How would you improve domestic violence services in Kansas?” Analysis of the results from this open-ended question show the following major response groupings (and number of comments): more advertising or more awareness (60 respondents); improve or increase services (40); educate children, professionals, and community members about domestic violence (23); improve laws and law enforcement response, or increase jail time for abusers (22); and other (10).

Table 14. Victims' Suggestions for Improving Domestic Violence Services

More Advertising Or More Awareness	60
Improve Or Increase Services	40
Teach children, professionals, community members	23
Improve laws, law enforcement response, jail time	22
Other	10

Examples of responses include:

- Better transportation services when people don't have a car
- Get the word out, be more visual
- Give the counselors and people who work with the victims more resources
- Help educate young girls about abusive boyfriends
- Helping the community to be more aware of what domestic violence is, where you can go for help
- Let people know that it is important to report domestic violence and get out of the situation
- More education for young people still in high school and college – make it mandatory!
- More public information on radio, TV, and the Internet
- More spaces in shelters and more advocates to help
- More support groups/services available in smaller towns
- Standardize training for law enforcement, judges, attorneys, physicians



## Domestic Violence – General Population Perceptions

All respondents were asked to rate the importance of women’s health issues on a scale of 0 to 10 with 0 meaning “not important at all” and 10 meaning “extremely important.” The issues respondents were asked to rate (in the order they were presented on the survey) were diet and exercise, cancer, smoking, alcohol and drugs, heart disease, and domestic violence. Domestic violence rates third (with a mean of 8.95), following closely behind cancer (9.14) and heart disease (9.10). Diet and exercise (8.92), smoking (8.89), and alcohol and drugs (8.85) are rated as less important than domestic violence.

Table 15. Mean Ratings All Respondents Importance of Topics as a Women’s Health Issue

	Mean Rating
Cancer	9.14
Heart Disease	9.10
Domestic Violence	8.95
Diet And Exercise	8.92
Smoking	8.89
Alcohol And Drugs	8.85

When comparing the mean response between victims from metropolitan areas, or “Metro” areas (as defined by US Census) and nonmetropolitan areas, or “Non-Metro” areas, the Metro group tends to rate these health topics as slightly more important than Non-Metro respondents (differences ranged from 0.01 to 0.23) excluding alcohol and drugs which are rated nearly equally among the two groups. Metro respondents rate domestic violence (9.02) slightly higher than Non-Metro respondents (8.91).

Table 16. Comparison of Mean Ratings Metro vs NonMetro

	Metro	NonMetro
Cancer	9.23	9.09
Heart Disease	9.17	9.06
Smoking	9.04	8.81
Domestic Violence	9.02	8.91
Diet And Exercise	9.02	8.87
Alcohol And Drugs	8.84	8.85

Victims rate smoking (8.49) and alcohol and drugs (8.48) as slightly less important than nonvictims. Nonvictims also show slightly higher ratings for the importance of heart disease (9.10) and diet and exercise (8.94) as women’s health issues than victims. The means for the remaining health topics vary little by group (with differences ranging from 0.02 to 0.18).

Table 17. Comparison of Mean Ratings Nonvictims vs Victims

	NonVictim	Victim
Cancer	9.14	9.16
Heart Disease	9.10	9.06
Domestic Violence	8.94	9.04
Diet And Exercise	8.94	8.76
Smoking	8.94	8.49
Alcohol And Drugs	8.89	8.48

Importance ratings of health topics vary little with regard to region of the state. Table 18 shows that, except for smoking and “alcohol and drugs”, respondents living in the eastern portion of the state tend to rate the health issues higher in importance than respondents living in the Central and the Western regions of the state. For the topics of smoking, and alcohol and drugs, the Central region respondents show the highest importance ratings.

Table 18. Comparison of Mean Ratings Western, Central, and Western Kansas\*

	Eastern	Central	Western
Heart Disease	9.22	9.09	8.99
Cancer	9.21	9.11	9.10
Diet And Exercise	9.07	8.85	8.85
Domestic Violence	9.02	8.98	8.85
Smoking	8.88	9.00	8.78
Alcohol And Drugs	8.83	8.89	8.82

\* For all region-level analyses, counties assigned as follows:

Western Kansas Counties

Cheyenne Clark Comanche Decatur Edwards Ellis Finney Ford Gove Graham Grant Gray Greeley Hamilton Haskell Hodgeman Kearny Kiowa Lane Logan Meade Morton Ness Norton Pawnee Phillips Rawlins Rooks Rush Scott Seward Sheridan Sherman Stanton Stevens Thomas Trego Wallace Wichita

Central Kansas Counties

Barber Barton Butler Clay Cloud Cowley Dickinson Ellsworth Harper Harvey Jewell Kingman Lincoln Marion McPherson Mitchell Osborne Ottawa Pratt Reno Republic Rice Russell Saline Sedgwick Smith Stafford Sumner Washington

Eastern Kansas Counties

Allen Anderson Atchison Bourbon Brown Chase Chautauqua Cherokee Coffey Crawford Doniphan Douglas Elk Franklin Geary Greenwood Jackson Jefferson Johnson Labette Leavenworth Linn Lyon Marshall Miami Montgomery Morris Nemaha Neosho Osage Pottawatomie Riley Shawnee Wabaunsee Wilson Woodson Wyandotte

All survey respondents, **including** the nonvictims who completed the abbreviated telephone survey and were screened out of some analyses, were asked whether they knew someone (not including themselves) who was a victim of domestic violence. Table 19 shows the percentage of “yes” responses. Results are similar across all respondent classifications (Metro, NonMetro, Western, Central, or Eastern Kansas, or Statewide), with results ranging from 28.6% to 30.8%. The statewide average is 30%.

Table 19. Do You Currently Know Someone, Not Including Yourself, Who is a Victim of DV?

	Yes%
Metro	28.6
NonMetro	30.8
Western Kansas	30.8
Central Kansas	28.6
Eastern Kansas	30.6
Statewide	30.0

All respondents who completed the survey were asked whether they had heard anything or read anything in the past year about domestic violence services offered in Kansas. The percentage of respondents answering “yes” to this question ranges from 59.8% to 63.9%. The statewide average is 62.6%.

Table 20. In The Past Year or So, Heard Anything or Read Anything About DV Services in Kansas?

	Yes%
Metro	61.1
NonMetro	63.5
Western Kansas	63.9
Central Kansas	63.7
Eastern Kansas	59.8
Statewide	62.6

Respondents who completed the full phone interview (i.e., **not including** the screened out respondents, who received the abbreviated version) were asked a series of statements about domestic violence. Results are similar across all respondent classifications for three of the questions “Domestic violence is a widespread problem in Kansas” (with percentages ranging from 91.6% to 93.8%), “Domestic violence continues because most women stay with the men who abuse them” (ranging from 95.1% to 96.1%), and “Many women have to choose between living on their own and being poor, or staying in the home where they are being battered” (ranging from 89.5% to 92%). See Tables 21, 22, and 23.

Table 21. Domestic Violence Is A Widespread Problem In Kansas.

	Combined Strongly Agree and Agree%
Metro	92.0
NonMetro	92.9
Western Kansas	93.8
Central Kansas	91.6
Eastern Kansas	92.2
Statewide	92.6

Table 22. DV Continues Because Most Women Stay With The Men Who Abuse Them.

	Combined Strongly Agree and Agree%
Metro	95.6
NonMetro	95.8
Western Kansas	95.1
Central Kansas	96.1
Eastern Kansas	95.9
Statewide	95.7

Table 23. Many Women Have to Choose Between Living on their Own and Being Poor, or Staying in the Home Where They are Being Battered.

	Combined Strongly Agree and Agree%
Metro	92.0
NonMetro	89.9
Western Kansas	91.8
Central Kansas	89.5
Eastern Kansas	91.0
Statewide	90.8

For three other questions, there were differences by respondent classification. Table 24 shows that both individuals from Western Kansas and from NonMetro regions of the state are most likely to agree that “If a husband abuses his wife in their home, it is none of my business” (with 17.5% and 16% agreement, respectively). Table 25 (next page) shows NonMetro and Western Kansas respondents are also more likely to strongly agree or agree that “Leaving a relationship can be more dangerous than staying in a relationship” (with 48.7% and 47.5% agreement, respectively).

Table 24. If a Husband Abuses His Wife in Their Home, It is None of My Business.

	Combined Strongly Agree and Agree%
Metro	8.5
NonMetro	16.0
Western Kansas	17.5
Central Kansas	11.4
Eastern Kansas	9.7
Statewide	13.1

Table 25. Leaving a Relationship Can Be More Dangerous Than Staying in a Relationship

	Combined Strongly Agree and Agree%
Metro	42.0
NonMetro	48.7
Western Kansas	47.5
Central Kansas	46.1
Eastern Kansas	44.3
Statewide	46.0

Table 26 shows percentages for those respondents who strongly disagree with the statement “Domestic violence occurs only in poor, urban areas.” Unlike the previous tables, very few respondents indicated strongly agree, agree, or disagree with this statement, while a substantial portion indicated that they strongly disagreed with this statement. As such, the percentages of those respondents who strongly disagree with the statement are presented in Table 26.

Table 26. DV Occurs Only In Poor, Urban Areas

	Strongly Disagree%
Metro	43.7
NonMetro	32.3
Western Kansas	33.9
Central Kansas	34.6
Eastern Kansas	42.1
Statewide	36.7

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## Appendix 1 Sociodemographics of Samples and Adult Kansas Women

		Adult Kansas Female Population*	General Population Survey	Victims: Nonseekers of Service	Victims: Service Seekers
Age (of those over 18)	21 year or older	95.49	98.60	96.6	96.3
	25 years or older	86.46	96.00	90.3	86.1
	50 years or older	43.55	57.40	36.3	11.9
	60 years or older	22.42	34.50	19.4	2.9
	65 years or older	17.08	26.30	13.5	0.4
Hispanic Origin		9.77	4.60	6.66	11.59
Racial Background	White	82.01	90.99	86.61	81.03
	Black or African American	5.63	2.46	3.77	10.78
	Biracial	2.08	1.16	1.26	2.59
	Asian	2.04	1.64	2.09	0.43
	American Indian or Alaskan Native	0.94	0.34	1.26	4.31
	Native Hawaiian or Other Pacific Islander		0.07	0.42	0
	Some Other Race		3.34	4.60	0.86
Employment Status	employed		60.70	66.10	47.3
	not currently employed		39.30	33.90	52.7
	disabled		7.05	9.50	15.64
	retired		25.40	15.00	x
Household Income	Less than \$10,000	7.93	5.91	4.93	24.90
	\$10,001 to \$20,000	12.11	14.77	14.80	21.66
	\$20,001 to \$30,000	13.42	10.97	10.76	19.75
	\$30,001 to \$40,000	11.82	12.66	12.56	10.19
	\$40,001 to \$50,000	10.46	18.14	19.28	12.10
	\$50,001 to \$60,000	18.97	13.50	13.45	7.64
	Over \$60,000	33.38	24.05	24.17	3.82
Education Achieved	Less than high school	10.36	7.70	11.43	19.34
	High school diploma or equivalency	82.8	92.30	93.33	80.66
	Some college	54.39	74.40	66.66	55.90
	College degree	30.79	24.50	36.25	29.30
Number of children	0		40.21	38.98	**
	1		23.78	25.20	13.28
	2		22.03	20.87	25.78
	3		10.14	10.63	19.14
	4		3.15	3.54	9.38
	6		0.70	0.79	4.69
	7 or more		0.00	0.00	2.73

\* Data from 2005 American Community Survey, downloaded at [factfinder.census.gov](http://factfinder.census.gov)

\*\* 25% of respondents left this item, "How many children do you have?" unanswered, and no respondent answered that they had no children

**Appendix 2  
Telephone Survey Instrument**

**Women's Health Survey (DV)  
Publication Version**

**A: INTRODUCTION (ALL)**

Hi! I'm calling from Fort Hays State University in Hays, Kansas. We are conducting a survey about women's health issues for the State of Kansas. I need to speak with the adult female in the house who is 18 years of age or older.

IF FEMALE Is that you?

IF MALE Is she available?

If he says no "when is a good time to reach her?"

If evasive "ok, we'll try back some other time"

If no female "thanks for your time, code as quota filled"

NO FEMALE – DONE
------------------------

Note: Throughout the instrument, there is a response called Quick Exit given the code 777. This will allow surveyors to quickly take the respondent to the demographic questions (and past all the domestic violence questions) should it become necessary for the respondent's safety.

## **B. GENERAL HEALTH QUESTIONS**

Q: Q1

First, we want to ask some general health questions. How would you describe your own health? Is it excellent, very good, good, fair, poor, or very poor?

- 1 Excellent
- 2 Very Good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Very Poor
- 8 DON'T KNOW
- 9 REFUSED

Q: Q1a-f

Please rate the importance of the following women's health issues on a scale of 0-10 with 0 meaning not important at all and 10 meaning extremely important.

- a. How would you rate the importance of diet and exercise as a woman's health issue on a scale of 0 to 10?
- b. And how would you rate cancer?
- c. Smoking?
- d. Alcohol and drugs?
- e. Heart disease?
- f. Domestic violence?

**C: ASSESS WHETHER GOOD TIME TO COMPLETE SURVEY**

Q: Q2

While this survey will be about women’s health issues, in particular, we want to know whether Kansas women feel safe in their homes, and try to reduce the harm that Kansas women face due to intimate partner violence. The remaining questions will be about this topic. We are talking to women all over the state, and your assistance is very important to us. Most of our questions will be yes/no questions, and NONE of our questions will require you to give an open-ended answer to talk about your situation. But some questions may be sensitive. Because some women might want to answer these kinds of questions in private, I need to clarify that this is a good time for us to complete the survey.

Yes

Complete survey

IF BAD TIME –  
RESCHEDULE

No relationship

Probe relationship in last year  
If yes, continue. If no, to awareness (Sec L)

No

Ok. How about (offer other shifts)

Q:Q2a

[Once female agrees to do the survey, mention the following:]

Thank you for your participation. If you feel the need to get off the phone at any time for your safety, just say “I’m not interested” and hang up.

**D: ASSESS INTIMATE RELATIONSHIP**

Q: Q3

Now I need to ask if you have been in any kind of intimate relationship in the last year or so? In other words, were you either married or seeing someone romantically during the past year?

Yes/No

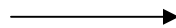
If no

Q:Q3a

Even though a relationship has ended, sometimes there is still contact, even if that contact is unwanted. Has someone from a previous relationship hurt you or harassed you in the past year?

Yes/No

If no to both, skip to awareness and demographics  
Yes to either Q3 or Q3a, continue



NO RELATIONSHIP  
SKIP TO AWARENESS  
AND DEMOGRAPHICS

## E: VICTIM IDENTIFICATION SECTION (MOSTLY PHYSICAL VIOLENCE)

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Q: Q5

This is a list of things that might happen when you and your partner have differences, or when a partner gets angry. Please tell us how many times you and your partner did each of these things in the last year. If you have had more than one relationship in the past year, you should think about the relationship that had the most tension and if none had tension, then you should think of the most recent relationship. Ok. Now thinking of your relationship with this person, how many times in the past year or so did the following occur? For example, if your answer is four times just say “4”.

- a. My partner clarified a position or suggested a compromise for a disagreement with me
- b. My partner showed respect for, or cared about my feelings about an issues we disagreed on
- c. **My partner insulted, swore at, or yelled at me (20+ times is abuse)**
- d. **My partner pushed me or shoved me**
- e. **My partner destroyed something belonging to me or threatened to hit me**
- f. **My partner insisted on sex when I didn't want to but did not use physical force (3+times is abuse)**
- g. I had a sprain, bruise, small cut, or pain the next day because of a fight with my partner
- h. **My partner slapped me, punched me, kicked me, or beat me up**
- i. **My partner strangled me or choked me**
- j. I went to see a doctor or needed to see a doctor because of a fight with my partner
- k. **My partner used physical force, like hitting, holding down or using a weapon, to make me have sex**
- l. **My partner used a weapon to hurt me**

<b>Any bold item that has occurred indicates physical abuse.</b>
--

**For all...**(How many times in the past year or so has this occurred?)

- 1 Once
- 2 Twice
- 3 3-6 times
- 4 7-10 times
- 5 11-20 times
- 6 20 or more times
- 7 Before this year
- 8 Never    88 DON'T KNOW    99 REFUSED

**F: CONTROLLING ABUSE ASSESSMENT SECTION**

Q: Q6

Sometimes one person in a relationship tries to control the other person in the relationship. Please tell us whether any of the following have occurred in the same relationship. In the past year or so....

- a. Did your partner keep you from seeing friends or family yes or no?
- b. Did your partner listen to your phone calls, or keep you from using the phone yes or no?
- c. Did your partner keep you from getting or keeping a job yes or no?
- d. Did your partner follow you, spy on you, or show up at your job, school, or friends' home to check up on you yes or no?
- e. Did your partner control all of the money, or give you little or no money yes or no?
- f. Did your partner threaten or harass you yes or no?

**For all items above...**

- 1 Yes
- 2 No
  
- 8 DON'T KNOW
- 9 REFUSED

**Any items that are answered yes indicate controlling abuse.**

**IF NO PHYSICAL/SEXUAL ABUSE AND NO CONTROLLING ABUSE**

Q:Q6aa

These questions focused only on the past year or so. Have you EVER experienced any abusive or controlling behaviors from an intimate partner in your lifetime?

**NO CURRENT ABUSE, SKIP TO AWARENESS SECTION** 

**IF ANY CURRENT PHYSICAL ABUSE OR ANY CURRENT EMOTIONAL ABUSE, CONTINUE**

HOWEVER, ONCE 1200 NONVICTIMS REACHED, WILL CHANGE SURVEY SO THAT ALL NONABUSED ARE DONE HERE.

“THAT’S ALL THE QUESTIONS I HAVE, THANKS FOR YOUR TIME.”





**G: POLICE SATISFACTION**

EITHER PHYSICALLY OR EMOTIONALLY ABUSED

Q: Q7

Sometimes the police become involved when things become difficult between a couple. In the past year or so, has a Kansas police officer, sheriff, or other law enforcement officer in Kansas been involved in a dispute between you and your intimate partner, yes or no?

- 1 Yes
- 2 No
- 8 DON'T KNOW
- 9 REFUSED

**If not yes, skip to needs questions**

**If yes, continue** ↓

Q: Q7a

Did the police ever come because YOU had called them, yes or no?

- 1 Yes
- 2 No
- 8 DON'T KNOW
- 9 REFUSED

Q: Q8a.

We'd like to know what kind of assistance you received and if it was helpful. Did the police come to break up a physical fight in the past year or so, yes or no?

- 1 Yes
- 2 No
- 8 DON'T KNOW
- 9 REFUSED

Q: Q8a1. If yes, was it helpful, yes or no?

- 1 Yes
- 2 No
- 8 DON'T KNOW
- 9 REFUSED

**Remaining questions follow same pattern above**

b. Did the police come to break up a verbal fight in the past year or so?

b1. If yes, was it helpful?

c. Did you get a protection from abuse order in the past year or so?

c1. If yes, was it helpful?

d. Did you get a protection from stalking order in the past year or so?

d1. If yes, was it helpful?

e. Was your partner arrested for domestic violence in the past year or so?

e1. If yes, was it helpful?

If yes to **any** of the above (a-d), get follow-ups:

f. Did the police ever provide you with a brochure about domestic violence?

f1. If yes, was it helpful?

g. Were you generally satisfied with the help that you received from the police?

h. Did you have to go to court? h1. If yes, was it helpful?

**H. NEEDS**

EITHER PHYSICALLY OR EMOTIONALLY ABUSED

Q: Q9

In Kansas, counseling, legal help, medical help, shelter, and other services are available for a woman who feels threatened or controlled by her partner. In the past year or so, did you seek any of those kinds of services in Kansas?

1 Yes (Skips to Q11)

2 No

8 DON'T KNOW

9 REFUSED

Q: Q10

Sometimes a woman wants to seek help, but for many possible reasons, doesn't. Did you consider getting help such as counseling, legal help, or medical help, yes or no?

1 Yes

2 No

8 DON'T KNOW

9 REFUSED

If no to both Q9 and Q10 (didn't get help, didn't think about getting help), skip to Children section

If yes to Q9 (got help), get Q11 series **AND** follow-ups

Q: Q11

We'd like to ask what types of domestic violence services were needed.

a. Did you need information about domestic violence services in your area, yes or no?

1 Yes

2 No

8 DON'T KNOW

9 REFUSED

a1. If yes was that need met? (Did you get help), yes or no?

1 Yes

2 No

8 DON'T KNOW

9 REFUSED

**Remaining items follow same pattern as above**

b. Did you need referrals to other agencies? b1. Was that need met? (did you get help)

c. How about legal assistance? c1. Was that need met? (did you get help)

d. Medical assistance? d1. Was that need met? (did you get help)

e. Counseling or mental health assistance? e1. Was that need met? (did you get help)

f. safe place for you and/or your children? f1. Was that need met? (did you get help)

IF NO NEEDS MET, SKIP TO BARRIERS, SECTION J.  
IF ANY NEEDS MET, CONTINUE.

## I: AGENCY SATISFACTION

Q: Q12a

Now we would like to know what agency (or agencies) you may have requested assistance from to help you with domestic violence issues or concerns, and whether you were satisfied with the assistance you received.

Did you call a domestic violence hotline, yes or no?

- 1 Yes
- 2 No
- 8 DON'T KNOW
- 9 REFUSED

Q12a1.

If yes, were you satisfied with the assistance you received, yes or no?

- 1 Yes
- 2 No
- 8 DON'T KNOW
- 9 REFUSED

Q12b. Did you request help from a shelter or victim services agency? [NOT HOTLINE]

### **b2. Domestic violence agency only (all yes/no questions)**

I will now ask some yes/no questions regarding where you heard about the shelter or victim services agency. Did you hear about the agency from...

- a. the phone book, yes or no?
- b. the newspaper, yes or no?
- c. television or the radio?
- d. friends or family?
- e. doctors or other health professionals?
- f. lawyers or county attorneys?
- g. the police?
- h. posters or fliers in public places?

### **Remaining items follow same pattern as above**

- c. Did you request help from the police or sheriff's department?
  - c1. If yes, were you satisfied with the assistance you received?
- d. From Kansas Legal Services or a private attorney?
  - d1. If yes, were you satisfied with the assistance you received?
- e. From a doctor, nurse, or hospital worker?
  - d1. If yes, were you satisfied with the assistance you received?
- f. From a social services worker?
  - e1. If yes, were you satisfied with the assistance you received?
- g. From friends, family, or members of the clergy?
  - f1. If yes, were you satisfied with the assistance you received?

## **J: EMOTIONAL AND INSTRUMENTAL BARRIERS TO HELP-SEEKING**

Q: Q13

Sometimes there are barriers that make it difficult for women to get help when problems occur in a relationship. Some of these barriers are emotional, while others are things such as lack of transportation or money. In the past year or so, did you ever find yourself in a situation where it was either very difficult to seek help, or you wanted to seek out help but couldn't?

**IF NO, ADVANCE TO CHILDREN SECTION.** →  
**IF YES, CONTINUE.** ↓

Q: Q14

Please tell us whether the following applied to your situation by answering yes or no.

- a. Was it difficult to get help or did you not get help because you were afraid of what your partner would do?
- b. Was it difficult to get help or did you not get help because you thought you could take care of it yourself?
- c. Because you didn't know what to do?
- d. Because it's against your religious or ethical beliefs?
- e. Because you love your partner?
- f. Because you thought your partner would change?
- g. Because you thought it was partially your fault?
- h. Because you were concerned about finances?
- i. Because you didn't have money to get services?
- j. Because you didn't have a way to get to the services?
- k. Because you thought your partner would get into trouble?
- l. Because it would break up the family?
- m. Because its too embarrassing or you didn't want people to know
- n. Because you didn't know if you could make it on your own?

## K. CHILDREN SECTION

Q: Q15

Whenever children are involved, there are other issues that need to be considered. In the last year or so, were there children under the age of 18 living in the household and if so, how many? \_\_\_\_\_ **IF NONE, SKIP TO NEXT SECTION** →

Q: Q15a

How many of these children were your partner's children? \_\_\_\_\_  
[IF WHY Some people treat their own children different than stepchildren.]

Q: Q16

Did any of the children witness any kind of abusive or controlling behavior, yes or no?

Q: Q16a

Did your partner ever threaten to hurt the children, yes or no?

Q: Q16b

Did your partner ever threaten to hurt the children to try and hurt them, yes or no?

Q:Q16c

Did your partner hurt any of the children physically or emotionally, yes or no?

Q:Q16d

Did your partner use the children to try and control your behavior or to get information from you?

Q:Q16e

Did your partner threaten to take the children from you?

Q:Q16f

Did your partner threaten to report you to child protective services?

**IF Q13 WAS NOT YES (NO BARRIERS), SKIP TO NEXT SECTION.** →

**IF Q13 WAS YES (BARRIERS), CONTINUE**

Q: Q17

Earlier, we talked about barriers to getting help. Did lack of childcare make it difficult to seek help?

Q: Q18

Did the fear of losing your children make it difficult to seek services?

Q: Q18a

Did your concern for your children make it difficult to consider leaving?

## L. AWARENESS OF SERVICES (ALL RESPONDENTS)

**[THOSE WHO HAVE USED DOMESTIC VIOLENCE SERVICES SHOULD SKIP TO Q20]**

Q: Q19

Now I will ask some general questions about domestic violence.

Are you aware of any domestic violence agencies in your area?

Yes

No

Q: Q19a

I will now ask some yes/no questions regarding where you heard about the domestic violence agency. Did you hear about the domestic violence agency (all yes/no)

- i. From the phone book, yes or no?
- j. From the newspaper?
- k. From TV or radio?
- l. From friends or family?
- m. From doctors or other health professionals?
- n. From lawyers or county attorneys?
- o. From the Police?
- p. From posters or fliers in public places?

Q: Q20

Thinking of the past year only, have you heard anything or read anything about domestic violence services offered in Kansas?

1 Yes

2 No

8 DON'T KNOW

9 REFUSED

Q: Q21

Do you currently know someone, not including yourself, who is a victim of domestic violence?

Yes

No

Q: Q22

Please rate your agreement with the following statements using strongly agree, agree, disagree, or strongly disagree. Domestic violence is a widespread problem in Kansas. Do you strongly agree, agree, disagree, or strongly disagree?

1 Strongly agree

8 Don't know

2 Agree

9 Refused

3 Disagree

4 Strongly disagree

Q23a

Domestic violence continues because most women will not leave the men who abuse them.

Q23b

Many women have to choose between living on their own and being poor, or staying in the home where they are being battered.

Q23c

If a husband physically abuses his wife during an argument inside their own home, it's none of my business.

Q23d

Domestic violence occurs only in poor, urban areas.

Q23e

Staying in an abusive relationship is NEVER appropriate.

Q23f

Leaving a relationship can be more dangerous than staying in a relationship.

## M. CORRELATES (PARTNER DEMOS)

Q: Q24

And now, we have a few questions about the partner who you were in a relationship with. These questions will help us to analyze the results of the survey as research has shown that these kinds of questions are related to women's safety in the home. We realize that some of the questions may seem personal. We would remind you that your answers will remain completely confidential.

First, we have a few questions about your partner. Please answer the following questions Yes or No

- a. Does your partner have a history of employment problems, yes or no?
- b. Has your partner ever harmed pets, yes or no?
- c. Has your partner ever been arrested for domestic violence charges, yes or no?
- d. Has your partner ever been arrested for other violence crimes, yes or no?
- e. Has your partner ever used a weapon or threatened to use a weapon on you, yes or no?
- f. Does your partner have access to a weapon, yes or no?
- g. Is it likely that your partner will cause you severe injury in the next year or so, yes or no?
- h. To your knowledge, was your partner raised in an abusive family where physical or emotional abuse took place, yes or no?
- i. Do you think that your partner has an alcohol or drug problem? Q24i2 If yes Does your partner get abusive when under the influence of alcohol or drugs?

Q: Q25

Is your partner currently employed, yes or no?

Q: Q25a

If no, is your partner retired, yes or no?

Q: Q25b

Is your partner disabled?

Q: Q26

Is the age difference between the two of you less than 10 years?

Q: Q27

Did your partner graduate from high school, yes or no?

Q: Q27a

If yes, did your partner attend college, yes or no?

Q: Q27b

If yes, did your partner get a degree, yes or no?



## N. DEMOGRAPHICS (FEMALE RELATIONSHIP DEMOS)

Q: Q28

Is this person your current partner, yes or no  
Your ex-partner?

DEMOS FOR ALL WOMEN WITH  
A RELATIONSHIP IN PAST  
YEAR (ABUSE OR NO ABUSE)

Q:Q28a

Were you ever married to this person?

If yes Q: Q28b Are the two of you  
Still married, yes or no (continue if no)  
Separated, yes or no (continue if no)  
Divorced

If no Q: Q28c Did the two of you ever live together, yes or no?

Q: 29

Did your relationship last more than 10 years?

Q: Q29a

If no, more than 5 years?

Q: Q29b

If no, more than 1 year?

Q: Q30

Some of these questions we will ask about you as well.

Were you raised in an abusive family where physical or emotional abuse took place, yes or no?

Q: Q31

Have you ever been arrested for domestic violence yes or no?

### **NON-RELATIONSHIP WOMEN ENTER DEMOS HERE.**

“Now I have a few questions about yourself. These questions will help us to analyze the results of the survey.”

**N. DEMOGRAPHICS (FEMALE DEMOS-ALL WOMEN)**

Q: Q32

Are you currently working, yes or no?

DEMOS FOR ALL WOMEN (ABUSE OR NO ABUSE)
--

Q: Q32a

If no, are you retired yes or no?

Q: Q32b

Are you disabled?

Q: Q33

Do you have any kind of health insurance, yes or no?

Q:Q33a

If yes, do you have insurance from Medicaid, Medicare, or Healthwave, yes or no?

Q: Q34

Did you graduate from high school, yes or no?

Q: Q34a

If yes, did you attend college, yes or no?

Q: Q34b

If yes, did you get a degree, yes or no?

Q: Q35

What year were you born? \_\_\_\_\_

Q: Q36

Was your total family income for the last year above or below \$40,000?

[IF BELOW \$40,000 READ THE FOLLOWING RESPONSES] (items read yes/no)

- 1 Was it less than \$10,000,
- 2 between \$10,000 and \$20,000,
- 3 between \$20,000 and \$30,000?
- 4 or between \$30,000 and \$40,000?

[IF ABOVE \$40,000 READ THE FOLLOWING RESPONSES] (items read yes/no)

- 5 Was it between \$40,000 and \$50,000,
- 6 between \$50,000 and \$60,000,
- 7 between \$60,000 and \$70,000,
- 8 or was it over \$70,000?

88 Don't know

99 Refused

Q: Q37

Are you of Mexican or some other Hispanic origin?

- 1 YES
- 2 NO
- 8 Don't Know
- 9 Refused

These questions are phrased  
to match census questions.

Q: Q38

Do you consider yourself:

- 1 White
- 2 Black or African American
- 3 Biracial
- 4 American Indian or Alaskan Native
- 5 Asian
- 6 Native Hawaiian or Other Pacific Islander
- 7 Some other race
- 8 Don't Know
- 9 Refused

## O. CLOSING, OFFER HOTLINE NUMBER, SURVEYOR NOTES

**Q: Q35**

### **OFFER NUMBER (victims only)**

We want to thank you for helping us with the survey. We have a telephone number available for anyone who'd like to talk to someone about domestic violence. Would you like to have that number?

Yes

No

If yes

Q: Q35a

THE NUMBER IS: 1-888-ENDABUSE OR 1-888-363-2287

[IF ASKS FOR MORE INFO ABOUT HOTLINE, READ FOLLOWING:]

The Kansas Crisis Hotline is a toll-free, 24-hour statewide crisis hotline developed to link victims of domestic violence and sexual assault to crisis programs across Kansas.

The Hotline offers:

Confidential support

Crisis intervention to help identify problems and possible solutions

Referral to community programs or women's shelters

AND Information about domestic violence

**Q:Q36**

**All – Thank you**

We want to thank you for your assistance. The information you provided will help decision makers in Kansas better understand the needs of Kansas women regarding domestic violence. Thank you, bye.

**Q:Q37**

Surveyors: Did anything occur during the interview that should be documented here?

- Ex.    Respondent became upset  
      Respondent didn't seem to answer questions honestly – held back  
      Respondent didn't like/understand the question about.....  
      Respondent thanked us for doing the survey  
      Respondent thinks that Kansas doesn't do enough

Q:Station

Q:Shift

**Appendix 3**  
**Self-Administered Survey Instrument for Victims Seeking Assistance at Domestic**  
**Violence Service Provider Sites in Kansas**



Domestic Violence  
Victim Services  
Awareness, Use and  
Satisfaction Project

## Domestic Violence Services Satisfaction Survey [Program Name Here]

Dear Participant:

We would appreciate your assistance in completing this questionnaire regarding domestic violence services in Kansas. The questionnaire is part of a study being conducted by the Docking Institute at Fort Hays State University to help improve domestic violence services.

**[IF YOU HAVE ALREADY COMPLETED THIS SURVEY, DO NOT COMPLETE IT AGAIN.]**

There are a few things you should be aware of prior to filling out the form.

1. Your participation is voluntary.
2. Some of the questions are sensitive.
3. Your answers are anonymous. Please do not put your name on the questionnaire or share your responses with staff.
4. No record is kept regarding who participates in the survey. This survey is confidential.
5. You may skip any questions you are uncomfortable with, or stop completing the survey at any time.

Please return the questionnaire by placing it in the Docking Institute's drop box located on site at the domestic violence program, or by sending it to the Docking Institute using a postage paid, self-addressed envelope. You may obtain an envelope from the domestic violence program staff.

If you have any questions about the questionnaire please contact Joyce Wolfe, Docking Institute Researcher, at 785-628-5571.

Thank you for helping us with your responses. Your assistance will help improve domestic violence services in Kansas.

Sincerely,

Domestic Violence Program Staff  
Docking Institute Staff

## Domestic Violence Services Satisfaction Survey [Program Name Here]

Thank you for your assistance. Please read each question, and fill in the bubble to indicate your answer.

Like this: ●      Not: ~~⊙~~      or      ✓ ⊙      or      ⊙

Q1. Would you say that your situation is better, the same, or worse now that you have received services?

- ⊙ Better      ⊙ Same      ⊙ Worse

Q1a. Has the violence increased, stayed the same, or decreased since you received services?

- ⊙ Increased      ⊙ Same      ⊙ Decreased

Q2. Did you receive any sexual assault services in addition to domestic violence services?

- ⊙ Yes      If yes, go on to Q3  
 ⊙ No      If no, please skip to Q4a now

Q3. Step 1 Indicate whether you received the sexual assault services below.  Step 2 If a service was provided, proceed to the next columns to tell us your satisfaction with staff assistance.	I Received Or Used This Service		If You Answer Yes, Tell Us Your Satisfaction	Very satisfied with staff assistance	Somewhat satisfied with staff assistance	Not satisfied with staff assistance
SEXUAL ASSAULT SERVICES	No	Yes				
a. Medical services or information	⊙	⊙	▶	⊙	⊙	⊙
b. Individual crisis counseling	⊙	⊙	▶	⊙	⊙	⊙
c. Group counseling	⊙	⊙	▶	⊙	⊙	⊙
d. Court preparation and support	⊙	⊙	▶	⊙	⊙	⊙
e. Referrals to other agencies	⊙	⊙	▶	⊙	⊙	⊙
f. Follow-up services (check up on you to answer questions, provide test results, etc)	⊙	⊙	▶	⊙	⊙	⊙

Q4. How many total contacts do you think that you have had with the program for **sexual assault services only**? If you are not sure, please estimate. I think I have had about \_\_\_\_\_ contacts with the program (meeting with staff, going to meetings, phone calls, etc) for sexual assault services. The rest of the survey will be about domestic violence services you have received. **Please stop here if you received ONLY sexual assault services.**

Q4a Now, how many total contacts do you think that you have had with the program for **domestic violence services only**? If you are not sure, please estimate. I think I have had about \_\_\_\_\_ contacts with the program (meeting with staff, going to meetings, phone calls, etc) for domestic violence services. Please continue to the rest of the survey.

Q5. Step 1 Thinking of <b>domestic violence services</b> you received, first indicate whether staff told you about the items below.  Step 2 If you answer “yes”, proceed to the next columns to tell us how useful the information was to you.	Staff Told Me About This		If You Answer Yes, Tell Us How Useful It Was	Info. Was Very Useful	Info. Was Somewhat Useful	Info. Not Useful At All
	No	Yes				
STAFF TOLD ME ABOUT...						
a. What abusive tactics are and how they can affect you	②	①	▶	①	②	③
b. Community resources available to you	②	①	▶	①	②	③
c. Strategies to keep you safer	②	①	▶	①	②	③
d. How to express your feelings	②	①	▶	①	②	③
e. How to use protection orders	②	①	▶	①	②	③
f. The limitations of protection orders	②	①	▶	①	②	③
g. The legal process (hearings, trials, etc)	②	①	▶	①	②	③
h. That you can reach someone at any time for assistance	②	①	▶	①	②	③
i. That it is important to set goals and plan for the future	②	①	▶	①	②	③

Q6. In your opinion, which of the items above was the **most useful** to you? (a, b, c, etc) (please pick only one) \_\_\_\_\_

Q7. Step 1 Indicate whether you received the domestic violence services below.  Step 2 If a service was provided, proceed to the next columns to tell us your satisfaction with staff assistance.	I Received Or Used This Service		If You Answer Yes, Tell Us Your Satisfaction	Very Satisfied With Staff Assistance	Somewhat Satisfied With Staff Assistance	Not Satisfied With Staff Assistance
	No	Yes				
DOMESTIC VIOLENCE SERVICES						
a. Hotline assistance or telephone assistance	②	①	▶	①	②	③
b. After-hours assistance (between 6pm and 8am)	②	①	▶	①	②	③
c. Follow-up assistance (staff called to check up on you)	②	①	▶	①	②	③
d. Emotional support when attending group sessions	②	①	▶	①	②	③
e. Emotional support when visiting one-on-one with a staff member	②	①	▶	①	②	③
f. Assistance with landlords, creditors, employers, etc	②	①	▶	①	②	③
g. Assistance with SRS, disability, WIC, or other benefit agencies	②	①	▶	①	②	③
h. Court preparation and support	②	①	▶	①	②	③
i. Other assistance (specify)	②	①	▶	①	②	③

Q8. If you answered “not satisfied with staff assistance” for any item, please indicate why in the space below.





	No	Yes	Don't Know
Q9. Did domestic violence services help you in the following ways?			
a. Are you now better able to seek out the help that you need on your own?	(2)	(1)	(8)
b. Were you able to get help from other agencies because of staff assistance?	(2)	(1)	(8)
c. Do you feel safer because of the help that you received?	(2)	(1)	(8)
d. Do you feel more confident because of the help that you received?	(2)	(1)	(8)
e. Do you feel better prepared for the future?	(2)	(1)	(8)
f. Are you coping with your situation better now than when you began receiving services?	(2)	(1)	(8)
g. Do you feel better about yourself?	(2)	(1)	(8)
h. Are you ready to make changes to improve your situation?	(2)	(1)	(8)
i. Do you sometimes feel overwhelmed or struggle to know what to do?	(2)	(1)	(8)
j. Are you using the skills that you learned to try to improve your situation?	(2)	(1)	(8)

	Very Good	Good	Fair	Poor	Very Poor	Don't Know
Q10. Please rate the following aspects of customer service.						
Thinking about the services you received, how would you rate...						
a. Staff knowledge	(1)	(2)	(3)	(4)	(5)	(8)
b. Staff courtesy and respect	(1)	(2)	(3)	(4)	(5)	(8)
c. Staff compassion and understanding	(1)	(2)	(3)	(4)	(5)	(8)
d. Staff ability to identify and address needs	(1)	(2)	(3)	(4)	(5)	(8)
e. How quickly staff are able to respond	(1)	(2)	(3)	(4)	(5)	(8)
f. Times services are available	(1)	(2)	(3)	(4)	(5)	(8)
g. Location of services	(1)	(2)	(3)	(4)	(5)	(8)
h. Number of services provided	(1)	(2)	(3)	(4)	(5)	(8)
i. Number of program staff available to help	(1)	(2)	(3)	(4)	(5)	(8)
j. Quality of the meeting rooms in the facility	(1)	(2)	(3)	(4)	(5)	(8)
k. Overall, how do you feel about services you have received?	(1)	(2)	(3)	(4)	(5)	(8)

Q11. If you answered "poor" or "very poor" for any item, please indicate why here:




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# Shelter Services Satisfaction Survey

**IF YOU HAVE NOT RECEIVED SHELTER SERVICES, PLEASE SKIP THIS PAGE. →**

We would like to know how to provide better shelter services. Please help us by providing feedback about the shelter services that you received. The survey is anonymous – no one will be able to trace your answers back to you.

Thinking of the shelter services that you received, would you say...	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
1. The shelter staff tried to make me comfortable and provide for my personal needs.	①	②	③	④	⑧
2. There was enough food and supplies.	①	②	③	④	⑧
3. The food was good.	①	②	③	④	⑧
4. The shelter was clean.	①	②	③	④	⑧
5. The amount of space in the shelter was adequate.	①	②	③	④	⑧
6. The rules of the shelter were reasonable.	①	②	③	④	⑧
7. I was able to get into the shelter quickly.	①	②	③	④	⑧
8. I had problems getting transportation to the shelter.	①	②	③	④	⑧
9. While in shelter, I was able to get around to places I needed to go.	①	②	③	④	⑧
10. I had to wait a long time to get in because the shelter was full.	①	②	③	④	⑧

Thinking about your stay at the shelter, would you say....	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
11. The shelter was the only place I could go.	①	②	③	④	⑧
12. Staff helped me develop a plan for the future.	①	②	③	④	⑧
13. I now feel better prepared to go out on my own.	①	②	③	④	⑧
14. Staff were supportive.	①	②	③	④	⑧
15. I felt safe in the shelter.	①	②	③	④	⑧
16. Overall I am satisfied with the shelter services.	①	②	③	④	⑧

Please tell us the reason(s) that shelter services ended.	No	Yes
17. I moved to a different shelter.	②	①
18. I found a new place to live.	②	①
19. I stayed the maximum time that is allowed.	②	①
20. I had disagreements with staff.	②	①
21. I decided to reconcile with my partner.	②	①
22. I was asked to leave the shelter.	②	①
23. Some other reason (please indicate in this space)	②	①

↓                      ↓

If you disagreed with any of the items on this page, please explain why on the back. Refer to the question number when you give your answer.

Now, we'd like to ask you about your awareness of domestic violence services.

	No	Yes
1. When you first decided to get help, did you know where to go to receive domestic violence services?	②	①

2. Which services were you aware of?	No	Yes
a. Shelter (a place to stay)?	②	①
b. Information and Referral (general information and referrals to other agencies)?	②	①
c. Advocacy (assistance working with other agencies)?	②	①
d. Education and Support (emotional support, crisis information)?	②	①
e. Safety Plan Assistance (help with making a plan to leave quickly or safely during a crisis)?	②	①
f. Transportation assistance or financial assistance?	②	①
g. Assistance completing paperwork?	②	①
h. Other (specify) _____	②	①

3. How did you learn about domestic violence services?	No	Yes
a. Phone book?	②	①
b. Newspaper?	②	①
c. Television or radio?	②	①
d. Friends, family, clergy?	②	①
e. Doctor or medical personnel?	②	①
f. Lawyer or legal personnel?	②	①
g. Police or other law enforcement?	②	①
h. Posters, fliers, etc?	②	①
i. Some other way (specify) _____	②	①

Of the sources listed above, which do you feel is the **most useful** for delivering information about domestic violence? (put letter here) \_\_\_\_\_

4. At the time of the abuse, what was the population of the town that you lived in (or lived closest to)? Was the population...

- Ⓐ Under 1,000      Ⓑ 1,000 to 5,000      Ⓒ 5,001 to 10,000      Ⓓ 10,001 to 50,000      Ⓔ Over 50,000

	No	Yes
5. Do people in your town have enough access to information about domestic violence?	②	①

6. If you could name one thing that should be done to improve domestic violence services in Kansas, what would that be?

\_\_\_\_\_

We want to better understand the needs of women who seek domestic violence services, and the type and severity of abuse they experience. Some of these questions are sensitive. Please take a few moments to share your experiences in the following pages. Again, this survey is anonymous – no one will be able to trace the answers back to you.

7. Now we would like to know what agency (or agencies) you requested help from <b>due to domestic violence</b> , and whether you were satisfied with the assistance you received. In the past year...	Requested Assistance		If yes, were you satisfied	Were you satisfied with the assistance you received?	
	No	Yes		No	Yes
a. Did you request help from a domestic violence hotline?	②	①	▶	②	①
b. Did you request help from a shelter or victim services agency?	②	①	▶	②	①
c. Did you request help from the police or sheriff's department?	②	①	▶	②	①
d. Did you request help from Kansas Legal Services or a private attorney?	②	①	▶	②	①
e. Did you request help from a county attorney or district attorney?	②	①	▶	②	①
f. Did you request help from a doctor, nurse, or hospital worker?	②	①	▶	②	①
g. Did you request help from a social services worker?	②	①	▶	②	①
h. Did you request help from friends, family, or members of the clergy?	②	①	▶	②	①
i. Did you request some other help? (describe in this space)	②	①	▶	②	①

j. Please give us more information in the space below if you were NOT satisfied with the assistance you received.▲

Write on the back if more space is needed.

8. We want to ask you about the types of <b>domestic violence services</b> you needed, and whether those needs were met. In the past year ...	Had the Need		If yes, was the need met	Was that need met?	
	No	Yes		No	Yes
a. Did you need information about domestic violence services in your area?	②	①	▶	②	①
b. Did you need referrals to other agencies?	②	①	▶	②	①
c. Did you need legal assistance?	②	①	▶	②	①
d. Did you need medical assistance?	②	①	▶	②	①
e. Did you need counseling or someone to talk to?	②	①	▶	②	①
f. Did you need a safe place for you and/or your children?	②	①	▶	②	①

g. Please give us more information in the space below if any of your needs were not met.▲

Write on the back if more space is needed.

9. In the past year...	Type of Involvement		If yes, was it helpful	Was that helpful?	
	No	Yes		No	Yes
a. Did the police come due to physical violence?	(2)	(1)	▶	(2)	(1)
b. Did the police come due to yelling, screaming, or some other kind of commotion?	(2)	(1)	▶	(2)	(1)
c. Did you get a protection from abuse order?	(2)	(1)	▶	(2)	(1)
d. Did you get a protection from stalking order?	(2)	(1)	▶	(2)	(1)
e. Was the abuser arrested for domestic violence?	(2)	(1)	▶	(2)	(1)
f. Was a domestic violence brochure provided to you?	(2)	(1)	▶	(2)	(1)
g. Did you go to a hearing or to court?	(2)	(1)	▶	(2)	(1)
h. Were you generally satisfied with the help from the police?	(2)	(1)			
i. Were you generally satisfied with the help from the court?	(2)	(1)			
j. Were you arrested for domestic violence?	(2)	(1)			

k. Please give us more information in the space below if anything was not helpful.

Write on the back if more space is needed.

10. We would like to understand your situation. Please tell us how many times <i>in the past year</i> the following have occurred.**	1	2	3-6	7-10	11-20	20+	Not this year, but before	Never
a. The abuser insulted, swore at, or yelled at me	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
b. The abuser pushed or shoved me	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
c. The abuser destroyed something belonging to me or threatened to hit me	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
d. The abuser insisted on sex when I didn't want to but did <b>not</b> use physical force	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
e. I had a sprain, bruise, small cut, or pain because of a fight with the abuser	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
f. The abuser slapped me, punched me, kicked me, or beat me up	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
g. The abuser strangled or choked me	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
h. I went to see a doctor or needed to see a doctor because of injuries from the abuser	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
i. The abuser used physical force to make me have sex	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
j. The abuser used a weapon to hurt me	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)

11. Sometimes one person in a relationship tries to control the other person in the relationship. Please tell us whether any of the following have occurred in the relationship. In the past year or so...	No	Yes
a. Did the abuser keep you from seeing friends or family?	(2)	(1)
b. Did the abuser listen to your phone calls, or keep you from using the phone?	(2)	(1)
c. Did the abuser keep you from getting or keeping a job?	(2)	(1)
d. Did the abuser follow you, spy on you, or show up at a job, school, or friends' home to check on you?	(2)	(1)
e. Did the abuser control all of the money, or give you little or no money?	(2)	(1)
f. Did the abuser threaten or harass you?	(2)	(1)

12. Sometimes there are barriers that keep victims from getting help when problems occur in a relationship. Please tell us whether the following applied to your situation. Did you ever go without help...	No	Yes
a. Because you were afraid of what the abuser would do?	(2)	(1)
b. Because you thought you could take care of it yourself?	(2)	(1)
c. Because you didn't know what to do?	(2)	(1)
d. Because it's against your religious or ethical beliefs?	(2)	(1)
e. Because you thought the abuser would change?	(2)	(1)
f. Because you thought it was partially your fault?	(2)	(1)
g. Because you were concerned about finances?	(2)	(1)
h. Because you didn't have money to get services?	(2)	(1)
i. Because you didn't have transportation to services?	(2)	(1)
j. Because you thought the abuser would get into trouble?	(2)	(1)
k. Because you thought you would get into trouble?	(2)	(1)
l. Because it would break up the family?	(2)	(1)
m. Because it's too embarrassing or you didn't want people to know?	(2)	(1)
n. Because you didn't know if you could make it on your own?	(2)	(1)
o. Because you couldn't get the services you needed.	(2)	(1)
p. Because you were afraid of losing health benefits or other benefits?	(2)	(1)
q. Because you didn't think the situation was bad enough to qualify you for services?	(2)	(1)

13. Please answer the following questions about the abuser.	No	Yes	Not Applicable
a. Has the abuser ever been arrested for domestic violence crimes?	(2)	(1)	(0)
b. Has the abuser ever been arrested for other violent crimes?	(2)	(1)	(0)
c. Has the abuser ever harmed pets?	(2)	(1)	(0)
d. Has the abuser ever used a weapon or threatened to use a weapon on you?	(2)	(1)	(0)
e. Does the abuser have access to a weapon?	(2)	(1)	(0)
f. Does the abuser have a history of employment problems?	(2)	(1)	(0)
g. Is it likely that the abuser will cause you severe injury in the next year?	(2)	(1)	(0)
h. To your knowledge, was the abuser raised in a family where physical or mental abuse took place?	(2)	(1)	(0)
i. Do you think that the abuser has an alcohol or drug problem?	(2)	(1)	(0)
j. If yes, does he get abusive when under the influence of alcohol or drugs?	(2)	(1)	(0)

	No	Yes	Not Applicable
k. Is the abuser currently employed?	②	①	①
l. If no, is the abuser disabled?	②	①	①
m. Is the age difference between the two of you less than 10 years?	②	①	①
n. Did the abuser graduate from high school?	②	①	①
o. Did the abuser attend college?	②	①	①
p. Did the abuser get a degree?	②	①	①

14a. Is your partner of Mexican or some other Hispanic origin?

**No**    **Yes**  
 ②      ①

14b. Is your partner:

- ① White
- ② Black or African American
- ③ Biracial
- ④ Asian
- ⑤ American Indian or Alaskan Native
- ⑥ Native Hawaiian or Other Pacific Islander
- ⑦ Some Other Race

15a. Is this person your current partner or ex-partner?    ① Current partner    ② Ex-partner

15b. Were you ever married to this person?    ① Yes    ② No

15c. If yes, are the two of you still married, separated, or divorced?    ① Still married    ② Separated    ③ Divorced

15d. If no, did the two of you ever live together?    ① Yes    ② No

15e. Do the two of you currently live together?    ① Yes    ② No

16. Please answer the following questions about yourself.	No	Yes	Not Applicable
a. Were you raised in a family where physical or emotional abuse took place?	②	①	①
b. Are you currently employed?	②	①	①
c. If no, are you disabled?	②	①	①
d. Did you graduate from high school?	②	①	①
e. Did you attend college?	②	①	①
f. Did you get a degree?	②	①	①
g. Did the relationship last more than 10 years?	②	①	①
h. More than 5 years?	②	①	①
i. More than 1 year?	②	①	①
j. Do you have any kind of health insurance?	②	①	①
k. Do you yourself have Medicaid, Medicare, or Healthwave?	②	①	①

17. Please indicate your household and personal income at the time of the abuse. (Unemployment, disability, etc should be included in the income estimates.)	Household income (both incomes)	Personal income (your income only)
a. None	(A)	(A)
b. Was it less than \$10,000,	(B)	(B)
c. Between \$10,001 and \$20,000?	(C)	(C)
d. Between \$20,001 and \$30,000?	(D)	(D)
e. Between \$30,001 and \$40,000?	(E)	(E)
f. Between \$40,001 and \$50,000?	(F)	(F)
g. Between \$50,001 and \$60,000?	(G)	(G)
h. Between \$60,001 and \$70,000?	(H)	(H)
i. Or over \$70,000?	(I)	(I)
j. The abuser controlled the money, I just don't know.	(J)	(J)

18. What year were you born? \_\_\_\_\_

20. Do you consider yourself:

19. Are you of Mexican or  
some other Hispanic origin?

No Yes

(2)

(1)

(1) White

(2) Black or African American

(3) Biracial

(4) Asian

(5) American Indian or Alaskan Native

(6) Native Hawaiian or Other Pacific Islander

(7) Some Other Race

**PLEASE COMPLETE THIS SECTION ONLY IF YOU HAVE CHILDREN.**

21. How many children do you have? \_\_\_\_\_

22. How many of these children are the abuser's? \_\_\_\_\_

	No	Yes
22a. Did any of the children witness any kind of abusive or controlling behavior?	(2)	(1)
22b. Did the abuser ever threaten to hurt the children?	(2)	(1)
22c. Did the abuser hurt any of the children physically or emotionally?	(2)	(1)
22d. Did the abuser use the children to try to control your behavior or get information from you?	(2)	(1)
22e. Did your partner threaten to take the children from you?	(2)	(1)
22f. Did lack of childcare make it difficult to seek help?	(2)	(1)
22g. Did the fear of losing your children make it difficult to seek services?	(2)	(1)
22h. Did your concern for your children make it difficult to consider leaving?	(2)	(1)

**Please place the completed survey in the Docking Institute drop box  
located in this facility, or get a Docking Institute envelope from staff**

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## Appendix 4

### Kansas Domestic Violence Programs Involved in the Current Study

<u>Domestic Violence Program</u>	<u>Location</u>
Alliance Against Family Violence	Leavenworth
Catholic Charities, Inc. - Harbor House	Wichita
Cowley County Safe Homes, Inc.	Winfield
Crisis Center of Dodge City	Dodge City
Crisis Resource Center of Southeast Kansas	Pittsburg
Domestic Violence Association of Central Kansas	Salina
Domestic Violence Emergency Services	Atchison
Domestic Violence Emergency Services of Grant County	Ulysses
Family Crisis Center, Inc.	Great Bend
Family Crisis Services, Inc.	Garden City
Family Life Center of Butler County	El Dorado
Friends of Yates	Kansas City
Harvey County Domestic Violence/Sexual Assault Task Force	Newton
Hope Unlimited	Iola
Liberal Area Rape Crisis/Domestic Violence Services	Liberal
Northwest Kansas Domestic and Sexual Violence Services, Inc.	Hays
Safehome, Inc.	Overland Park
Sexual Assault/Domestic Violence Center	Hutchinson
Services Offering Safety (SOS)	Emporia
Crisis Center, Inc.	Manhattan
Women's Transitional Care Services	Lawrence
YWCA Battered Women Task Force	Topeka
YWCA of Wichita	Wichita
Prairie Band Potawatomi Nation	Mayetta